



Cowdenbeath Locality Engagement

What Matters to You – Health and Wellbeing in Later Life

Participation & Engagement Feedback Report

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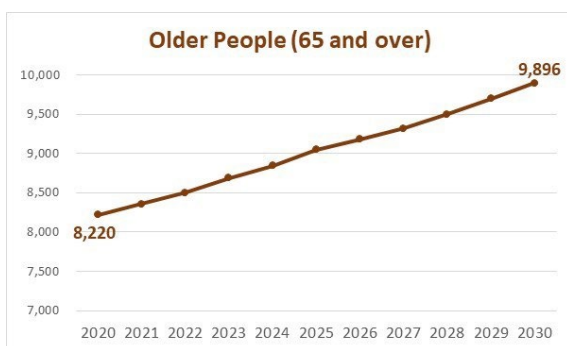


1. Introduction

Localities are at the heart of the Health and Social Care Strategic Plan for 2023-26 and at the end of November 2022, the Cowdenbeath Locality Core Group, along with their wider stakeholders, identified 4 priorities that they wanted to focus on for their local area. Under priority 3 ‘Community Engagement/Community Led Support’ the locality group identified that they wished to engage with people over 65 in their community to find out what is important to them in terms of their health and wellbeing.



Cowdenbeath Locality currently has an average life expectancy of **77.1 years for males** and **80.1 years for females**, which Public Health data tells us is shorter than other areas of Fife and Scotland.



It is projected that by 2030, people over 65 will make up around **24% of the population** of Cowdenbeath. The largest increase in all the age groups, with **an increase of 20%** within that 10-year period (with those in their late 60s to early-70s, and early to mid-80s, showing the largest increases).

Top Five Long-term Conditions

They are also more likely to have a long-term condition like **high blood pressure** and **diabetes**.



Hypertension

Hypertension (high blood pressure) has been consistent over the last 5 years with **16.9%** of the population in Cowdenbeath having the condition. This is a slightly higher than the Fife average of **15.2%**



Depression

Rates of depression are increasing year on year in line with what is seen in Fife overall and are slightly higher in Cowdenbeath. The current rate is **12.2%** in Cowdenbeath.



Asthma

Rates of asthma are decreasing since 2019/20 and are broadly the same in Cowdenbeath and in Fife overall. The rates for Cowdenbeath 2021/22 are **7.7%**



Diabetes

The rate of diabetes in Cowdenbeath is **6.9%** which is higher than the Fife average of **5.9%**. Over the last 5 years the percentage of people with diabetes has gradually increased in Fife.



Chronic Kidney Disease

Chronic Kidney disease is on the decrease in Cowdenbeath and in Fife. The rate for 2021/22 in Cowdenbeath is **4.8%**, this is the same as the Fife average of **4.8%**



2. The Engagement Timeline



3. Stakeholder Engagement

3.1 Designing the consultation.

The consultation was designed by the Participation and Engagement Team supported by Psychological Services and members of the Locality Group.

a) Purpose of the engagement:

The Locality Group wanted to engage with people aged 65 and over to understand:

- What is important to them in terms of their health and wellbeing and staying independent.
- What are the barriers they feel they face (if any) in managing their own health and wellbeing.
- What do they think is needed locally to support them to stay healthy and live well.

b) Objective of the engagement:

Utilising the 'good conversations approach' the engagement will help the Locality Group to understand what is important in terms of health and wellbeing, what are the barriers and what do they need locally to support them to stay healthy and live well.



c) Engagement methods:



The engagement methods chosen targeted both local people who are currently engaging in local groups and activities and those who are not. We did this by offering:

- Face to face conversations with people attending local groups.
- Face to face conversations with people at local shops and supermarkets.
- Face to face conversations at GP surgeries.
- Face to face conversations at pharmacies.
- Online Microsoft Teams Form which was live for the period 7th – 25th August 2023 for Psychology and Social Work staff to promote to their older clients.
- The online form was promoted on leaflets (via the QR code) to allow people to respond to the questions in their own time.
- The consultation was highlighted at the Fife Equalities Forum with a request that any organisations working with people aged 65 and over in the locality who could distribute the MS Form get in touch with the P&E Officer.
- Paper copies of the form with stamped addressed envelopes were available during each session.

d) Who we engaged with:



During the engagement period, we held face-to-face conversations with **82 people** and one online response was received. We targeted people who were 65 and over living in the Cowdenbeath Locality, as they went about their day to day lives, and people who were attending local groups, specifically supporting that age group.

