



INTEGRATED CARE FOR OLDER PEOPLE

**SOCIAL CARE AND
SUPPORT**

Learning Objectives

By the end of this module, you will be able to:

- Present how to assess social care needs
- Explain the care pathways to offer social care and support.
- Identify signs and behaviors in older adults, caregivers, or family members that may suggest potential abuse of the older person.



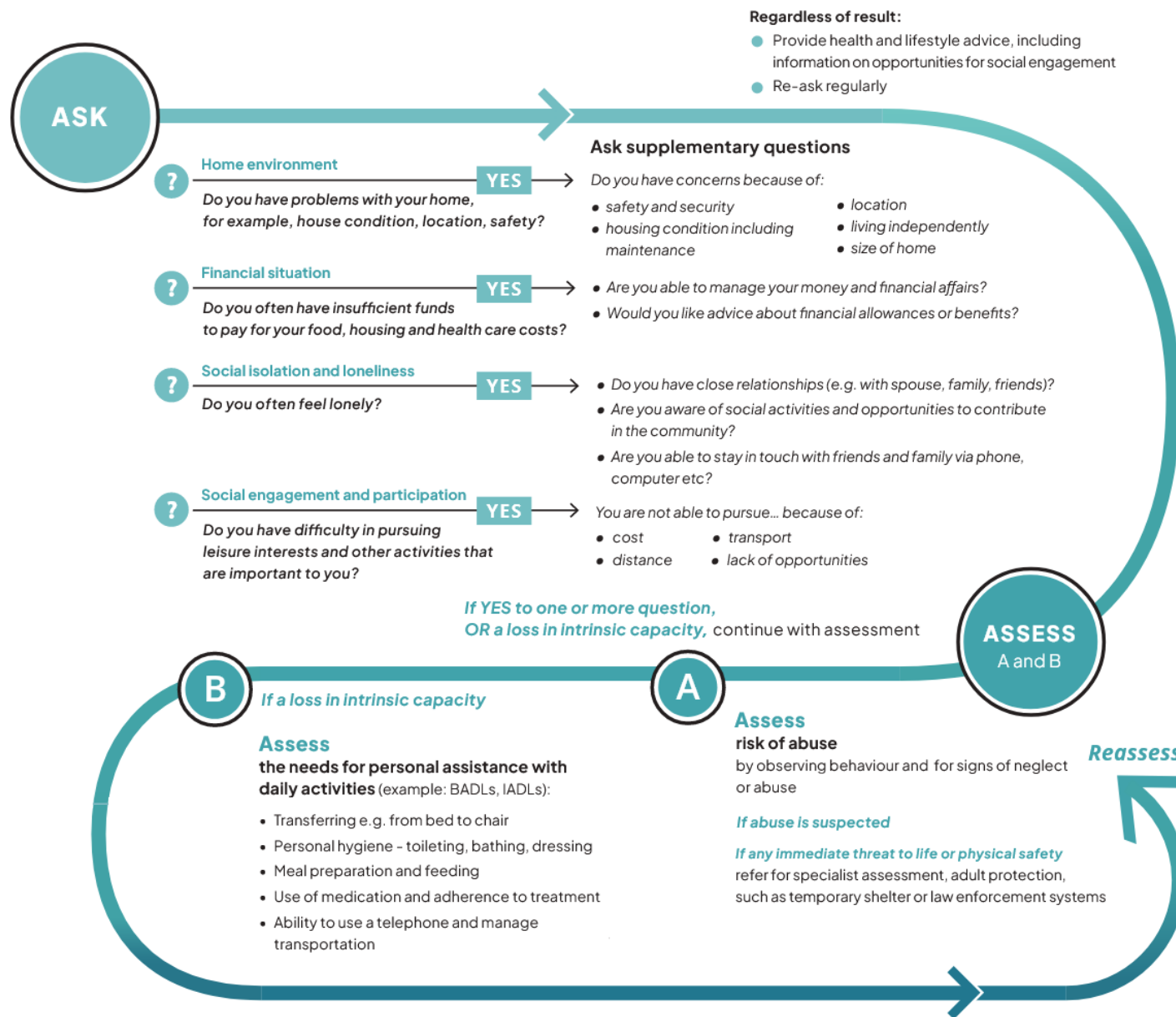


Ensuring Dignity Through Social Care and Support

- Older individuals may need social care and support at times to live meaningful and dignified lives. This need can arise regardless of their intrinsic capacity and may change over time.
- People with significant loss of intrinsic capacity often rely on others for care, support, and assistance to uphold their dignity.
- Access to social care and support is essential for leading a dignified and meaningful life.
- Social care and support include help with daily activities, meaningful engagement, reducing isolation, financial stability, stable housing and protection from abuse.
- Identifying these needs may involve consulting a trusted person, especially if cognitive impairment is present.



Care pathway to provide social care and support





Assess and manage social support needs

Always assess and manage social support needs

Regardless of intrinsic capacity and functional ability, assess social support needs.



Home environment
(e.g., place's size,
access, condition,
safety, security)



Financial situation
(e.g., sufficient
money to meet
basic needs)



Social isolation
and loneliness
(e.g. propose an
increase in social
contacts, clubs,
pet animals, etc.)



Social
engagement and
participation
(e.g., leisure
activities, spiritual
activities, etc.)



Elder abuse
