

Introduction

Introduction by Yvonne Coull, Co-Director

The Centre continues to develop and undertake a number of new research and education projects and has had a very busy programme of seminars and events throughout the Spring.



Ann Paget and Helen Gibson assist with the "cutting of the ribbon"

The Centre for the Older Person's Agenda, based at Queen Margaret University is a partnership with older people and professionals which undertakes research, development and education in order to facilitate empowerment and participation. A key aim is to influence policy and practice that makes a difference to the lives of older people. COPA has an established HUB for older activists in Scotland with the overall aim of promoting the systematic and meaningful involvement of older people in Scottish Society.



The team has expanded again and we welcome Dr Maresa Duffy and Melanie Lewin. Dr Duffy has joined us to undertake research into the Nutrition of Older Adults Living in the Community for the Scottish Government and deliver our nutrition degree modules. Melanie Lewin is undertaking research for COPA, Health Scotland and the City of Edinburgh into 'Good Ideas' surrounding the provision of effective outreach day services for older housebound people. Both these projects tie in with the completion of the Recipe for Life Project – Intergenerational Kitchen and Nutrition in Later Life, helping older people to eat well.

Scotland. We all had great time at a recent ESRC Seminar entitled Planning for the End of Life, a title which does not



The COPA Team

immediately resonate fun but Forum Theatre was used very effectively to encourage participants to explore issues surrounding the topic and this enabled us to examine issues in a convivial environment.

On the intergenerational theme we were pleased to host a Roadshow for the new Scottish Centre for Intergenerational Practice which is moving forward with the theme of generations working together throughout

There have been too many projects and activities to mention in this introduction so may I recommend that you read on to find out more.



Research

Young and old bridge the generation gap at an Afternoon Tea at QMU

Review of Nutritional Needs of Older People Living in the Community

by Dr Maresa Duffy, Research Fellow

This project has been commissioned by The Food and Health Team within the Public Health and Wellbeing Directorate of the Scottish Government and will be completed by January 2009.

The aim of the project is to establish the nutritional needs of older people living in the community and to identify the barriers that prevent them from meeting their nutritional needs.

The main objectives are to:

- assess current policies and services that focus more on the community rather than on institutions as the primary axis of long-term care for older people
- map existing literature
- establish gaps in the provision of care for older people
- provide future direction to government action in this area
- make recommendations regarding the need for nutritional interventions

Supporting 'Good Ideas' in the Provision of Effective Outreach Day Services for Older People

by Melanie Lewin, Research Fellow

Organisations that provide 'outreach' day services or respite services are increasingly being asked to provide support to older people in their own homes. This can be challenging for day carers and volunteers - who are not required to undertake personal care or other tasks, but to spend time with the person, providing stimulation and company. The 'Good Ideas' project, funded by COPA, Health Scotland and the City of Edinburgh Council until the end of March 2009, is gathering ideas to support day carers and volunteers in the work they do with housebound older people.

There are three key themes:

- physical activity
- nutrition and hydration
- social relationships

The aim of the project is to produce a 'recipe book' of ideas around these themes which will be useful to older people who are 'housebound' and to anyone providing support, whether paid or unpaid.

The opinions and views of older people who are housebound are rarely heard; the often very sensitive and imaginative work of day carers and volunteers may go unseen outwith their own organisations.

The ethos of the 'Good Ideas' project is to learn from older people and from day carers and others and to pass on their ideas to others. In addition to the 'recipe book', it is planned to hold a one day event in January 2009 to raise awareness about the views and needs of older people who are housebound and to celebrate good practice in providing 'outreach' day services to older people in their own homes.

If you would like to contribute any of your own 'good ideas', please contact COPA at the address overleaf.

Evaluation of Angus 50+ Project

by Dr Richard Ward, Research Fellow

A team from COPA has just completed an evaluation for the Scottish Government of a three-year digital inclusion project for older people in Angus called **Angus Gold**.

The evaluation was required to identify and highlight the lessons learned from this innovative project in order to guide future initiatives in other parts of Scotland. In addition to an evaluation report, the team produced a series of six briefings covering the different aspects of the project, designed to guide practitioners and planners.

The COPA team worked with four older people recruited from COPA's HUB who contributed to the development of research tools and the fieldwork for the project.

Having learned some valuable lessons from the evaluation, the team are now in talks with a Development Officer from East Lothian Council with a view to carrying out a digital inclusion project with older people and building a network across East Lothian that includes older people in rural settings and those residing in care homes and sheltered housing facilities.

