

# HEALTHY AGEING in GALWAY CITY

## CONFERENCE REPORT & ACTION PLAN

How can we enhance the health  
and wellbeing of older people  
in Galway City?

November 14<sup>th</sup>, 2006



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

GALWAY Healthy City

GAILLIMH Cathair Shláintiúil



Galway City Development Board  
rd Forbartha Cathrach na Gaillimhe

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## Introduction

Galway has recently joined the World Health Organisation's Healthy City project. Healthy Ageing is one of the core themes selected by the World Health Organisation, which each City has to work on.

Many issues including education, income, housing, transport and access to health services affect health. All agencies have a role to play addressing the issues that impact on the health and wellbeing of older people in Galway City.

Galway Healthy City project hosted a one-day conference on Tuesday 14<sup>th</sup> November to facilitate the development of an action plan for Healthy Ageing in Galway City. Professor Eamon O Shea, Director of the Centre for Social Gerontology at NUI, Galway opened the Conference. A copy of the programme is outlined in Appendix One.

## Conference format

This conference was quite different from the usual in that we used an 'open space format'. We had a conference theme, which in our case was *"How can we enhance the health and wellbeing of older people in Galway City?"*

Open space format is based on the belief that those who attend the conference are there because they have an interest in the theme. They know what the issues are and, given time and space, can clarify those issues and develop solutions or action plans. The issues identified and the action plans developed are outlined in this report.

## Aims of the conference were:

- To provide an opportunity for participants to meet with others involved with older people in Galway City
- To provide information on a number of themes relating to Healthy Ageing
- To provide the opportunity for participants to discuss and prioritise some of the issues in relation to health and wellbeing of older people in Galway City
- To facilitate the development of an action plan to advance healthy ageing in Galway City

There were 90 participants from statutory, community and voluntary agencies as well as individuals with an interest in the issue of enhancing the health and well being of older people in Galway City. A full list of participants is provided in Appendix Two.

## **Section One: ISSUES IDENTIFIED**

The theme for this Healthy Ageing Conference was “How can we enhance the health and well-being of older people in Galway City?” Participants were invited to identify issues that they were prepared to discuss with others in relation to the theme of the day. Forty-seven issues were identified which are listed below:

<b>Issue</b>	<b>Identified by</b>
1. Obesity	Carina Harkin
2. Nursing Homes	Seamus Keating
3. Travel Insurance for older people	Anne Nugent
4. National Strategy for older people /Ombudsman	Evelyn Moran
5. Living in Fear	Eamon Duddy
6. Transport for day care centres	Martina Flaherty
7. Housing/Retirement homes/sheltered housing	Eithne Carey
8. Care for people with arthritis (hydrotherapy)	Margaret Hickey
9. Organic Eating/Exercise	Frank Sullivan
10. Hearing Loss and communicating with older people	Edel Killarney
11. Convalescent facilities for post op patients	Brid Mc Mahon
12. Independent Living with services provided	Nuala Lardner
13. Positive Activity/Active Retirement	Lorraine Robinson
14. Opportunities for older people to socialise	Br.Christy O’Carroll
15. GP Visits for older people	Mary Rushe
16. Under House Arrest	Mary Sheehan
17. Communicating with people with Dementia/Alzheimer’s	
18. Lack of stimulation in private nursing homes	Margot Ormond

19.	Decisions made without consulting older people e.g. lighting	Sr Noelle Duggan
20.	Care of Carers	Margaret Hickey
21.	Volunteering	Adrienne Lynam
22.	Intergenerational programmes	Margaret Flannery
23.	Sale of private housing to finance nursing homes	Helen Spellman
24.	Educational and learning opportunities (continuing)	Mary Surlis
25.	Lack of resources for community groups e.g. active retired	Margot Ormond
26.	Opportunities for integration for people with intellectual Disabilities	Kevin Gavin
27.	Using the expertise of older people	Eileen de Flores
28.	Single Supplement for B&Bs	Rita Coll
29.	Subsidies for bills in line with inflation	Sr Noelle Duggan
30.	Representation of older people on statutory bodies	Mary Delargy
31.	Availability of reliable tradesmen	Ann Nugent
32.	Dedicated building for active retired e.g. with rooms for art etc	Brid Mc Mahon
33.	Accessing and facilitating those living alone	Lisa Corbett
34.	Nutrition/Diet for Older People	Mary Stout
35.	Educating young people to value and respect older people	Aideen Lovett
36.	Funding for issues	Margaret Flannery
37.	Loneliness and isolation	Eamon Duddy
38.	Consumer panel to influence health policy	Dan Quaid
39.	Co-op for tradesmen	Frank Sullivan
40.	Long delays for appointments in clinics	Helen Spellman
41.	Access to Chiropody services	Sr. Noelle Duggan
42.	Breast Check – over 64 discrimination	Ann Nugent

<b>43.</b> Warfrin – payment of vat for equipment	Andy Feeney
<b>44.</b> Seating on buses before they move off	Rita Coll
<b>45.</b> Physiotherapy – dedicated clinics for physiotherapy etc	Margaret Delargy
<b>46.</b> Bank Charges	Christy O Carroll
<b>47.</b> Emergency Home Help Service	Anna Killeen

The 47 issues were grouped according to themes and this left 24 issues for discussion. Three sets of workshops were organised with eight issues in each.