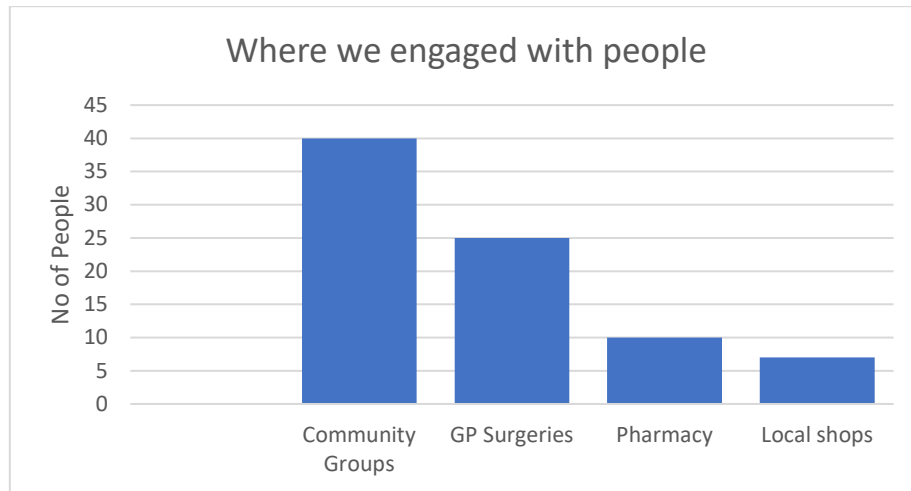
Leaflets with the QR Code were left in all locations where engagement took place and were given to people who did not have time to talk but indicated that they would like to respond to the consultation. The link was also shared with members of the locality group.

Only one response was received as a result of sharing the leaflet with QR Code.





e) Where we engaged with people:

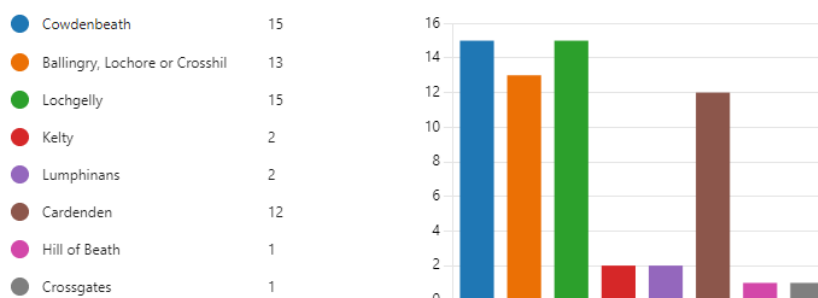


Of the 82 conversations, 51% of those took place as we visited GP Surgeries, Pharmacies, and local shops, offering a conversation with people as they went about their day. 49% of those conversations saw us speaking to people as they attended their local groups. Each conversation took approximately 15-20 minutes.

f) Equalities Information:

From those that chose to participate in the engagement and who answered the optional equalities questions:

- 69% of respondents were female with 31% male.
- 89% were White Scottish with White British the next highest at 8%.
- 43% recorded None as their religion with 37% answering Church of Scotland.
- **85% were aged 65 and over.**
- 15% were under the age of 65 and some were still in full time employment.
- We engaged with people living in the following areas across Cowdenbeath Locality:





- 33% of people described themselves as having a health condition and/or disability. **‘Problems connected to ageing’** and **‘A physical disability’** being the top 2 answers. With some people selecting ‘Long standing illness’, ‘chronic pain’, ‘sight or hearing loss’ and ‘a mental health condition’ in answer to this question.