The Angus Gold evaluation report and a shorter summary of research findings is currently awaiting approval from the relevant ministers and will be made available on the Scottish Government website later this year.



Angus Gold Website address:
www.angusgold.com

Recipe for Life

by Dr Maresa Duffy, Research Fellow and
Caroline Donaldson, Research Assistant

The Recipe for Life project aimed to find out ways of helping older people who live alone and who are unable to leave their homes to eat well. This was a three year research and practice development project which was funded by Zurich Financial Services Community Fund. The purpose of the practice development phase was to design and pilot practical solutions that would address the research findings in supporting older people to eat well.

Practice development phase initiatives

During the practice development phase, three initiatives were piloted:

- The Nutrition in Later Life (NiLL) Training package for Home Care Workers
- The development of a booklet of Good Practice examples from and for Home Care Workers
- Developing a Community Kitchen

The NiLL training package was designed to address project findings that suggested there was a need for more knowledge and information around food and eating for frail older people. The training was delivered to Home Care Workers and an information leaflet was designed and distributed to Home Care Workers' clients and their families with the aim of sharing the learning.

The Intergenerational Kitchen

Phase two of the Community Kitchen, the Intergenerational Kitchen, aimed to address findings which suggested that older people did not always feel they got to eat the foods that they wanted. Often faced with challenges in preparing foods and reliant on services, the research suggested that this represented a process 'disconnection' from food and eating. This 'disconnection' was suggested as potentially having a negative impact on an older person's appetite which, in turn, may have consequences for health and well being. The Community Kitchen and the phase two Intergenerational Kitchen were designed with the aim of 'reconnecting' older people with food and eating.

Second round of piloting

The NiLL training package has been redesigned and delivered to 300 Home Care Workers in an area of South Lanarkshire. The Intergenerational Kitchen has recently been piloted with two local high schools in a day centre lunch club and a care home in



East Lothian. The older people and the high school pupils worked together to generate snack ideas suitable for an older person. These ideas will be compiled into a booklet of recipes and suggestions which is scheduled to be completed in the early autumn.

COPA is now busy in the process of evaluating and reporting back. Reports of both these projects will be ready shortly and COPA will update everyone in our Autumn newsletter. For further information about this work, please contact Caroline Donaldson, cdonaldson@qmu.ac.uk

Joint Improvement Team Programme

by Dr Ailsa Cook, Research Fellow

Over the past two years, Dr Ailsa Cook has been working with Dr Emma Miller of the University of Stirling and the Joint Improvement Team of the Scottish Government to carry out a programme of action research on improving outcomes for service users and carers in health and social care. This work has been funded by the Joint Improvement Team and has involved working with 13 health and social care partnerships across Scotland to develop approaches to systematically gather data from service users and carers on the extent to which services deliver the outcomes that they want from care assessment and review processes. This data is used to inform individual care packages, service development, planning, commissioning and performance management.

The User and Care Defined Service Evaluation Toolkit (UDSET) has been developed along with a range of guidance to support implementation and is available on both the COPA and JIT websites (<http://www.jitscotland.org.uk/action-areas/themes/involvement.html>).

The project is now entering the implementation phase and over the course of the next twelve months, training and support is being offered to partnerships across Scotland wishing to implement the approach. For further information about this work, please contact Ailsa Cook, acook@qmu.ac.uk.

Seminars & Workshops



Scottish Centre for Intergenerational Practice (SCIP) – Roadshow

by Yvonne Coull, Co-Director

The role of the Scottish Centre for Intergenerational Practice (SCIP) is to work with the public, private and voluntary sector organisations as well as families, to gather and share best practice, provide information and support and develop new opportunities for intergenerational working and living. The Centre was set up by the Scottish Government in the Autumn of 2007 as promised in All Our Futures, Planning for Scotland with an Ageing Population.

Attending the Roadshow, participants were able to hear about the new centre (SCIP) and discover how the centre could work for them along with the small grants funding. Superb examples of practice in Lothian were provided by both the City of Edinburgh Council and COPA. These were:

- A City for All Ages – Edinburgh's Plan for Older People
- MOOD Project with Robert Cook
- The Welcoming Project by the Stills Gallery
- AceIT Project (including Moose in The Hoose) with Jenny Ridge
- COPA's Intergenerational Kitchen project

More information is available on the SCIP website at <http://www.scotcip.org.uk/home.html>



COPA hosts the successful SCIP roadshow in our new lecture theatre at QMU

QMU LGBT Group

by Dr Richard Ward, Research Fellow



The QMU Lesbian, Gay, Bisexual, Transgender and Sexualities Research Group hosted the first in a series of one-day seminars on May 2nd. The seminar: **Looking Beyond Categories:** LGBT issues in health and social care, was organised in collaboration with the Open University and attracted a diverse and stimulating selection of papers from across the UK.

