



# Argyll and Bute Older Persons Charter 2008-10

***“Working with our  
communities to  
develop and  
improve quality of  
life and  
opportunity”***



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Port Ellen, Islay

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## FOREWORD – ARGYLL AND BUTE COUNCIL



**Councillor Dick Walsh**  
**Leader of Argyll and Bute Council**



**Councillor Donald MacIntosh**  
**Social Services Spokesperson**

In our respective roles as Leader and Social Services Spokesperson, we are both very pleased to introduce this charter, which sets out how Argyll and Bute Council, and its partner agencies, will strive to ensure the needs of all our older people are met.

Within Argyll and Bute we believe in;

- Putting the needs of our service users at the centre of everything that we do
- Protecting the vulnerable from harm
- Respecting and upholding the rights and dignity of service users at all times
- Listening to what people say about how our services are delivered
- Building partnerships with our communities and with other agencies
- Valuing the work and contribution of staff and carers
- Ensuring services are fair, equitable and based on clear priorities
- Constantly striving to improve the way we meet people's needs
- Ensuring that everything we do represents Best Value for the citizens of Argyll and Bute

The Charter addresses a number of important issues such as housing, transport and health. The themes identified in this charter have been developed through extensive consultation with our older people, for example through a number of community groups which have been established.

Each theme is followed by a number of actions, which we will commit to over the next three years. In addition we will continually seek to achieve our overarching vision, which is to work with our communities to develop and improve quality of life and opportunity.

## FOREWORD – NHS HIGHLAND



**Josephine Bown**  
**Head of Service Integration**  
**Argyll and Bute CHP**

Older people are significant users of services provided by the NHS. On a daily basis they access Primary Care, Acute and Specialist Care.

If older people are to remain independent, active, involved and healthy then we must ensure that the NHS responds to all of these needs, and designs and plans its services to ensure that older people remain healthy.

This involves ensuring services geared towards health improvement and the prevention or anticipation of illness is at the core of our planning role. Thereafter, services to treat acute or chronic conditions will be designed accordingly and used efficiently and appropriately. It also involves working with our partners, not least the individuals concerned, but also their families, as well as other provider organisations including Argyll and Bute Council, and many voluntary or charitable organisations.

We must remind ourselves that older people are independent individuals and members of a community first, and only occasionally do they become our patients.

## PURPOSE OF CHARTER

### Introduction

The purpose of this charter is to set out how Argyll and Bute Council, and its partner agencies, will work towards ensuring the needs of all our older people are met.

The charter has been developed with the aims and values of **Better Government for Older People (BGOP)** in mind, in order to increase the profile of older people and ensure their opinions are reflected in the development of policies and strategies.

### What is BGOP

BGOP is a national and local partnership in which older people are the key partners. It aims to influence and shape decision-making and policy development at all levels of governance.

By realising effectively the potential of older people BGOP demonstrates not only good practice in service delivery but how to bridge the gap that can exist between the policy intentions of central/local government, other agencies and local implementation.

In Argyll and Bute we are recommencing the BGOP Steering Group working closely with other interested agencies such as Strathclyde Police.

### Aims of BGOP

- To improve older people's lives by ensuring the public sector consider older people primarily as "citizens" like everybody else.
- To ensure that older people are fully engaged in developing local, regional and national strategies with all levels of governance and sharing good practice throughout the UK.

We will do this by:

- Piloting innovative initiatives at local level and, through effective research, drawing out key lessons for national and local government
- Encouraging improved partnerships at and between all levels of government, and between government, the private and voluntary sectors and the communities they serve
- Developing shared strategies to enhance the quality of life of older people

- Listening and responding to the voice of older people, so that their voices are effectively heard by Government and other agencies at all levels and taken account of in planning services
- Promoting access to public services in a simple, user-friendly way, so that all those who want and need to use public services can do so easily
- Recognising the achievements and responsibilities of older people, and increasing the opportunities available to them to contribute to their communities
- Encouraging new organisational structures and ways of working to make a real and permanent difference to the quality of public services and the lives of older people.