4. Consultation Summary

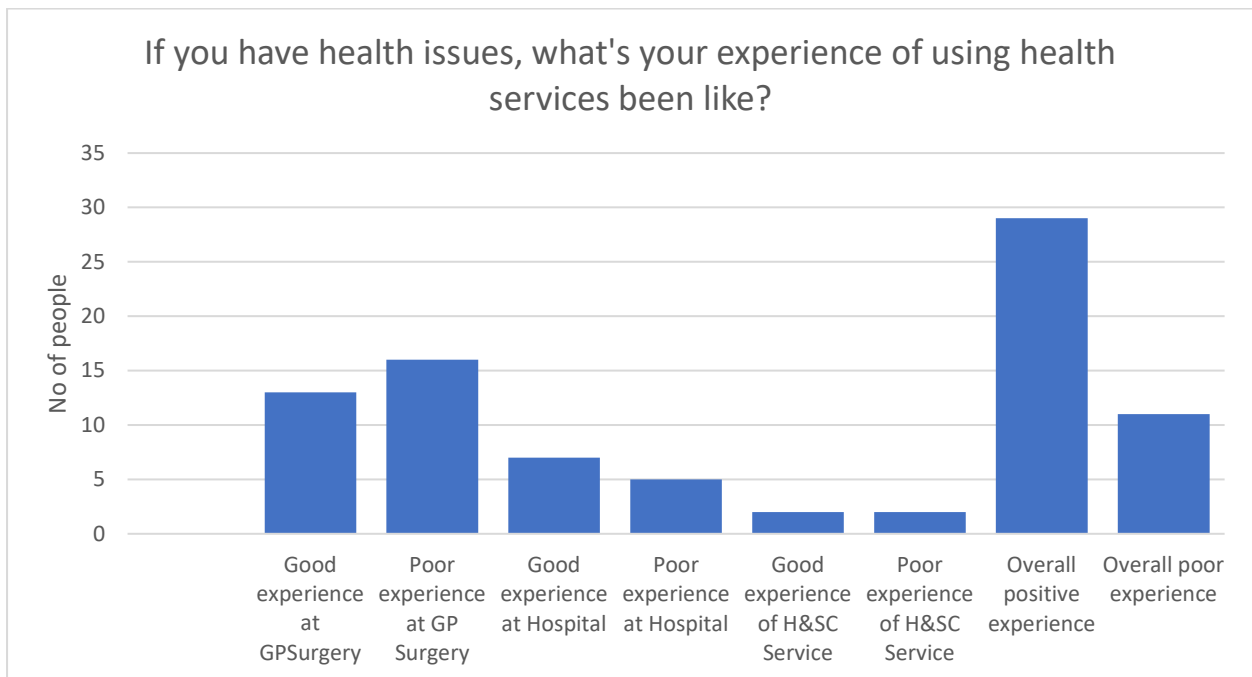
We asked:

What is important to them in terms of their health and wellbeing and what are the barriers (if any) in managing their own health and wellbeing?

We did this by asking questions about their experience of using health services.

Question: *If you have health issues, what’s your experience of using health services been like?*

Approximately **60% reported an overall positive experience of using health services** with around **40% reporting poor experiences**.





Question: *Do you have any suggestions about what could have been better for you?*

From **78 responses** the key themes for improvement were identified as:

Easier access to GP appointments

More Face to Face appointments with GPs

Improved systems for making appointments

More NHS Staff

“It would have been better if I could have got an appointment at the doctors”

“More availability of face to face appointments or more staff to accommodate this area's requirements”

“More staff needed in hospitals. Facilities and equipment are there, just no staff to work them”

“Appointments face to face rather than telephone consultations”

We asked:

What people thought was needed locally to support them to stay healthy and well.

We did this by asking a range of questions around attendance at groups, availability of information about activities in the community and current social contact.

Question: *Do you take part in any organised local groups or activities in your community?*

Approx 60% of those who responded **currently take part in organised groups or activities**. All answered that they enjoyed taking part in their group/activity and key benefits included: **mixing with other people, feeling involved in the community, and keeping active**.



