# Anticipatory Care

Our version of Anticipatory Care is a community based intergenerational strategy. It is a long term process, building awareness of older life through education. Utilising government agenda, the Curriculum for Excellence and existing facilities in the south side of Glasgow, to drive a strategy where younger and older people are mixed to develop community values and awareness of the issues surrounding older age. Through this strategy older people are able to positively engage physically and mentally within a community, while younger people are taught about future older life and how to anticipate it. The aim is to provide people with the ability to live a more fulfilled and happier older life through education and awareness.
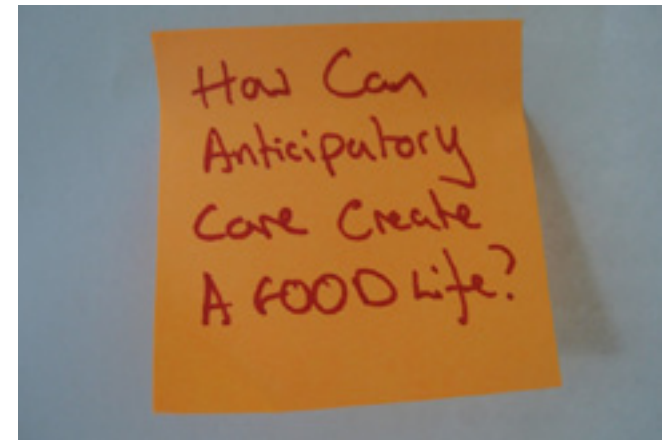
In this booklet you can find information on:

- Research with older people and carers
- Meetings with People
- The Concept

A Workshop With Older People

Our meeting with older people from the com   -
munity in the South Side of Glasgow. Was
extremely positive and enjoyable. It allowed us to
get involved and begin to understand the people we
are designing for.

We arranged various activities to do during the
workshop. These activities were designed to
extract information that would be benificial to   -

the project theme. We began the workshop with a
brief introduction of ourselves and our project and
then proceeded with our first activity.

For our first activity we asked the older people to
draw themselves, not as a physical representation
of themselves but an emotional one. This indirectly
opened them up emotionally before we began to ask
more direct questions about their lives. Secondly
we produced icons to represent everyday things
and activities and we then asked the older people
to comment on how important the thing or activity
was to them, giving us an insight into their eve-
ryday lives and their likes and dislikes. Our next
activity was to mark on a graph their perception of
the services and people that they interact with, on a
scale of positive and negative. This would then give
us indications on what they see to be positive
service. Lastly we asked people about their wishes.
We asked them to fill in the answers to prepared
statement "If I had..., I could...." Which showed
what it was that they needed and wanted.

Workshop Findings

>>Icon Activity

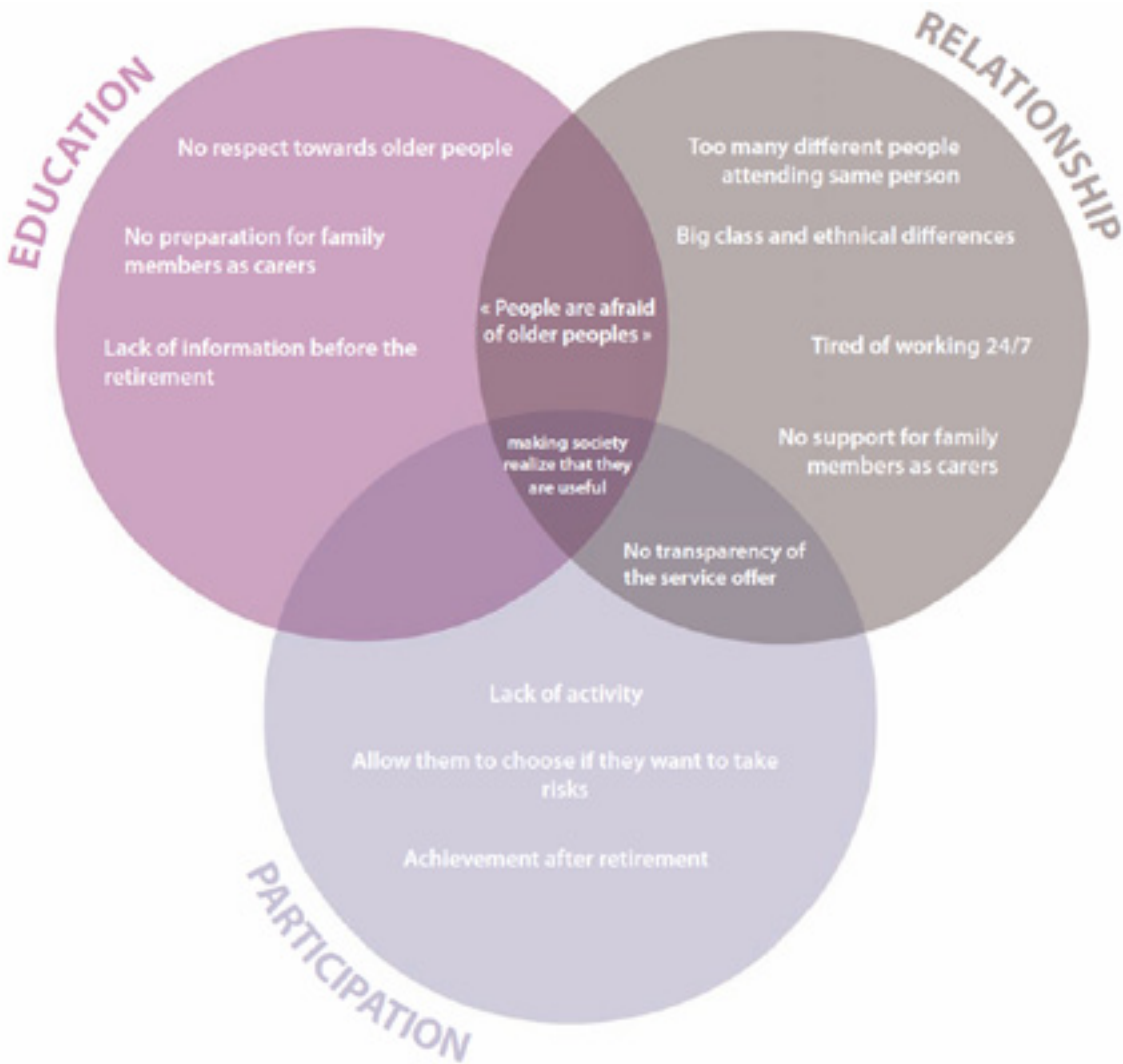>>Negative/Positive Graph

Workshop Insights

>>The graph shows how each person is caring for another through the generations and is unable to escape this constant cycle.

>>Here we are showing it is more often than not older people looking after older people and how they do not have the support they need from the services.
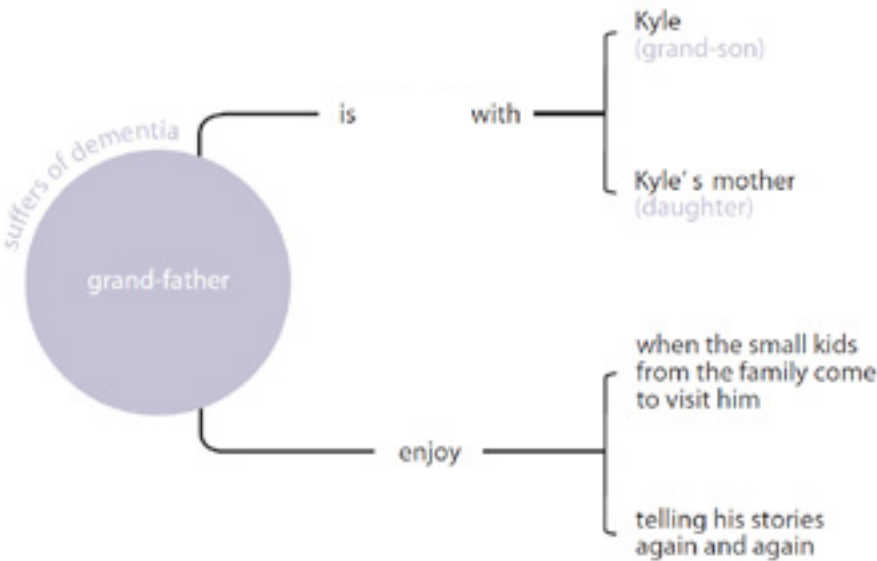
>>The problems that we discovered during the workshop and where they lie.

meeting with Kyle

« People here don't give a shit ! »

>>Findings from a meeting with a young man who as come back from the United States to help look after his Grand-father.

grand-father *suffers of dementia*

— is — with
- Kyle (grand-son)
- Kyle's mother (daughter)

— enjoy
- when the small kids from the family come to visit him
- telling his stories again and again

- kids should be more involved in voluntary work in relation with older peoples, and get credits for this at school

meeting with Social Carer

>>From our meeting with social carers we got views and opinions from a first hand perspective.

ACTIVITIES
- community developpment : groups based on thematics or geographic
- community educational centre - community halls - when different groups are formed, you can let the hall for the activity
- complexity of clustered people by age or activity : «i'm not like them, I don't want to do that !»