(check the
behaviour of the
older person, the
behaviour of
his/her caregivers,
or signs of physical
abuse)



Assessment of social care and support needs

A person's specific needs for personal care and assistance will depend on how to compensate for their loss of intrinsic capacity in order to optimize their functional ability, alongside their preferences, choices and goals.

The in-depth assessment should determine the ability of the individual to complete basic and instrumental activities of daily living (e.g., ADLs, IADLs).

Examples of domains to assess:

- *Transferring*
- *Personal hygiene*
- *Meal preparation and feeding*
- *Use of medication*
- *Ability to use a telephone and manage transportation*





Observational cues for potential abuse

Behaviour of the Older Person

- Appears to be afraid of a relative or a carer.
- Hesitates to answer or shows anxiety when responding to the carer or relative.
- Exhibits changes in behaviour in the presence of the carer or relative.
- Describes the carer using terms such as *strong-willed, often tired, bad-tempered, irritable, very anxious, highly stressed, or loses temper very easily*.
- Displays exaggerated respect or deference towards the carer.





Observational cues for potential abuse

Behaviour of the Carer or Relative

- Hinders communication between staff and the older person.
- Interrupts assessments by repeatedly entering the room.
- Insists on answering questions meant for the older person.
- Creates obstacles to providing home assistance to the person.
- Expresses dissatisfaction with caregiving responsibilities.
- Attempts to portray the older person as “crazy” or unreliable without justification.
- Displays hostility, fatigue or impatience during the interview.