Breaking news... The LGBT Research group has just heard that they have been successful with an application for funding from the Economic and Social Research Council to hold a series of four seminars on LGBT lifecourses and biographies to commence later this year. The first and last of the seminars will be hosted by QMU with Glasgow University and Robert Gordon University also acting as hosts.

Anyone interested in attending or giving a paper can get further information from Richard Ward (R.Ward@qmu.ac.uk)

People with cancer and an intellectual disability: an international issue with local significance

by Dr Heather Wilkinson, Co-Director

The workshop was organised by the Centre for the Older Person's Agenda, Queen Margaret University and the Cancer Care Research Centre, University of Stirling.

The workshop aims were to engage in a sharing of knowledge and experience and through discussion to drive forward change by creating agendas for policy, practice and research.

The objectives were to:

- present a range of current perspectives on policy, practice and research in cancer care for people with intellectual disabilities; sharing international perspectives
- identify and explore key issues
- share current practice and research concerns based on practitioner and personal experiences of cancer care
- to identify what a community of researcher, policy makers and practitioners would look like
- develop practice and research agendas with action plans for taking such agendas forward

The programme for the day revolved around five presentations and two group discussions. The full report, which is available on our website at www.qmu.ac.uk is organised according to the main themes that emerged from the presentations and discussion sessions. They are linked to the five objectives outlined above and the overall aim of developing an international and comparative understanding of these issues.



Above: Lisa McCann, Research Assistant from Stirling University addresses the audience



Planning for Older People Facing Death in Old Age: Open Space Event and Seminar

by Yvonne Coull, Co-Director

COPA were pleased to host the above seminar as part of an ESRC funded series on Social and Psychological Aspects of Dying in Old Age on behalf of the Cancer Experiences Collaborative.

An Open Space event was held beforehand where, using Forum Theatre techniques, the group discussed issues around planning in a positive and interactive way. This allowed for various scenarios to be discussed through role play which led to many hilarious moments.

On the day of the seminar there were a number of presentations and the group from the open space event presented three scenarios for discussion.

www.ceco.org.uk

Comments from those attending were:

- "An opportunity to learn and think about a subject about which I know very little"
- "Alan K, forum theatre, short presentations – all good and opportunity to talk and meet people"
- "I enjoyed the Open Space event the most as it was something different and highlighted issues very clearly whilst giving the opportunity to think about things differently"
- "Thought provoking. Many ideas and thoughts to take away"
- "The acting!"
- "I think it was the different slant on the theme that required thought to connect them up which stimulated new ideas and a change of perspective in myself"
- "The Open Space forum – I had not experienced this before"
- "The day has helped me in my studies and given me useful information to pass to colleagues"
- "Alan's talk and the 'actors' – made me think outside the box a bit"

Involving Older People Programme

Five small pilot research projects make up this programme and although all are very different, they share the same commonality of involving older people. The last newsletter contained articles on the Scottish Seniors project: Evaluation of Financial Products and Services along with The Older Person's Experience of Creativity in Relation to Well-Being. This time, we have a report on "An examination of how Effective a Drama Process (Image Theatre) can be in Generating Critical Dialogue Within a Care Home Community to Support Practice Development". The final two projects, "The Use of Misuse of Auditory Profiles" and "Older People's Activism and Older People's Issues" will be reported in our Autumn newsletter.

An examination of how Effective a Drama Process – Image Theatre – can be in Generating Critical Dialogue Within a Care Home Community to Support Practice Development

by Dr Esther Walker, Director, Forum Interactive

The matter of involvement is particularly pertinent to care homes. In April 2008, the Care Commission in Scotland introduced a new grading scheme which requires care homes to demonstrate that they have involved relatives and residents in the evaluation and development of their service. The aim of this project was to see how a drama process – Image Theatre – might work in a care home setting to facilitate involvement. Image Theatre provides a playful, non-threatening way for people to express and share views.

A series of workshops was held in two self-selecting care homes with groups of staff, residents and relatives (supported where necessary by 1:1 discussions). The theme we chose to explore was "creating community" because it implies no expectation that people raise 'problems'. The resulting photos, comments and drawings were then posted on a 'Graffiti Wall' which was displayed in a public place in the care home. Other members of the care home community were invited to add their own comments and responses.