Participants were then invited to sign up for each of the three sets of workshops according to whatever issue they wanted to discuss. At each workshop the group was asked to identify the three main points on each of the issues. These are outlined in the next section.

## Section Two: Main Points from Workshops

Participants were asked to discuss each issue and clarify the three main points. These are outlined for each of the three sets of workshops as follows:

### Workshop A

Issue	Main points	Participants interested in the issue
<b>1. Obesity, Nutrition, Organic Eating, Exercise</b>	<ul style="list-style-type: none"> <li>❑ More funding into education on healthy eating and lifestyle e.g. Nutritionist, Dietician, Physical Activity Experts, community activities, walking groups, subsidised activities aqua fit, dancing..</li> <li>❑ Funding for practical education, activities, and facilities,</li> <li>❑ Encouraging more specialist programmes for currently obese such as programmes and services</li> <li>❑ Increase community awareness that organic food is healthier for us: the environment, pesticides, affordability, availability</li> </ul>	<b>Frank Sullivan, Carina Harkin</b>  Eithne Mhic Aoidh, Maura Noone, Maudie Finn Mary Stout, Rita Coll, Nancy Kennedy, Helen Browne, Pat Conboy, Dorothy O'Brien, Mary Burke, Lisa Corbett Fiona Mc Cleane
<b>2. Money Matters &amp; Exploitation of Older People e.g. subsidies, single supplements</b>	<ul style="list-style-type: none"> <li>❑ They purchase smaller quantities and pay more, e.g. :Oil, groceries</li> <li>❑ Increase in pension taken back by local authorities, e.g.: 10 – 8 = 2</li> <li>❑ Bank charges – Not Informed</li> <li>❑ Telephone is a Lifeline - V.A.T. on calls should be eliminated</li> <li>❑ Single Supplement during off – season should be abolished</li> </ul>	<b>Sr Noelle Duggan, B Coll</b>  Michelle Halpin, Winnie Taylor, Josephine Kelly Gerard Mangan, S Connell, Ann Nugent, Breege Neary, Christy Carroll, Sr Ide Fahy
<b>3. Using the expertise of Older people</b>	<ul style="list-style-type: none"> <li>❑ Consumer Panels</li> <li>❑ Connecting with each other</li> <li>❑ Intergeneration</li> </ul>	<b>Eileen de Flores</b>  Mary Waters. Mary Surlis, Martina Flaherty, Joe O'Neill, Mary Burke, Adrienne Lynam, Betty O Flynn, Martin Sweeney, Aideen Lovett, Rose O Connor, Bernie Moloney, Colette Burke, Margot Ormond, Elaine Murray, JJ O Kane, Dan Quaid, M Flannery, Gerard Mangan, Donncha Foley, Maeve Murray.

<p><b>4. Service Provision e.g. Chiropody, Physio, Breast Check, Arthritis, Delays,</b></p>	<ul style="list-style-type: none"> <li>❑ Lack of Community Services</li> <li>❑ Lack of Information on Services/ Provision of Health Care</li> <li>❑ Lack of Information on accessing services</li> <li>❑ Lack of Communication between services</li> <li>❑ Lack of day services/ phone line to provide information on elderly care/ social activities</li> <li>❑ Delay and duration of wait for services related to Osteoporosis</li> <li>❑ Age discrimination in nominations of reps to statutory bodies in Galway City &amp; Co from 55+</li> </ul>	<p><b>Mary Delargy Sr Noelle Duggan</b></p> <p>Mary Waters, Sr Mary Helly Margaret Mulgannon, Teresa Mc Keever, Edel Killarney, Margaret Hickey, Eileen Farrell, Josephine Kelly Michelle Halpin, Kathryn Chambers, Ann Nugent Winnie Taylor, Fiona Mc Clene, John Mac Donald Anna Killeen, Laura Kelly Louisa Flynn</p>
<p><b>5. Independent Living</b></p>	<ul style="list-style-type: none"> <li>❑ In your own home</li> <li>❑ In cluster groups             <ul style="list-style-type: none"> <li>○ Support Services</li> <li>○ Care Taker</li> <li>○ Secure</li> </ul> </li> </ul> <p>Major Problems</p> <ul style="list-style-type: none"> <li>❑ Government / Council will not listen</li> <li>❑ To live in own community</li> <li>❑ Lack of funding</li> <li>❑ No Government policy</li> <li>❑ Subvention – to be paid to stay at home</li> </ul>	<p><b>Nuala Lardner</b></p> <p>Helen Spellman, Mary Sheehan, Mary Stout Edyth Nwose, T Connell Joe O Neill, Kay O Neill Mary Trill, Martin Sweeney John Mac Donald, Eithne Carey, Mary Fitzgibbon Rose Grealish, Martin Breen</p>
<p><b>6. National/Local Strategy for Older people</b></p>	<ul style="list-style-type: none"> <li>❑ National Strategy if comprehensive will cover all issues</li> <li>❑ Implementation forum</li> <li>❑ Liaison between agencies</li> <li>❑ Principles for a new strategy</li> </ul>	<p><b>Evelyn Moran Carmel Power</b></p> <p>JJ O Kane, Dan Quaid Dee O Farrell, Deirdre Towey, Margot Ormond Margaret Flannery</p>
<p><b>7. Co-op/ Tradesmen</b></p>	<ul style="list-style-type: none"> <li>❑ No one in attendance for session– therefore no issues identified</li> </ul>	<p><b>Frank Sullivan Ann Nugent</b></p> <p>Donncha Foley, Maudie Finn, NancyKennedy, Mary Rushe, Pat Conboy, Mary Surlis</p>