YOUNG & OLD
- media fixes the older people fears about young people
- for example, they are afraid about piercings and tatoos

- in schools : shared canteen between pupils and pensioners

PERSONAL FEELING
- living stories : we can learn a lot about their experience.

talk with Volunteer

...quotes

As long as both groups live in the same community, but don't have any common interests, it will be very difficult to share mutual respect.

I would have thought that the idea of 'sharing skills, stories' etc would be very apt, where a young person is providing support to a parent and needs advise from a senior person who may also be a carer.

I think the media in general like to highlight shocking cases of violence, intimidation and a general lack of respect on the part of younger people towards senior members of society, and this is the over-riding message that gets communicated.

talk with Older People

...quotes

two different planets

media is a problem

sense of place in the community

i would sit with kids

not enough options available to entertain everyones interest

if the hall wasn't here, we would be stuck in the house

sat in the house looking at four walls

better than vegetating

something to do

Bhutan happiness

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Research & Quotes

"It is important to keep oneself active, keep the brain active, otherwise you die much earlier"
Comment from an older carer

"Getting old concerns your - behaviour, it's important to stay active, do some exercices, sport, activities."
Comment from a GP

"One of the thing that I'd get people to do is actually speak to older people themselves, older people can come out with solutions, they can find ways themselves when they'd like to be able to participate"
Comment from Yvonne Coull at the "Creative Aging Forum", Scotland

"The local college said that "yes, youngsters would like to teach the old people computing." And then the teachers stepped in "No you're not gonna do that until your CRB have been checked for all of you. You're not gonna allow it." That's what causes generation gap, it's bureaucracy. Things that we don't need. "
Comment from an older person at the SOPA Forum, Scotland

"Media fixes the older people fears about young people"
Comment from a social carer

"I think the media in general like to highlight shocking cases of violence, intimidation and a general lack of - respect on the part of younger people towards senior members of society, and this is the over-riding message that gets communicated."
Comment from a volunteer

"Two different planets"
Comment from an older person

Fears & Values

We also worked together with practitioners from social, health and volunteering sectors. During the conversations the question of freedom and ability to make your own choices came up. We got an explanations from the service providers that every time a patient refuses to follow the treatment, the health or social carer has to ask him to sign a paper which says that the patient is aware of the risk he is taking if not following the medical prescription and that he is responsible for any damage he might cause to himself.

Between health and care programs, the main goal is to enable the person to live her life again the way she was used to before the problem appeared. Though sometimes it is difficult because the patient wants to continue doing things he wants and was used to do before the circumstances changed and ignores the own health condition.

The question is what is more important in ones life once you reach a certain age? And how much risk would you be prepared to take to do what you want to do?

meeting with a GP

"The honest answer is that we don't do as well as we should do."

GP, about anticipatory care

>>For the professional the thought of anticipatory care was to stop admission to hospital and an admittance that maybe it should be more than this.

Anticipatory Care ?

admission to hospital

meeting with a GP

>>We had some insights from the GP as how to live a happier older life and in terms of risk that it was important for people to feel alive not be over controlled.

getting old ?

- staying active

- doing some exercices, sport, activities

- behaviours

- agree with «taking risks», but acknowledge that it's a cultural issue, we are too risk-regarding

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meeting with a GP

>>Visiting the GP was interesting in that he had lot of knowledge and insights to share but it was obvious that he had no major role in "anticipatory care". But we were pointed to existing services that begin to deal with talking about old age.

awareness ?

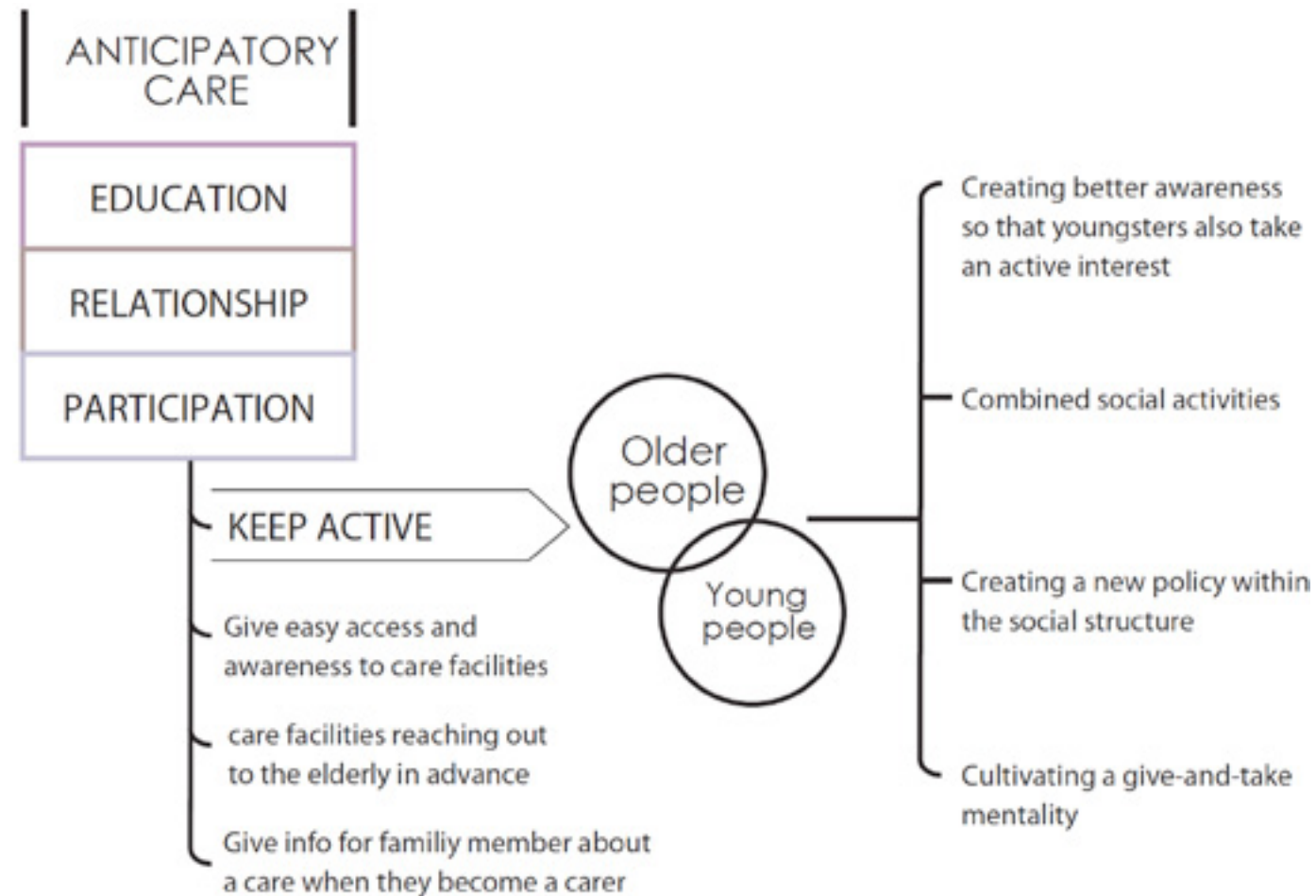- GPs aren't trained to anticipate with awarness towards old age

- they use their intuitions...