## **Our Values**

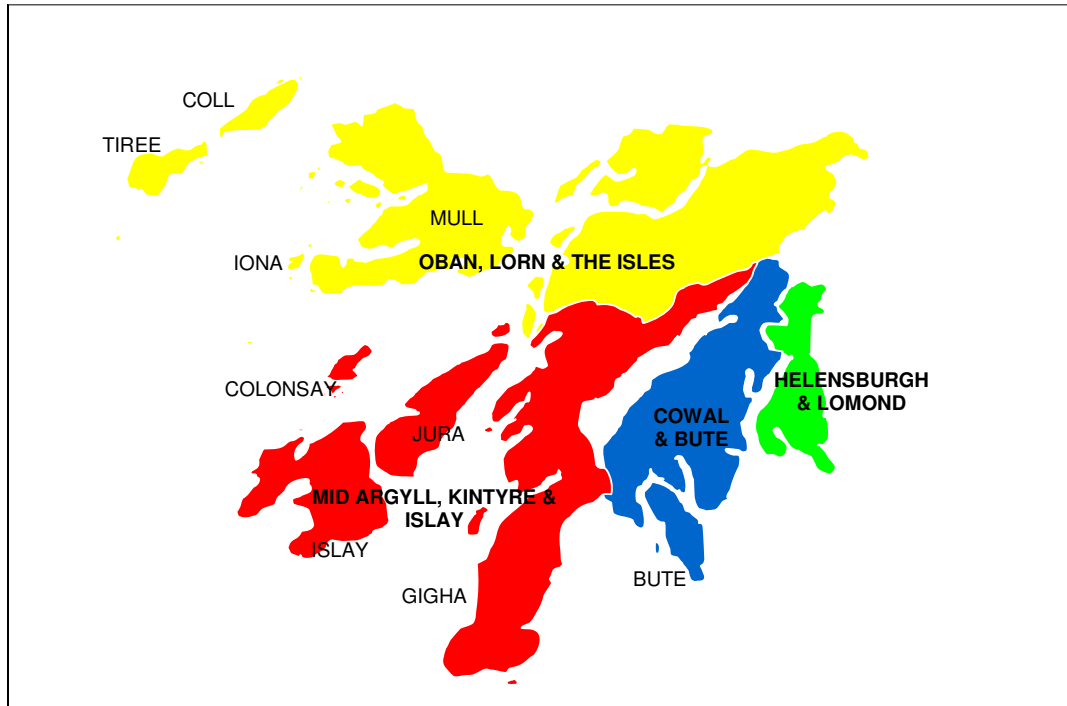
We will;

- Make Argyll and Bute a place where older people can live positive, contributing lives as valued citizens
- Ensure that services in Argyll and Bute have a positive approach to older people
- Enable as many older people as possible to participate in inclusive, mainstream activities
- Address effectively the wider issues most commonly cited by older people as problematic – transport, income levels, advice and information, community and road safety and the local environment
- Ensure equity of access to care services throughout the area
- Enable vulnerable older people to remain supported in their own homes for as long as possible with a good quality of life and respecting individual choices
- Ensure the welfare and continuing social inclusion of those living in care homes

## **Conclusion**

The scale of the task and the amount of work which lies ahead, to ensure that issues for older people become a core part of our business, should not be underestimated. The work and commitment of all agencies to partnership working will provide an ideal environment to take this work forward.

## ARGYLL AND BUTE AND ITS OLDER PEOPLE



### THE AREA

The geographical make up of Argyll and Bute is arguably one of the largest challenges to public service delivery. The **population of 91,190** is spread over the second largest Council area in Scotland and comprises urban centres, rural villages and **25 inhabited islands**.

In order to bring services and decision making closer to communities, Argyll and Bute Council and NHS Highland operate under **4 decentralised areas** (outlined in map above);

- Oban, Lorn and the Isles
- Mid Argyll, Kintyre and the Islands
- Bute and Cowal
- Helensburgh and Lomond

The diverse nature of Argyll and Bute has implications for the delivery of a consistent level of service across the area, and therefore significantly hinders equality of access to services.

## THE OLDER PEOPLE

### Age Profile

The problems faced by rural areas, like Argyll and Bute, are further compounded by the UK trend towards an ageing population. Although similar challenges are evident across the UK, the issue is particularly acute within Argyll and Bute. A higher proportion of Argyll and Bute's population is of pensionable age than across Scotland as a whole:

AREA	% of population over 65	% of population over 75
Argyll and Bute	19.8	8.9
Scotland	16.3	7.5

This trend looks set to continue for the foreseeable future. For instance, in 10 years time it is estimated that 24% of Argyll and Bute's population will be over 65 and 11% will be over 75. Analysis of the national population projections shows that the proportion of Argyll and Bute's population over pensionable age will continue to be higher than the national average until at least 2024. The changing shape of Argyll and Bute's population has significant implications for dependency ratios within the Council area and consequently, the direction of service delivery.