<b>8. Integration of people with Intellectual Disabilities into the community</b>	<ul style="list-style-type: none"> <li>❑ Integrating older people with Intellectual Disabilities into mainstream groups/provide same opportunities as all older people</li> <li>❑ Reps from different service providers, agencies to meet and discuss; service developments, share expertise with other professionals, liaise with mainstream groups, find out what is happening in local community</li> </ul>	Kevin Gavin
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### Workshop B

Issue	Main points	Participants interested in the issue
<b>1. Intergenerational Learning Issue</b>	<ul style="list-style-type: none"> <li>❑ Intergenerational programmes / education of youth to respect older people</li> <li>❑ Lack of funding / training facilitators</li> <li>❑ Negativity towards youth in society</li> <li>❑ Ageism a prohibitive factor</li> <li>❑ Youth very open to working with all sectors of society</li> <li>❑ Hugely beneficial as creating a sense of community and regenerating the community</li> </ul>	<b>Margaret Flannery</b> <b>Mary Surlis</b>  Aideen Lovett, Eithne Mhic Aoidh, Christy O Carroll, Joe Murphy
<b>2. GP Visits</b>	<ul style="list-style-type: none"> <li>❑ Sufficient time allowed for full examination with G.P. (double appointment time)</li> <li>❑ More Practise Nurses in GP Practice</li> <li>❑ Less prescriptions - more food supplements</li> <li>❑ People unaware how to access Westdoc</li> </ul>	Mary Rushe  Michelle Halpin, Josephine Kelly, Rose Grealish, Kathryn Chambers, Pat Conroy

<p><b>3. Volunteering</b></p>	<ul style="list-style-type: none"> <li>❑ Litigation- Protection for volunteers and those volunteered to</li> <li>❑ Not asked to volunteer</li> <li>❑ Time - education for young people about volunteering</li> </ul>	<p><b>Adrienne Lynam</b></p> <p>Mary Stout, Maureen Chapple, Ann Morrissey</p>
<p><b>4. Nursing Homes, Lack of Stimulation</b></p>	<ul style="list-style-type: none"> <li>❑ Lack of stimulation in Private Nursing Homes</li> <li>❑ Staff skill base needs to be increased</li> <li>❑ One person to be assigned as activities person</li> <li>❑ Language/ Culture of staff</li> <li>❑ Location for visitors – cost issue, retirement villages</li> <li>❑ Standards of nursing homes</li> <li>❑ Difficulty in accessing</li> <li>❑ Quality of life and food</li> <li>❑ Animals for stimulation</li> </ul>	<p><b>Margot Ormond</b></p> <p>Dee O Farrell, Eithne Carey, Dorothy O Brien, Breege Neary, Sr Ide Fahy, Michelle Halpin, Margaret Flannery, Mary Trill, Margaret Hickey, Christy Carroll, Sr Mary Helly, Brid Nolan, Eamon Duddy, Rose O Connor, Bernie Moloney, Maeve Murray, Mary Fitzgerald, Nuala Lardner, Teresa Mc Keever, Maura Noone, Mary Burke</p>
<p><b>5. Consumer Panels to influence policy</b></p>	<ul style="list-style-type: none"> <li>❑ Capture views of older people Expertise &amp; Issues Co-ordination of Information</li> <li>❑ Diversity of needs Hearing Aids Medical Devices Rural/ Urban</li> <li>❑ Volunteering: Associated Costs</li> </ul>	<p><b>Dan Quaid</b></p> <p>Betty O Flynn, Nancy Kennedy, Edel Killarney Evelyn Moran, Nuala Lardner Teresa Mc Keever, Colette Burke, Maria Smyth, JJ O Kane</p>
<p><b>6. Transport (bus seating etc.)</b></p>	<ul style="list-style-type: none"> <li>❑ Difficulty getting on/ off bus</li> <li>❑ Driver moving before older passengers are seated, also young children and disabled</li> <li>❑ Driver should be aware that people have got off bus/ train safely and away from bus/ train when driver moves off</li> </ul>	<p><b>Rita Coll</b></p>

<p><b>7. Accessing those Living Alone</b></p>	<ul style="list-style-type: none"> <li>❑ Identify those living in the community on their own</li> <li>❑ Community - letting people know what services are available</li> <li>❑ Emergency Home care services – crisis time</li> <li>❑ Lack of services generally</li> </ul>	<p><b>Lisa Corbett</b></p> <p>Edyth Nvosa, Kay O Neill, Joe O Neill, Mary Stout Helen Browne, Tom Horan Sr Noelle Duggan, Winnie Taylor, Christy Carroll, Brid Mc Mahon, Michelle Halpin Nancy Kennedy, Gerard Mangan, Anna Killeen Margaret Sweeney</p>
<p><b>8. Travel Insurance</b></p>	<ul style="list-style-type: none"> <li>❑ Insurance companies will not provide cover for older adults e.g. pilgrimages will not cover insurance for persons over 60</li> <li>❑ In general being over 70 years of age creates problems and difficulties</li> <li>❑ Is this discrimination or a case for the equality authority e.g. John Ross – Motor Insurance case</li> </ul>	<p><b>Ann Nugent</b></p> <p>Mary Rushe, Carmel Power</p>