When asked what kind of groups they took part in, respondents answered:



Question: *Of those who told us they were not attending groups, we asked what kind of things are stopping them from taking part in organised activities?*

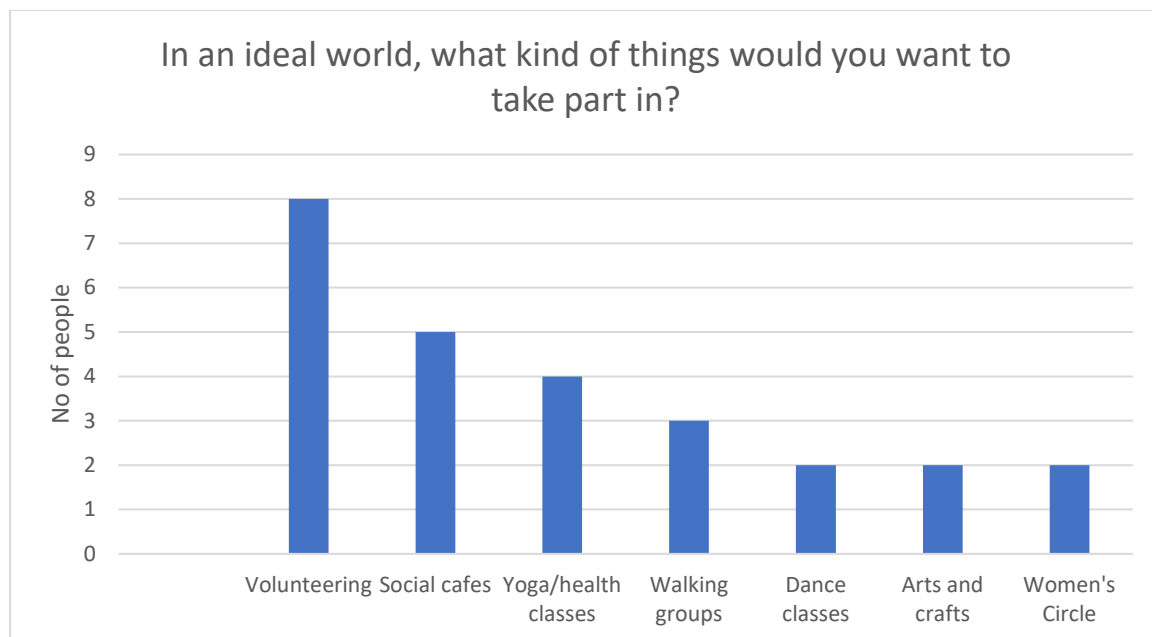
40% said **'I'm not interested in going'** and **30%** said **'I don't have time'** because they were still working or were busy with friends and family. Small numbers chose 'health/mobility issues', 'lack of transport' or 'I don't know what's on' in the community.

Question: *In an ideal world, what kind of things would you want to take part in?*

Approx. 50% of people who responded were **'unsure what they would want to do'** or felt they **'already had enough going on in their lives'**.

Some people responded with things that they knew were available, but they didn't have time to access them due to work or family commitments.

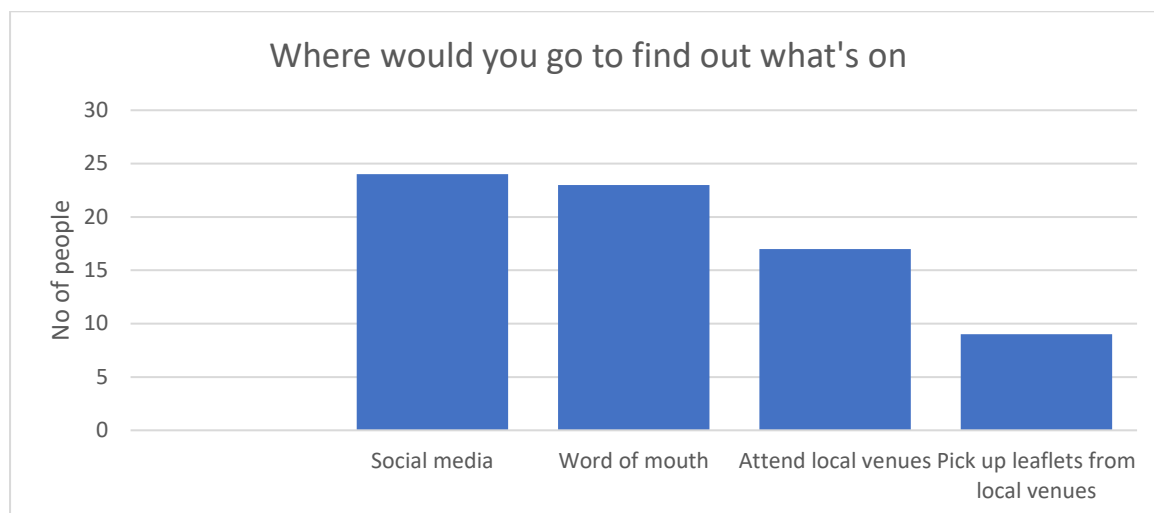
Suggestions for things people would like to take part in included:





