

# Anticipatory Care




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# First meeting project launch



# First meeting

## projet launch

- How to support them in the future
- Early intervention : How to stop admissions to hospitals 
- Looking at the different stages of life
- Looking at an individual inside a community
- General point of view « People are afraid of older people » 
- « What is important for you in older life »  
dream / meal / family / responsibility / to achieve something 





Meeting  
with the professionals



# Meeting with the professionals

HEALTH & SOCIAL are  
SEPARATED,  
which has become a problem

HEALTH  
carers



- REHABILITATION for people who has been to hospital
- TAKE CARE about older people who could need help EXERCICES
- RE-LEARN SKILLS & MOVEMENT



SOCIAL  
carers

- GO BACK TO BASIS to enable people to live their lives again
- TAKE CARE about HYGIENE of daily life (washing, dressing, cleaning, cooking, ..)

What they do

RESPECT PATIENT'S OPINION  
PUTTING PEOPLE AT THE CENTRE

CENTRAL PHONE NUMBER  
to answer questions

Where  
'anticipatory care'  
might take place

LEAFLETS & MAGAZINES  
at doctor, pharmacies, ...  
CENTRAL PHONE NUMBER  
to answer questions

The aim is  
STOPPING ADMISSION to HOSPITALS

SHARED ASSESSMENT

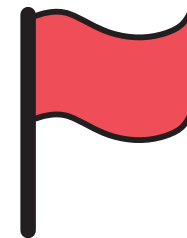
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~~SHARED ASSESSMENT~~



# Meeting


## with the professionals

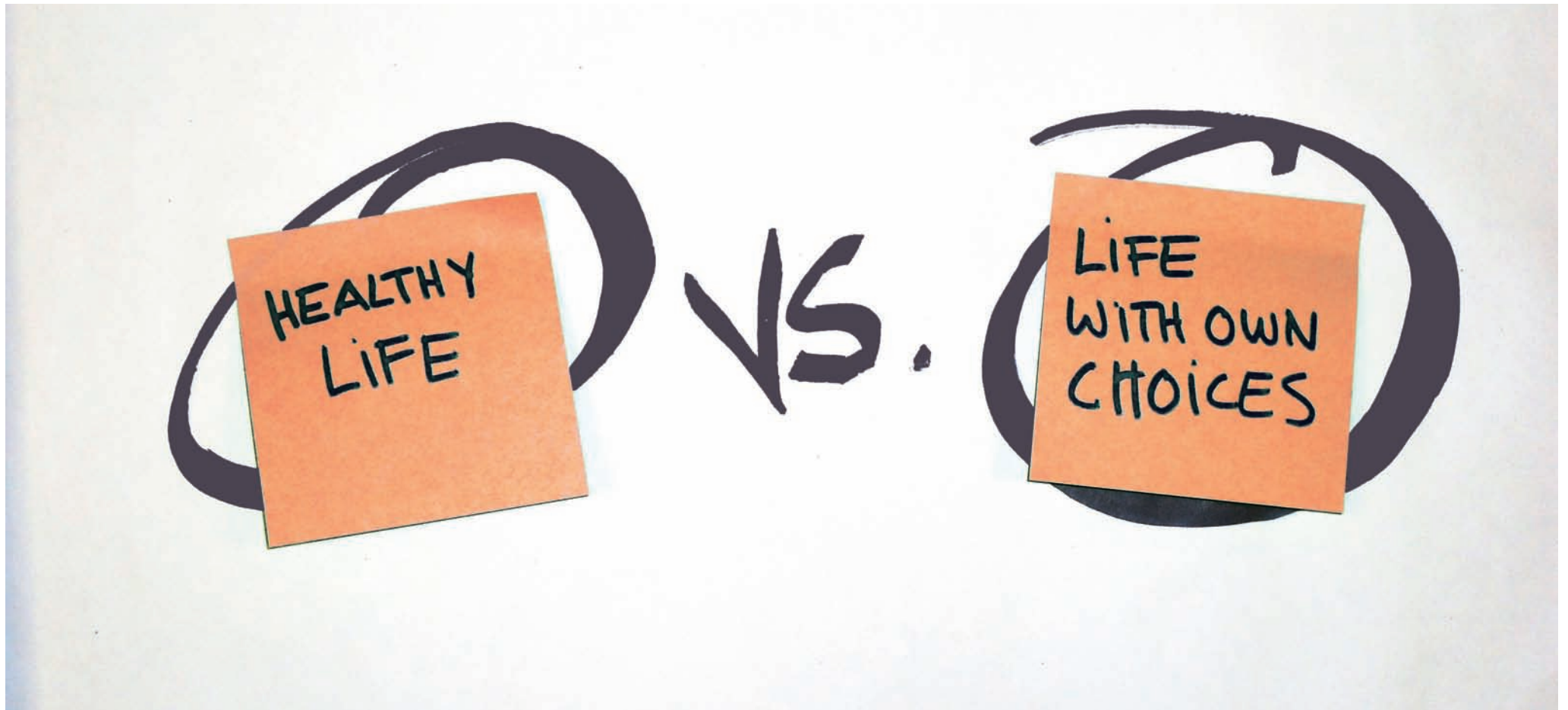
> Issues they see

- lot of pressure
- lot of work
- not enough time
- no enough staff
- no money
- a long waiting list
- too many different units not working together
- big ethnical and class differences
- too busy for the review process (first thing they cut off in case of lack of time)



# Meeting with the professionals

« How much RISKS would you be prepared to take to do what you want to do ? » 



# Workshop with the older people

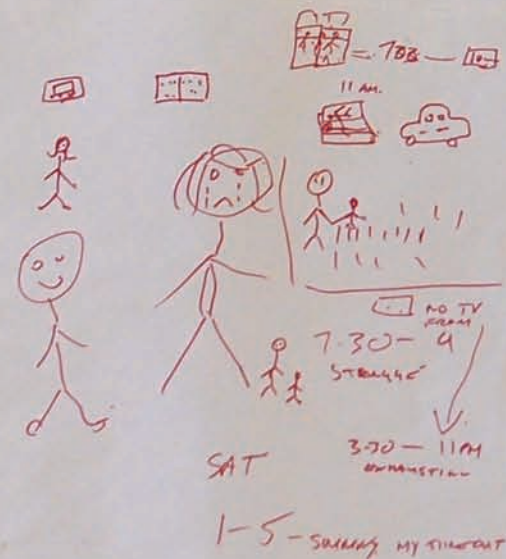


Deborah Malik





feel frustrated - sometimes angry  
restless - cant relax easily



# DRAWINGS

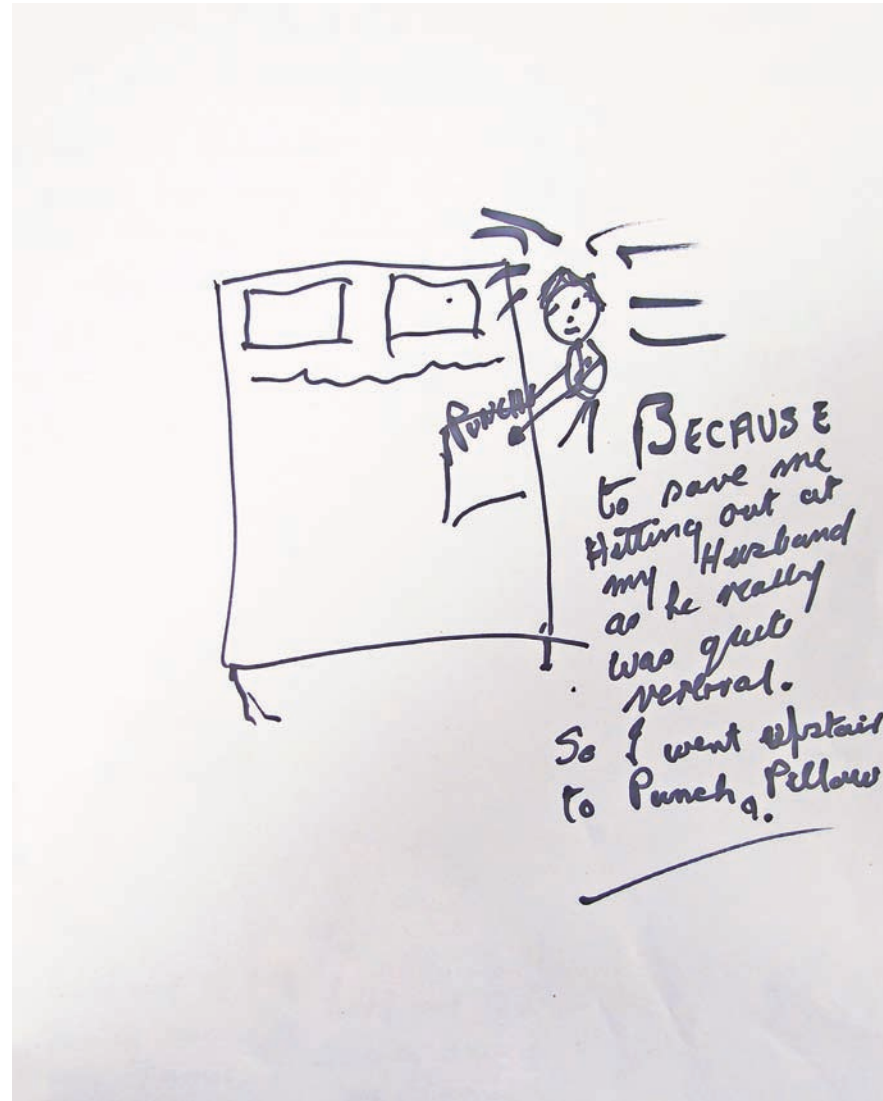
We ask the older people to draw themselves as a feeling or an emotion.

