

AGE BETTER
IN SHEFFIELD

Working Group 2 Project Report

**Age-friendly
Sheffield**

AGE BETTER IN SHEFFIELD

**Lai Yin Association's
Leading the way towards an
Ageing Friendly Sheffield project**

Community collaboration

Working in partnership with a local BAME organisation based in Sharrow community, Sheffield, one of the working groups was set up in collaborating with the organisation's men' dementia group.

The group consisted of a five men and women of different ethnic and white British backgrounds, most of whom had lived in Sheffield for a large part of their lives. They love to visit the organisation and often take part in activities as a safe space to casually engage with others.

Participation of local older people

With support from volunteers & staff, they completed eleven sessions that involved different elements to the learning and development of older participants of the project:

- The first five-sessions focused on training older people to help them learn and share the benefits and challenges that come with growing older and developing their basic skills of baseline assessments, action planning and community walk around the local park.
- For the sixth to tenth sessions, the group chose to focus on the current situation of Sheffield's **housing** and **health services**, including the positives and challenges for older people and what can be done to better support them. Part of the course included a session where they were taught how to access **Sheffield City Council, Sheffield Directory & Sheffield Mental Health Guide** websites using tablets.
- The final session was used as a reflection session and for the participants share their thoughts on the project and group sessions into case studies.

Ageing Friendly concepts designed by local people

Through their assessments around one of Sheffield's primary hospitals and their experiences of maintenance of private housing, the group designed the following:

Health Services

- Ageing Friendly Hospital Checklist
- Ageing Friendly Signage Guidelines

Housing

- Action Plan: Home Maintenance
- Ageing Friendly Housing Checklist

The working groups and the project reports are intended to highlight key messages and contributions from some of Sheffield’s local residents, whom may not as often have the same opportunities to be involved in shaping Sheffield.

These concepts will also be fed through to the Age Friendly Sheffield Steering group to support the development of ageing friendly Sheffield resources and legacy.

Co-Production

Health Services	4
Baseline Assessment of Sheffield’s Northern General Hospital	5
Considerations for Ageing Friendly Hospital Signs	7
Ageing Friendly Sheffield Hospital Checklist	8
Housing	9
_Toc34217036	
Baseline Assessment of Housing for older people	10
Action Plan on Home Maintenance	12
Ageing Friendly Sheffield Housing Checklist	13
Case Studies	14
Appendix	15
WG2 Training session 1 presentation	
Community Walk Assessment: Mt Pleasant Park	
Baseline Assessment: Community & Health Services	
Baseline Assessment: Housing	





AGE BETTER
IN SHEFFIELD

Health Services

The people in the group had their own experiences with different health services, including hospital and local GP. The following are summary of their key thoughts:

- Sheffield has an adequate range of services, but many have been relocated to Northern General hospital and has contributed to longer waiting times and limited patient choice on where they can receive help. As the hospital is not located centrally, it can be inconvenient to travel from both a public transport and private transport user, particularly if that person has a limiting health condition.
- Some hospital facilities and buildings are considered too old; whereas facilities that have been updated, the information regarding these new changes, e.g. online maps may not have displayed the newest ward or services.
- Information on health and community services, overall, is not clear and accessible. For those in the group, even though they have lived in the city for long time, they don't know they can ask their GP for support.
- Staff and volunteers are respectful, helpful and trained to serve older people. Volunteers often help with navigation and other services, e.g. mobile library, blood bike etc.

The discussion led to focusing their baseline assessment specifically on the Northern General hospital. Although they were uncertain on how much they can influence, they had ideas on measures that could be put in place to support the hospital, as well as designs on how to be more ageing friendly through hospital facilities, services and signage that they would like to see push forward to the appropriate governing bodies.