### Life Expectancy

In Argyll and Bute, male life expectancy is 75.1 years, which is slightly above the Scottish average of 74.2. For Women, it is 80.7, compared to a Scottish average of 79.2. (Figures relate to life expectancy at birth).

### Transport

It is acknowledged by service providers in Argyll and Bute that there is not the developed public transport networks available to those living in more urban areas and, consequently, a higher than average reliance on private car use. This causes serious problems for Older People in the area as 45% of all pensioner households in Argyll and Bute do not have access to a car.

### Where People Live

In Argyll and Bute it is estimated that up to 4% of the housing stock could fail to meet tolerable standard, which is four times the national average. Older People are twice as likely to live in this type of housing. Almost 10% of the area's population live alone, with 4,457 over the age of 60 living on the Atlantic Islands. A lower proportion of households are close to healthcare facilities such as GP surgeries and Hospital facilities than the Scottish average, particularly for our island communities.



## HEALTH IMPROVEMENT AND COMMUNITY INVOLVEMENT



Older people have the right to live in a healthy and caring environment, where there are opportunities to meet other people at social events in their local communities.

**Lunch Club on Jura**

### **Current Situation**

Argyll and Bute Council and NHS Highland, as well as providing important services direct to older people, are supporting a number of initiatives, which aim to increase older people's participation in leisure and social activities, improve their health and well being, and to reduce personal and environmental risks.

One of our recent successful initiatives was the **Healthy Communities Collaborative**, which was funded by utilising Scottish Executive's Better Neighbourhood Services fund.

The main aims of the scheme were to;

- Create a template for multi-agency working
- Reduce falls in over 65's
- Remove barriers which prevent statutory organisations from engaging with communities
- Increase social capital within communities

The pilot project ran from February 2005 to March 2006 in the Bute and Cowal area, where a quarter of the population are over 65. Argyll and Bute was one of only two areas in Scotland to pilot this project.

Through consultation with older people, needs were identified and a number of community events were set up to raise health and safety awareness, to bring people together and to build relationships with other agencies.

For instance;

- A 'kurling' club has been established
- Lighting and road faults have been identified
- Medication reviews have been undertaken
- Fumbles, Stumbles and Senior Tumbles events have taken place and
- Winter Meet, Eat and Stay on Your Feet events have been established



**'Kurling' Club, Bute**

The work carried out in Bute and Cowal has resulted in a number of achievements, including;

- Highlighting that falls should not be an accepted part of growing old
- 66% reduction in falls within care homes
- Removal of barriers between agencies
- Involvement of the socially isolated
- Increasing confidence in team members

The implementation of the project has made a difference to many individuals, including Cowal Community Member, Nan Moore;

**“Becoming a member has changed my life, I feel like my young self again! I love helping out at Community events and passing on all falls prevention information to friends and neighbours”.**

The Health Communities Collaborate initiative is now funded by Community Regeneration funding, and exists in Campbeltown under a new name - 'South Kintyre Fit Communities'.

A range of other services, supported by the Council, are being carried out and developed across Argyll and Bute to increase the promotion of healthy eating and to reduce the level of isolation and loneliness amongst older people. For instance, a number of **lunch clubs** exist throughout the area, which provides an opportunity for socialisation and nutrition for older people. In addition, there are **Meals on Wheels** services for those who are unable to cook for themselves or access the lunch clubs.

**During 2008-2010 we will:**

- Encourage and develop services to maximise access to social opportunities for older people
- Tackle social isolation and exclusion through community regeneration and supporting people funding

## TRANSPORT



**‘Keeping in Touch Service’ – escorted wheelchair accessible transport from the “Stay-Put” Project**

**We recognise the need to support and provide more flexible transport services to people who cannot use public transport or where public transport does not exist to ensure access to public services.**

### **Current Situation**

Within Argyll and Bute having the use of a car is often a necessity to access services such as Hospitals, GP surgeries and shops. This is largely due to the geographical nature of the area and the lack of flexible public transport provision. This causes problems for many, but transportation restrictions have a particularly high impact upon older residents, who rarely have access to a car and who are either unable to use public transport due to disabilities, or because no local service exists.