>> Define who are the older people living in Scotland at the moment.



# Workshop

with the older people





# ICONS

What is the most important thing for you ?

>> Talk about their everyday life and their activities.

# Workshop

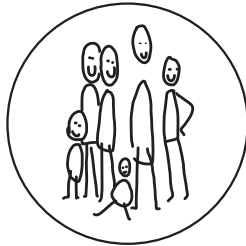
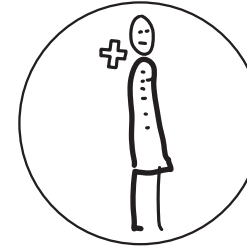
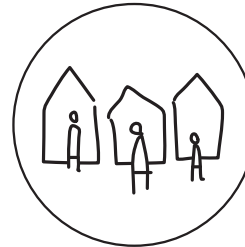
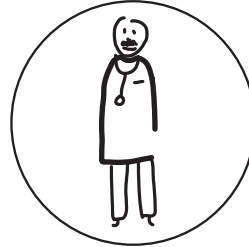
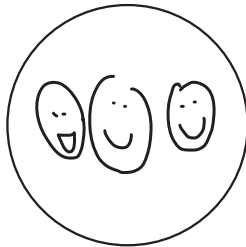
with the older people





# Workshop

with the older people

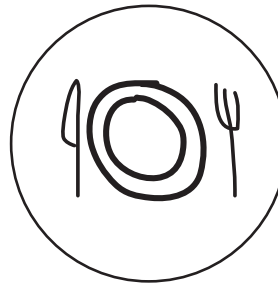
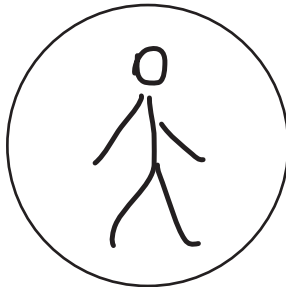
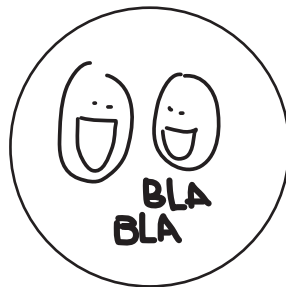


# Workshop

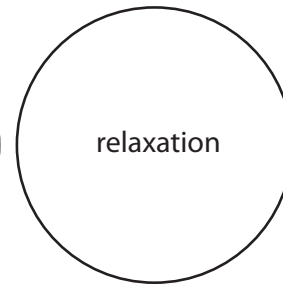
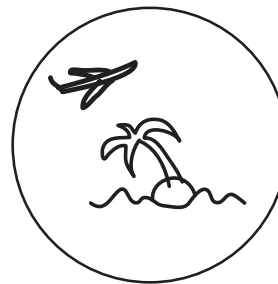
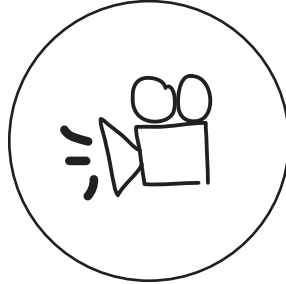
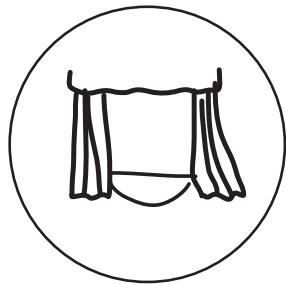
## with the older people



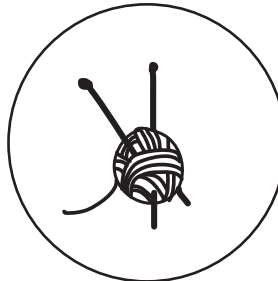
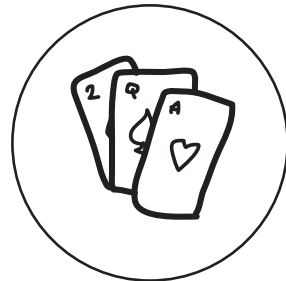
VERY BASICS THINGS ARE THE MOST IMPORTANT, THEY'RE HAPPY WITH THE THINGS THEY CAN DO

