

# SERVICE FRAMEWORK FOR THE HEALTH AND WELLBEING OF OLDER PEOPLE

## 1.0 Introduction

A Service Framework is a document which contains explicit standards underpinned by evidence and legislative requirements. Service Frameworks will set standards, specific timeframes and expected outcomes designed to:

- improve the health and social wellbeing of the population of Northern Ireland;
- reduce inequalities and promote social inclusion;
- improve the quality and safety of care;
- safeguard vulnerable individuals and groups; and,
- improve partnership working with other agencies and sectors.

Each Service Framework document will be the subject of public consultation and will be developed in collaboration with HSC staff and through engagement with patients, clients, carers, the wider public and other key stakeholders.

This Service Framework will be used by the public, HSC commissioners, HSC and other providers, and those organisations which are required to report on the performance and quality of services and care.

## 2.0 Aim

The overall aim of the Service Framework for the Health and Wellbeing of Older People is to improve the health and wellbeing of older people in Northern Ireland, promote social inclusion, reduce inequalities in health and improve HSC quality of care.

Achievement of these aims goes beyond traditional health and social care boundaries and is strongly influenced by population/individual attitudes and behaviours, and the contribution of carers and other sectors.

## 3.0 Values and Principles

The Service Framework for the Health and Social Wellbeing of Older People is underpinned by the following values and principles which build on the *Minimum Standards* for regulated establishments and agencies;<sup>1</sup> *the Quality Standards for Health and Social Care*;<sup>2</sup> *Ageing in an Inclusive Society*;<sup>3</sup> and embrace the *UN Principles for Older Persons*.<sup>4</sup>

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<sup>1</sup> Minimum Standards can be accessed through:  
<http://www.dhsspsni.gov.uk/index/phealth/sqs/sqsd-standards/sqsd-standards-care-standards.htm>

<sup>2</sup> The Quality Standards for Health and Social Care can be accessed through:  
<http://www.dhsspsni.gov.uk/index/phealth/sqs/sqsd-standards/spsd-standards-quality-standards.htm>

<sup>3</sup> Ageing in an Inclusive Society can be accessed through:  
<http://www.ofmdfmi.gov.uk/age-ageing-in-an-inclusive-society.htm>

<sup>4</sup> The UN Principles for Older Persons can be accessed at: [http://www.un.org/ageing/un\\_principles.html](http://www.un.org/ageing/un_principles.html)

These values and principles should always be promoted, in relation to services provided to older people.

- Older people have a right to equality of access to services.
- Older people and their families are fully involved in the assessment of their needs. Listening to and engaging with older people and their carers and families is a crucial element to ensure their full participation
- Services are tailored to individual needs and are designed to empower older people and respect their dignity. Older people and their families should be engaged as partners in problem solving and risk management to allow older people to live as full and independent lives as possible.
- Safeguarding and promoting the welfare of older people who are abused or at risk of abuse or neglect is a priority when decisions are made about access to and eligibility for services. Services should be designed to promote and safeguard wellbeing.

#### **4.0 Definition**

This Service Framework aims to reflect the diverse needs of older people as well as the need to develop positive attitudes to ageing within the wider community.

For the purposes of the Older People's Health and Wellbeing Service Framework the age group covered will be people aged 65 years and over, taking account of the needs of those aged 50 and over, where appropriate and particularly in relation to preventive measures. It is anticipated that the total number of people aged 70 and over will more than double over the next 40 years and there may be some concern that the age of 50 is too low for determining an older person. However, this helps to highlight the importance of preparing for older age and the diversity of needs as society itself ages.<sup>5</sup>

The development of the Service Framework will be based on:

- population approaches to the promotion of health and prevention of disease, recognising that the incidence of ill health and poor wellbeing is linked to social and economic inequalities and social exclusion;
- best available evidence; wherever possible, this will be well-conducted, up to date, systematic reviews of valid, relevant evidence;
- an acknowledgement of the individual as an expert in his/her own life and care, and his/her familial and social context;