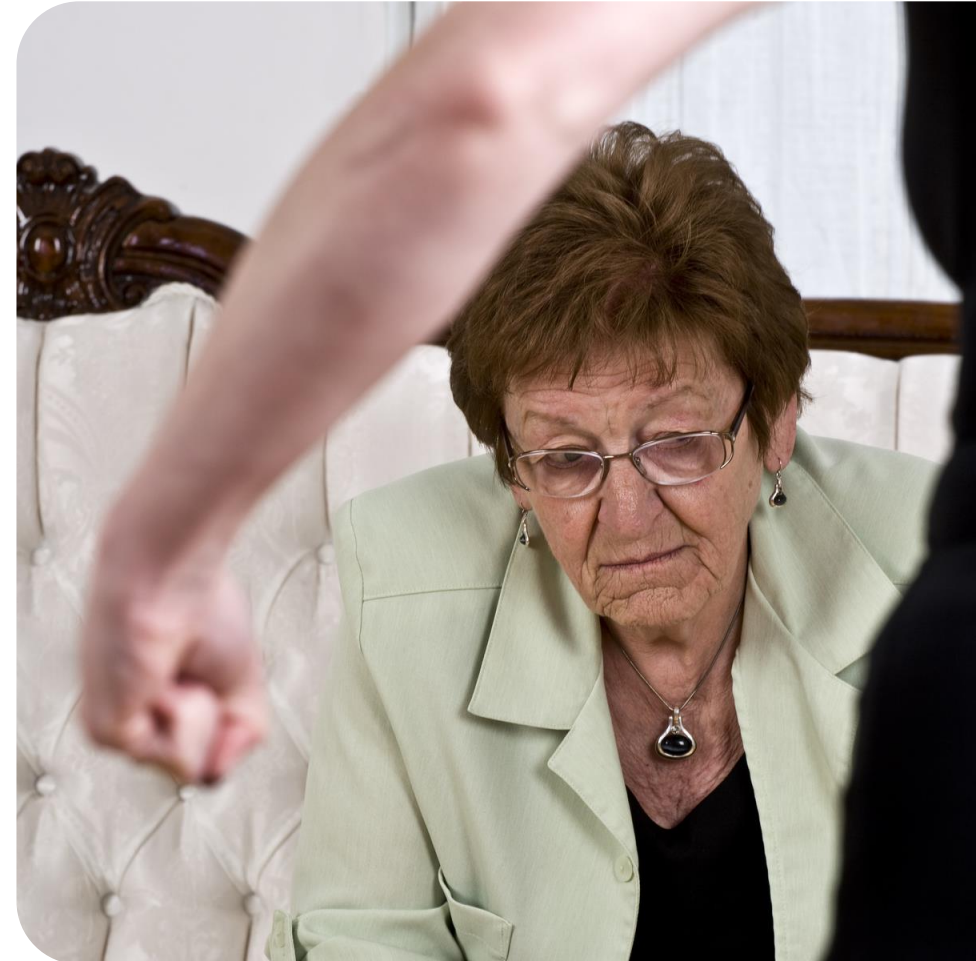




Observational cues for potential abuse

Neglect and physical abuse

- Malnutrition, dehydration, pressure sores.
- Poor body and oral hygiene.
- Dirty, severely worn clothing.
- Delay between the onset of illness and seeking medical attention.
- Injuries.
- Bruising that has the shape of fingers, indicating rough handling.
- Improper use of medications, whether underuse or overuse.





When Specialised Knowledge is Needed

Social care and support involve many sectors in addition to health, which can provide services for:

- **Housing.** Home adaptation or repair, access to these services, or legal advice in relation to disputes.
- **Financing.** Financial support and provision of financial advice.
- **Legal protection.** Assessment of the need for delegation of financial and health care decision-making.
- **Advising.** Support for employment, education, volunteering opportunities, support groups and rights.
- **Protection.** Assessment of the risk of abuse and provision of protection and law enforcement.
- **LTC services.** Assessment of eligibility for and provision of formal LTC services.
- **Assistive devices.** Assessment of the need for assistive products, ensuring access and providing advice.

Summary

- Health workers and community stakeholders should identify the needs for social support of older people.
- Collaboration across sectors like social services, long-term care, and legal services is essential.
- Personal assistance to accomplish tasks of daily living may be necessary for older people with significant loss of intrinsic capacity.
- Primary care workers and community stakeholders must observe and address signs of abuse and neglect.
- Community stakeholders play a key role in providing social care and organising home-based care and activities.



References

Abuse of older people. World Health Organization (Geneva, Switzerland).
<https://www.who.int/news-room/fact-sheets/detail/abuse-of-older-people>.

Long-term care for older people: package for universal health coverage. World Health Organization (Geneva, Switzerland), 2024.
<https://iris.who.int/handle/10665/376585>.

A toolkit on how to implement social prescribing. WHO Regional Office for the Western Pacific (Manila, Philippines), 2022.
<https://iris.who.int/handle/10665/354456>.