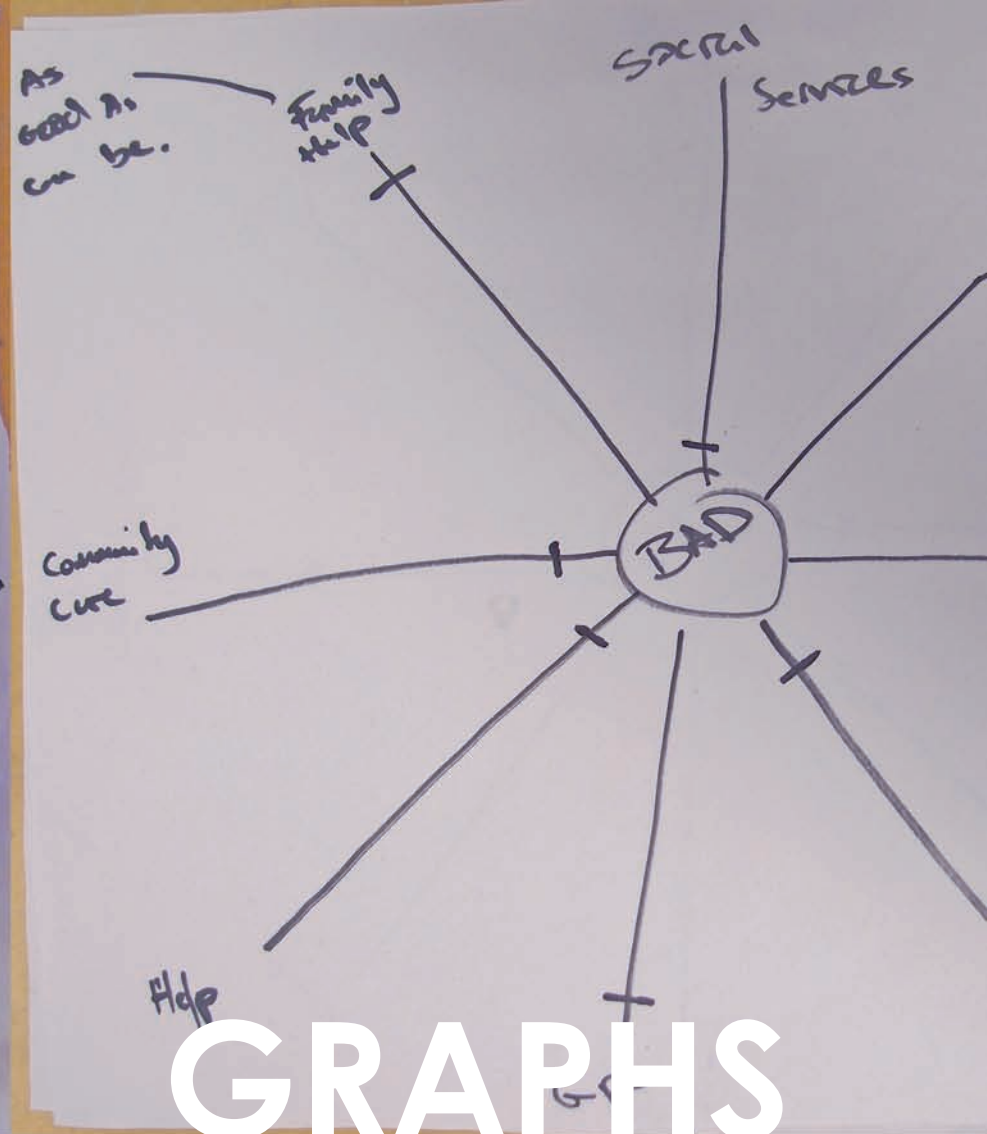


EVERYONE HAS THEIR OWN PERSONALITY, THEIR OWN PREFERENCES



THEY DON'T LIKE SO MUCH WHAT WE EXPECTED TO





# GRAPHS

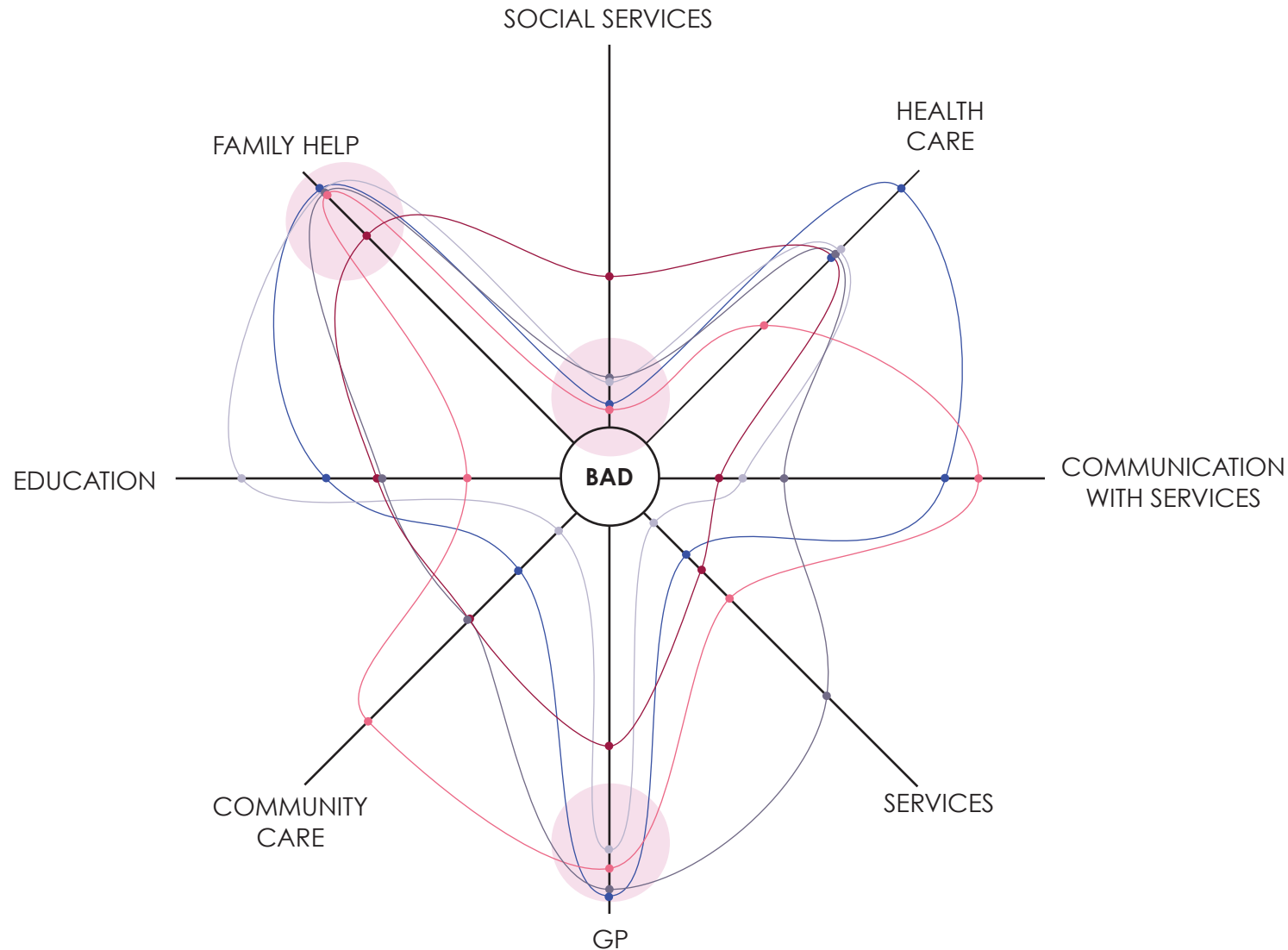
How is the relationship between the older people and the service providers

>> Define who they trust in, who they feel the more comfortable with.



# Workshop

## with the older people



IF I HAD

(free personal care  
is only help  
with hygiene)

I COULD

a care / health plan  
with my son and other  
services together -  
handymen / women / practical shopping  
and cleaning etc - any heavy work etc.  
(only if I take ill)

be able to stay in my own  
home and be more independant  
therefore cost less to look  
after -

WISHES

If I had, I could...

>> Knowing their hopes, what do they expect.

# Workshop

with the older people

CARERS/  
CLOSE  
RELATIVES

"I'd like to go to  
bed at 11pm  
but they don't  
work after 9!"

→ Schedule  
problem

politicians  
decide what  
is good and  
enough for  
you

"IT IS  
FUCKING  
HELLISH!"

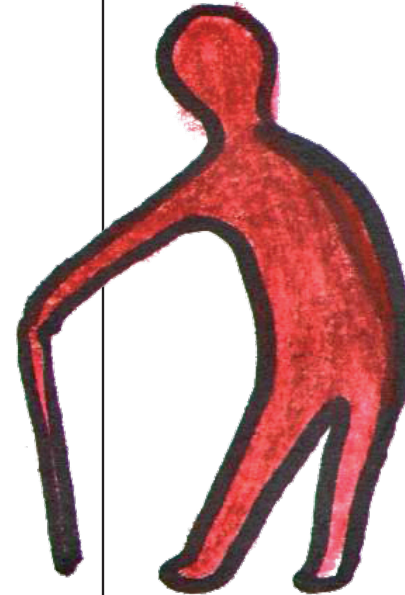
ONCE THE  
CARE HOMES  
ARE FILLED UP,  
THE REST ARE  
NEGLECTED.

"I'M REALLY  
HAPPY  
WHEN TALKING  
WITH MY CHILDREN,  
GRAND CHILDREN,  
FRIEND."

"But at the  
end of the  
day it all  
costs money."



