

Chair's Introduction

Shaping our Future Service: Your Say is the title of a survey that the Scottish Fire and Rescue Service is running until the end of June.

The Service they provide has evolved over the years and will continue to evolve. What we remember as the 'Fire Service' has developed into a 'Fire and Rescue Service', reflecting much that has changed in our daily lives and the expertise the Service can provide across a whole range of emergencies and work around prevention.

The Service is particularly keen to hear from members of HSCN as we reflect the views of older people across the Highlands. They are engaging with communities across Scotland to find out what people think of the potential changes that have been outlined in the survey, and what the future role of the Service could be in communities. Survey feedback will be used to help develop options for a full public consultation later this year.

At a time when depopulation of the Highlands is being openly recognised and discussed, it is vital that we use our voice to ensure that we remain protected by this vital Service. Details of where the survey questionnaire can be found and completed are given in this News-sheet.

Ian McNamara

Staying in touch with Highland Senior Citizens Network

Phone or e-mail our Co-ordinators Anne McDonald [07933 653313] <u>anne-hscn@outlook.com</u> Jo Cowan [07933 653585] <u>jo-hscn@outlook.com</u> call the HSCN phone: 07716 884 989 e-mail on hscn@hotmail.co.uk write to Box 301,8 Church Street, Inverness IV1 1EA visit our website www.hscn.co.uk follow us on X (Twitter) and via Facebook

HSCN Tea-breaks : May & June 2024 – last one before summer break is 20th June

HSCN Virtual Tea-breaks continue to be held over Zoom every Thursday morning from 11am until 12 noon. Around 10 attendees from across Highland attend every week, with others joining for topics that are of particular interest. Contact Anne for the link if you wish to join in. Here is a selection of the topics covered over the last year:

Abilty Net and the switch from analogue phones to 'Digital Voice' Barclays Bank closure in Inverness Community Engagement, Highland Hospice Demystifying Death Week, Playlist for Life Remembrance Ceilidh Engaging Digitally - Age Scotland response to Audit Scotland Digital exclusion audit Film-making for older people 'Re-awakening Creativity', Eden Court Guardianship and Power of Attorney questions to Advocacy Highland Highland Memory Space Covid Memorial Project, 'in time of pandemic we endure" Intergenerational activities guide for older people, Generations Working Together Just a Tea-break – many people's favourite – all topics discussed Keeping active, Generating Older Active Lives Digitally (GOALD) Project Licensing of holiday lets Mindfulness, Highland Mindfulness Norma's perseverance in sorting her house...2 years into a specifically adapted build

Online - Myself Management on Digital Connections

Play – to feed into Care and Learning Alliance (CALA) review

Questionnaire about Care Quality with the Care Inspectorate

Realistic Medicine and Polypharmacy, NHS Highland

Scottish Fire and Rescue Service, Fire Safety

Technology Enabled Care, NHS Highland – Digital Switchover & Helpcall

UHI Rural Health consultation, NHS past, present and future, with Inverness Open Arts Variety of discussions about; bothies, power cuts, dogs, ear syringing, care shortages...

Warm Homes, Changeworks e<mark>X</mark>traordinary hats at Easter ---> Year 4 of the Tea-breaks, 125 Tea-breaks have taken place Zoom!

Coming up:

30th MayFrontier Science6th JuneNourish ScotlandHeritage Project

13th June Just a Tea-break

20th June – Reminiscing -



Summer stories and tunes Tea-break

Are you up-to-date with your screening?

The national screening programmes are an important part of looking after your health, as they can detect diseases before any symptoms appear.





Bowel screening – for everyone

Aged 50-74: You will receive a kit automatically every 2 years by post Aged 75+: You can request a bowel screening kit by calling: 0800 0121 833

Cervical screening – for women and anyone with a cervix

Aged 25-64: You will automatically be invited every 5 years to check for the HPV virus, which causes over 70% of cervical cancers

Breast screening – for women and people with breasts

Aged 50-70: You will be invited every 3 years **Aged 71+**: You can self-refer by calling the Highland Breast Screening Centre on 01463 705416

For more information on screening and to access other formats e.g. large print or other languages, visit: <u>www.nhsinform.scot/healthy-living/screening</u> or call the numbers given above.