- the «health lectures» : a good way to learn about common sense, practical ideas, basic clues just by LISTENING
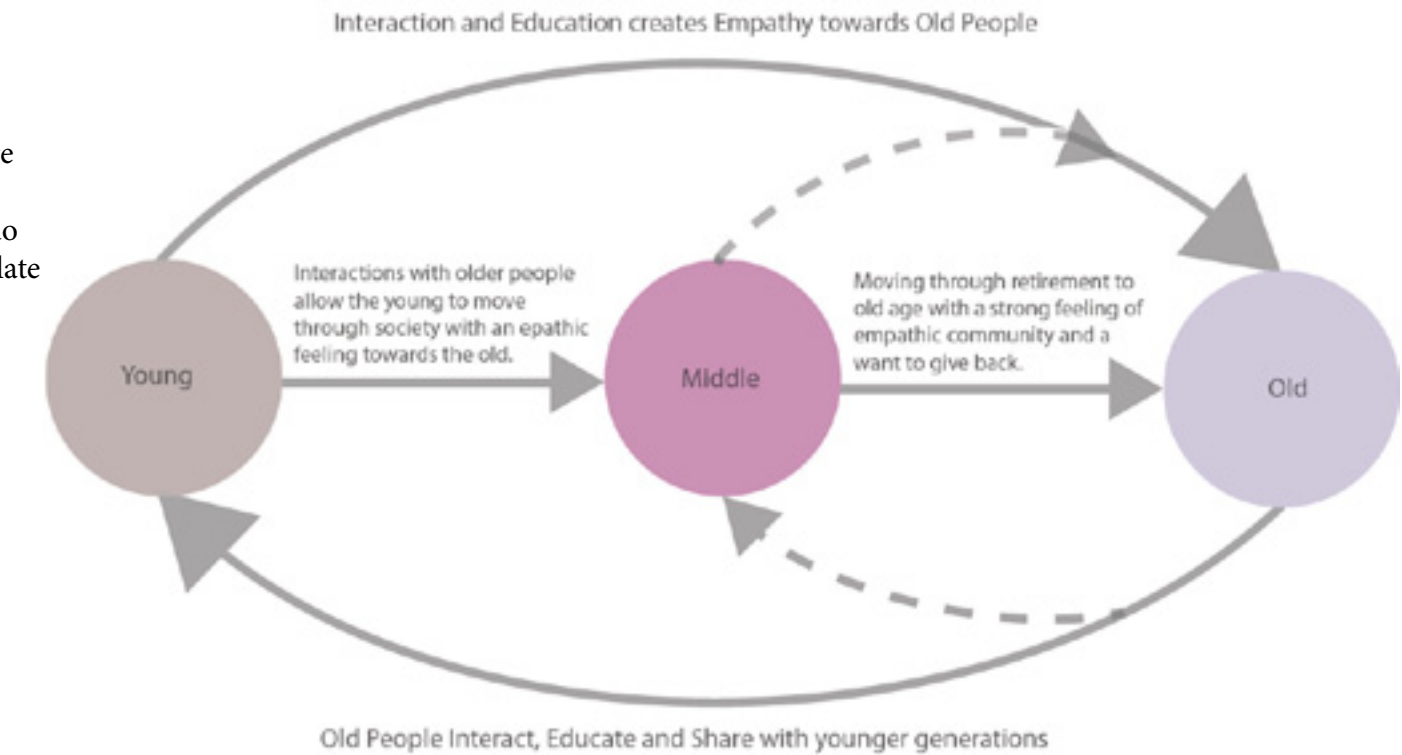
increasing the
AWARENESS
in the society
through getting young
and old together

ANTICIPATORY CARE
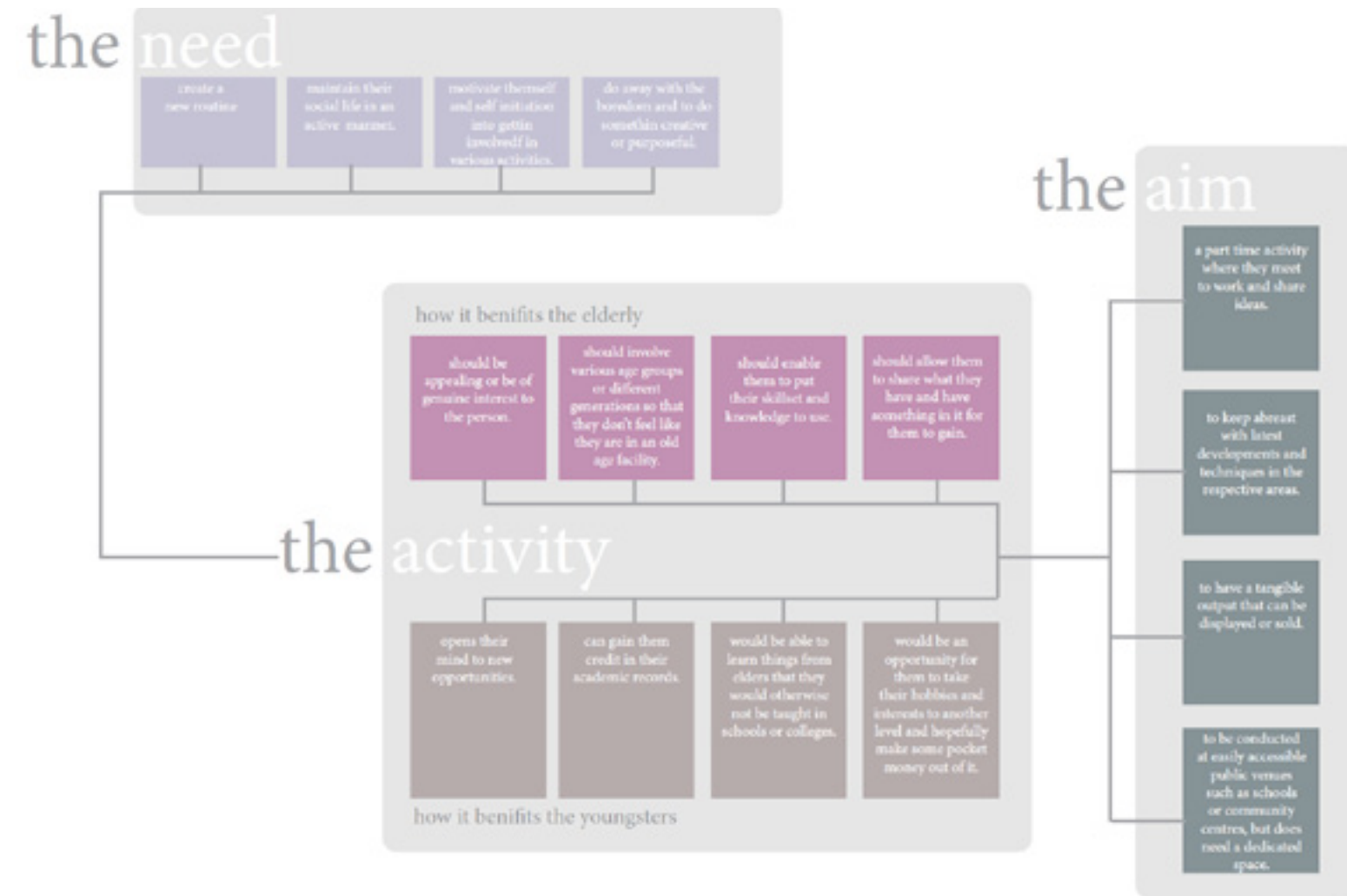
EDUCATION

RELATIONSHIP

PARTICIPATION

>>For us anticipatory care became about education, relationship and participation, in terms of involvement within community. Particularly in getting younger and older people together.
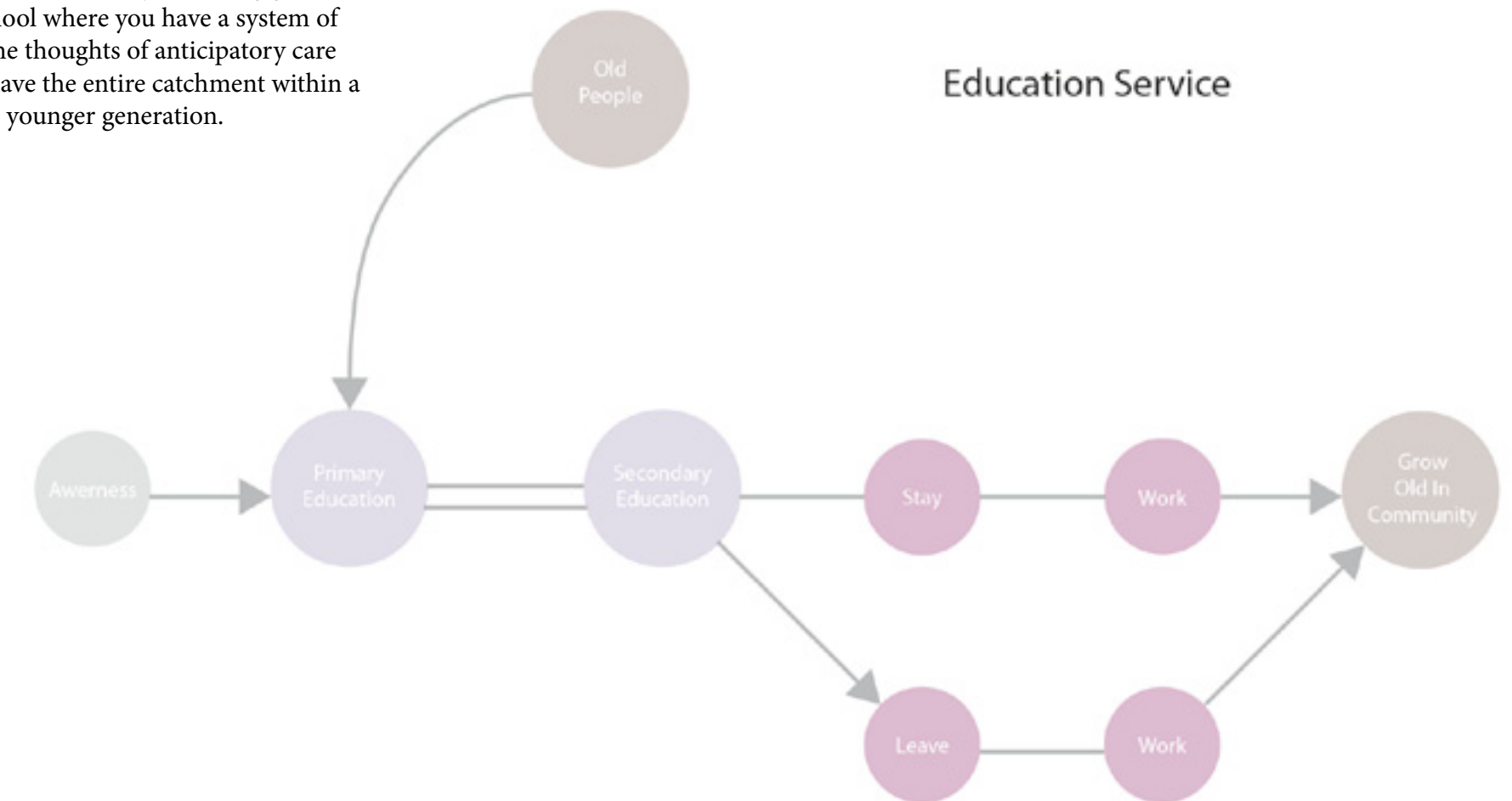
KEEP ACTIVE

Older people

Young people

Give easy access and awareness to care facilities

care facilities reaching out to the elderly in advance

Give info for familiy member about a care when they become a carer

Creating better awareness so that youngsters also take an active interest

Combined social activities

Creating a new policy within the social structure

Cultivating a give-and-take mentality

>> To begin to get people to start thinking about older age and what it is like before they are old is the best way of anticipating what older life is going to be like and the best way to do this is to get younger generations to learn and relate to older ones.