PROFESSIONALS  
& INFORMAL  
CARERS



OLDER  
PEOPLE

TIME /  
MONEY

# Anticipatory Care

focus

# Anticipatory Care

focus

await

prepare

expect

presume

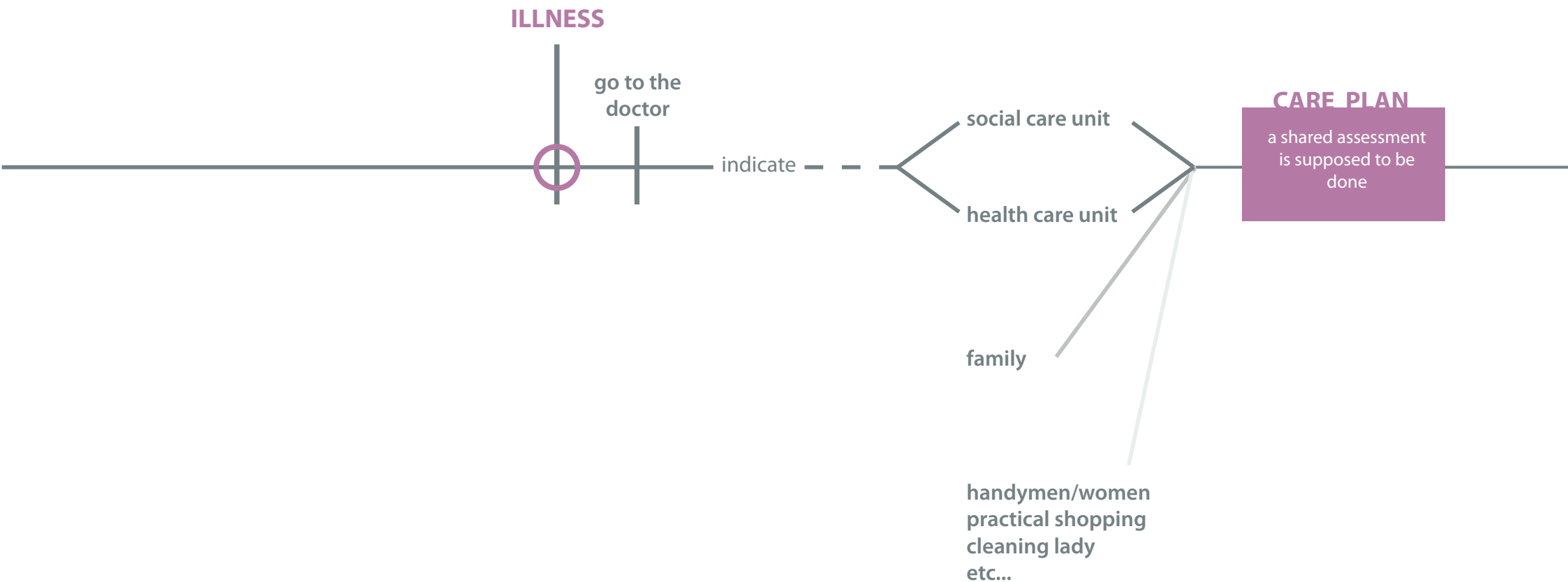
predict

assume

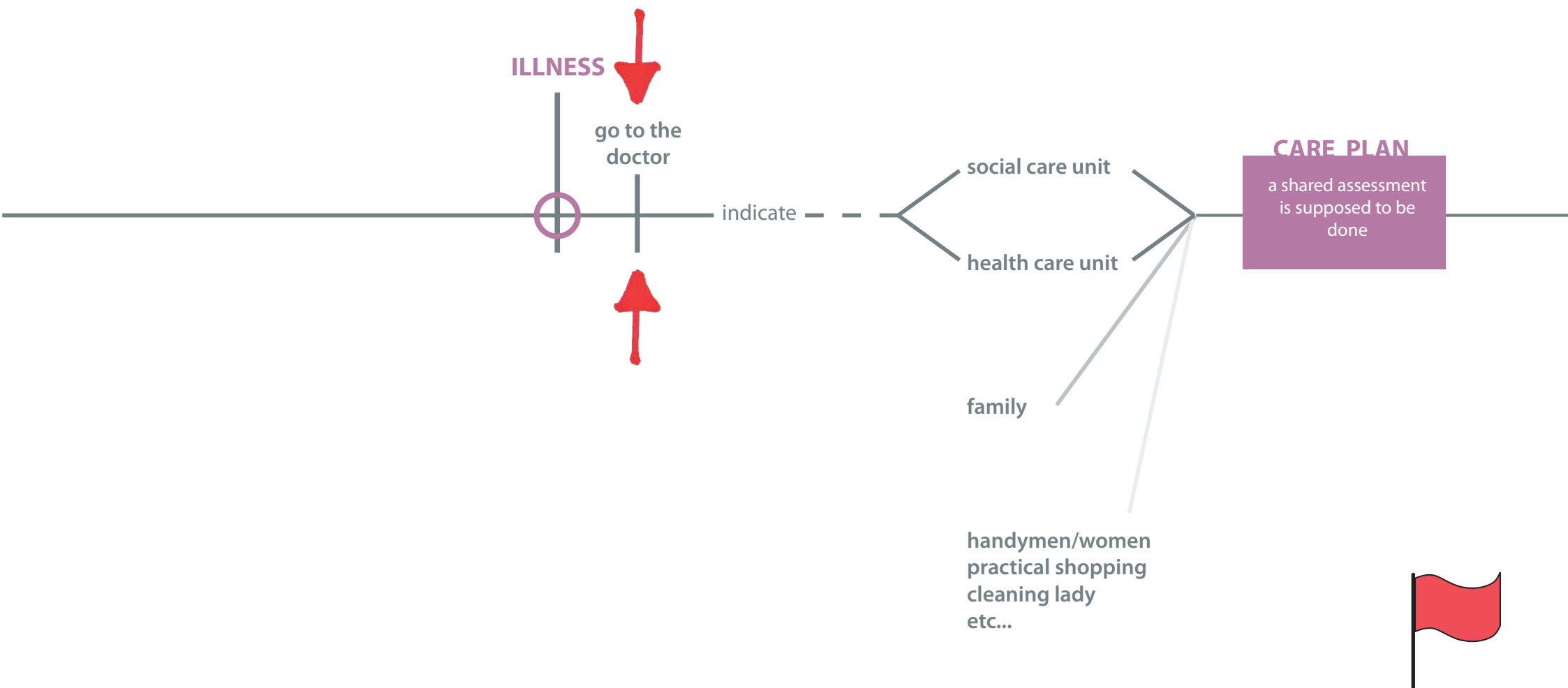
foresee  
foretell  
foreknow

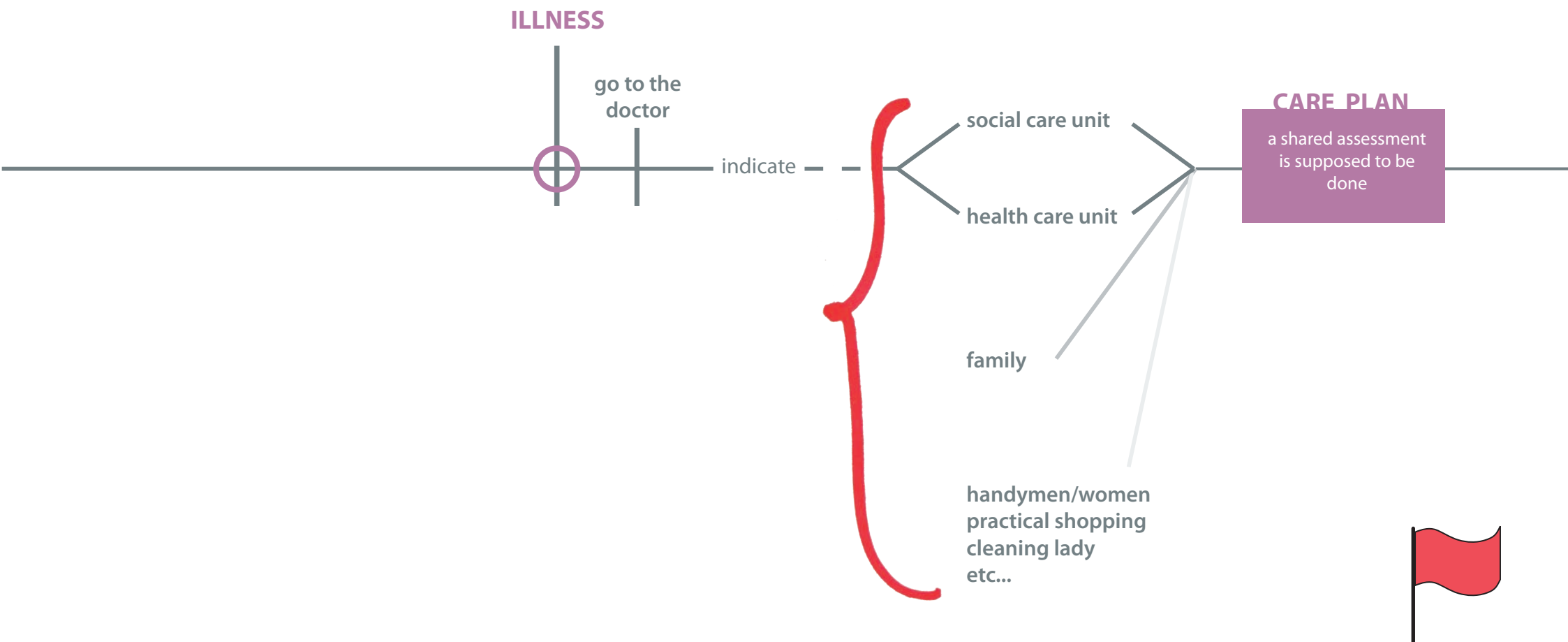
deal in advance  
act in advance of

# ANTICIPATORY CARE today









before

after

ILLNESS

go to the  
doctor

indicate

social care unit

health care unit

family

handymen/women  
practical shopping  
cleaning lady  
etc...