Question: *If you wanted to take part in more activities in the community, would you know where to find out about what's on and where would you go to find out?*

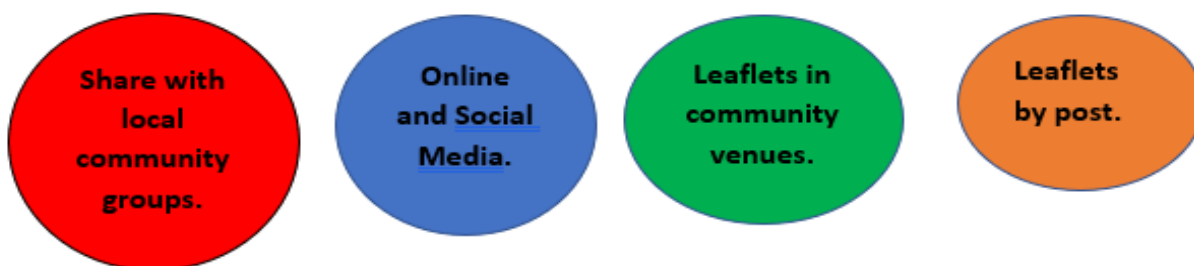
74% of those who responded said that **they would know where to go to find out**. The key themes were:



Question: *What would be the best way of getting that kind of information to you?*

From **78 responses**, the following key themes were identified:

Key Themes - What is the best way of getting that information to you?





Question: *Are you happy with the amount of social contact you have?*

90% of people said that they were **happy with the amount of social contact they have**.

Question: *Would you change anything about it?*

77% of people said that they **wouldn't change anything** with **12%** responding that they would **like more to do**.

"I would like more things to do in the community"

"As a full time carer I feel very cut off from social activities"

"Although I can use my phone to call people, I feel isolated when I see no-one for days on end"

Question: *What would make it better?*

59 people responded with **68%** stating that nothing was needed to make it better. From those who felt that things could improve, suggestions included:

"Having more groups in the community to go to meet other people for a chat"

"The swimming pool needs to be open more often (Bowhill)"

"I would like all the groups back that they had on before Covid"

"Things for my husband to do. Things to do as a group with friends, knowing about where things are - music for my age group"

"I would like to be able to read and speak English better"

We asked:

If people were caring for someone living at home, what were their experiences and support needs.

We did this by asking questions to help identify unpaid Carers and gather information about their support needs.

Question: *Do you provide care for a relative or friend who is living at home?*

17 people (21%) responded that they were **providing care for a relative or friend**.

Question: *What's that been like for you?*

Almost 50% of those who responded said that it was **hard** and **brings problems or stress**.



“I look after my mother and it's like looking after a child. It's hard”.