In both care homes, the work succeeded in opening up areas of contention, providing an opportunity for the community to explore and understand them. It was clear that community members were unused to engaging with one another in this way. Important issues emerged (e.g. to do with team working, performance management, diversity, conflict management, the organization of care work, the quality of care, the level of social interaction). The extent to which the care home (principally in the form of the manager) was able to respond positively to the work highlights a key concern for the process of involvement itself: the expression and sharing of views inevitably creates conflict and a care home manager needs courage, commitment and skills to translate conflict into an opportunity for change.



'Graffiti Wall'



Staff drama workshop – example of a physical image

Conference Reports

The following reports are short summaries from conferences which were attended by COPA Staff, Advisory Panel Members and HUB Members. The full reports are available on our website at www.qmu.ac.uk/copa.

Improving Care for Older People: Messages from regulation and inspection, Edinburgh

by Rosemary MacDonald, Advisory Panel Member

The January Conference was jointly organised by the Care Commission, Social Work Inspection Agency (SWIA), and Scottish Social Services Council. 155 delegates attended representing Local Councils, NHS Scotland, Advocacy Groups and Carers.

The Minister for Public Health, Shona Robinson, spoke to the Conference, indicating the Scottish Government's commitment to older people, for example, by making dementia a national priority and increasing Free Personal and Nursing Care payments.

Presentations from the regulatory bodies highlighted how their work contributed to improving good practice. SWIA's handout 'Good Practice Examples' illustrates what can be achieved when agencies, carers and older people work together. The Senior Action Group Edinburgh showed a video of older people talking about their experiences of living in residential care.

I attended the workshop, Improving outcomes through collaborative working between Health and Social Work Services. The discussion focussed on strategic planning and commissioning and how practitioners could make practical progress without getting lost in the complexity of the system. Topics discussed covered, complicated IT systems; differences between local authorities on assessment procedures; differences between urban and rural provision, particularly access to care homes that are near relatives and friends.

After talk about processes, resources, etc. perhaps it would have been appropriate if the last word could have been given to people living in residential/care homes. Possibly there could have been another short video bringing together older people's voices from across the Mainland and the Islands.

British Society of Gerontology, Scotland

by Julie Ferguson, Research Assistant & Sheila McNeill, HUB Member

In June, the COPA team attended the above conference. A number of interesting and informative presentations were given with topics ranging from the Ageing Population: Some Policy Implications to Healthy Active Ageing to New Technologies and Older People. Posters were also presented by the team and a HUB member, Sheila McNeill, and over lunch, a five minute presentation on each poster was given. Yvonne Coull, Sheila McNeill, who had participated on an Education for Participation course, and myself, presented our poster on Involvement Participation and Learning in Later Life - the experience of learning to link policy, theory, research and practice through involvement and participation. We discussed the results of the evaluation of the Education for Participation course. Having Sheila there to speak about her experiences of being on the course gave the presentation a far greater depth and a more personal feel and also illustrated the benefits of meaningful involvement.

9th Nordic Public Health Conference, Invest in Public Health – for a fairer more sustainable future, Sweden

by Yvonne Coull, Co-Director & Hazel Woodsell, HUB Member

We were very privileged to be asked to accompany the team from Health Scotland to Sweden as part of the Mental Health and Well Being in Later Life programme where we presented at a workshop.

The conference was held over three days in Ostersund, north of Stockholm and was a mix of keynote speakers and workshops throughout the day. Translations were provided for the speakers in the main event and some workshops were in English. Many local features were included in the conference including music, drama, poetry, community singing and a lady who kept our circulation going with gentle exercise!

9th Nordic Public Health Conference, Invest in Public Health

Topics covered were very interesting and ranged from politics in Nordic states to tackle health inequalities through to population health and sustainable development – understanding the need and value of public health and included the following:

- Implementation and Social Marketing
- Participation in society and health
- Quality Indicators and benchmarking in national health information systems
- Never too late to invest in health
- WHO Health Cities
- Successes and Failures in Public Health Work
- There were also exhibitions to view and meetings to attend outwith conference timings. It was a very busy, exhausting but enjoyable time!

Swedish National Institute of Public Health, Nettan Oliw



Education

COPA Learning Programme (Contact COPA, details below.)

Designed with and delivered by older people, for older people and those who work with older people.

Introduction to Research

Inspired by the Ransackers tradition of introducing older people to learning in later life, this course provides an introduction to the processes of research from designing the research question to producing a short report. No pre-requisites are required.