CARE PLAN

a shared assessment  
is supposed to be  
done





ILLNESS

go to the  
doctor

indicate

social care unit

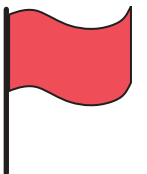
health care unit

family

handymen/women  
practical shopping  
cleaning lady  
etc...

CARE PLAN

a shared assessment  
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done



?

(on the way of)

ILLNESS

WORK TIME

RETIREMENT

go to the  
doctor

indicate

social care unit

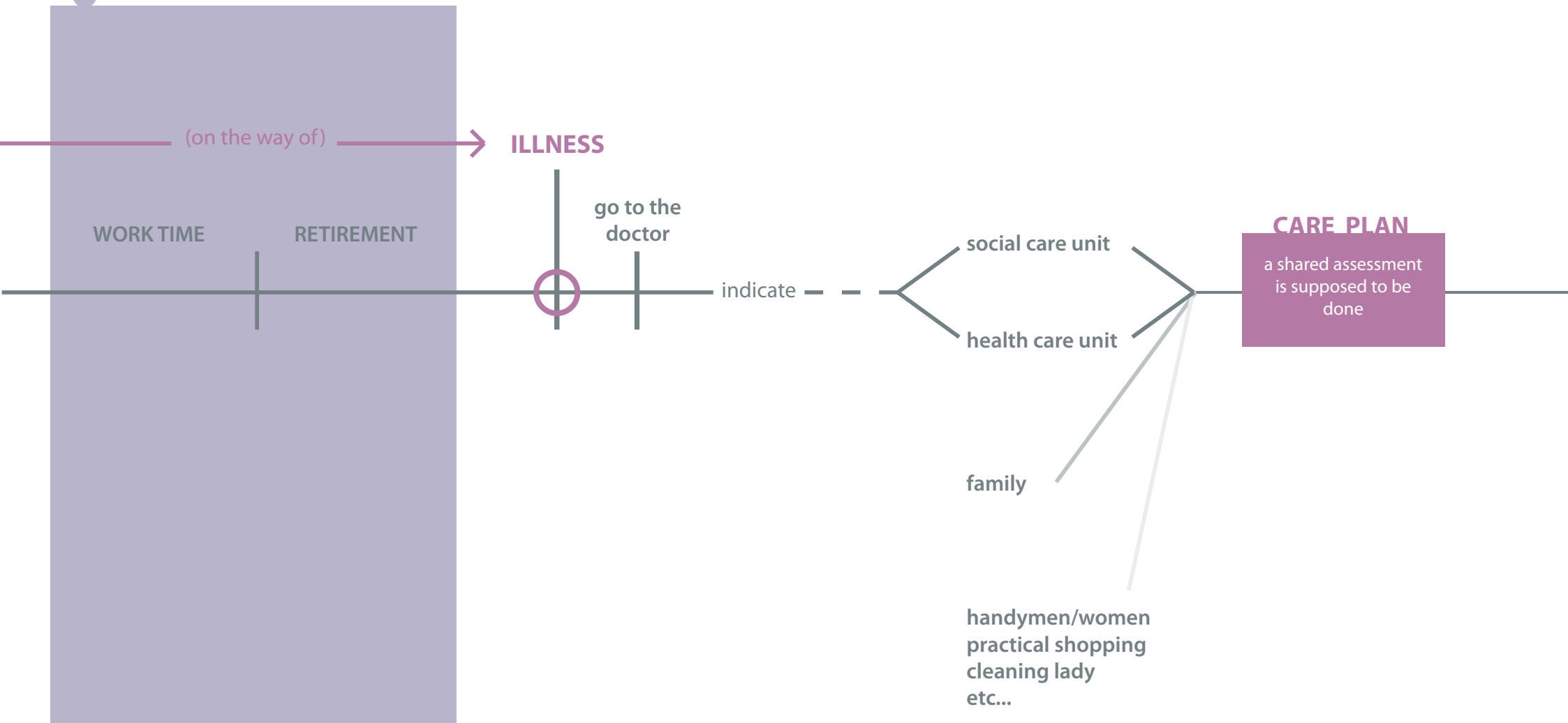
health care unit

family

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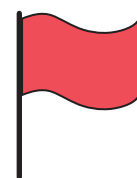
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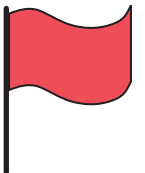
1

2

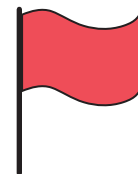
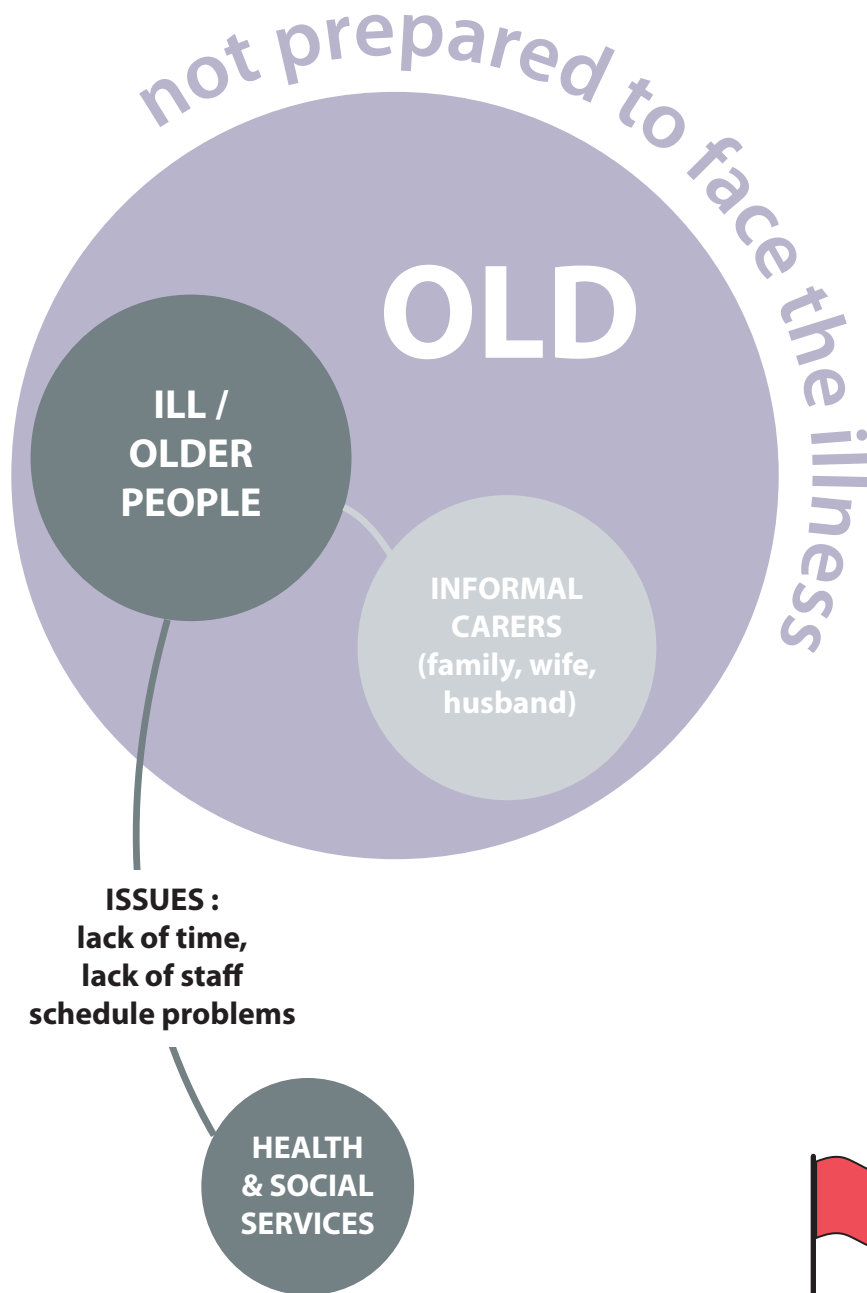