The level of public transport services varies between the different areas within Argyll and Bute. For example, there is a stark contrast between Helensburgh, where bus service levels are high due to its close proximity to the busy urban centres, and many of the Islands, where often there is just a very limited ferry service.

In order to address these issues, there are a number of services in place to facilitate the transport needs of older people, for example;

- **Concessionary Travel Card** - from the 1<sup>st</sup> April 2006 all people over 60 in Scotland became eligible for this card, which entitles them to free, unlimited bus travel to anywhere in Scotland, including the islands
- **Thistle Travel Card** is also in operation to assist older people, particularly those who require assistance when using public transport

The Council supports a wide range of transport services throughout the area, such as;

- **Dial-a-bus** – these are specifically for older people or people with a disability. This service is currently available in Bute, Cowal and Islay.
- **Ring ‘n’ Ride** – this is a demand responsive service, which currently operates in Campbeltown and Tiree.
- **Cowal Deserve Project** - which assists with the delivery of shopping, attending Hospital appointments, lunch clubs and other community resources and facilities
- **Community Transport Operators** – a number are supported by the Council through subsidiary, which provides a very necessary transport service to people across the area where public transport is not an option. Examples are the Mid Argyll Volunteer Drivers, and the North Argyll Volunteer Car Scheme.

For more information on transport in your area, please contact;  
**Public Transport Information Line on 01546 604360**

Providing a transport service to older people helps to address feelings of isolation, and gives them a sense of freedom. It makes it easier for them to visit friends and family and to make trips to shops or social events being held in their communities.

**During 2008-2010 we will:**

- Continue to support community transport operations in Argyll and Bute
- Continue to support existing Dial-a-Bus and Ring ‘n’ Ride services and investigate opportunities for new demand responsive services where conventional scheduled bus services are not effective or sustainable economically
- Continue to support the need for the National Bus Concessionary Fares Scheme to be extended to cover Community Transport Operations
- Seek ways to support operators to continue to replace their fleet with Disability Discrimination Act (DDA) compliant vehicles
- Press for legislative relaxation of some of the constraints on community transport which restrict the type of passengers who can be carried

## HOUSING

**To secure an adequate supply of good quality housing and provide effective housing services to older people in Argyll and Bute we need to work with Communities Scotland, Registered Social Landlords (RSL's) and other housing providers to;**

- Assist people to live in their own homes in safety and security with a positive quality of life
- Minimise the requirements for older people to move to residential or nursing care in an institutional setting
- Assist people to maintain or develop the life skills necessary to maintain themselves at home and in the community

### **Current Situation**

At present, **over 28% of all households within Argyll and Bute contain pensioners**. This has clear implications for the level and type of housing support services required. Over the next 10-15 years Argyll and Bute will experience an increased demand for housing and associated support services for older people.

Through the Local Housing Strategy and a number of other key strategies and partnerships, there are a wide range of housing services available within Argyll and Bute to continually meet the needs of older people living in their own homes.

**Argyll and Bute Care and Repair** is an independent charity, which works alongside Argyll and Bute Council, the Health service and other agencies, with the aim of helping people remain in their own homes in the community and reducing the level of Below Tolerable Standard housing. It is part of the national Care and Repair movement in Scotland, working in the private housing sector (owned or tenanted). Argyll and Bute Care and Repair is able to assist older people and those with a disability in two ways:

1. Care and Repair Officers will facilitate;
  - Housing repairs
  - Improvements and adaptations
  - Assistance with grant application (including Improvement and Repair Grants and Central Heating and Insulation Grants such as the Central Heating Programme and Warm Deal), where appropriate.
2. Housing Support Officers will carry out minor repairs at a modest cost.

In addition to these, Argyll and Bute Care and Repair can also direct (signpost) people to the relevant organisation if it cannot help directly.

Through expansion and effective implementation of this approach the shortfall in suitable accommodation for both the elderly and/or disabled can be reduced.