HEALTH SERVICES

Baseline Assessment of Sheffield's Northern General Hospital

Travelling to the hospital = 😞

😞 Not located centrally & too far to travel, especially if you come from the South -side of Sheffield

😞 Information around Transport is not clear. Also, confusing as bus routes might not run at streets that people are familiar with

“If you don't know the city, you don't know which bus to get”

Arriving at the hospital = 😞

😞 The map is outdated as it doesn't show some facilities or new wards

“I've never used the map they send you with the letter”

😞 There's a mini shuttle bus service available at the hospital but few people know about it. Only operates at certain times on weekdays which can be inconvenient at weekends or lunchtime

😞 Not enough signs both indoor & outdoors. Could benefit from more arrows & directional support

😊 Current colour-coded navigation is useful but could do with being more colourful



HEALTH SERVICES

Baseline Assessment of Sheffield's Northern General Hospital

Services, Staff & Volunteers = 😊

- 😊 Referrals by GPs are very quick
- 😊 Skilled staff made my blood test experience very good
- 😊 Nice & polite staff & volunteers.
- 😊 Most doctors provide good explanations
- 😊 Sheffield have “blood bike” services – volunteers who help transport blood samples and other medical supplies to between hospitals & healthcare sites.
“This could be a good opportunity for older people who’d want to be trained”
- 😞 Reception is not manned 24 hours.
- 😞 Many specialist facilities and support have moved to the Northern General that could impact the service in future

Facilities = 😐

- 😊 Restaurants & Cafes are good
- 😞 Lots of vending machines but expensive. In the evenings or nights, there’s no place to get change
- 😞 Lots of toilets, if you know where to find them. There are separate ones for patients & visitors
- 😊 Mobile library helps keep people entertained; would be good to see more, possibly be run by volunteers

Considerations for Ageing Friendly Hospital Signs



Traffic signs:

- Important to have lettering that is large & clear to see from distance
- Miles added: Felt it was important to show the distance left to destination so people will know how far away they are from hospital. Particularly beneficial if you don't know the city or local areas



Signs used at hospital & healthcare sites:

- High contrast between colour & text
- Simple English used
- Could be helpful for non-English or those with conditions like dyslexia to add pictures next to words



Example of things not suitable for signs

Neon or Shiny colours (e.g. bright pink)

- Too Bright
- Hurt eyes & can cause headache

Black

- Good or Bad: Depends on how it is used
- For text is fine, depends on other colours

Ageing Friendly Sheffield Hospital Checklist

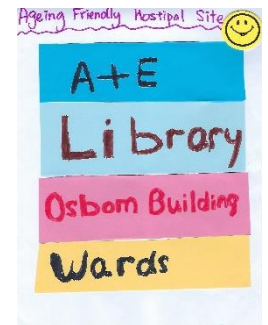
TRAVEL & ARRIVAL

- Locations of hospitals are convenient and central where possible
- Enough number of public transport routes that go to hospitals
- Enough parking spaces that are spread out across & closer to different sites
- Free parking options



SIGNS & DIRECTIONS

- Navigational support around hospital, e.g. more information stations to let you know where you are
- Interior signs should be as visible as outdoor signage
- Design considerations taken for those with colour blindness & other health conditions (i.e. use of high contrast colours & easy to read fonts, images used with text)
- Signs in different languages



CLEAR, EASY TO UNDERSTAND HOSPITAL MAP

- Layout is easy to understand, with visibly clearer text over map areas & wards
- Designed to show multiple floor levels
- Design considerations for those with colour blindness & other health conditions
- Kept up to date to include new areas

SERVICES, STAFF & VOLUNTEERS

- Increased referral opportunities to other GP Surgeries & services to those closer to patients' community area
- Patients' key contacts are kept informed when patients have been moved to a different ward
- Informative courses available patients to help manage health (depending on ailment)
- All patients, visitors, staff & volunteers to be treated with respect



AGE BETTER
IN SHEFFIELD

Housing

Many in the group have lived in either privately rented or self-owned homes and felt they did not have enough information about council housing and care homes to comment in depth.