Telephones Digital Switchover

Over past months, HSCN has had enquiries from older people concerned about how they will be affected by the move of all customers – consumers and businesses – off the Public Switched Telephone Network (PSTN) and onto digital landlines.

Last week BT announced a revised timetable for working towards this by the end of January 2027. They said, "The move follows the introduction of a series of improvements to the programme to better protect vulnerable customers and those with additional needs, including telecare users."

We will carry an updated article about this in our next News-sheet but, in the meantime, if you have any concerns, please contact your own telecare provider, AbilityNet's FREE Helpline on 0800 048 7642, or speak to Anne or Jo.



Frontier Science Scotland Limited (FSS) – Patient and Public Engagement

FSS is a not-for-profit charity based in Kincraig, that provides data services and education within the clinical trials sector. Our collaborative approach, provides effective, agile solutions and expertise, helping to advance the knowledge of clinical trials, research and statistical science.



We have over 20 years of expertise in specialising in data management, biostatistics and quality in leading global clinical trials across several therapeutic areas. Clinical trials are the cornerstone of medical research, a critical component to prove that new treatments work and to be able to get these treatments to market and ultimately to patients. Many patients may enter clinical trials interested in advancing clinical science, hoping to contribute to finding better treatments for themselves and future patients. Most of the information given to patients before entering a trial is about what happens to them clinically during the study, e.g. what procedures they will have and how often they will need to visit the clinic. Additionally, there is an increased use of digital technologies which is increasing the amount of data collected and changing how a patient interacts with clinical trials.



To our knowledge, there is little patient education concerning the data element of clinical trials. Consequently, FSS has started a new education programme to inform and engage with patients, patient groups, and the public on the patient data journey within a clinical trial. The patient data journey has several key stages, including clinical trial design, intervention, analysis, outputs and outcomes, and data re-use. We are thus building a Patient and Public Involvement (PPI) programme of work intending to bridge the knowledge gap regarding the patient data journey so that patients are more informed if participating either in trials themselves as patients, or in a PPI group, to ensure that PPI involvement in trial development is significant, both for the investigators and the participants.

The immediate impact of this work will be an increase in patient knowledge and patients who are better prepared for participating in clinical trials with, our longer-term aim being that it will increase trial recruitment rates and improve the patient's experience of trial participation.

More information about FSS can be found on the FSS's website <u>www.frontierscience.co.uk</u>. FSS's contact details are email: <u>b2b@frontier-science.co.uk</u> and phone: 01540 651 000.

Please come along to the HSCN Tea-break session between 11 and 12 on 30 May to discuss this topic. Request the link from Anne on <u>anne-hscn@outlook.com</u>

Several HSCN members have been in touch to ask whether we knew what was happening about support services for those with a visual impairment following the winding up of Sight Action. We were pleased to receive the information below last week....

Highland Blindcraft Sensory Services



You may have heard that Sight Action Sensory Services has had to close, but, after discussion with NHS Highland, Highland Blindcraft will continue to offer some of the services previously delivered by Sight Action Sensory Services.

Highland Blindcraft Sensory Services will have a small team of trained, dedicated staff who look forward to delivering a low vision service across Highland.

If you are in Inverness or surrounding area, you are welcome to drop in to 39 Ardconnel Street, Inverness IV2 3HB to speak to staff about your needs and access help, information and advice on sight loss and eye conditions.

For any enquiries please contact us by telephone on 01463 210558, or e-mail <u>admin@highlandsensory.org.uk</u>



Introduction

We want to be a modern fire and rescue service that is ready for the challenges of Scotland's future. We want to do more for our communities – not just by responding to incidents but by stopping them from happening. To make sure we have the right resources in the right place at the right time we need to change.

This document sets out areas we could change but we need your help to make sure we get this right for the communities we serve. We want to hear your views on what you want from the Scottish Fire and Rescue Service. The views we gather will help us to develop change options for full public consultation later this year.