For more information on Argyll and Bute Care and Repair, please use the following contact details:

120 George Street  
Oban  
Argyll  
PA34 5NT

Tel: 01631 567780

### **Provision of Information and Advice**

Within Argyll and Bute we aim to improve the provision of information and advice to our service users. Recent developments in the social sector include a Housing Information and Advice Strategy linked to the development of a Common Housing Register and Common Allocation Policy – HOMEArgyll (Housing Options Made Easy). This initiative is the result of an innovative partnership between the Council and local RSL's to provide simplified access to all landlords. HOMEArgyll was officially launched in October 2006, and has been acknowledged by the Scottish Executive's National Common Housing Register evaluation report as a case study of good practice.

### **Sheltered Housing**

Across Argyll and Bute a number of housing associations provide sheltered housing, specifically designed for older people. Some associations out with the local area also provide sheltered accommodation within Argyll and Bute. Full details of providers can be viewed by visiting [www.homeargyll.co.uk](http://www.homeargyll.co.uk).

These include;

<b>HOUSING ASSOCIATION</b>	<b>SHELTERED HOUSING LOCATIONS</b>
ACHA	Mid Argyll, Inveraray, Oban, Mull, Islay, Bute and Cowal
Margaret Blackwood HA	Campbeltown, Tarbert and Oban
Bield HA Ltd	Helensburgh, Oban, Bute and Cowal
Trust HA	Mull, Islay and Strachur
Cairn HA	Campbeltown
Abbeyfield Housing Societies	Kames, Carradale and Helensburgh

Contact details for each of the above housing providers can be found in the useful contacts section, which is located at the back of this document.

Further information on housing initiatives is contained within the section entitled 'Joint Services'.

**During 2008-2010 we will:**

- Explore very supported accommodation and extra care housing opportunities
- Continue to support and expand the Care and Repair service in all areas of Argyll and Bute
- Continue to provide community alarms, aids and adaptations, and assistive technology to allow independent living in the home/community
- Continue to improve available information and advice

## **LIVING SAFELY AT HOME**

**We recognise the importance of enabling older people to live safely, securely and independently within their own homes.**

### **TELECARE**

#### **Purpose of Telecare Strategy**

Argyll and Bute Council have produced a Telecare Strategy in partnership with a range of agencies including Health and Care and Repair, to take forward the development of services to support vulnerable people, particularly older people, to retain their independence at home.

#### **What is Telecare**

Telecare has been described as 'the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time, in order to manage the risks associated with independent living'.

In practical terms it involves the installation of an alarm unit attached to the telephone line which can have a range of sensors and monitors wirelessly connected. If one of the sensors is triggered a response centre can talk to the client, or directly to a nominated contact, to initiate an appropriate response to the alarm.

#### **Who is it for?**

Telecare is mainly for people who:

- Have long term health conditions
- Are becoming frail or liable to fall
- Have memory difficulties
- Are vulnerable
- Are at risk of domestic violence
- Feel unsafe in their homes

#### **What are the benefits of Telecare?**

- A safer home environment
- Reduced risk of hospital admission
- Earlier discharge from hospital
- Immediate response to an emergency
- Reassurance and security for clients and carers
- Reduction in the need for professional interventions
- Support for independent living in the community



## **How do I apply?**

Telecare is available from the Council to people in Argyll and Bute who feel unsafe in their home and feel that they would benefit from the reassurance Telecare can provide.

If you think that you would benefit from the use of a Telecare system in your home, you can contact the Telecare team using the details below or ask to be referred by Health or Social Work.

## **During 2008-10 we will**

- Increase the number of older people who benefit from Telecare technology
- Pilot Telehealth in areas across Argyll and Bute
- Improve integration of services which provide home safety and community equipment

For more information on Telecare please contact:

Nancy McLaren  
Community Services  
Argyll and Bute Council  
Kilmory  
Lochgilphead  
Argyll  
PA31 8RT

Tel: 01546 604275

Email: [nancy.mclaren@argyll-bute.gov.uk](mailto:nancy.mclaren@argyll-bute.gov.uk)

## **HOME SAFETY UNIT**



**Pictured (l-r) are Brian Robbins and Eric Whitelaw,  
Home Safety Officers**

Argyll and Bute Council set up a Home Safety Unit in 2001 with the help of a grant from the Department of Trade and Industry. The purpose of the Unit

was to reduce the number of accidents in the home. The Unit is part of the Trading Standards Team, which is within the Corporate Services Department of the Council.