Workshop C

Issue	Main points	Participants interested in the issue
<p><b>1. Warfarin</b></p>	<ul style="list-style-type: none"> <li>❑ Efficiency of medical staff, laboratory and GP time</li> <li>❑ Propose the abolition of V.A.T on essential medical devices.</li> <li>❑ Self-diagnosis would support point 1 and reduce patient stress, diagnostic delays.</li> </ul>	<p><b>Andy Feeney</b></p> <p>JJ O Kane, Dan Quaid Evelyn Moran</p>
<p><b>2. Care of the Carers</b></p>	<ul style="list-style-type: none"> <li>❑ Carer allowance should not be mean tested</li> <li>❑ Regular and emergency respite.</li> <li>❑ Health of the carer, with more commitment from Health Services and government.</li> </ul>	<p><b>Margaret Hickey</b></p>

<p><b>3. Active Retirement / Positive Ageing Activities</b></p>	<ul style="list-style-type: none"> <li>❑ Active ageing, very positive impact</li> <li>❑ Lack of communication between organisations and communities e.g. intellectual disabilities</li> <li>❑ Attitudes towards aging</li> <li>❑ Playgrounds for adults, cycle lanes</li> <li>❑ Cater for older people</li> </ul>	<p><b>Lorraine Robinson</b></p> <p>Eithne Carey, Betty O Flynn Maura Noone, Mary Waters Eileen de Flores, Edyth Nwose, Mary Trill, Sr Noelle Duggan, Dee O Brien Michelle Halpin, Maureen Chapple, Ann Morrissey Kevin Gavin, Joe O Neill Martin Sweeney</p>
<p><b>4. Loneliness, Isolation, Living in fear</b></p>	<ul style="list-style-type: none"> <li>❑ Security, safety and protection</li> <li>❑ Accessibility to services and knowing what services are available</li> <li>❑ Infirmary and physical disabilities – accessibility of lifts and transport</li> </ul>	<p><b>Lisa Corbett</b></p> <p>Edel Killarney, Pat Mc Cann, Christy O Carroll, Gerard Mangan, Adrienne Lynam, Brid Nolan, Deirdre Towey, Dee O Farrell, Maudie Finn, Edyth Nwose, Kathryn Chambers, Martin Sweeney, Maeve Murray, Eamon Duddy, Mary Burke, Nancy Kennedy, Mary Sheehan</p>
<p><b>5. Convalescent Facilities</b></p>	<ul style="list-style-type: none"> <li>❑ No proper facilities for the nursing care necessary for post discharge patients.</li> <li>❑ A step-down facility is necessary not nursing homes. This should be specifically designed and staffed to focus on care and rehabilitation of patients prior to returning home</li> <li>❑ These facilities are not available in existing private nursing homes and benefits - quicker recovery, less chance of contracting more infection, focus on quicker return to health, leads to less expense in long term</li> </ul>	<p><b>Brid Mc Mahon</b></p> <p>Kay O Neill, Nuala Lardner, Mary Fitzgibbon, Bernie Moloney</p>

<p><b>6. Housing, Retirement Homes/Sheltered Housing</b></p>	<ul style="list-style-type: none"> <li>❑ Sheltered Housing/ Retirement Villages – there is a need for public policy to assist the promotion of this type of sheltered housing</li> <li>❑ Local Authority – should be engaged to advise on procedures for this</li> <li>❑ Development to reflect the needs of older people</li> </ul>	<p><b>Eithne Carey</b></p>
<p><b>7. Dedicated space for older people</b></p>	<ul style="list-style-type: none"> <li>❑ No participants – therefore no issues identified</li> </ul>	<p><b>Brid Mc Mahon</b></p>
<p><b>8. Communication of problems re Local issues, housing, lighting, heat</b></p>	<ul style="list-style-type: none"> <li>❑ Galway City Council - responsibility to residents of the city.</li> <li>❑ How to enforce the cities responsibility? (Mary's Issue)</li> <li>❑ Procedures are in place to ensure action and/or fines imposed</li> <li>❑ False promises – no action</li> </ul>	<p><b>Mary Sheehan Sr Noelle Duggan</b></p> <p>Mary Rushe, Michelle Halpin</p>

## Section Three: Action Plan

The next stage in our process involved prioritising the issues. Through a voting system the following ten issues were selected and prioritised by the participants to develop actions on.

Some participants volunteered to be the lead person on developing an action on each of the priority issues. The rest of the participants selected the issue they wanted to work on.