Why do we need to change

The types of incidents we attend are changing and different parts of Scotland need different services from us. This means we need to change how we work too. For example, we are seeing fewer house fires but more flooding and wildfire incidents. We know some of our fire stations are in areas to support risks that are no longer there – like heavy industry such as shipyards or coal mines.

Some of our fire stations are also no longer fit for purpose and require significant investment to make them safer and more suitable for our staff. For example, we need to address issues with contamination where our firefighters are being exposed to dangerous materials and ensure our buildings have suitable welfare facilities. We also have 14 fire stations with Reinforced Autoclaved Aerated Concrete (RAAC) panel issues which require a permanent solution.

Our communities are changing too with more people living longer at home who need additional support. We know we can do more to keep Scotland safe. We want to focus on prevention to make communities safer so we can reduce demand on both us and other public services.

We are also committed to reducing our carbon footprint which means investing in more energy efficient buildings and vehicles.

What could change?

Some, all, or a combination of these changes could be implemented throughout the Service.

Developing the firefighter role

We would like to develop the role of our firefighters. We could work with our public service partners to take on more prevention work in our communities or support other emergency response activities.

Changing where our stations and appliances are based

Some of our stations are not in the best places to meet the current risks faced in communities. We could change where our stations and appliances are based. This could involve merging stations in similar locations to better reflect risk and demand. Merging or moving stations would allow us to use our resources elsewhere and invest in new stations where required. By changing our footprint, we can reduce our running costs and potentially generate income from sites being sold. Building new stations would also help to address issues with contamination and suitable welfare facilities while providing staff with a modern workplace.

Changing how and when we staff our resources

Our wholetime firefighters provide cover at some stations 24 hours a day, 7 days a week. Our on call (retained) firefighters provide the same service but are called to attend emergencies via a pager. We also have on call (volunteer) firefighters and Community Response Units who respond to specific types of incidents via a pager system. These are all types of duty systems. Some stations use one type of duty system and others use a mix. We could change duty systems in some areas where appropriate. For example, we could have wholetime firefighters during the day and on call firefighters at night.

Changing how we attend emergencies

Our crewing model – which is the number of firefighters in appliances that attend an emergency – is another area we could explore for change. Different models are used throughout the UK and there could be options to change the crewing arrangements for different appliances in individual stations.

Rationalising our corporate buildings

Our corporate buildings provide working space for both uniformed and support staff. We have already closed our West Service Delivery Area Headquarters at Hamilton after the site was designated as surplus to requirements, saving £500,000 in annual running costs. We could create savings to invest in other areas by closing additional sites.

Next steps:

You can read the full version of this document on our website. To share your views complete our online survey or email: <u>SFRS.PublicInvolvement@firescotland.gov.uk</u>. **Once we have completed this exercise, we will review all feedback. This will be used to help develop options for public consultation.** (*Note from editor: If you need information on accessing a hard copy of the consultation, please contact Anne or Jo.*)



Alzheimer Scotland, Badenoch Shinty Memories & Highland Senior Citizens Network are holding a Café to Connect "Tea & Blether" for Dementia Awareness Week

In St Bride's Church Hall, Newtonmore on Sunday 2nd June 2024 from 2 – 4 p.m. All welcome!

We'd be delighted if you could join us for tea, coffee, a blether, and sweet wee bakes!

A chance to chat, find out what's happening locally, tell us about opportunities you might like to see in the area, or a chance just to connect and have a cuppa!

If you want further information, please contact

Jo Cowan, Co-ordinator, Highland Senior Citizens Network Email: <u>jo-hscn@outlook.com</u> Tel: 07933 653585 Julie Ferguson, Dementia Advisor for Nairn, Badenoch & Strathspey Email: <u>JulieFerguson@alzscot.org</u> Tel: 07887 625892

Alison Blackburn of Lochaber Rural Education Trust was our May guest on the HSCN Community Connections Radio Show on Nevis Radio.

At the Lochaber Rural Education Trust, you can find all age groups enjoying a host of different things. From nursery groups feeding guinea pigs to primary school children learning about gardening and growing fruit and veg; local walking groups coming for tea, coffee and Cathie-Ann's fresh baked scones ; and our local Riding for the Disabled branch doing carriage driving! There's a lot going on for everyone.