### **Current Situation**

Two full time officers are employed, both with extensive experience in safety, having spent more than 30 years in Strathclyde Fire Service. The Unit is jointly funded by the Scottish Government through the Supporting People Programme, Strathclyde Fire and Rescue and the Community Safety Forum.

**Free** home safety visits are offered to all residents of 65 years and above, to anyone with children under the age of 5 and to any other vulnerable members of our community. Checks include identifying a number of hazards such as trip and slip, electrical, fire and many others. Electrical appliance and microwave testing are also carried out. Smoke alarms, carbon monoxide alarms, fire guards and safety gates are among the range of safety equipment provided and fitted free of charge.

The Home Safety Unit works closely with a number of other agencies including Strathclyde Fire and Rescue, Telecare, Social Work, Care & Repair and Health.

### **During 2008-2010 we will**

- Carry out visits to over 600 houses per year
- Participate in experiential learning events for both young and older people
- Carry out talks to various groups within the community
- Provide and fit safety equipment, where required, free of charge

For more information on the Health and Safety Unit in your area, please use the following contact details:

Helensburgh and Lomond / Bute and Cowal

Tel: 01436 658911

Email: [eric.whitelaw@argyll-bute.gov.uk](mailto:eric.whitelaw@argyll-bute.gov.uk)

Mid Argyll, Kintyre and Islay / Oban, Lorn and the Isles

Tel: 01546 604131

Email: [brian.robins@argyll-bute.gov.uk](mailto:brian.robins@argyll-bute.gov.uk)

## CARERS



**Opening Kintyre Network Centre – provides respite for carers**

**We recognise and value the crucial part carers play in families and communities throughout Argyll and Bute. It is therefore important that communities support them. It is important that we care for the carers.**

Argyll and Bute Council's joint **Carers Strategy** with NHS Highland (2005-2008) aims to;

- Examine the needs of all carers
- Consider the issues which carers have identified as important to the care and support they provide
- Determine how services should be improved to better support carers

### **Current Situation**

Carers play a significant role in supporting the needs of relatives, friends or neighbours with a wide range of care, support and health needs. Whoever they are, carers require to be properly supported. Evidence suggests that caring is often associated with lower incomes and poorer health.

Within Argyll and Bute it is estimated that there are over 8500 carers, consisting of both young and older people, with a large number of carers offering support for more than 50 hours per week.

Across Argyll and Bute there is currently a wide range of services available to carers. For instance, a variety of **Carers Projects** have been set up within each service area of Argyll and Bute Council, which includes **Crossroads** and the **Princess Royal Trust for Carers Projects**. These projects offer respite care, information and advice on health and care services, welfare benefits, leisure activities and relevant support groups.

As we wanted to create a clear sense of direction for Carer's services in Argyll and Bute, we commissioned a Carer's Strategy, which was developed in consultation with Carers.

### **During 2008-2010 we will:**

- Reinvigorate the Carers Strategy, including establishing local strategies with the established carers networks.

## JOINT SERVICES



**We understand the need to promote the health and well-being of older people in Argyll and Bute, encourage independence and support older people to live a dignified, good quality lifestyle in accordance with their wishes.**

### **Current Situation**

Within Argyll and Bute there is ongoing joint working and consultation undertaken by Health, Social Work and the independent sector to ensure the needs of older people within the area are being met.

This means;

- Supporting older people to remain living in their own homes for as long as possible or in a homely location within their communities
- Delivering services at a local level whenever possible
- Working with a range of service providers to deliver good quality and good value services

This charter highlights a wide range of services that are being delivered in partnership with other agencies and statutory bodies. Examples of this type of working are the development of the **Mull Progressive Care Centre**, which should be ready for occupancy in 2009 and the **Jura Care Centre**, which

opened in August 2007. Extra Care/Progressive Care Housing is a model of care where older people are offered individual tenancies in suitably adapted flats within small housing complexes. Facilities are usually provided in partnership between a housing association, a care provider and NHS community services.

The main aim of Extra Care/Progressive Care Housing services is to promote a person centred approach to caring for and supporting people in their own tenancy as their care needs change. This aim is primarily met through suitably adapted housing together with care and support services being provided in partnership between statutory and independent agencies.