Utopia

Interaction and Education creates Empathy towards Old People

Young

Interactions with older people allow the young to move through society with an epathic feeling towards the old.

Middle

Moving through retirement to old age with a strong feeling of empathic community and a want to give back.

Old

Old People Interact, Educate and Share with younger generations

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the need

create a new routine.

maintain their social life in an active manner.

motivate themself and self initiation into gettin involved in various activities.

do away with the boredom and to do somethin creative or purposeful.

the aim

a part time activity where they meet to work and share ideas.

to keep abreast with latest developments and techniques in the respective areas.

to have a tangible output that can be displayed or sold.

to be conducted at easily accessible public venues such as schools or community centres, but does need a dedicated space.

how it benifits the elderly

should be appealing or be of genuine interest to the person.

should involve various age groups or different generations so that they don't feel like they are in an old age facility.

should enable them to put their skillset and knowledge to use.

should allow them to share what they have and have something in it for them to gain.

the activity

opens their mind to new opportunities.

can gain them credit in their academic records.

would be able to learn things from elders that they would otherwise not be taught in schools or colleges.

would be an opportunity for them to take their hobbies and interests to another level and hopefully make some pocket money out of it.
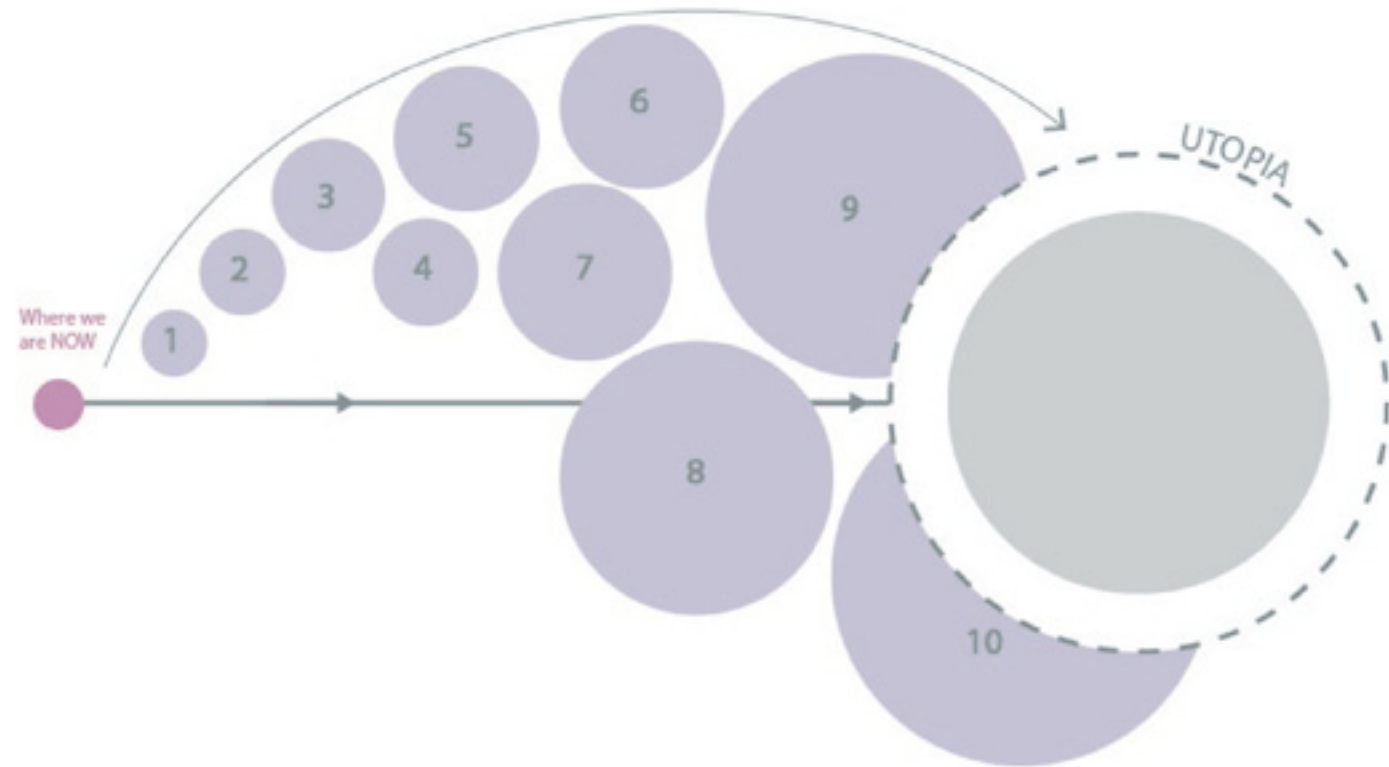
how it benifits the youngsters

>>The best place to create a way of mixing generations is within school where you have a system of learning to base the thoughts of anticipatory care within. You also have the entire catchment within a community of the younger generation.

Education Service

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>>Our idea is not a revolutionary.
It is a process of steps, towards a
greater utopian goal.


UTOPIA

Where we
are NOW

1
2
3
4
5
6
7
8
9
10

>>For the current practitioners anticipatory care is about avoiding admissions to
hospital through the use of a care plan. For us though it is about older
life after retirement so that before you are old you are aware of what may hap-
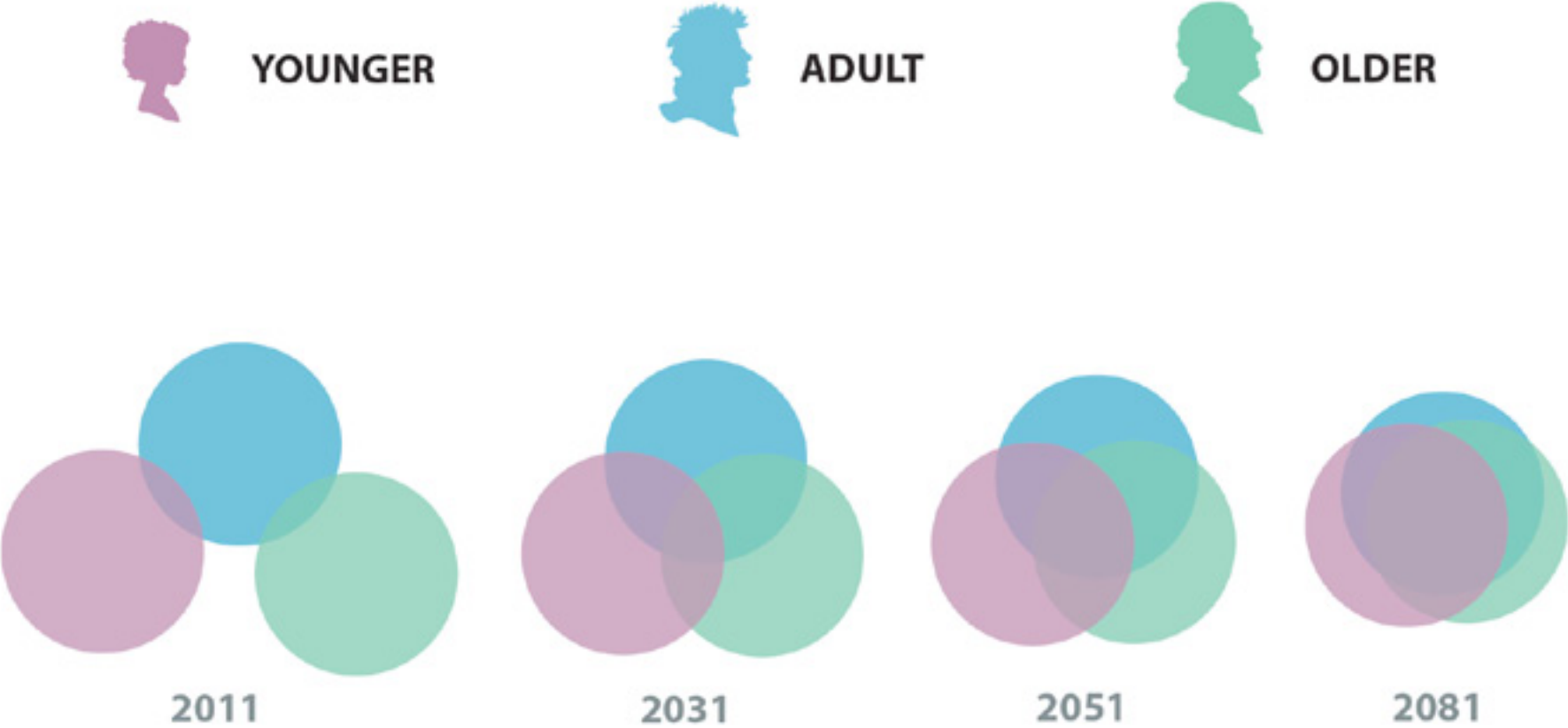pen. Instead of being unprepared and encountering problems and issues with no
knowledge .