	<b>Issue</b>	<b>Number of votes</b>	<b>Lead Person</b>
1.	Housing/ Retirement Homes/ Sheltered Housing (36 votes)  Independent Living (25 votes)	60 votes combined	Eithne Carey
2.	Loneliness, Isolation, Living in Fear (36 votes)  Accessing those living alone (18 votes)	54 votes combined	Lisa Corbett
3.	Nursing Homes, Lack of Stimulation	28	Margot Ormond
4.	Integration of people with Intellectual Disability into the Community	25	Kevin Gavin
5.	Using the expertise of Older People	21	Donncha Foley
6.	Care of Carers	14	Margaret Hickey
7.	Service Provision	14	Adrienne Lynam
8.	Money, Subsidies, Single Supplement	13	Sr. Noelle Duggan
9.	Consumer Panels	13	Evelyn Moran
10.	Active Retirement/ Positive Activity	12	Br. Christy O'Carroll

## Action Plan

<b>Action - Issue 1</b>	<b>Sheltered Housing &amp; Independent Living</b>
<b>Lead Person</b>	<b>Eithne Carey</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<p><b>Sheltered Housing</b></p> <ul style="list-style-type: none"> <li>❑ Sheltered Housing/ Retirement Villages – there is a need for public policy to assist the promotion of this type of sheltered housing</li> <li>❑ Local Authority – should be engaged to advise on procedures for this Development to reflect the needs of older people</li> </ul> <p><b>Independent Living</b></p> <ul style="list-style-type: none"> <li>❑ Lack of home support services</li> <li>❑ Lack of security, finance</li> <li>❑ Lack of someone to call on, physical supports</li> </ul>	<ul style="list-style-type: none"> <li>○ Identify a site</li> <li>○ Lobby Politicians</li> <li>○ Let the media know about these needs</li> </ul>	<ul style="list-style-type: none"> <li>○ Land needs to be provided in our area for this purpose</li> <li>○ Local Authority to build more specific type housing (private) for older people</li> <li>○ Terri O Flaherty will set up meeting to find out what land is available</li> </ul>

<b>Who else to involve</b>	<b>Names of other participants willing to be involved</b>
	Brid mc Mahon, Helen Spellman, Terri O Flaherty, Mary Trill, Winnie Taylor, Ann Nugent, Brid Mc Mahon, Carmel Power Nuala Lardner

<b>Action - Issue 2</b>	<b>Loneliness, Isolation, Accessing those living in fear</b>
<b>Lead Person</b>	<b>Lisa Corbett</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<p><b>Isolation/Loneliness</b></p> <ul style="list-style-type: none"> <li>❑ Security, safety and protection</li> <li>❑ Accessibility to services and knowing what services are available</li> <li>❑ Infirmity and physical disabilities – accessibility of lifts and transport</li> </ul> <p><b>Accessing those living alone</b></p> <ul style="list-style-type: none"> <li>❑ Identify those living in the community on their own</li> <li>❑ Community - letting people know what services are available</li> <li>❑ Emergency Home care services – crisis time</li> <li>❑ Lack of services generally</li> </ul>	<ul style="list-style-type: none"> <li>○ Identify older people living alone in the West side of Galway City</li> <li>○ Identify organisations providing services to older people in the area</li> <li>○ Identify organisations who visit older people</li> <li>○ Communicate this information to older people</li> </ul>	<ul style="list-style-type: none"> <li>❑ Work together and use the skills and resources that we have already available to us</li> <li>❑ Revise community spirit</li> </ul>

<b>Who else to involve</b>	<b>Names of participants willing to be involved</b>
<ul style="list-style-type: none"> <li>❑ Active retirement groups</li> <li>❑ Voluntary organisations</li> <li>❑ Public Health Nurses</li> <li>❑ Home Helps</li> <li>❑ HSE</li> <li>❑ Voluntary organisations</li> <li>❑ Age Action</li> <li>❑ Media – radio, church, newspaper</li> </ul>	<p>Maudie Finn, Nancy Kennedy, Joe O Neill, Mary Stout, Brid Nolan, Eamon Duddy, Gerard Mangan, Maura Noone, Louisa Flynn, Michelle Halpin, Edel Killarney, Ide Fahy</p>

<b>Action - Issue 3</b>	<b>Nursing Homes – Lack of stimulation</b>
<b>Lead Person</b>	<b>Margaret Ormond</b>

<b>Main points recorded</b>	<b>What needs to happen</b>	<b>Proposed Actions</b>
<ul style="list-style-type: none"> <li>❑ Lack of stimulation in Private Nursing Homes</li> <li>❑ Staff skill base needs to be increased</li> <li>❑ One person to be assigned as activities person</li> <li>❑ Language/ Culture of staff</li> <li>❑ Location for visitors – cost issue, retirement villages</li> <li>❑ Standards of nursing homes</li> <li>❑ Difficulty in accessing</li> <li>❑ Quality of life and food</li> <li>❑ Animals for stimulation</li> </ul>	<ul style="list-style-type: none"> <li>○ Questionnaire to private nursing homes</li> </ul>	<ul style="list-style-type: none"> <li>○ Lobbying Departments of Health and HSE</li> <li>○ Training &amp; Resources</li> <li>○ Respecting/consulting the individual</li> </ul>

<b>Who else to involve</b>	<b>Names of participants willing to be involved</b>

<b>Action - Issue 4</b>	<b>Integrating people with Intellectual Disabilities into the community</b>
<b>Lead Person</b>	<b>Kevin Gavin</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Integrating older people with Intellectual Disabilities into mainstream groups/provide same opportunities as all older people</li> <li>❑ Reps from different service providers, agencies to meet and discuss; service developments, share expertise with other professionals, liaise with mainstream groups, find out what is happening in local community- letting people know</li> </ul>	<ul style="list-style-type: none"> <li>○ People with Intellectual Disabilities need to have a voice/be represented when discussing rights and entitlements of older population</li> <li>○ Opportunity to take part in mainstream ageing groups and activities such as active retirement groups</li> </ul>	

