



# Health and Wellbeing - feedback

- **Need a central resource for signposting people to relevant activities**
  - **Better access to primary care and signposting to continued care**
  - **Use a variety of media – leaflets, online, newspapers, information points**
  - **Encourage online prescription service**
  - **Utilise existing networks for social prescribing**
  - **Provide a wide variety of accessible activities**
  - **Prevention important- promote stop smoking and healthy eating**
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- **Encourage builders to build accessible houses fit for older people**
  - **Provide a bus stop outside Spa Medical Centre**
  - **Pedestrian crossings need painting white**
  - **Railing on raised pavement on Bath Road**
  - **Bus shelter needed in Lowbourne over the bench**
  - **Traffic lights need to “bleep” when pedestrians are crossing road**
  - **A place to talk and ask about help with utilities**
  - **Dangerous areas – Market Place signage and lack of lights near Melksham House**
  - **Trusted helpers to provide home repairs**
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# Accessibility and Transport - feedback

- **Limitations of LINK funding, lack of LINK drivers and admin staff**
- **Funding needed to re-introduce “Hopper” bus to Royal United Hospital**
- **Lack of advertising of reasonably priced transport services**
- **More parking for Blue Badge holders needed**
- **More toilets needed**
- **Bus drivers need to slow down at stops in case passenger cannot see in time to request the bus to stop**


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- **Lack of bus shelter/stop at Spa Medical Centre**
  - **Zebra crossings need repainting**
  - **Lack of awareness regarding services**
  - **Shopper bus not open to paying passengers**
  - **Public transport limitations**
  - **Community bus provides service to clubs, but lack of knowledge and advertising of service**

# Supported Living- feedback

- **Need more facilities that are affordable**
  - **Need for “extra care” housing – supported living with communal facilities**
  - **Housing integrated into a community**
  - **Housing for those in between care – where you can stay with your partner or have some care available**
  - **Knowledge where the carers are in case of need**
  - **Environmental factors of heating and accessibility**
  - **Mixture of housing needed for integration eg bungalows**
  - **Need for shared facilities to decrease isolation eg gardens, washing**
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# Combating Social Isolation - feedback

- **Lack of confidence**
- **No longer driving**
- **Health issues, particularly mental health**
- **Motivation**
- **Need company of own age group and interest**
- **Lack of support**
- **Finding out who is on their own – need referrals especially if widowed**
- **Feeling “alone” rather than “lonely”**
- **Who to talk to in a crisis?**

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- **Scared of being ill and being alone**
  - **Need to connect retired people with skills to those with needs: a win-win situation**
  - **Don't want groups or activities, just want something simple like a meal out**
  - **Motivation is a big issue**
  - **Struggle to leave home for health reasons**
  - **Blenheim House is looking for people with IT skills to share**
  - **Giffords Court residents are organising activities and trips themselves**
  - **Get put off by being labelled “old” - but don't feel it!**
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**Priorities for action:**


**1. Need for a directory of available services and professional contractors who can do small odd-jobs like change a lightbulb at subsidised cost**

**2. Share and raise profile of professional services available e.g from Richmond Fellowship, Carers Support Wiltshire “Make a Friend, Be a Friend”, and Local Area Co-ordination**




## **Work and Financial Security - feedback**

- **Need for flexible working to keep experience and reduce the costs of recruitment.**
- **Work supports health and provides a sense of purpose and valued relationship**
- **Barriers include perception of and prejudice against older workers, losing expertise, burnout, health and caring responsibilities, mental health, lack of IT skills, adaptability to change**
- **HR and line managers should encourage a “midlife MOT” and provide incentives and opportunities to older staff to encourage them to perform better at work**

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- **State pension age for women, menopause and hidden problems, women seen as carers**
  - **Adult education in later life is a daunting process**
  - **Redundancy more difficult for those aged over 50 years – need training and apprenticeships for this age group**
  - **Digital exclusion faced in making job applications**
  - **Financial security lacking, state pension is taxable**
  - **Lack of confidence at getting back in to work**
  - **Nobody wants retirement**

## **End of Life Care - feedback**

- **Stigma attached to end of life - “waiting for God”**
- **Feel a burden to the family**
- **When one partner dies this can lead to a decline in health and increased isolation for the surviving partner**
- **Media scare stories**
- **Need to talk more about end of life and death in a humorous/creative way**
- **End of life education needed earlier**
- **Emotional trauma of death of loved ones**
- **End of life information is out there but people are not signposted to it well enough eg Power of Attorney**

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- **Young people do not plan early enough for their old age**
  - **The costs of funeralcare have doubled**
  - **Lack of information on burial options and “green funerals”**
  - **Some over 50s leave work due to ill health and do not have the financial means to support themselves in later life**
  - **More affordable housing for seniors is needed**
  - **Lack of signposting and knowledge of care options**
  - **People in care can end up far away from families unless they are self-funded**
  - **People are living longer, waiting lists for care homes**
  - **Visits of health care workers are time restricted**
  - **Care workers are poorly trained and poorly paid**
  - **Should have the option and help to live at home**
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## **Priorities for action:**

- 1. An “Age Friendly Roadshow” to provide information and financial advice to allow early end of life and estate planning**
  - 2. A “Social Tax” of 40p to reduce the social care burden on local authorities - National Insurance ringfenced funds could ensure guaranteed payment for services in later life**
  - 3. A national plan for care home building, properly funded, like in Switzerland and Germany**
  - 4. A programme of fun and creative education as a way to discuss end of life issues without the stigma**
  - 5. Grants available to adapt homes**
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