HOSPITAL

Retirement   OLDER
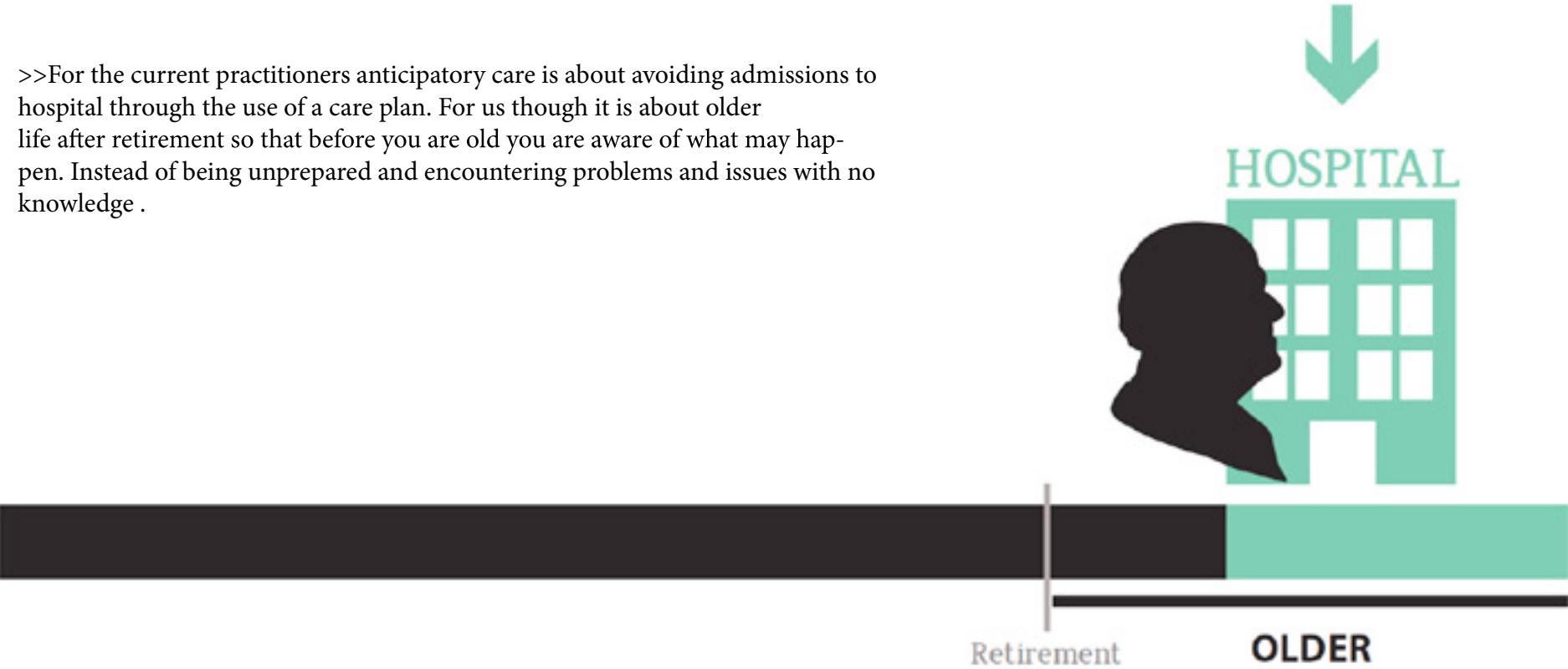
>>Anticipatory care for us is not something that can be a quick fix solution. It is something that takes investment of personal time in other people. It is about anticipating older life before being old, which means learning about it at some stage before you are old. For us the sooner the better. Starting in schools with children and building their knowledge and empathy of old age from there.

We wouldn't expect to see the full benefits of this for at least 70years. So for this to happen we are suggesting that government change their policies of 4 to 20 year projections and accept a long term solution.
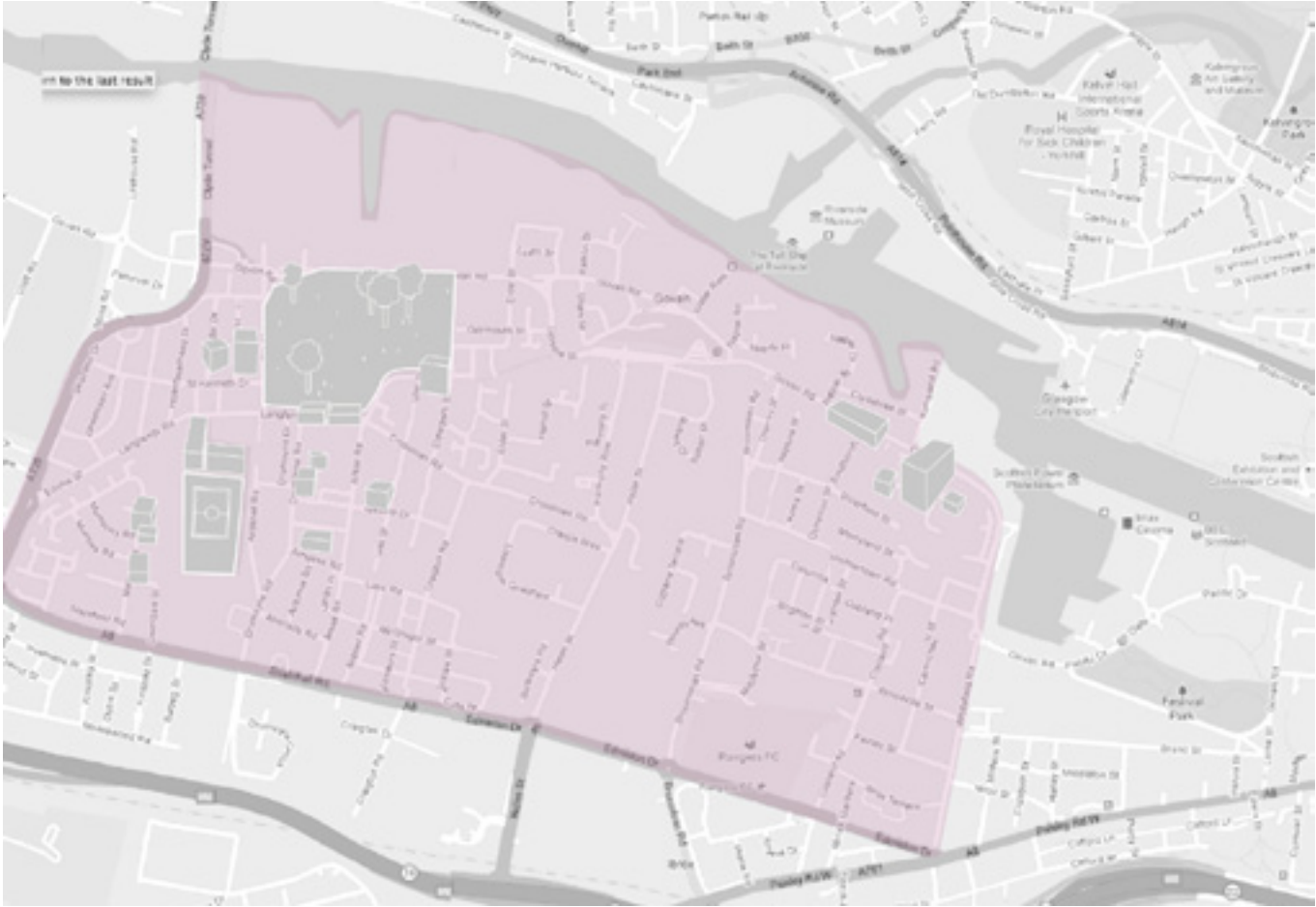
70 years