<b>Who else to involve</b>	<b>Names of participants willing to be involved</b>
	Ann Morrissey

<b>Action - Issue 5</b>	<b>Using the expertise of Older People</b>
<b>Lead Person</b>	<b>Donncha Foley</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Consumer Panels</li> <li>❑ Connecting with each other</li> <li>❑ Intergeneration</li> </ul>	<ul style="list-style-type: none"> <li>○ Contact made with as many people as possible – Active Retirement, Individuals, Public meetings</li> <li>○ First meeting act as a feeler – invite people</li> </ul>	<ul style="list-style-type: none"> <li>○ Identify skills, interest and knowledge</li> <li>○ Provide an opportunity to give/develop skills</li> <li>○ Use advertiser and public meetings, Galway City Council Community Forum, Schools</li> </ul>

<b>Who else to involve</b>	<b>Names of others willing to be involved</b>
	Betty O Flynn, Mary Burke, Eileen De Flores, Pat Conroy

<b>Action - Issue 6</b>	<b>Inadequacy of support for Carers</b>
<b>Lead Person</b>	<b>Margaret Hickey</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Carers allowances should not be means tested</li> <li>❑ Need for regular and emergency respite</li> <li>❑ Health of Carer – physical, mental and emotional with more commitment from health services</li> </ul>	<ul style="list-style-type: none"> <li>○ Availability of resources and commitment to financing them for care given and care receiver</li> <li>○ Involve carers in discharge planning for hospitals</li> <li>○ People to stay in their own homes a lot longer and have a good quality of life for patient and carer.</li> <li>○ Day Care Services</li> </ul>	<ul style="list-style-type: none"> <li>○ Identify what is available at the moment</li> <li>○ Research and bring the result of the research to relevant body</li> </ul>

<b>Who else to involve</b>	<b>Names of others willing to be involved</b>
<ul style="list-style-type: none"> <li>○ HSE</li> </ul>	Colette Burke, Kay O Neill, Helen Browne

<b>Issue: 7</b>	<b>Service Provision - Osteoporosis</b>
<b>Lead Person</b>	<b>Adrienne Lynam</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Perceived lack of community services</li> <li>❑ Lack of information</li> <li>❑ Poor communication</li> <li>❑ Delays and duration of waiting list related to osteoporosis</li> <li>❑ Age discrimination regarding election of reps on to statutory bodies</li> </ul>	<ul style="list-style-type: none"> <li>○ Convene an Osteoporosis awareness group</li> <li>○ Increase awareness and communicate accurate information on how assessments are carried to and appointments prioritised on a need/risk basis</li> <li>○ Promote self responsibility for prevention and management</li> </ul>	<ul style="list-style-type: none"> <li>○ Identify key stakeholders and write to joint working group</li> </ul>

<b>Who else to involve</b>	<b>Names of participants willing to be involved</b>
<ul style="list-style-type: none"> <li>○ Mary Langan – Osteoporosis</li> <li>○ Nutrition</li> <li>○ Physio</li> <li>○ Paul Gillen Health Promotion Physical Activity</li> <li>○ Consumer reps</li> <li>○ Women’s health</li> </ul>	Fiona Mc Cleane

<b>Issue: 8</b>	<b>Exploitation of older people</b>
<b>Lead Person</b>	<b>Noelle Duggan &amp; Josephine Kelly</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Overcharging of products e.g. heating, oil, milk, butter, bread, Hotels/B&amp;Bs, single people</li> <li>❑ Increase in pensions taken back by local authorities</li> <li>❑ Subsidies not linked to inflation e.g. telephone, ESB</li> </ul>	<ul style="list-style-type: none"> <li>○ Letters to lobby consumer authority</li> <li>○ Articles in newspapers about the issue</li> <li>○ Lobby politicians regarding planning of hotels</li> </ul>	<ul style="list-style-type: none"> <li>○ That these issues be resolved</li> </ul>

<b>Who else to involve</b>	<b>Names of others willing to be involved</b>

<b>Action - Issue: 9</b>	<b>Consumer Panels</b>
<b>Lead Person</b>	<b>Dan Quaid</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Capture views of older people</li> <li>❑ Diversity of needs – hearing aids, medical devices, rural/urban</li> <li>❑ Volunteering/associated costs</li> </ul>	<ul style="list-style-type: none"> <li>○ To have an older representative on any HSE consumer panel in the area</li> </ul>	<ul style="list-style-type: none"> <li>○ Meeting to take place with relevant people to move forward on issue</li> </ul>

<b>Who else to involve</b>	<b>Names of others willing to be involved</b>
	Evelyn Moran

<b>Action - Issue: 10</b>	<b>Active Retirement/Positive Activity</b>
<b>Lead Person</b>	<b>Christy O Carroll</b>

<b>Main points recorded</b>	<b>Proposed Actions</b>	<b>What needs to happen</b>
<ul style="list-style-type: none"> <li>❑ Active ageing, very positive impact</li> <li>❑ Lack of communication between organisations and communities e.g. intellectual disabilities</li> <li>❑ Attitudes towards aging</li> <li>❑ Playgrounds for adults, cycle lanes</li> <li>❑ Cater for older people</li> </ul>	<ul style="list-style-type: none"> <li>○ Leisure – swimming and exercise facilities available in Galway to be investigated and prices compared</li> <li>○ Organise a Physio to visit Active Retired and talk and explain gentle exercises</li> <li>○ Investigate possibility of using facilities at schools etc (cost of insurance)</li> </ul>	

