Social Care TV:

Personalisation for Older People: Living at Home

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Transcript:

[Music]

Anne: I've had a really interesting life in as much as I spent most of my child and teenage years in hospitals. Since I, erm, started to look at older people's issues, I've become, I think quite well known really in the field and, er, so my name is passed to different people who may want to consult with me on particular issues. I worked voluntarily for many, many years until I realised that the work I was doing was certainly equal to many paid professionals.

[telephone ringing]

Anne: Anne McFarlane. Yes. Oh, hello.

Anne: The classic story is the day that I arrived at the Job Centre to say that I wanted to come off, er, the benefits I was on and I was going to set up my own consultancy, erm, the person at the Job Centre said that was absolutely impossible, that I could never come off benefits, that I was no longer fit to work and she got so exasperated with me, because I wouldn't go away and in the end, in desperation, she said "perhaps you could go and talk to somebody called Anne MacFarlane".

Anne: Just get my coat on here.

Carer: Would you like your shawl on?

Anne: Today, I'm due to go to a meeting of experts in the Health and Social Care Field where I'm going to be speaking on behalf of service users. When I was the recipient of traditional services, life was quite a nightmare. It was so demeaning really, because I had to wait in the mornings for someone to get me up. I could be in my night clothes still at eleven o'clock in the morning and, you know, it's obvious that with a system that's so erratic, there's no hope of having a, a chosen lifestyle. You just can't do it. When I took on direct payments, the most exciting thing that, that changed for me was the very, very simple, basic things in life, like getting up at the time I

wanted to get up in the morning and going to bed when I wanted to go to bed, having somebody to prepare my meals, having somebody to, erm, drive my vehicle. I was then able to start work and gain paid employment, because of course, there was no way I could go into paid employment with the traditional services because I wouldn't guarantee that I could get up in time. In terms of public transport, five years ago and before, it just … it really wasn't accessible to me and of course, it hasn't been that long since I did my train travelling in guards vans and er, I remember one trip I took in, in November where I actually thought I was going to freeze to death because there was no heating in the guards vans and you travelled, you know, with fish and flowers and chickens and you felt less than human.

Anne: (getting into lift) Hello. Good morning. How are you?

Man: Fine. And you?

Anne: Yes, thank you. Personalisation means, for me, that I want to be able to stay living in my own home. I want to be able to access every kind of public transport. I guess it's really about the ordinary, to be honest. It's about the things that everybody … well, not everybody but, you know, people choose to do and if that … what I choose to do is not very different from other people. Thank you.

Man: Alright?

Anne: Yeah. Thank you very much. Thanks.

Anne: (at meeting) Well, good afternoon everybody. So, what people want in their lives based on research done by the Older People's Programme is they want meaningful relationships, personalised support and care and meaningful daily and community life. (writing on board)

Anne: The fear I have, becoming older, is that my needs are likely to increase and the one thing that I would absolutely loathe would be to have to go into a residential setting because I've spent so many years of my life in, er hospital and residential settings.

Anne: We do know what makes our lives good: all of us, and we want to keep it that way. Thank you very much.

Anne: It's very hard for me to think of myself as an older person because you have to remember that I had about twenty-five years cut off of my life at the beginning, so sometimes I feel like a bit of a reckless teenager really. You know, one can't change oneself just because the years roll on.

[End of Recording]