YOUNGER   ADULT   Retirement   OLDER

5 years old   75 years old
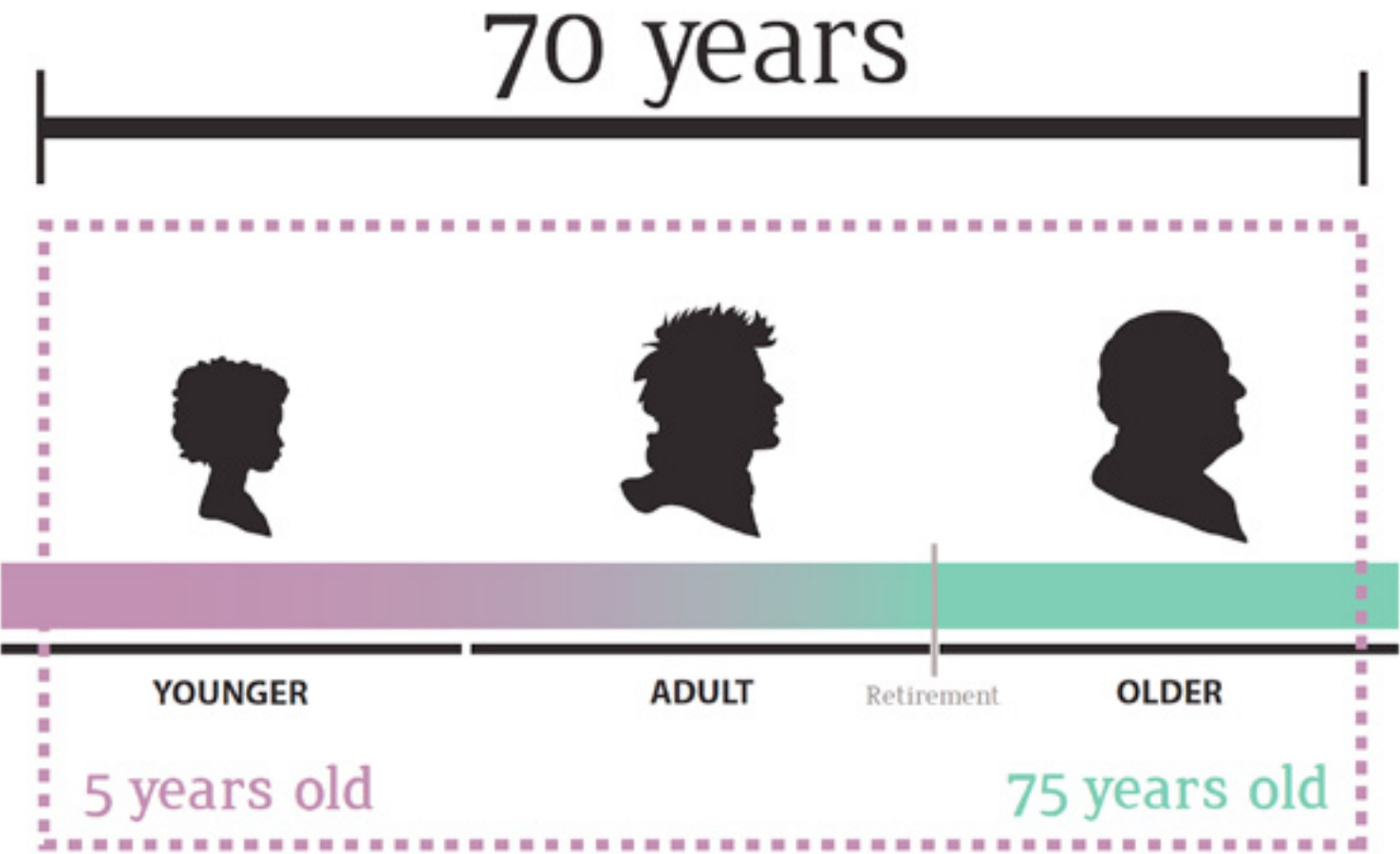
Increasing the intergenerational link

YOUNGER   ADULT   OLDER

2011   2031   2051   2081

Location

>>We have set up a user journey of our initiative within the Govan community and its facilities in the South Side of Glasgow.

Real Facilities

>>We looked at real exsisting facilities and whether logistically our idea was possible in terms of getting young and older people together.

Young (schools)

Older people services

Community Facilities

Younger Persona

>>As a young kid in primary school the issues of older age are dealt with a softer touch. For example you may set up a project about life, with emphasis on older life One activity might involve story sharing with an older person on what older life is like.

Location and Facilities

>>Utilising the local primary school and the care home situated just around the corner. Also using "The village storytelling centre" which is an initiative in the south of Glasgow that drives the telling of stores by older people.

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Younger Persona

Location and Facilities

>>Once you enter high school we would advocate more direct
and stimulating debates about life, morals, issues. These help develop points of view respect and an understanding of the dif - ferences and similarities between genera tions.

>>Utilising the Victory Centre and Govan high school. Also bringing in the Scot- tish Older People's assembly and genera- tions working together both of which are interested in stimulating positive debate between generations.

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Younger Persona

>>As a student you will more than likely be away from your local community. But this could be an incentive to return and give back positively to your community or the one as a student you are living in. There will be the opportunity to earn extra course credits through community initiatives in helping older people and being involved with them.
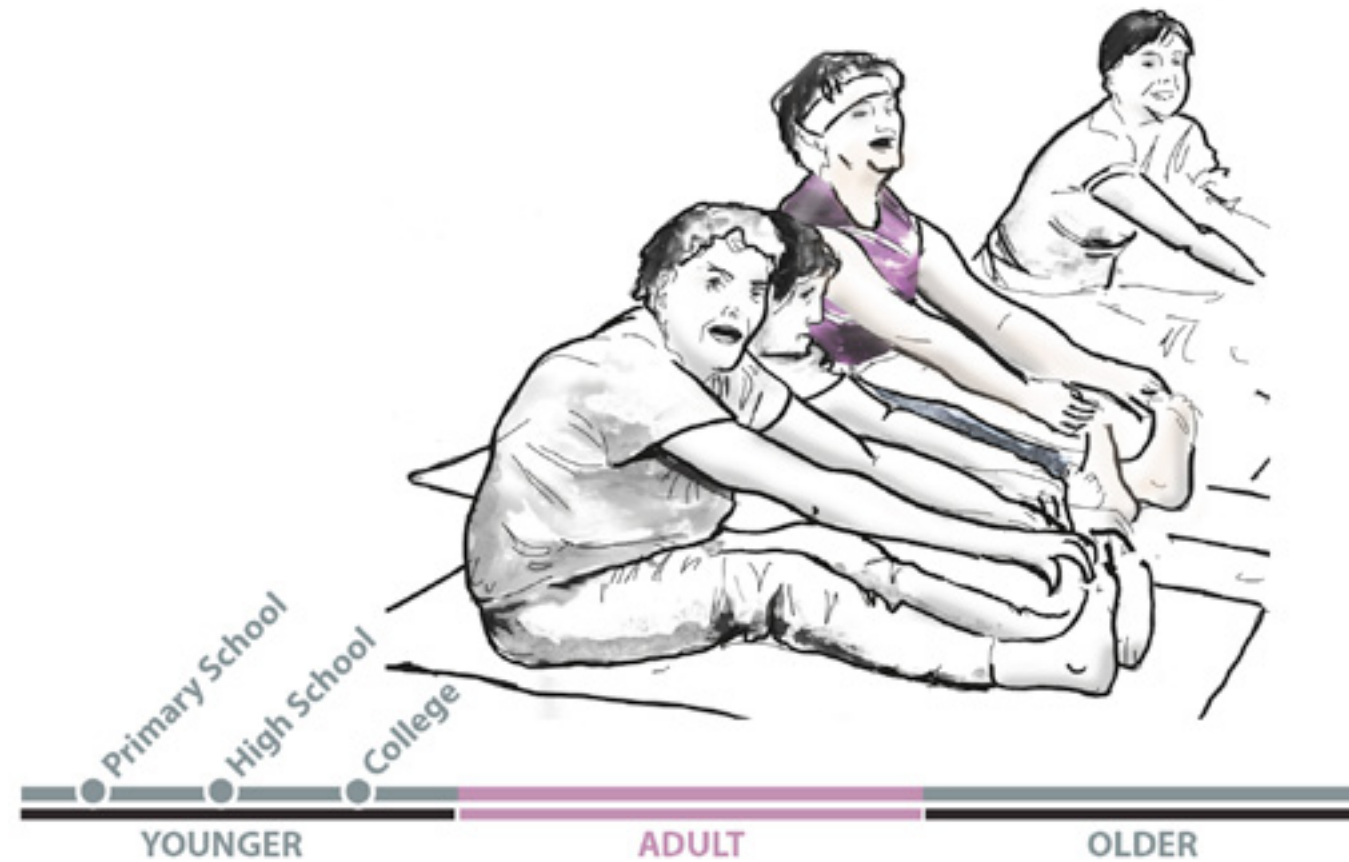

Location and Facilities

>>Utilising somewhere like a care home in Govan where students could come to help, support and interact with older people.

Adult Persona

>>As an adult we are aware that there are other responsibilities in life that are more important and there is not as strung a structure to implement such interactions between generations. But there will be a push for community initiatives and also the fact that there is a reduction in stigma towards older people, so activities performed together outside of a structured system should become more common.