<b>Who else to involve</b>	<b>Names of others willing to be involved</b>
<ul style="list-style-type: none"> <li>○ Active retirement groups</li> </ul>	Eithne Conway Mc Gee Rita Coll

## **Section Four: Next Steps**

The issues identified at the conference and the action plan developed will be sent to the Galway City Development Board, the HSE and other relevant groups and agencies

The action plan will be supported and monitored by the Galway City Health Forum. Our first step is to have a meeting with the lead people for each of the action plans on the 12<sup>th</sup> of December.

Issues that were raised but not prioritised for action planning are recorded below. These 12 issues will be brought to the attention of the Galway City Health Forum and ways to progress these will be investigated.

- ❑ Obesity, Nutrition Organic Eating
- ❑ National/Local Strategy for older people
- ❑ Co-op tradesmen
- ❑ Intergenerational learning issues
- ❑ GP visits
- ❑ Volunteering
- ❑ Transport (bus seating etc)
- ❑ Travel Insurance
- ❑ Warfarin
- ❑ Convalescence facilities
- ❑ Dedicated space for older people
- ❑ Complaints and communicating problems re local issues

## Appendix One: Healthy Ageing Conference Programme

### Theme for the day :

How can we enhance the health and wellbeing of older people in Galway City?

### Conference Programme

9.30	Registration & Tea/Coffee
10.00	Opening remarks – Professor Eamon O Shea, Director of the Centre for Social Gerontology, National University of Ireland, Galway
10.15	Introduction
10.20	Identify issues and opportunities relating to the theme.
10.50	Break
11.10	Workshops - Discussion and clarification of issues relating to theme
12.45	Lunch
1.45	Develop actions relating to the issues identified
2.45	Break
3.00	Feedback
3.45	Next steps Evaluation
4.15	Close

## Appendix Two: Conference Participants

Organisation	Name of participant
Abbey Friendship Active Retirement Association .....	Maura Noone
Abbey Friendship Active Retirement Association.....	Sr. Ide Fahy
Active Retirement Ireland Western Region.....	Br Christy O Carroll
Age Action West .....	Carmel Sheridan
An Garda Siochana.....	Gerard Mangan
Bohermore Senior Club.....	Anna Killeen
Brothers of Charity.....	Ann Morrissey
Brothers of Charity.....	Maureen Chapple
Brothers of Charity.....	Joe Murphy
Brothers of Charity.....	Rose Grealish
Brothers of Charity.....	Martin Sweeney
Brothers of Charity.....	Lorraine Robinson
Brothers of Charity.....	Mary Rushe
Brothers of Charity.....	Brid Neary
COPE – Meals on Wheels.....	Mary Stout
COPE – Sonas Day Centre.....	Brid Nolan
Galway Association.....	Steve Ward
Galway Association.....	Kevin Gavin
Galway City Centre Active Retirement Association.....	Helen Spellman
Galway City Centre Active Retirement Association.....	Josephine Kelly
Galway City Council.....	Joe O’Neill
Galway City Council.....	Terri O’Flaherty
Galway City Council.....	Colette Burke
Galway City Partnership.....	Maeve Murray
Galway County Community Forum.....	Stephen Connell
Galway Hospice Foundation.....	Thomas J. Horan
Galway Volunteer Centre.....	Donncha Foley
Going Strong Club.....	Winnie Taylor
Going Strong Club.....	Anne Nugent
Grow (Community Mental Health) .....	Aideen Lovett
HSE – Chiropody.....	Louisa Flynn
HSE – Chiropody.....	Laura Kelly
HSE – Community Development.....	Dan Quaid
HSE – Community Nutrition.....	Lisa Corbett
HSE – Community Rehabilitation Team.....	Fiona Mc Cleane
HSE – Co-ordinator of Services for Older People.....	Dr. Katherine Chambers
HSE – Home Management.....	Eileen DeFlores
HSE – Nursing Home Section.....	Mary Fitzgibbon
HSE – Older People Services.....	JJ O Kane
HSE – Public Health Nursing.....	Helen Browne
HSE – Primary Care.....	Adrienne Lynam
HSE – Nursing.....	Geraldine Shaw
HSE – East Galway Psychiatric Service.....	Marie Smyth
HSE – Social Work.....	Elaine Murray

