Third sector contribution to care for older people

Inputs → **Activities** → **Reach** → **Service Outcomes** → **Activities and Provision for Older People and Carers** → **Outcomes for Older People and Carers** → **Long Term Outcomes** → **National Health and Wellbeing Outcomes**

Inputs

Partners

- Older people
- Family
- Carers
- Friends
- Local communities
- Local authorities
- NHS
- Independent sector providers
- Other third sector organisations
- Volunteers

Resources

- Staff
- Transport
- Volunteers
- Budget
- Equipment
- Technology
- Buildings
- Contacts and relationships
- Knowledge and expertise
- Research
- Evaluation

Activities

Activities to reach people

- Activities to reach older people and carers and volunteers
  Promotion, marketing, building relationships and referral routes
- Activities to build relationships with potential service users and volunteers

Reach

- Service providers, families and friends who have contact with people who need or can support our services
- Older people and carers and potential volunteers

Service Outcomes

- Appropriate and timely referrals so people get the right information and service at the right time
- Ready and able volunteers
- The older person or carer is willing and able to access and use services and opportunities

Activities to inform others' services

- Building capacity of other agencies
  Training/ information for providers, input to policy, trying out and sharing new approaches
- Research and evidence gathering
- Consultation and community capacity building (co-delivery)

Reach

- Service providers who can benefit from our knowledge of needs of local community or specific group
- Service providers, older people and carers
- Community groups and members: geographic or interest

Service Outcomes

- Organisations and groups have better awareness of needs of different groups and communities, have appropriate policies and resources to support service users
- Older people and carers trust and use services
- Older people and carers feel they have a voice and can shape services

Activities and Provision for Older People and Carers

- Advice and information service (talks, leaflets, enquiries, signposting, advocacy)
- Health promotion
- Physical activity sessions
- Transport | Day care
- Housing and housing support
- Rehab services including falls prevention
- Practical support: shopping, gardening, decorating, care and repair
- Therapeutic work (1 to 1 or group)
- Social activities such as cafes, clubs, outings, events, special hobby groups
- Befriending/ connecting | Respite/ short breaks
- Skills exchange – between older people and intergenerational
- Training, coaching and support for older people, carers and older volunteers
- Care/nursing services, homes and hospices
- Care coordination and assessment

Outcomes for Older People and Carers

Physical and social environment is age friendly

- Warmer, safer, more accessible homes
- Affordable and accessible food and leisure options
- Feel safe at home and in their community
- Affordable and accessible transport

Keeping/more socially connected

- Make/maintain friends and connections Carer and cared for maintain/improve their relationships
- Older people contribute to their community
- Stronger support networks in the community

Staying positive and in control

- More able and willing to address issues
- Better placed to take part and make informed choices
- Maintain/increase their sense of self worth
- Recognise what 'I can do' (not can't)
- Less anxious/more confident

Keeping/more financially and materially secure

- Maintain/improve financial situation
- Ability to pay for basic commodities, food, fuel, rent

The system works better for older people and carers

- All groups can access and feel able to use services
- Organisations and services are better able to meet local and individual need
- Improved care pathways
- Given more choice over personal care
- Reduced risk of crisis
- More open culture around end of life issues

Healthy and active ageing

- Have fun and enjoyment
- Eating well
- Maintaining or more physical and social activity
- Manage health conditions better
- More financially, socially and emotionally resilient
- Able to manage ups and downs

Optimise quality of life through

- Optimised Physical and health function
- Independence
- Mental health and wellbeing
- Quality of end of life

All of which contribute to achieving

Long Term Outcomes

1. People are able to look after and improve their own health and live in good health for longer
2. People are able to live, as far as reasonably practicable, independently at home or in a homely setting in their community
3. People who use health and social care services have positive experiences of those services and have their dignity respected
4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services
5. Health and social care services contribute to reducing health inequalities
6. People who provide unpaid care are supported to look after their own health and wellbeing
7. People using health and social care services are safe from harm
8. People who work in health and social care services feel engaged with the work they do and are supported to continually improve the information, support, care and treatment they provide
9. Resources are used effectively and efficiently in the provision of health and social care services

National Health and Wellbeing Outcomes