We do a pop-up tea room on a Thursday and Friday too with delicious soups, sandwiches and home baking. Afternoon teas and parties can be organised too. We are a registered charity and are always on the look out for volunteers to come and join our happy team. If you are interested in learning more, please contact Alison.



Call LRET on: 01397 708642, Email us on: <u>info@lret.org</u> Address: Lochaber Rural Education Trust, An Clachan, Lochaber Rural Complex, Torlundy, Fort William,PH33 6SQ

Care to Expand! – 3 Glens Community Care Adds A Handyperson Service.

It's always rewarding to hear of services and activities which have grown to meet the specific needs of older people in local communities.

HSCN Co-ordinator Jo visited 3 Glens Care for their Annual General Meeting in Fort Augustus Village Hall on Monday 13th May. This small community charity formed in 2020 to meet the care needs of the people in the Glengarry, Fort Augustus and Invermoriston areas.

Chair, Denise Paterson, reported on the organisation's positive and steady progress over the past year, thanking Highland Hospice and funders for the partnership relationship which have supported their development. Denise also paid tribute to 3 Glens' staff team and voluntary committee.

Over the past three years, they have developed a Sunflower Care at Home Service (2020) and a Helping Hands Befriending Service (2023) – both in partnership with Highland Hospice.

Kaye Couzens, 3 Glens Community Care Development Officer, outlined their successful expansion in greater detail, explaining how the services had developed in direct response to requests coming back from community surveys. The Home Care Service now has 9 service users and 8 staff, and the Befriending Service is also growing with 6 service users and 5 befrienders.



Following the most recent community survey in November 2023, their new Handyperson Service was launched in April 2024. It has already recruited 5 Handyperson volunteers.and offered a service to 4 people.

The group is currently continuing their quest to meet local needs by exploring suitable community transport initiatives.

It's no surprise at all that this fabulous group, along with Highland Hospice, received the Highland Third Sector "Partnership of the Year Award 2023". At the Annual General Meeting, Harry Tedstone of Highland Hospice praised their "Can-Do Attitude". He's absolutely spot-on! We would add: This is a group at the heart of the community that keeps the community at its heart. **Congratulations!**

HAVE YOU EVER THOUGHT HOW A POWER CUT WOULD IMPACT YOUR HOUSEHOLD?



The Priority Services Register (PSR) is free to join. It helps utility companies, including energy suppliers, electricity, gas and water networks look after customers who have extra communication, access or safety needs.

It helps us tailor our services to support households who need extra help, and support them during a power cut, gas or water supply interruption.

YOU ARE ELIGIBLE IF YOU:

- Use medical equipment reliant on electricity or water.
- Are blind or partially sighted.
- Are deaf or hard of hearing.
- Are of pensionable age.
- Have a disability.
- Live with children under five.
- Have a chronic illness.
- Have anxiety, depression or any mental health condition.
- Loss or impairment of smell.
- Need documents translated into another format or language.
- Temporarily need extra support.

BENEFITS OF THE PSR:

- Dedicated Priority Services line available 24 hours a day.
- Communication in a format that suits your needs, e.g. British Sign Language, braille, textphone, easy read, audio CD, or language other than English.
- Proactively contact you, or your nominated contact if we need to switch off your power to carry out essential maintenance.
- During an unplanned power cut, you will receive proactive updates 24 hours a day.
- Safety advice tailored to your needs, e.g. braille, textphone, easy read, audio CD, or language other than English.
- Peace of mind through a password service.

REGISTER:

- Call us on 0800 294 3259 to register or request a leaflet.
- If deaf or hard of hearing you can contact us by textphone on 0800 316 5457.
- You can register online. Visit our website https://psrscotland.com/

Using your postcode, we work together to make sure that your property receives all the support services covered by the Priority Services Register. By telling us once, we update your PSR request with your energy supplier (the company you pay your bills to) and your regional network companies including electricity, gas and water.

Celebrating 20 years of Breathing Space



Highland Senior Citizens Network is proud to support Scotland's national mental health service **Breathing Space** and celebrate its 20th anniversary.

