

Finding key local information

Worried residents and their caring friends and family often have great difficulty in finding salient information to enable someone with increasing physical needs to remain based safely at home. The services which are sought include those listed on the panel overleaf.

There is a mass of available information. Trade directories detail services, but usually for wide areas. Local free magazines ('community directories') may be distributed to residents, but are not usually designed to focus on services sought. Healthcare directories are comprehensive, but can often be thin on traded services, while local authorities focus on welfare entitlement options.

Traded services by the private and independent sectors complement what can be done by the healthcare and voluntary sectors. The physical, mental and emotional health of residents and of their unpaid assistants (whether family or friends) may suffer because many volunteers are limited by their own age, inexperience or need for paid work.

A resource to highlight services needed and available in a locality would pull relevant information together. This would be helpful to residents, by referencing existing relevant directories and by providing contact details for health centres and hospitals. For those travelling a long distance to help, the resource should also reference websites and other directories which introduce the locality and its facilities.

Such resources would be useful to anyone lacking current local knowledge and would directly complement local directories that detail activities and events for residents and visitors. They would inform community/economic planners where services are needed but unavailable, and indicate where local businesses might grow.

The use of such a resource produced as part of a school project for each locality would help delay emergency calls on ambulance, fire, police and other authorities.



Enabling people to face increasing physical needs

Age Scotland's Age Maze booklet positively enables people to face increasing physical needs and navigate the bureaucracy that they may encounter. People of all ages, of course, may face such increasingly needs, and Age Scotland's members include people who care deeply about how younger generations may fare.
ageuk.org.uk/scotland

Community directories connecting residents and services

Companies already delivering local magazines freely to residents in Scotland include:
spotlighton.co.uk and cowancommunitypublications.co.uk

Acknowledgments:

The editorial material in this ScotSectorlink example online resource for schools is independent of the views of those here highlighted. scotsectorlink.org.uk

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Traded and other services that enable residents to remain independent

Such services range from those which are to:

- change a duvet;
- replace a lamp bulb;
- keep a home clean;
- tidy a garden;
- deliver foodstuffs - whether for making into meals or as pre-prepared meals;
- deliver medication;
- deliver massage, reflexology or Reiki sessions;
- offer a range of mobility aids and stair lifts;
- convey a person to an appointment;
- act as personal assistants;
- provide personal alarm systems;
- provide respite care;
- offer chiropody/podiatry services;
- deliver hairdressing services; through to
- provide bereavement counselling.

A call to forge links between young and old in Scotland

Scotland has a wealth of ideas and enthusiasm across the generations. These must be harnessed if we are to strengthen our communities.

At the same time we need to overcome the legacies of:

- **Long-working hours.** Whatever the cause – whether it's pressurised highly-paid work or multiple low-paid jobs with antisocial hours – the expanded working day has weakened family bonds, friendships and neighbourliness and (for example) stopped older residents being seen as valuable resources; and
- **The growth of online directories and a decline in newspapers.** These have left local employers struggling, not knowing which promotional options (if any) are worthwhile and unable to pay to advertise in all of them.

There is a solution to these problems. Schools can initiate annual projects which collect essential information about local services - from older residents and from existing local directories and other sources.

The annual information and advice summaries produced by young people would be:

- displayed in public places,
- distributed to new residents and those at risk of becoming house-bound; and
- submitted as competition entries to find the 'best design' of the outputs (with prizes awarded by public emergency services).