For their assessment, using the WHO Age-Friendly Cities & communities Checklist, their key points were:

- Housing in affordable, plentiful and close to communities & shops in most areas;
- There was a general impression that council housing tends to be in areas that have higher risk of crime;
- There's a need for information about affordable housing areas, housing support, services to be more readily available and accessible, especially those who are unable to access the internet;
- Additional guidance & safety measures are desired so older people can live in their homes safely & confidently knowing their housing issues will be dealt within a reasonable timeframe.

Home maintenance is an important factor that affects the physical and mental health which the group felt strongly about. Some themselves have been living with leaks and broken facilities for a sometime now; they designed an action plan highlighting barriers, including some that they are facing, and possible solutions they would be keen to get support with.



HOUSING

Baseline Assessment of Housing for older people

Sufficient & affordable housing; close & safe to services & communities = 😐

- 😞 Not enough information on where these areas are
- 😊 City has many affordable rented housing
- 😊 Most houses are close to local services, community & bus stops
- 😞 Council housing tend to be in unsafe areas which can lead to older people unable to leave their homes due to fear.
- 😊 There are enough private homes available but differs depending on which areas
- 😊 Owning a home is still cheaper than renting
- 😞 Buying homes are more expensive nowadays; harder to get on the property ladder.
- 😞 Bungalows would be better for older people; but expensive.

Sufficient & affordable home maintenance & support available = 😞

- 😊 Private Owners need to maintain themselves
- 😞 Cost of repairs can be expensive and cause the older person reluctant to get it fixed or replace. Some people are strict with how they spend their money.
- 😞 Not enough awareness on how poorly maintained homes can affect the health; because of this, people will leave the issue until it gets worse.



HOUSING

Baseline Assessment of Housing for older people

- ☹️ Older people are not well informed of the services and support they may be eligible to from council, health or housing services
- ☹️ Private landlords don't always provide good maintenance. Reluctant to spend money to fix the problems, too willing to wait for the problem to get worst with little consideration for tenants' health.

“Previously, Council have worked to investigate rouge landlords, but it didn't always deter. There's also the fear of eviction for the older person if they report their landlord”
- ☹️ Older people may feel insecure & not fully know their rights or how to complain, which some landlords may take advantage of the vulnerabilities.

Some housing issues they are affected by are:

- Issues have been reported but the landlord waits too long or doesn't deal with the problem, e.g. leaks, damp, broken appliances, guttering that has pulled away from the exterior. The problem became bigger and unpleasant but feel they have little choice but to live with the problems.
- Not knowing who else can help
- Fear the risk of eviction if they do report their landlord to another authority
- Not knowing enough of the health risks of poorly maintained homes or how to properly deal with it
- Some specially fitted support is not suitable or safe to use,

“The handlebar fitted for the shower is too far from where the water will reach, a seat would have been better and would more likely to prevent falling when showering”

Action Plan on Home Maintenance

Concern: Poorly maintained homes and damaged goods are not dealt with by the responsible parties.

Potential Barriers

- Fear of eviction if persistently asking the landlord to resolve the issue
- Not knowing their rights as tenants or where they can go for support
- Older person may not know how to use computer to access information
- Information is not easy to find, even for digital-users or the only option is to go online for help
- Communication (including language & literacy) barriers
- Automated telephone services can be cause of frustration or distress, e.g. the options are not clear for the caller or may forget what to press due to too many options.