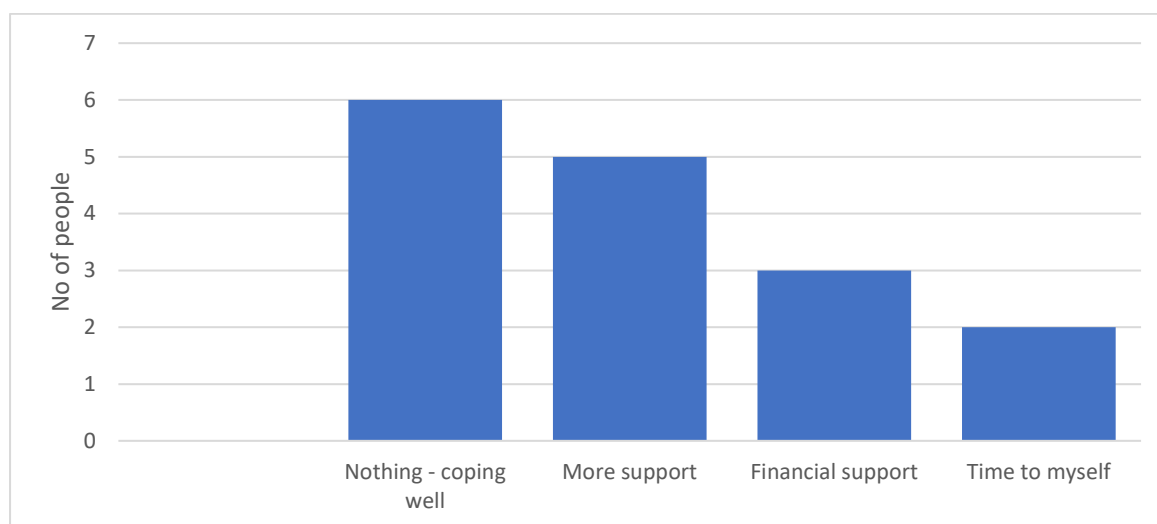
“I support my daughter who has a learning disability, and my granddaughter stays with me. It's hard but I get on with it”

“Hard at times, look after my mum, social work won't give any help. Also pay for a befriender”

“I feel very isolated and when I'm really sore struggle to look after us both”

Question: *In an ideal world, what would make life a bit easier for you?*

16 people who identified as caring for a relative or friend identified the following key themes:



Question: *Are you aware of what support is available to Carers?*

Over 70% (12 people) who responded were **not aware of what support is available.**

Question: *Do you currently access support?*

Over 75% (13 people) who responded **were not currently accessing support.**

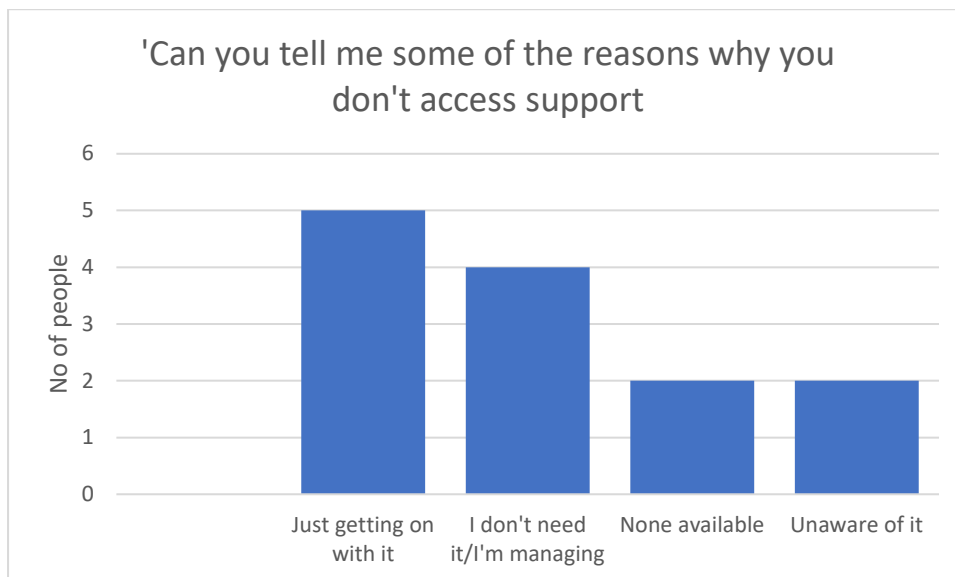
Question: *What support do you currently access?*

4 people who responded **are currently accessing support** - Care at Home services, Occupational Therapy and **(1 of the 4) receiving Carers Allowance.**



Question: *Can you tell us some of the reasons why you don't access support?*

- **Approx 70%** answered that they **were just getting on with it** or **did not need support**.
- **15%** **had not been offered any support**.
- **15%** reported that there was **no support available from the organisations they had been in touch with**.