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<sup>5</sup> Ageing in an Inclusive Society, accessible through: <http://www.ofmdfmi.gov.uk/age-ageing-in-an-inclusive-society.htm>

- the promotion of independence, self help and self directed support through the active participation of individuals, their carers and the wider community;
- the promotion of health and wellbeing, prevention of illness, assessment, diagnosis, treatment, monitoring, care, support, enablement, reablement, personalisation of care and services, safeguarding and supportive and palliative care relevant to those areas identified in paragraph 5.0 below. This will include treatment, support and care in the primary, community and secondary sectors and the promotion of intersectoral, interagency and multidisciplinary working, where appropriate;
- existing policies and strategies already endorsed by the DHSSPS and, where appropriate, other Departments as appropriate through formal publications or circulars and links with national standard setting bodies; and,
- the standardised template as agreed by the DHSSPS Service Framework Programme Board (this includes a definition of a standard, performance indicators and performance measurement).

## **5.0 Scope**

The Older People's Service Framework will address:

- 5.1 Promoting Health and Social Wellbeing in Older People
  - Emotional and social support and promoting social inclusion, in particular tackling isolation and depression
  - Promoting physical health and fitness
  - Falls prevention
  - Osteoporosis and bone health
  - Medicines management
  - Sexual health
  - Ageing and sensory health, in particular visual and auditory
  - Accelerated ageing, e.g. due to disability
  - Dental health
- 5.2 Protection of Vulnerable Older People
  - Raising awareness of abuse of vulnerable older people
  - Prevention of abuse
  - Detection and responding to abuse
  - Aftercare
- 5.3 Person-Centred Care
  - Rooting out age discrimination
  - Dignity and respect to the wishes of individuals
  - Recognising individuals as experts in their own life and care
  - Personalisation of care and support services
  - Advocacy

#### 5.4 Care Management and Managing Transitions of Levels of Independence

- Single assessment tool
- Independent living
- Supported living
- Residential and nursing home care
- Intermediate care
- Hospital based care including whole systems working
- Supportive and palliative care (cross reference with generic supportive and palliative care standards)

#### 5.5 Conditions More Common in Older People

- Immobility
- Incontinence
- Cognitive impairment including acute confusional states
- Falls and management of fractures

#### 5.6 Support for Carers and Identifying Carer's Needs

The Service Framework will link with national evidence based standards, e.g., NICE, SCIE, and SIGN and key policy documents including current strategies and the Commissioning Framework for Health and Wellbeing of Older People. The development of this Service Framework will also take into account, where appropriate, the standards that have already been developed in relation to the cardiovascular, respiratory, cancer, mental health and learning disability service frameworks.

### 6.0 Timed Objectives

The development work on the Service Framework will be co-ordinated via the Health and Social Care Board working in partnership the Public Health Agency. The joint chairmanship( health and social care) of the Older People's Steering Group will ensure active service user and carer participation, a range of social, clinical, public health, commissioners, senior management and financial expertise, taking account of the need to engage across the primary and secondary care interface and drawing on already established networks and groups. The joint chairs will:

- provide a short project plan setting out details of proposed methodology;
- provide the Department with monthly progress reports (no longer than 1 page), which should identify any potential major cost consequences arising, taking account of paragraph 1.7 of the Older People's Service Framework Template on resource implications;
- engage with the Service Framework Programme Board, as required;
- ensure external quality assurance (at national level) of the draft document, to include at least two recognised experts;
- submit a finalised consultation document to the Department by December 2010; and
- thereafter, engage with the Department, (which will be responsible for consultation), regarding analysis of consultation responses and finalisation of document by June 2011.

A resource of up to £35 K will be provided to assist in project management and service/public engagement, subject to the proposed financial commitment being endorsed by the Safety, Quality and Standards Directorate.

**Safety, Quality and Standards Directorate**  
**October 2009**