Certificate in Food and Health

This unit provides an understanding of food and nutrition and their influences on well-being. It is designed for carers or formal care workers.

Optimising Nutritional Care in Hospitalised Patients, Care Homes and the Community

(SCQF level 9 {level 3})

This module has been designed for healthcare professionals to increase their awareness and understanding of factors that contribute to patients' poor nutritional state.

Understanding Nutritional Needs of Older Adults

(SCQF level 9 {level 3})

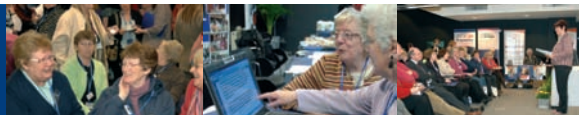
This degree level module has been developed to extend participants' understanding of nutritional needs of the older adult. This module utilises both work-based learning and reflective practice. It integrates nutrition with the physiology of ageing and disease. Case studies and peer-reviewed journals are used to develop critical awareness and skills of evaluating research papers.

An Introduction to Nutrition

(SCQF level 7, {level 1})

Nutrition is a fundamental component of care and is an area in which all carers are actively involved. It is essential to identify the nutritional needs of those you care for and take into account: social and therapeutic dietary needs; food preferences; dietary intake and nutritional 'risk.' Food not only influences health, it provides a structure for the day and helps with social interaction.

The HUB



In April, COPA officially launched The HUB. This is our group of older activists and through COPA, they can have their voices heard as a group. A number of years ago, COPA began a course entitled Education for Participation, an empowering course which provides participants with all kinds of skills: listening; research; perceiving others points of view; how to prepare or decipher documents and how to hear older people's voices in a formal setting such as a public meeting.

Having 'empowered' a number of older people, it seemed sensible to pool all these voices together and also to begin to collect the voices of those who are seldom heard – those in care homes, with learning disabilities, with dementia and those who are just home alone. Join these with a number of professionals who work with older people and we can have one very loud voice!



To celebrate this coming together, a launch event was held at QMU where we welcomed a number of speakers, exhibitors and groups:

- Professor Roger Clough, Lancaster University – Workshop on “Lessons from Involving Older People”
- Pat Scrutton, Better Government for Older People – Workshop on “Older People and Government”
- AcelT/Moose in The Hoose
- City of Edinburgh Council – Get Up and Go
- Age Concern
- Help the Aged
- Alzheimer Scotland
- MILAN
- SAGE

Professor Richard Clough from Lancaster University hosts an informative workshop



Tours of our new state of the art campus here at Queen Margaret University were also enjoyed by our delegates.

Members of the HUB can join in a number of COPA activities or attend meetings and events on behalf of COPA. We hope to be able to develop a number of courses to enable members to become skilled in certain areas and have begun this with the Taster Research Course. A Research Skills course has also been piloted and will be offered in the Autumn. It is up to HUB members whether or not they become involved or whether they use the HUB just to be kept informed of current debates.



Information is exchanged by the many exhibitors

Noted below are some of the projects and consultations to which HUB members have contributed.

- Recommendations from the UK Inquiry into Mental Health & Wellbeing in Later Life
- Consultation on “Better Health Better Care”
- Invitation for older learners to join the National Learner Panel
- IOP Research Projects – HUB volunteers sought for all 5 projects
- Developing Research Skills – training events
- Developing materials for the COPA website
- Participating in ESRC Open Space event and performing at the Planning for the End of Life seminar
- Consultation on an Older Peoples Assembly
- Research Associates in various COPA projects, e.g. The Good Ideas ‘team’ includes four members of the HUB who volunteered their assistance and who have had some introductory training in research methods. The team is now fully occupied with the second stage of the project. This will involve ‘conversational interviews’ with 15 – 20 housebound older people, and focus groups with day carers and volunteers.

Staff at the Centre

Co-Directors, Dr Heather Wilkinson and Yvonne Coull
Research Fellows, Dr Richard Ward, Dr Ailsa Cook, Dr Maresa Duffy and Melanie Lewin
Research Assistants, Julie Ferguson and Caroline Donaldson
Centre Officer, Janice Burr
Centre Administrator, Elaine Marshall

Supporting the Centre

We welcome suggestions on activities and collaborations. If you would like to support the Centre either in kind by volunteer work, or financially through a donation or a legacy, then please in the first instance contact the Centre Officer.



Queen Margaret University
EDINBURGH

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