# Problems :

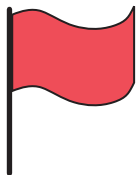
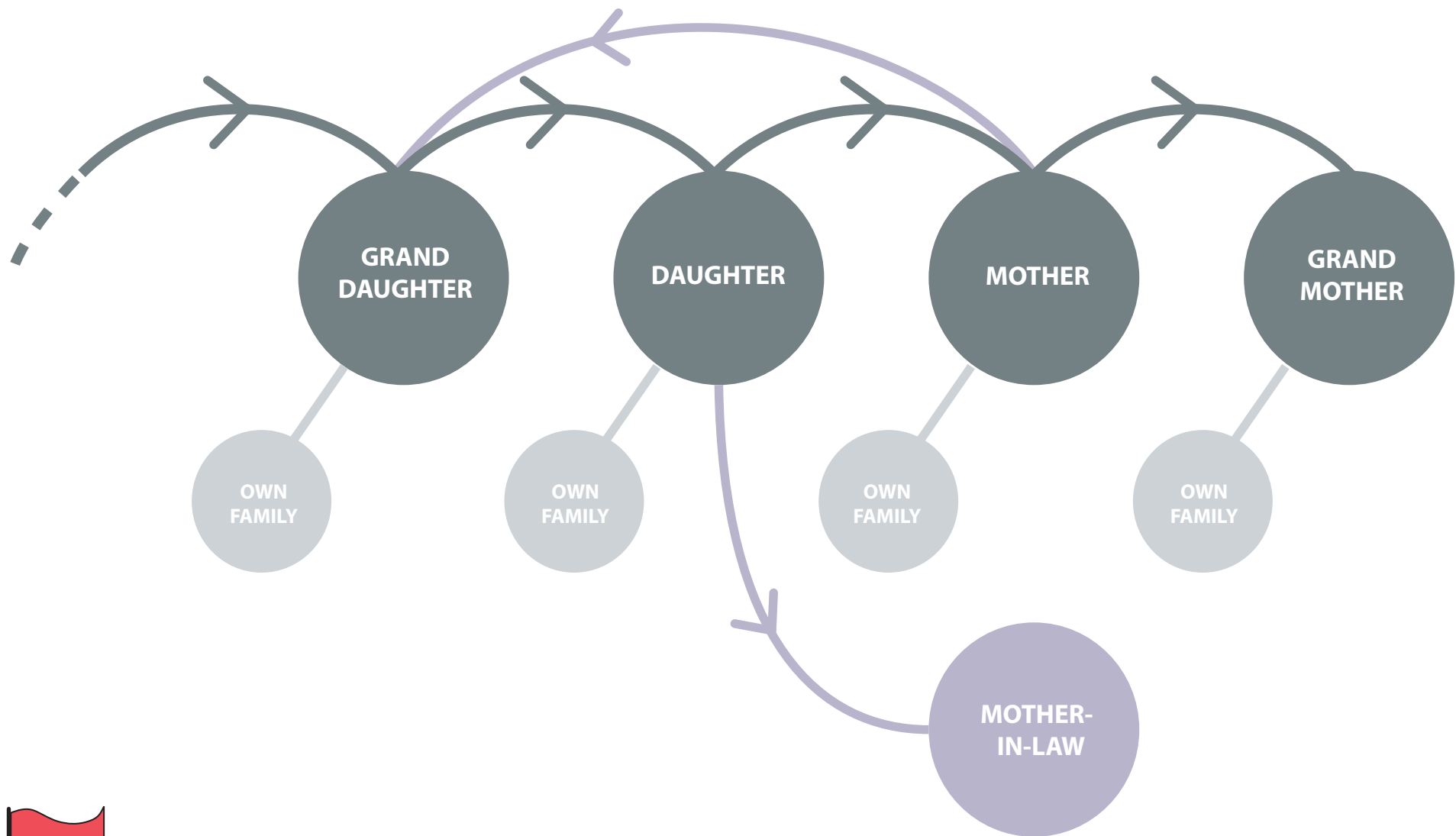
1. The first step is to go to the doctor
2. Because of the schedules and the lack of time,  
the different helpers rarely met together to set up the care plan.
3. Too many services provided after the illness (older people get lost),  
but nothing beforehand.
4. For us, anticipatory care should take place :
  - Before the illness (being well / keeping well / « life plan »)
  - Before the hospital, as the illness begin





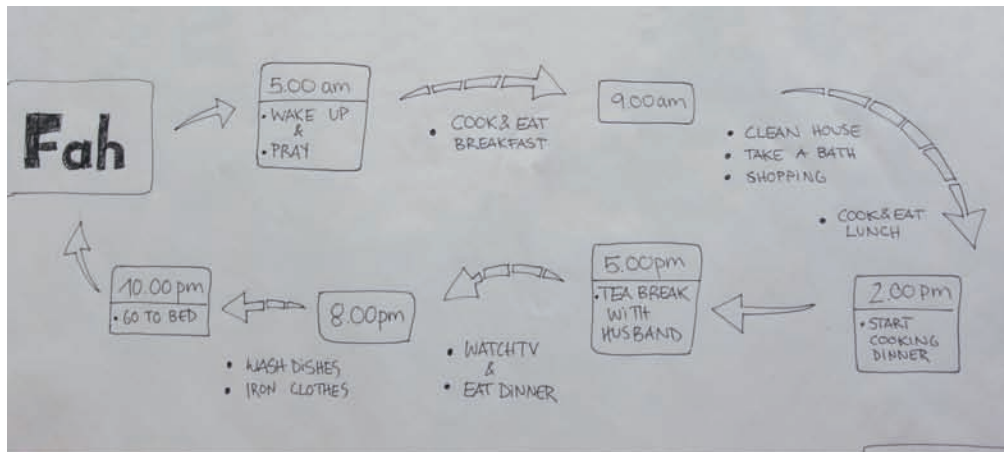


Neither the older people nor the carers (informal carers like the family) are prepared.



In taking care of your family, you're unable to fulfill your individual needs.