Another initiative that illustrates good partnership working and centres on the delivery of services on a local needs basis is the Community Support Network, which provides a wide range of services and support for older people across the area. Eleven **Community Outreach Workers** have been employed to provide transport facilities, lunch clubs and social groups, telecare assessments, benefits advice and access to information, and short breaks for carers.

Additionally, there are **Integrated Outreach Teams** present in Helensburgh and Lomond and Oban. These multidisciplinary teams provide numerous services, including community nursing, physiotherapy and home care, to assist the prevention of admissions and to provide significant support for the delayed discharge agenda. There are plans to duplicate this model throughout Argyll and Bute during 2008.

In July 2006 the new **Mid Argyll Community Hospital and Integrated Care Centre** was opened to the public. This facility provides the opportunity for all local Health and Social Work Services to be co-located in the same building. Local GP's, Community Nurses, Occupational Therapists and Dentists will join NHS acute services with all social work staff within the area. It also provides a clear opportunity to integrate services across the variety of client groups, both in terms of staff structure and the provision of integrated day services.

A new **Health/Day Care Centre** in Garelochhead has also been developed, and opened in July 2007. This new service will cross traditional boundaries of NHS Day Hospital and Social Work Day Care in that both social care and NHS staff will serve the facility together. Benefits are projected as follows;

- Clients will no longer have to travel between 40 to 60 minutes to attend day Hospital
- Day Hospital is used more efficiently in relation to focusing on initial assessment and clinical review. The social care element that is often an element of NHS Day Hospital is moved appropriately to a local day facility
- High level of integration between NHS and Social Care staff in the provision of a service in a single site

It is proposed that the integration agenda central to the development of this service will provide the blueprint for the development and re-design of existing services provided throughout Argyll and Bute.

**Occupational Therapy Services** are delivered jointly by the Council and Health across Argyll and Bute. Occupational Therapists (OT's) are increasingly working together in the same location to assist people to become as independent as possible following an episode of illness or injury, or where an individual has a long standing disability. Within 3 areas of Argyll and Bute OT teams are managed by a Head OT.

This enables assessment, rehabilitation, equipment and adaptations provision, support and information to be delivered in a smooth, joined up manner. This ensures continuity of treatment, particularly in transition from home to hospital or vice versa.

Assessment for independent living equipment and provision of adaptations is carried out by OT's. This aspect of the OT role is very important and is currently under review to explore ways of improving the service.

Rehabilitation is an essential part of Occupational Therapy as this concentrates on maximising peoples abilities to enable them to live at home for as long as possible. A review of all teams across the Council involved in rehabilitation is underway to identify areas in which they work well and where they could be assisted to improve.

OT's also work very closely with carers to support them in their caring role. This may involve training in moving and handling, information and advice on ways to manage long term disability and emotional support.

**Northern Periphery Projects** - This EU funded project focuses on sustainable health care in the northern nations of Europe. The Argyll and Bute project is looking at developing anticipatory care for those with long term conditions.

Two pilot sites in Oban and Campbeltown have developed services aimed at identifying those at risk of hospital admission and, through the input of a clinical case manager, to avoid the crises that do often lead to admission. The roles are similar to the Community Matron roles that have been developed in England, which have shown evidence of improved quality of life, as well as reduced numbers of hospital admissions.

The other element of the project is to develop self management training programmes for those with long term conditions. This is based on the Expert Patient Initiative and again focuses on improving the ability of individuals to manage their own condition, working in partnership with health and social care providers.

**During 2008-2010 we will:**

- Develop jointly run day services (health and social care) for older people in Helensburgh and Lomond and Mid Argyll
- Explore the development of Progressive Care Centres across Argyll and Bute
- Increase extra-care housing with support services from health and social work through the provision of a progressive care facility in Jura
- Continue to bring OT services together to increase joint working and promote smooth service delivery
- Improve the equipment and adaptations service to reduce waiting times and enable people to remain as independently as possible within their own homes
- Explore the role of rehabilitation teams within Argyll and Bute to establish changes if required to improve rehabilitation both in the Community and in Hospital

## USEFUL CONTACTS

### **Public Transport Information Line**

01546 604360

### **Argyll and Bute Care and Repair**

120 George Street

Oban

Argyll

PA34 5NT

Tel: 01631 567 780

## **SHELTERED HOUSING PROVIDERS**

### **Argyll Community Housing Association**

63-65 Chalmers Street

Ardrishaig

Argyll

PA30 8DX

Tel: 01546 604086

Email: [enquiries@acha.co.uk](mailto:enquiries@acha.co.uk)