Breathing Space is a free and confidential phone and web chat service for anyone in Scotland aged 16 and over experiencing low mood, depression, or anxiety. Part of a suite of mental health services delivered by NHS 24, Breathing Space launched in 2004 and has grown to become a vital lifeline for countless individuals across the country.

Available for everyone aged 16 and over living in Scotland, the service offers a listening ear, practical advice, and essential support during times of emotional distress.

Open up when you're feeling down

If you're feeling overwhelmed or struggling to cope with the challenges in your life, you're not alone. Breathing Space is a free, confidential service that provides support to people who are experiencing distress in their lives.

Part of a suite of mental health services delivered by NHS 24, Breathing Space can help by providing:

- Telephone support: 0800 83 85 87
- Web chat: breathingspace.scot
- Digital resources: online information, exercises, and tools to help manage low mood, depression, or anxiety.

Services are available weekday evenings between 6pm and 2am and over weekends, from 6pm on Friday until 6am Monday morning.

Breathing Space advisors are skilled at getting those contacting the service to chat about their worries, and can help address a wide range of concerns, including mental health difficulties, low mood, family and relationship issues, grief and loss, and anxiety related to work or personal life.

People getting in touch are not required to disclose their name or personal information, ensuring a confidential and non-judgmental space.

If you're feeling overwhelmed, remember 'you matter, we care.' Breathing Space is here to help.

A friendly voice and a listening ear are just a phone call away. To access Breathing Space Scotland's free and confidential service, call **0800 83 85 87** or visit their website at **breathingspace.scot** for online chat and resources.



From April 2022, the Inverness Openarts pilot has delivered 60 sessions, supporting 743 free attendances aimed at promoting well-being and removing social, financial, and health-related barriers to participation in creative activities. Hosted by Wasps, and delivered at community venues around Inverness including flagship Highland base, Inverness Creative Academy, these sessions provide a supportive, non-judgmental environment where social and artistic confidence can flourish. Inverness Openarts joyfully embraces a diverse range of participants aged 16 and above. The project celebrates individual uniqueness while cultivating a vibrant sense of community and belonging where everyone feels welcome and valued

Since April 2022, 5 participant surveys have been issued, eliciting 63 responses. The following percentages reported that attending Openarts resulted in a significant positive impact on their...



NHS HIGHLAND: NEW CRAIG'S VOCATIONAL SUPPORT . HUG: SPIRIT ADVOCACY

Since the pilot's inception, a steering group comprised of representatives from health, social care, and public sector organisations has met quarterly with project staff. This group has reviewed progress and provided recommendations to enhance accessibility and inclusivity. The project has prioritized expanding and strengthening partnerships with a network of organizations, which play a pivotal role in guiding program development according to the needs of their service users and facilitating participant engagement.



wasps_

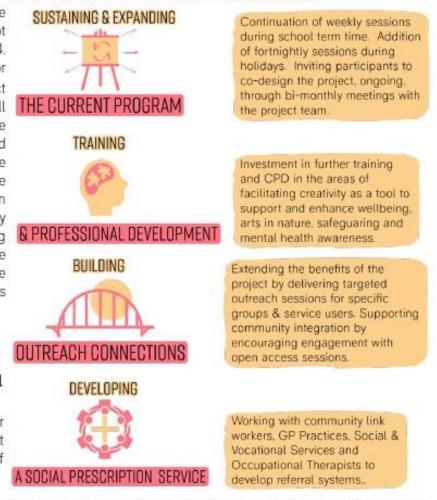
What next?

The funded period for the Inverness Openarts pilot concludes in June 2024. Funding has been secured for a 9-month 'satellite' project to follow. 'Open Hearts' will provide specialised creative sessions for refugees and asylum seekers in the Inverness area. Meanwhile, the project team, in collaboration with Wasps, is proactively pursuing additional funding and partnerships to ensure the long-term sustainability of the core Inverness Openarts project.

Development **Opportunities:** Community, Professional and Personal

Through cross-sector partnerships and engagement with a diverse range of participants, Openarts has

Proposals for extension of the pilot include:



always aimed to provide a range of wider benefits to the community, project staff and individuals which extend well beyond the studio space.