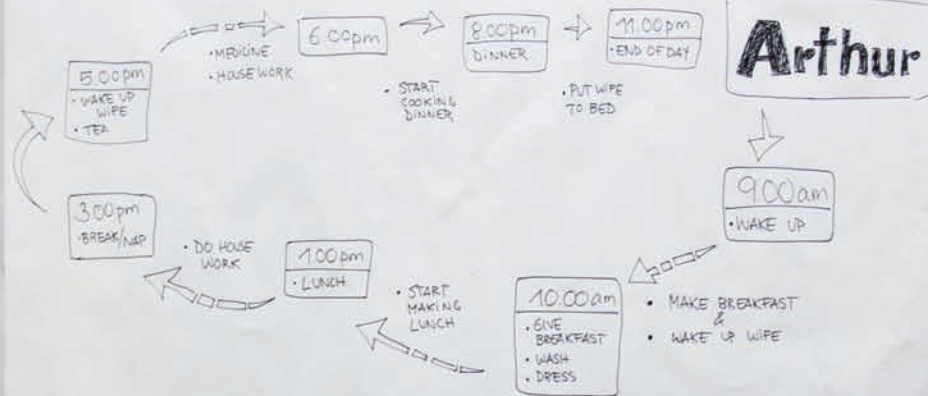
# Personas & Journeys



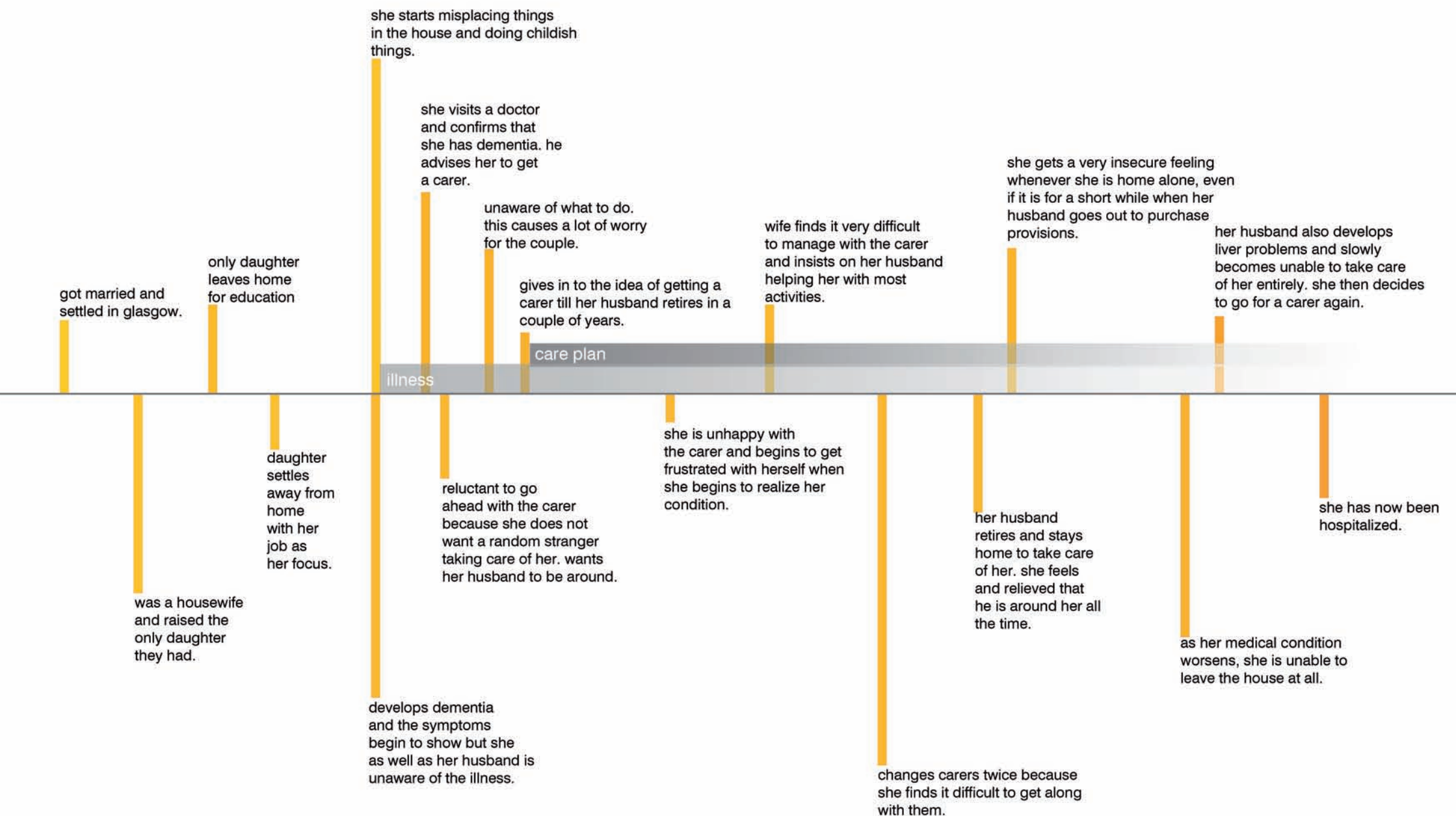
**Bob**



**Helen**

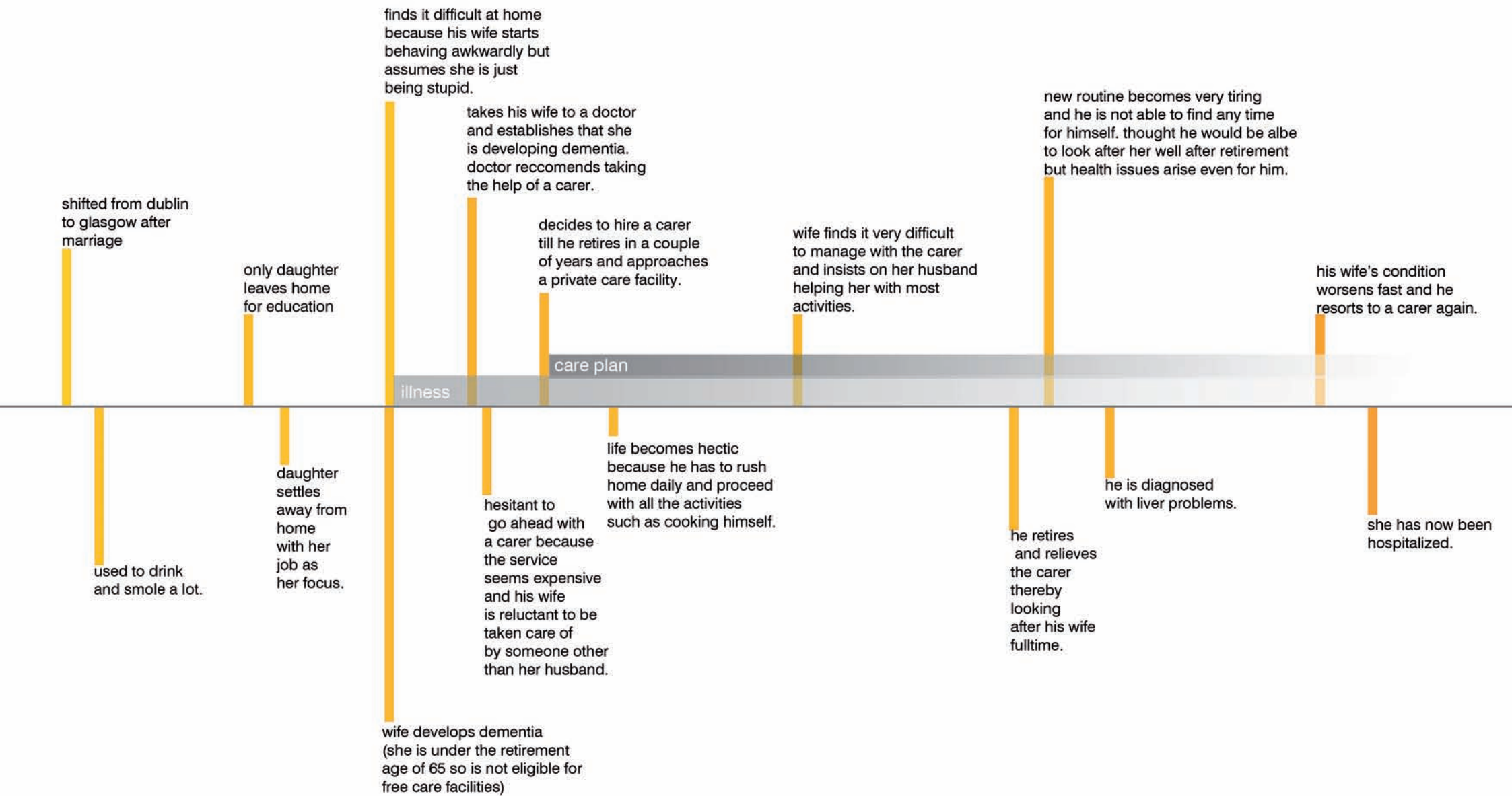


## Timeline for Helen, an elderly lady suffering from dementia.

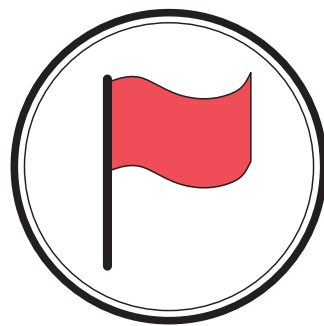




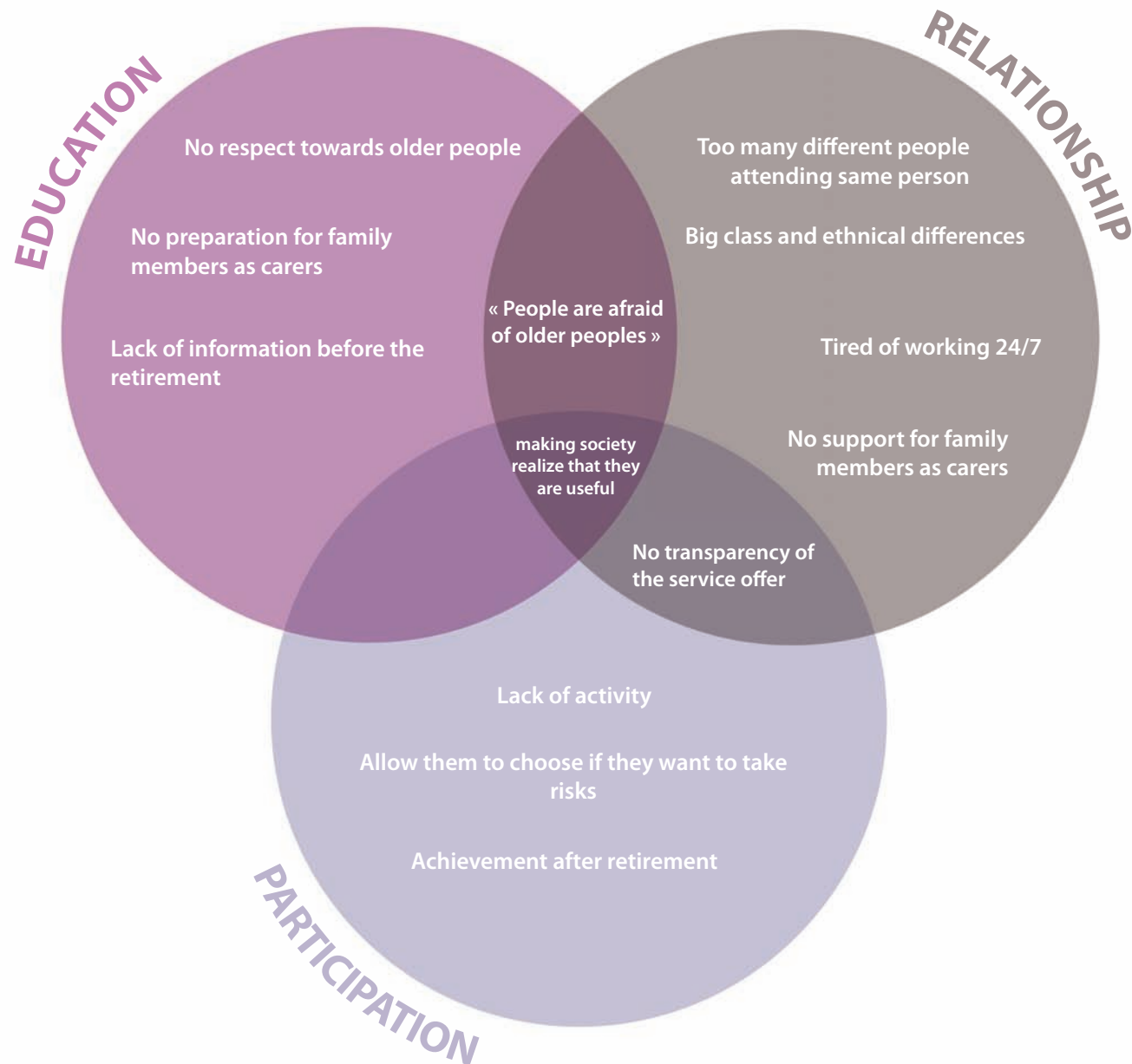
# Timeline for Bob, a carer.



# Main Issues



# Anticipatory Care



# EDUCATION

No respect towards older people

No preparation for family members as carers

Lack of information before the retirement

« People are afraid of older peoples »

making society realize that they are useful

No trans  
the serv



# RELATIONSHIP

people

Too many different people  
attending same person

Big class and ethnical differences