Location and Facilities

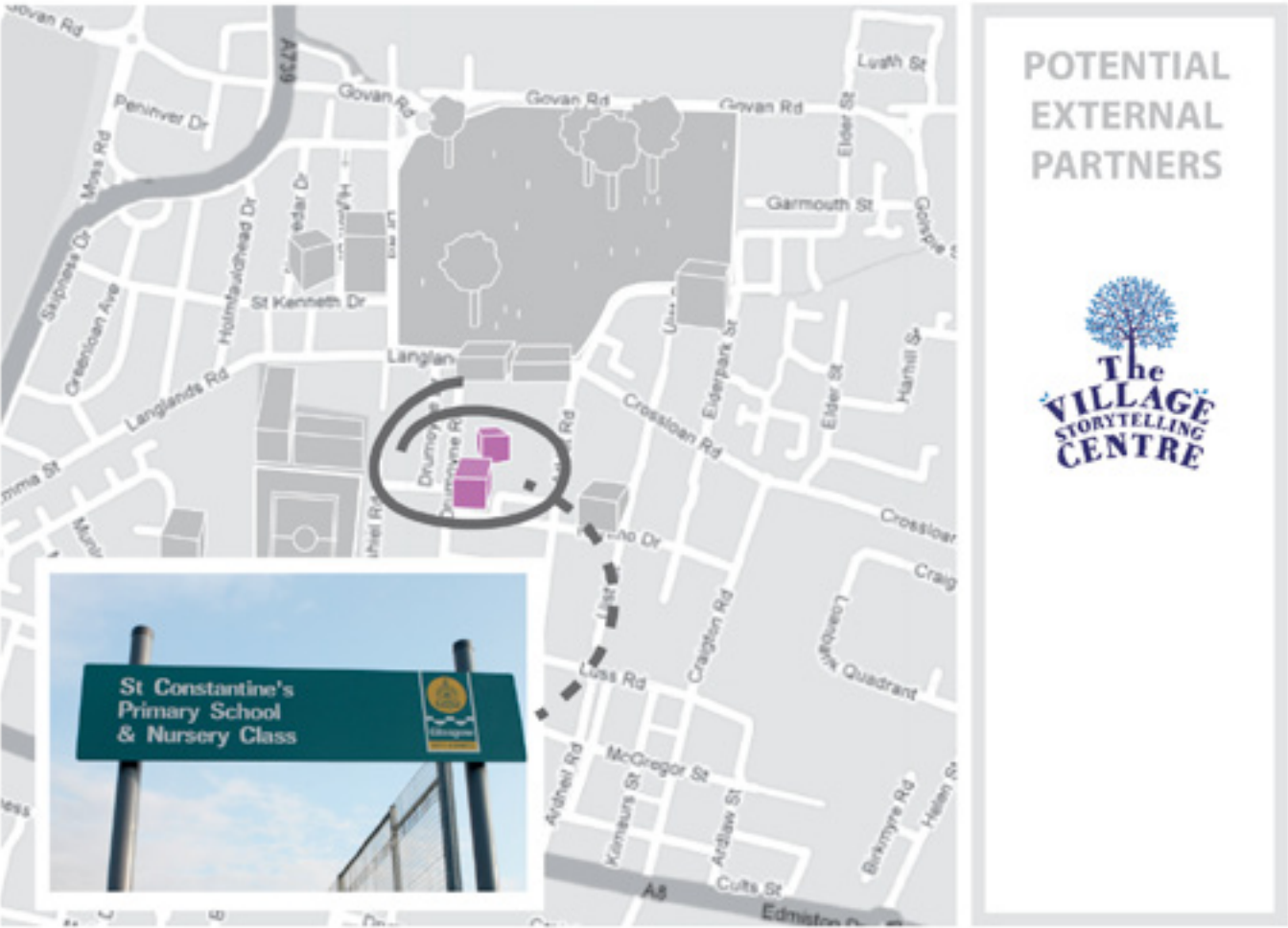>>Using local health centres and sports centres to push intergenetrational activities and initiatives.

POTENTIAL EXTERNAL PARTNERS

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Older Persona

Location and Facilities

>>As an older person in a community you feel strongly attached to, there will be easily the ability for you to return the favour and become involved with younger generations. Teaching things that are of interest to yourself.
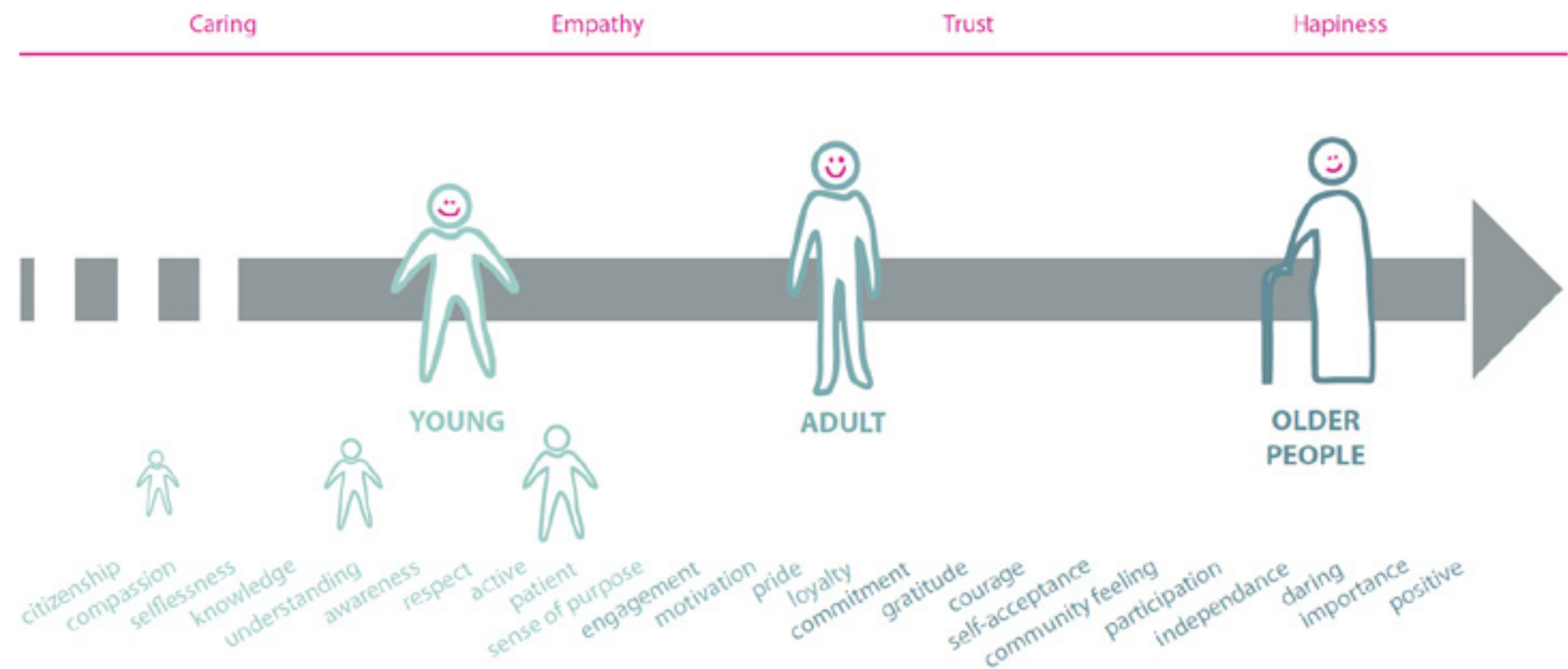

YOUNGER   ADULT   OLDER

>>This could easily happen with in schools in Govan community.

POTENTIAL EXTERNAL PARTNERS

The VILLAGE STORYTELLING CENTRE

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Community and Personal Values

Values

Caring   Empathy   Trust   Hapiness

YOUNG   ADULT   OLDER PEOPLE

citizenship compassion selflessness knowledge understanding awareness respect active patient sense of purpose engagement motivation pride loyalty commitment gratitude courage self-acceptance community feeling participation independance daring importance positive

Benefits

Younger

- Awareness and understanding of older life

- Learn to accept and talk about health issues and social problems

- An awareness of the people in their community and a sense of empathy towards them