During the pilot 6 artists and 3 project staff/volunteers have received training sessions in mental health first aid, health inequalities, and person-centred creativity. Artist Facilitators and Openarts Participants have participated in 4 reflective/development sessions, 4 exhibitions and 2 markets. As a result of Openarts, the team has created 8 'spin off' projects outside of the main studio sessions in partnership with 10 organisations, using the Openarts methodology and ethos to support creative participation and well-being.



CONNECTING CARERS: 3 creative sessions with young carers



HIGHLAND THIRD SECTOR INTERFACE Collaboration with Arts in Nature Project

UNIVERSITY OF EDINBURGH/ WEA community mural project

If you are interested in developing a partnership with Inverness Openarts, believe that the service users of your organisation could benefit from the project, or wish to support our work, please get in touch via:

invernessopenarts@waspsstudios.org.uk

HIE Highlands and I ds Enterpri LOTTERY FUNDED MAPLE ITSI TRUST





Call for News!

Highland Senior Citizens Network's Newssheet has a varied readership. We have just over 100 group members as well as around 360 individual members, and our circulation is also boosted by those kind individuals and organisations who share our news in hard copy, by e-mail or on social media/websites. The News-sheet also goes out to councillors, NHS contacts and community councils etc.

Please get in touch with Anne or Jo if you have news, information or requests which you would like to share with our lovely wide readership! Our contact details are on the front page of the News-sheet.

Our next item is aimed at professionals in Highland who support carers.

Highland Carers Professional Network



Connecting Carers recently held their second round of meetings of the **Highland Carers Professional Network**.

This network is an opportunity for all those who support Carers (directly or indirectly) to come together to collaborate, strengthen partnerships, share ideas, problem solve and to ensure Carers are valued, recognised and supported within all communities across Highland.

The meetings are held on a quarterly basis. So whether you work for the Third Sector, NHS Highland, Highland Council, or the private sector we all have something to give and by collaborating we will ensure that Carers can continue to care and the person they care for can remain in their community for longer.

Dates for the next rounds of meetings will be in weeks 18th August, 11th November and 16th February. If supporting carers is part of your work, please consider joining one of these meetings to network with colleagues across Highland for greater community support for all unpaid Carers (young and adult).

For further information, contact Amanda Hicks, Well-being Service Team Lead <u>ahicks@connectingcarers.org.uk</u> or call Connecting Carers Office on 01463 723575

Badenoch & Strathspey Age Scotland and Highland Senior Citizens Network Members'Get-together and Badenoch Men's Shed Meetings

It's really busy in Badenoch & Strathspey! At our Members' Get-together on 20th May, co-hosted with Age Scotland, we asked "What's New?". 17 people met with Anne and Jo who had both Age Scotland and HSCN hats on. The 5 local groups who attended spoke about their fabulous activities, work and developments: the new Badenoch Men's Shed, <u>Badenoch & Strathspey Community ConnXions</u>, Strath Sunshine Club, <u>Badenoch and Strathspey Therapy Gardens</u> and <u>Badenoch Shinty Memories</u>. It is striking how much positive partnership work is going on in this area to benefit older people, carers, people living with dementia or other challenges, and the wider communities. HSCN Trustee, Robert Kay, highlighted the HSCN Peer to Peer Scams Conversations/Talks which two of our Trustees can deliver to groups.

We also enjoyed a presentation on Men's Sheds from Tim Green, Development Officer for Scottish Men's Sheds Association— a topical subject given the endeavours of a local steering group to form Badenoch Men's Shed. Tim stayed on for another presentation at the Badenoch Men's Shed's Information Evening event.



Both Highland Senior Citizens Network and Age Scotland have been pleased to be able to support the emerging Badenoch Men's Shed by co-hosting and funding their initial Drop-In meeting on 24th April and their Information Evening on 20th May. **We wish them every success!**

For further information on their development, contact Badenoch Men's Shed on <u>badenochmenshed@gmail.com</u> or call Colin on 07525 366736.

Tea, cakes and bakes featured largely at all three Badenoch meetings. Our sweet goodies came from The Paper Shop Bakery, Kingussie, and were much enjoyed.