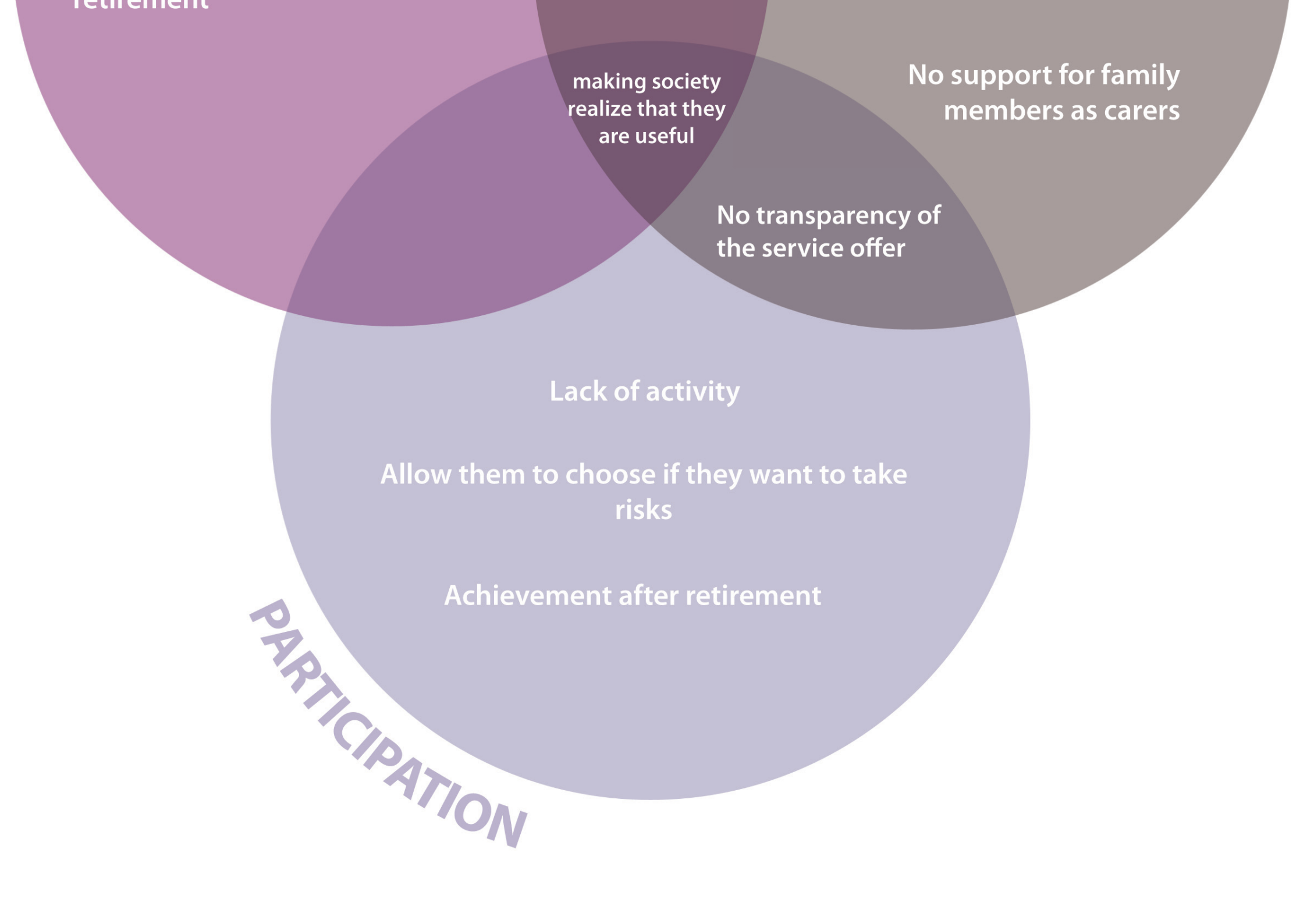
Tired of working 24/7

No support for family  
members as carers

No transparency of  
the service offer

« People are afraid  
of older peoples »

making society  
realize that they  
are useful



What's next ?

# What's next ?

## EDUCATION

Propose educational services, that prepare people for older life, as well as their family members, which become carers. How to deal with the older live/illnesses of older life in advance.

## RELATIONSHIP

Try to increase the relationship within the community and with the service providers, in order to have more people taking care of others.

## PARTICIPATION

Promote the participation of the elderly in the society and enable them to be active / give-and-take mentality