Question: *If you did want support, what would be the best way of getting information about support for Carers to you?*

From the **16 people** who responded, the key themes were:

Carers – Key Themes – What is the best way of getting that information to you?



Question: *If we wanted to speak to you again about your experience of being a Carer, can we contact you?*

65% of those who responded confirmed that **they could be contacted again**.



From this Feedback the Locality Planning Group will:

Use this information to make informed decisions and develop priorities that implement changes and address the specific findings from this demographic.

5. Conclusion:

Almost all responses came from the face-to-face engagement which highlights the importance of going out into the community to talk to people at places they are already attending. It is also important to note that to capture the voices of people facing inequality we need to develop more opportunities and design engagement activities that provide them with a platform to share their perspectives and concerns that meet their unique circumstances.

By carrying out this consultation, which involved a 2-week face to face engagement with people across the Cowdenbeath locality and an online consultation (available for a 3-week period), we have gathered/highlighted the following key findings based on what people have told us:

- This is what people told us was important to them in terms of their health and wellbeing and staying independent:

60% of people reported **positive experiences of health and social care services** which enabled them to access services when they needed them.

- This is what people told us were the barriers they feel they face (if any) in managing their own health and wellbeing:

40% of people who reported **poor experiences of health and social care services** identified that **improvements need to focus on** the need for **better access to their GP** and **improved appointments systems with GP Surgeries**.

- This is what people told us about what they think is needed locally to support them to stay healthy and live well:
 - **60%** of people were **already attending groups and activities** within their community and enjoying them, citing the **benefits** as **increased socialisation, connection** to the community and **keeping active**.
 - Of the remaining **40%** who are **not attending groups or activities**, **70%** of those indicated they don't attend because they are **not interested** or **don't have time**.
 - Having information about activities in the community available online via local social media pages and having leaflets available in community venues is important in supporting people to access local supports.



- This is what people told us about their experiences of caring for a friend or relative living at home:

17 people (21%) responded that they were providing care for a relative or friend living at home, with **12 not aware of what support was available to Carers**. Only **4** were **currently accessing support**. Of those who were not accessing support, **70%** reported that they **were just getting on with it** or **did not need support**.

In conclusion, our survey of respondents in the Cowdenbeath locality, 85% of whom were aged 65 and over, identified interesting results. While some respondents said they already took part in activities and expressed familiarity with community activities, many who did not participate said that this was due to time constraints and work commitments or said that they were not interested in taking part.

When asked, in an ideal world, what kind of activities people would want to do, many people interestingly highlight volunteering as a fulfilling and meaningful way to contribute to their communities.

Our findings also highlighted that a significant number of respondents are actively engaged as caregivers but did not necessarily identify as such and the majority were not in receipt of any support. This could shed light on the diverse priorities and responsibilities within this age group. Understanding these dynamics can help tailor the locality planning groups priorities and community engagement initiatives to better meet the needs and interests of the 65 and over population in Cowdenbeath.

6. Next Steps

The Locality group leads requesting the feedback from the local community from individuals aged 65 over will carefully analyse the feedback report. They will use this information to make informed decisions and develop priorities that implement changes and address the specific findings from this demographic with the goal of striving to enhance quality of life for people 65 and over living in the Cowdenbeath locality.



Appendix One – MS Form

Online survey available here <https://forms.office.com/e/E1MB0dBGFx>



APPENDIX 2 - List of Stakeholders Involved

Locality Group Members
Fife Voluntary Action
Dunfermline and West Fife Psychology Service
IJB Carers Representative
Fife Sports and Leisure Trust
Lochgelly Health Centre
Cowdenbeath Medical Practice
Kelty Health Centre
Dears Pharmacy Ballingry
Dears Pharmacy Lochore
Morrisons Supermarket Cowdenbeath
Morrisons Pharmacy Cowdenbeath
Co-operative Store Lochgelly
Benarty Companions Club, Ballingry
Auchterderran Drop-In Centre, Auchterderran
Lochgelly Lunches, Lochgelly