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Adult

- Ability to prepare and deal with older life

- Community strength can help with support in approaching older life
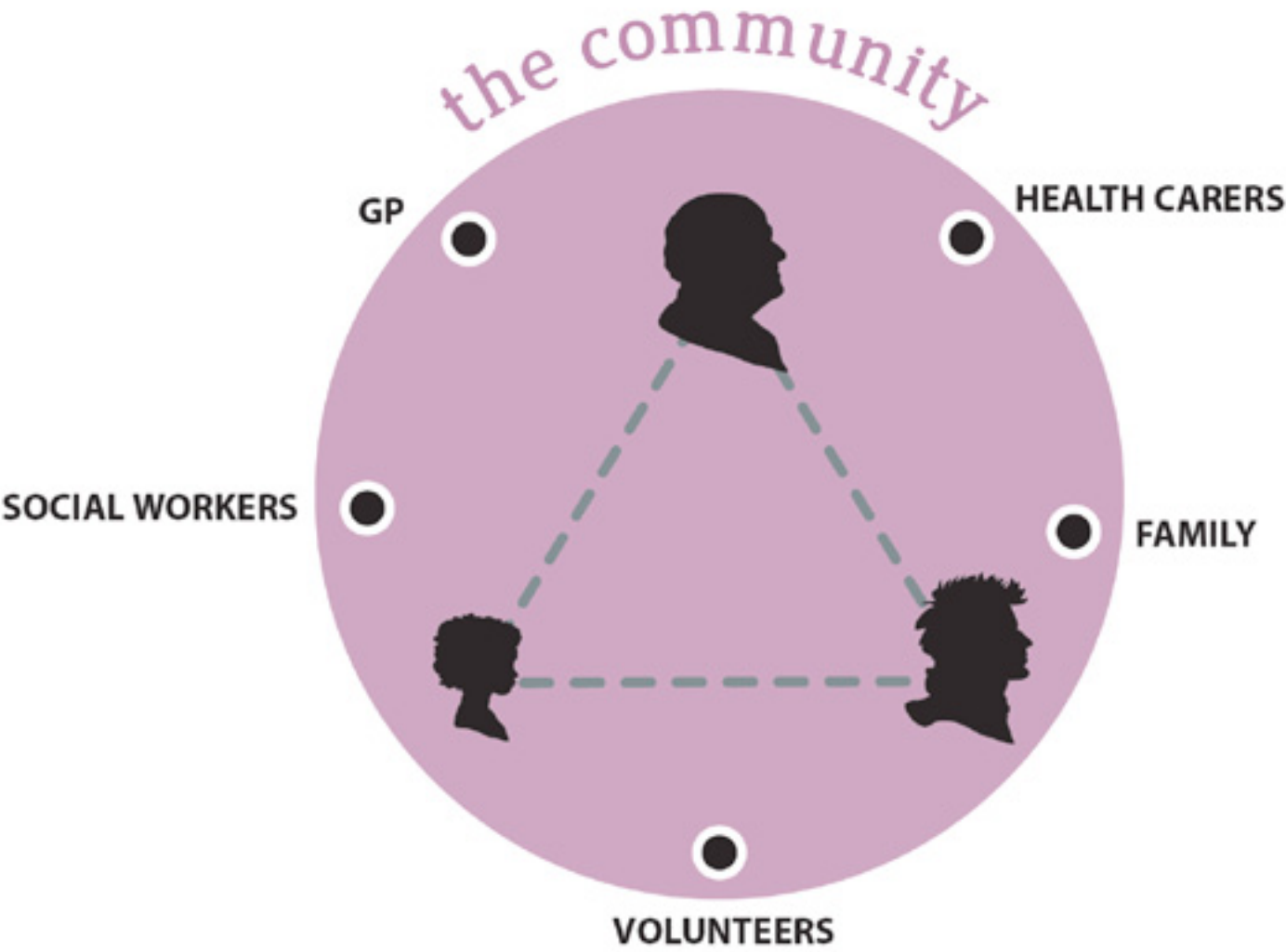
- Strong relations with older people in the community

Older

- Prepared for older life and therefore able to enjoy it more

- Positive active role in community

- Old people feel safe and secure in community

Current Services
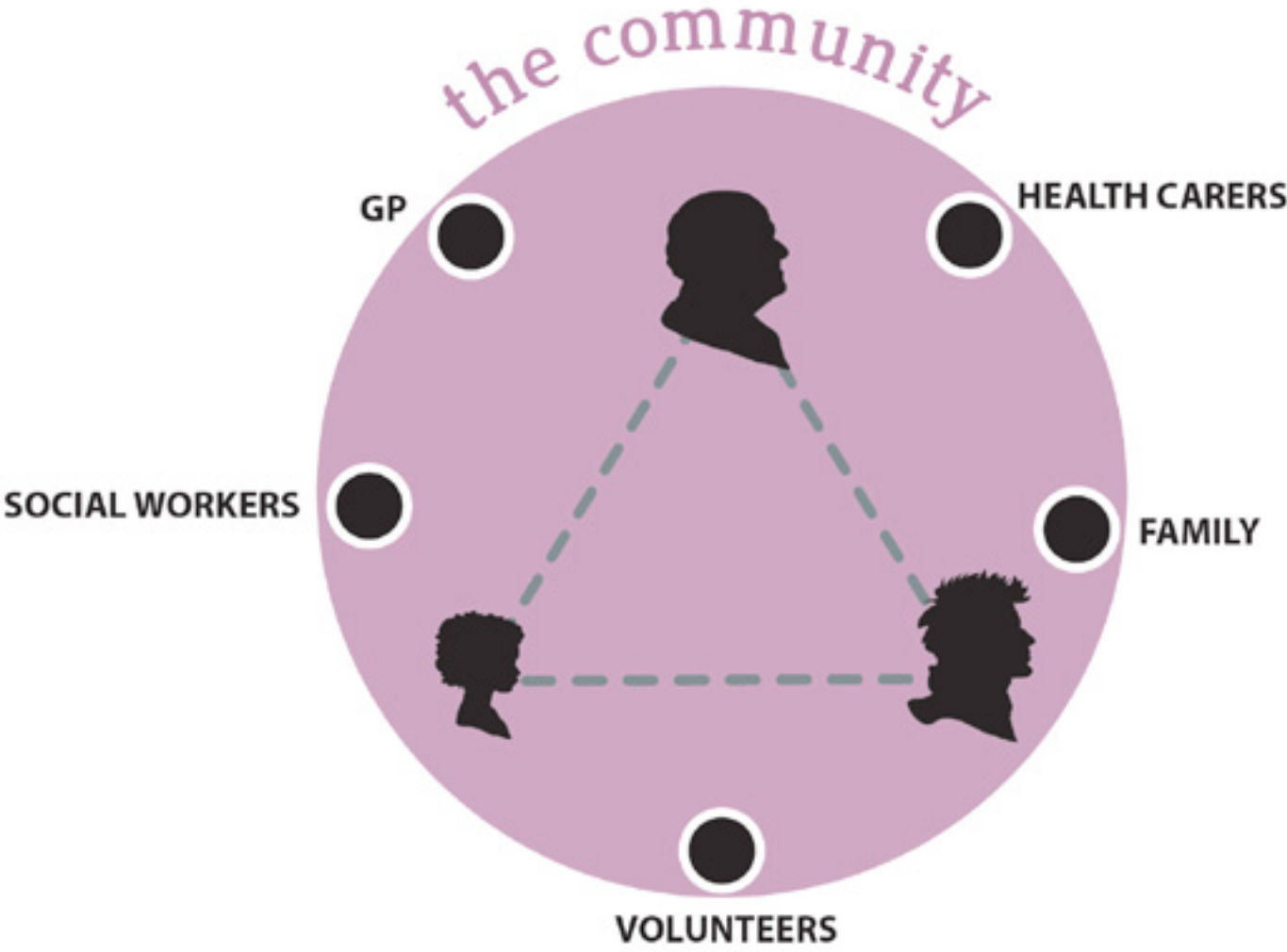
Benefit to Services

Crucial Supporting Bodies

"We will act to forge better links between the generations."

All our future leaflet 1 p.17 (Scottish Government Policy)

"The main focus of health and wellbeing is the development of knowledge and understanding (...) to support young people's mental, social, emotional and physical wellbeing now and in the future."

If our concept is implemented...

Prepared to anticipate for own older life.

Accept older life positively.

Not to be afraid.

More secure feeling about older life...

If it's not, there is a risk of...

Growing of the generation gap.

Increasing discrimination.

Increasing need for help for older people.

Isolation of a continuously growing older population.

Growing burden for local communities and local services.

Conclusion

We tried to keep in mind that doing design is also about re-thinking the entire system, looking beyond the traditional organization and re-interpreting the services, the resources and the role of the different stakeholders.

This project lasted about two months, and the task of trying to understand the entire organization of a service chain, of dealing with older people living in a specific area and in a specific environment, and at the same time also take into consideration the government policy has been a great challenge. We also faced some old moral principles, fears and values that are settled down in everybody's mind for years. In our society, aging is regarded as something unpleasant, we don't want to get old. Getting frail and dependent is not "fun". Instead of thinking about our future, we tend to forget it, to defeating age and put off this question until later.

People were sometimes critical, prejudiced during the feedbacks of our presentations during the course of the project. Though on the other hand, what surprised us positively and motivated us was figuring out that people actually do want to change, they are motivated, and that also the scottish government is aware of this matter. Conferences are running all over the country, people are moving on it. We know that "something" is possible and that things are about to change. So we tried to bring our idea to the best that it can be, keep being positive, and reaching for the one goal, which is getting older peoples life happier.

It's not about knowing these people, it's not about giving the right answer, but yet propose them an "open concept" they can be adapted to what they want and what they feel. The purpose is to give the right starting point, the impulsion so that the concept can grow and be developed by its own. It's about doing our best to give them the opportunity to be active. And through building a link with the community we want to give them a feeling that they are not alone, that they can handle their future together. In group, they have the ability of taking decisions, taking risks and be aware of them. Knowing what is good for them and what they need to find the feeling of fulfillment again, all their life long.