



Audit tool for achieving age equality in health and social care

A.2: Leadership and managing change

A.2.1: Effective partnership working

RED

There is no shared understanding of age discrimination or age equality within and across organisations, agencies, sectors, groups and communities.

AMBER

There is a shared vision, values and principles of age equality across local health, social care and wider partnerships (e.g. through the theme group of the Local Strategic Partnership and forums on ageing) but little tangible action has taken place.

GREEN

Commissioners, delivery partners and local community, user and interest groups share the same expectations and understanding about what will be achieved from resources allocated across different service areas; how contractual arrangements are used to achieve age equality and address age discrimination. These shared views are leading to specific actions and improvements.

A.2.2: Developing a shared vision

RED

There is no shared ethos or statements that capture what local services, organisations and the system as a whole is trying to achieve with regards to age equality and ending age discrimination. Local interest and community groups are not engaged and feel distant from organisational/system leadership and decision making processes.

AMBER

Chief officers, elected members, directors, staff, service users and local interest groups share a common understanding of age equality, but this has not been translated into tangible action plans to end age discrimination

GREEN

Leaders at all levels of health and social care organisations are working together to create a culture of age equality:

- They demonstrate core values and set an example of what it means to be age aware/age equal;
- They are determined to end discrimination on the basis of age; and
- Age equality is seen alongside other inequalities including socio-economic deprivation

A.2.3: Achieving cultural and structural change

RED

Local leaders do not have an understanding of the need to achieve age equality, and consequently there is no common understanding of what is involved in achieving cultural and structural change in order to develop and deliver age equal services

AMBER

Awareness, involvement and ownership of staff, service user and other expert groups (in developing and delivering age equal services) is growing, and there are tangible examples of plans, policies and practices for addressing structural and cultural changes necessary to achieve age equality.

GREEN

'Equality alliances' involving statutory and non statutory agencies, service users, carers, community and faith groups and the media, are forming to share what works in delivering age equality and to continually challenge and improve local and individual experiences.

A.2.4: Integration and coordination of health and social care

RED

Health and social care services are commissioned, funded and delivered by separate agencies and departments; and organised on the basis of client groups largely determined by age.

AMBER

Joint working is evidence in/across a number of services and settings which demonstrate high quality outcomes for service users and the system (e.g. hospital discharge, intermediate and reablement services). These examples are not consistently embedded across all services and interventions or for all groups and rarely address age discrimination.

GREEN

Integrated health and social care services and practices (e.g. single assessment processes) enable equal and easy access to local services for people of all ages - ensuring treatment and support is timely and responsive with effective joint working and communication across departments, agencies and sectors.

A.2.5: Personalised services and support

RED

Options for support are predominantly institutional and buildings based in nature, with care/support packages based on a limited menu of pre-determined service options/solutions typically provided through block contracts with specified providers.

AMBER

Plans are in place to ensure that people of all ages have choice and control over their social care funding and personal support.

GREEN

People of all ages can access the support they want and need, with particular attention to the following areas:

- Equal access to personal budgets
- Person centred support planning
- Universal access to information, advice and advocacy
- User led and peer support
- A wide range of flexible options for support.