[www.acha.co.uk](http://www.acha.co.uk)

### **Bield Housing Association**

79 Hopetoun Street

Edinburgh

EH7 4QF

Tel: 0131 273 4000

Email: [info@bield.co.uk](mailto:info@bield.co.uk)

[www.bield.co.uk](http://www.bield.co.uk)

### **Margaret Blackwood Housing Association**

Craigievar House

77 Craigmount Brae

Edinburgh

EH12 8XF

Tel: 0131 317 7227

Email: [info@mbha.org.uk](mailto:info@mbha.org.uk)

[www.mbha.org.uk](http://www.mbha.org.uk)

### **Trust Housing Association**

25 Park Circus

Charing Cross

Glasgow

G3 6AP

Tel: 0141 341 3200

Email: [info@trustha.org.uk](mailto:info@trustha.org.uk)

[www.trustha.org.uk](http://www.trustha.org.uk)



**Abbeyfield Associations;**

The Abbeyfield Kyles of Bute Society  
c/o Abbeyfield House  
Kames  
Tighnabruaich  
Argyll  
PA21 2BH  
Tel: 01700 811 429

The Abbeyfield Helensburgh & Lomond Society  
Barclay Smith House  
54 West King Street  
Helensburgh  
G84 8ED  
Tel: 01436 674 998

The Abbeyfield Carradale Society  
Heston  
Back Road  
Carradale  
PA28 6SG  
Tel: 01583 431 717

**Cairn Housing Association**

22 York Place  
Edinburgh  
EH1 3EP  
Tel: 0131 556 4415  
Email: [enquiries@cairnha.com](mailto:enquiries@cairnha.com)  
[www.cairnha.com](http://www.cairnha.com)

**Telecare**

Nancy McLaren  
Community Services  
Argyll and Bute Council  
Kilmory  
Lochgilphead  
Argyll  
PA31 8RT  
Tel: 01546 604275  
Email: [nancy.mclaren@argyll-bute.gov.uk](mailto:nancy.mclaren@argyll-bute.gov.uk)

**Home Safety Unit**

For Helensburgh and Lomond or Bute and Cowal, please contact Eric  
Whitelaw;  
Tel: 01436 658 911  
Email: [eric.whitelaw@argyll-bute.gov.uk](mailto:eric.whitelaw@argyll-bute.gov.uk)

For Mid Argyll, Kintyre and Islay or Oban, Lorn and the Isles areas, please contact Brian Robins;  
Tel: 01546 604 131  
Email: [brian.robins@argyll-bute.gov.uk](mailto:brian.robins@argyll-bute.gov.uk)

## **SOCIAL WORK AREA OFFICES – ADULT SERVICES**

### **Social Work Headquarters**

Argyll and Bute Council  
Kilmory  
Lochgilphead  
Argyll  
PA31 8RT  
Tel: 01546 602 127

### **Mid Argyll Area Team**

Mid Argyll Community Hospital and Integrated Care Centre  
Blarbuie Road  
Lochgilphead  
Argyll  
PA31 8JZ  
Tel: 01546 462 462

### **Campbeltown Area Team**

Old Quay Head  
Campbeltown  
Argyll  
PA28 6BA  
Tel: 01586 552 659

### **Islay Area Team**

Kilarrow House  
Bowmore  
Isle of Islay  
PA43 7LH  
Tel: 01496 810 484

### **Oban Area Team**

Willowview Community Care Centre  
Lower Soroba  
Oban  
PA34 4SB  
Tel: 01631 567 800

### **Mull/Iona Area Team**

The Centre  
Salen, Aros  
Isle of Mull  
PA72 6JB  
Tel: 01680 300 258

**Tiree Area Team**

The Business Centre  
Crossapol  
Isle of Tiree  
PA77 6UP  
Tel: 01879 220765

**Bute Area Team**

Union Street  
Rothesay  
Isle of Bute  
PA20 0HD  
Tel: 01700 501300

**Cowal Area Team**

Struan Lodge  
Bencorrum Brae  
Dunoon  
PA23 8HU  
Tel: 01369 708900

**Helensburgh Area Team**

13 East King Street  
Helensburgh  
G84 7QQ  
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