HSE – Social Work.....	Kay O’Neill
HSE – St. Francis Nursing Home.....	Martina Flaherty
HSE St. Francis Home.....	Bernie Moloney
HSE St. Francis Home.....	Rose O’Connor
HSE UCHG Arts Trust.....	Margaret Flannery
Knocknacarra Active Retired.....	Seamus Keating
Little Sisters of Assumption.....	Margaret Hickey
Mervue Active Retired .....	Margaret Mulgannon
Mervue Active Retired.....	Mary Delargy
Mervue Residents Association.....	Eamon Duddy
Multiple Sclerosis Society.....	John MacDonald
Nat. Association for the Deaf.....	Edel Killarney
Nat. Council for the Blind.....	Deirdre Towey
Nat. Council for the Blind.....	Dee O’Farrell
Newcastle Active Retirement Association.....	Eileen Farrell
Newcastle Active Retirement Association.....	Josephine Kelly
NUI, Galway – Centre for SocialGerontology.....	Aine Ni Leime
NUI, Galway Psychology Department.....	Mike Hogan
NUI, Galway - Living Scenes.....	Mary Surlis
Pointe Boise Nursing Home.....	Martin Breen
Probus.....	Andy Feeney
RAPID (Ballybane).....	Pat Mc Cann
Renmore Active Retired.....	Eithne Carey
Renmore Active Retired.....	Margot Ormond
Renmore Active Retired.....	Brid Mc Mahon
Salthill Active Retired.....	Dorothy O Brien
Salthill Active Retired.....	Teresa McKeever
Salthill Active Retired.....	Eithne Conway McGee
Salthill Active Retired.....	Nuala Lardner
Senior Helpline.....	Rita Coll
Shantalla Westside Community Project.....	Betty O’ Flynn
Simon Community.....	Sr. Noelle Duggan
St. Bridget’s Senior Citizens.....	Michelle Halpin
Terryland Active Retired.....	Mary Sheehan
VoctionalTraining Opportunity Scheme.....	Pat Conroy
Western Division Irish Senior Citizens Parliament.....	Mary Waters
Western Division Irish Senior Citizens Parliament.....	Evelyn Moran
Westside Age Inclusion.....	Carmel Power
Westside Active Retired.....	Edyth Nwose
Westside Active Retired.....	Maudie Finn
Westside Active Retired.....	Nancy Kennedy

**Individual Participants**

Frank Sullivan, Sr Mary Helly, Carina Harkin, Jeremiah Franco, Mary Burke

## Appendix Three: Evaluation of Healthy Ageing Conference

There were 90 participants at the Healthy Ageing conference held on the 14<sup>th</sup> November with 44 evaluation forms returned (49%). Over two-thirds of respondents (68%) found that the conference was very good or excellent (Table 1). In relation to the pace of the conference, most respondents (61%) found that the pace was a bit fast or too fast (Table 2).

**Table 1** Overall, how would you rate the Healthy Ageing Conference?

	Excellent	Very Good	Good	Fair	Poor
%	20%	48%	23%	9%	0
No.	9	21	10	4	0

**Table 2** How do you think the Healthy Ageing conference was paced?

	Too Fast	A Bit Fast	Just Right	A Bit Slow	Too Slow
%	11%	50%	34%	5%	0
No.	5	22	15	2	0

When asked what they gained from the conference respondents identified networking, information sharing and awareness of issues for older people.

*“Meeting the people of all disciplines”*

*“It was great to meet people – leaders and the rest of us and be on the same wavelength”*

*“Knowledge of the issues and some developments that affect and will affect older people in the future”*

*“A better understanding of issues under examination – broadens the mind”*

The majority of respondents said what they liked best was the format of the day with the ‘open space’ being a very different, but productive way of working.

*“The organisation and making people think”*

*“That the information came from the people themselves”*

*“Very participative”*

*“Workshops discussion”*

The main changes the respondents would make include, reduce the noise levels in the discussion groups, allow more time for discussion, and provide a facilitator for each group.

*“Venue was a bit loud and difficult hearing”*

*“Ensure that group members could hear each other in the breakout sessions”*

*“Have longer time allowance at the session stages as 20minutes was not enough time to move from issue to issue”*

*“Some of the workshops needed an experienced facilitator to draw out the issue and clarify”*

Overall, the general comments about the Healthy Ageing conference were positive, with respondents saying that they would like action on the issues discussed. There was concern regarding the topics that were not selected and what would happen to them. The Health Forum will follow this up.

*“A terrific opportunity for people to air their views – everybody got a chance to speak if they wanted to”*

*“Very well structured with good participation – definitely not boring!”*

*“Was it only a talking shop – let’s see action now”*

*“The main thing is to keep the ball rolling – beginning now. Keep in touch via the various groups”*

*“The issues that did not appear in the top 10 should not be forgotten”*

## **Appendix Four: Conference Organising Group**

The Galway City Health Forum is one of the co-ordinating mechanisms of the Galway City Development Board. It is a multi agency group representing HSE, NUIG, VEC, GMIT, Community Forum, Galway City Council, Trade Union, and An Garda Síochána with Health Promotion Services (HSE) as the lead agency.

A sub group of the Galway City Health Forum was set up to develop its work in relation to Healthy Ageing. The group involved in organising the Health Ageing Conference is outlined below.

Evelyn Fanning	Health Promotion Services, HSE West
Colm Byrne	Health Promotion Services, HSE West
Fiona Donovan	Health Promotion Services, HSE West
Eileen Holland	Health Promotion Services, HSE West
Dr. Maura O'Shea	Department of Public Health, HSE West
Carmel Sheridan	Age Action West
Mike Hogan	Department of Psychology, National University of Ireland, Galway
Eithne Mhic Aoidh	Galway City Community Forum
Evelyn Moran	Galway City Community Forum
Lorna King	Student on MA in Health Promotion, National University of Ireland, Galway
Suzanne Markey	Student on MA in Health Promotion, National University of Ireland, Galway
Therese Hyland	Student on Exercise & Health Studies, Waterford Institute of Technology