Key Action:

- (Written) Communication with landlord or council housing team on maintenance and rights as tenants

Known support & resources

- Sheffield City Council
- Community Centres
- Citizen's Advice Bureau
- Health Centres
- Internet
- Libraries
- Shelter
- Friends & Family

Ways of contacting support

- Telephone, Mobile, Internet or Email
- Asking others for help to get in touch with those services

Solutions

- Encourage volunteers, relatives or friends to check on older people they know and ask if they need support
- Clear guidance from local authorities and services about housing
- Make use of locations and organisations that older people visit to share information (e.g. cafes, information hub, libraries, lunch clubs)
- Wider advertisement and benefits of local training groups that teach older people to use digital technology
- If there are resources; to have an assigned case worker to follow up with older people, especially if they have limited health conditions like dementia



Ageing Friendly Sheffield Housing Checklist



EXTERIOR

- Outdoor materials should be efficient and well maintained to protect from weather (e.g. Brick or plastering walls)
- Easy access to roof space (e.g. to check insulation, if applicable)
- Roof tops need to be water-tight
- Guttering is fixed properly on to the wall and appropriate materials are used to minimise wear and leakage
- Securely fitted rain-pipes in appropriate location
- Windows, doors & frames are fitted securely with reasonable locks
- Central heating in homes
- Entrances to have ramps and handrail support (if applicable)

INTERIOR

- Spaces & walkways are wide enough for wheelchair users
- Easy access to meters
- Floorboards (if any) are properly fitted
- Bannisters for securely fitted along the stairs for safety
- Measures in place to keep the home vermin and pest-free
- Handrail placement considered for toilets, bathrooms & kitchens
- Seating space considered for showers
- Other flooring materials rather than tiles used in bathroom
- Plug sockets installed at higher levels; *consideration for those who are unable to bend low or living with backpain*

SUPPORT & MAINTENANCE

- List of contacts available in homes for tenants in case of emergency, including landlord, council & emergency lines.
- Access to spare keys with a safe place to put them
- Free or low-cost Wi-fi for older people, if they require it.
- Simple to understand information that is accessible across different mediums, (e.g. website, leaflets, libraries, notice boards, face-to-face support)
- Support for those whose first language isn't English and carers (e.g. translated materials, interpretation, referrals)

Case Studies

AGE BETTER
IN SHEFFIELD

"Hi, I've lived in Sheffield all my life for a VERY long time! What I like about Sheffield are:

- 1) *Open spaces*
- 2) *Friendly people*
- 3) *The view of the surrounding countryside on sunny days*
- 4) *Community around Sheff is very good*

I was asked to go the first working group session by staff of the community organisation I often visit.

Wasn't sure what to expect, but the people from Lai Yin listened to what I had to say and were brilliant at putting activities on about what can help me when I'm old.

One of the things we did was visit the local park as a group; together we walked around and talked about what there was and how older people could be encouraged to come to that park. It's a nice, clean park and not far from the main road; you could do with lights being on at night and putting some more seats.

We talked a lot on housing and hospital services, like sharing stories and photos, and I got involved in design one of the ageing friendly hospital signs. Met new people and it's been good to be part of the project and thinking how we can help

*older people in Sheffield." **Male [62]***

"I've lived in Sheffield for over 10 years!

I like Sheffield because it's got many parks and I can walk through them when I feel like it. Transport's a bit too noisy, especially the sound of the engine.

I found out about the Ageing Friendly Sheffield project after I was invited by the community organisation staff to attend the workshop and, then later, the working group. I've been learning about the ageing friendly and did a few things such as:

- *Walking around Mount Pleasant Park; It's nice but I don't often visit it. Could do with more seats*
- *Talked about Housing & NHS*
- *Made the friendly (and colourful) hospital signs*

*Being involved in working group has helped make me to think more about the support older people require; one idea on how to help older people in Sheffield is with more wheelchairs to better support their mobility." **Male [51]***

Appendix



AFS LY WG2 S1.pptx

WG2 Training session 1 presentation



AFS LY WG2 S2 14
Nov 2019 gp 2 comm

Community Walk: Assessment



AFS LY WG2 S4
Baseline Assessment

Baseline Assessment: Community & health services



AFS LY WG2 S5
Baseline Assessment

Baseline Assessment: Housing

Diolch Terima kasih 謝謝
پوس
Thank you
Merci 谢谢 اليزج اركش
go raibh maith agat