

TRENDING ELDERS

Quarterly
survey
#3



September-
December
2023

RESULTS SNAPSHOT

- 9 Survey responses
- 8 Organisations represented
- 4 Prominent issues raised

QUOTE OF THE QUARTER

"One lady was hit with a huge energy bill due to her having an immersion heater. When the energy prices rose, her supplier contacted her and told her she was over £1000 in debt and that they would increase her monthly direct debit to £400. Mrs E is in her 90s and widowed; her only income is her state pension. This increase meant that nearly half of her income would be spent on energy bills. She had resorted to turning her hot water and heating off completely and just boiling her kettle to get a wash.."

ISSUES

DETAILS

Cost of living

The cost of living crisis has seen increases in price of both food and fuel. It continues to be the driving force behind many other issues and organisations are frequently seeing service users refusing to heat their homes.

Access to healthcare

It has been reported that issues surrounding healthcare are on the rise. Difficulties in getting GP appointments continue due to unavailability or a shift towards technology-focused appointment systems. In addition, people are being released from hospitals without a proper care package for their new needs.

Public transport

Public transport continues to prove inaccessible for people not living within the city centre and unreliable in all forms. It has also been noted that taxi services have transferred to the same structure as Uber so drivers are opting for more 'attractive' jobs.

Digital inclusion

This has become more severe as more banks close down, leaving people with health and mobility issues without access to their own money.

WHAT ARE OUR MEMBERS FACING?

"A shortage of carers as 'care' is not sold as a career choice. The pay does not reflect the responsibility of the job: administration of medication and emotional wellbeing of the person."

Anonymous

"Older people can't access their money as they don't do online banking and don't have the health or mobility to travel to the branches that are still open."

OPAL

"We have an account with two different taxi firms and book online, but there is no guarantee that taxis will pick up. They all seem to be moving to an Uber-type system where drivers pick and choose, and I think because a lot of our trips are short distances and are older people with various accompanying issues, they are less attractive to drivers."

MAECare

"Cohens pharmacy are stopping prescription delivery service. We have started receiving calls from older people struggling to get their medication."

OPAL

Trending elders is LOPF's quarterly survey of members, through which we gather up-to-date intelligence on the issues affecting older people in Leeds.

It's an important tool for increasing the collective voice of our members, and the older people they work with. We can use quarterly reports to:

- **increase our own understanding of what's going on**
- **brief politicians and media**
- **influence commissioners and funders**

Use your voice!

Please become a regular respondent to Trending Elders. We ask just three regular questions in an online survey, making it very quick to do.

Please contact jenni@opforum.org.uk if you would like to help amplify our collective voice.

Thank you to all our respondents this quarter.