



# Ageing, social work and citizenship

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# Why social work?

- Why do you need social work as part of creating age-friendly cities?
  - The critique:
    - Social work and social care services are not understood and accepted, stigmatizing and ghettoising; psychotherapeutic in character
    - Social care services are only necessary for a minority
    - Social work was developed as a response to poverty and social exclusion
    - Healthcare is the major priority for older people
    - Effective housing, planning, appropriate economic provision, transport are non-stigmatising, liberating provision.
  - The argument:
    - Social work facilitates personalized age-friendly practice within in 'place'; where older people live

# An age-friendly city story: travel to the bus



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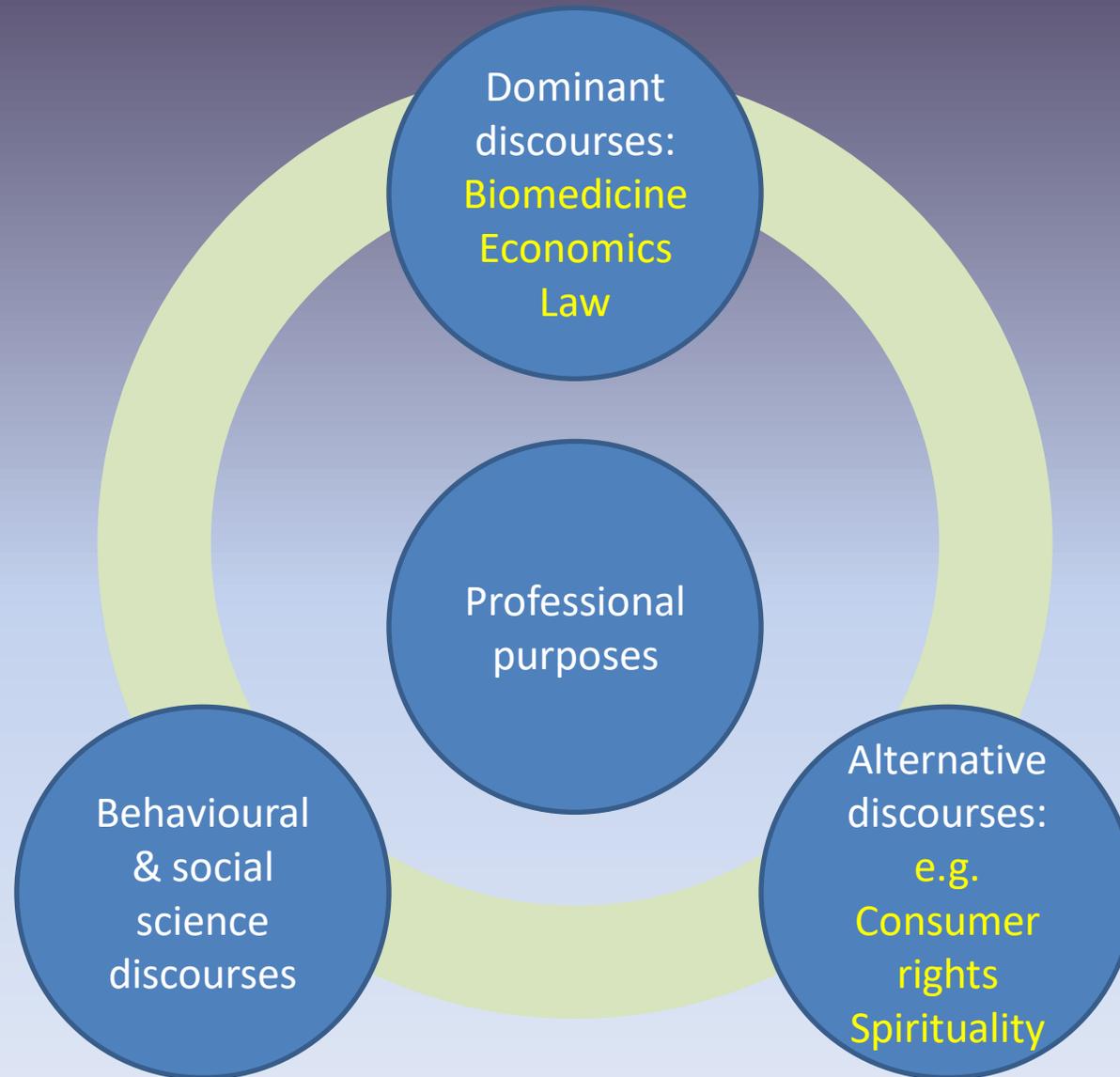


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# Implications for social work with older people?



# Social work and implementing age-friendly policies

- Social 'labour' – the work people do to maintain social relations *cf* emotional labour
- Social relations – patterns of relationships between people
- Social institutions – social structures forming organisations in place
- Social cohesion – *informal* social policing role

# Four important social works

- *Social work*: a practice where interpersonal skills are used with individuals, families and small groups to resolve interpersonal and social relationship problems, with a 'liberation for well-being' objective (American psychotherapeutic, mental health).
- *Social assistance, social care*: services where social work disciplines lead the provision of services focusing on the social cohesion objective of social work, often as part of public welfare provision (European social model, service provision, corporatist, welfare state).
- *Social pedagogy, social education, cultural education*: social work disciplines that focus on the education and personal development of people who are disadvantaged or oppressed by social injustice to achieve the 'liberation through well-being' objective within a supportive social milieu (Central European, German, Polish, French).
- *Social development*: concentrates on the social change objective of social work: focus on poverty eradication, food security; health investment; education investment; gender equality; environmental sustainability (Resource-poor countries).

(Payne, 2012a)

# Social citizenship ideas and social work?

- T. H. Marshall (1949[1992])
  - civil rights to legal protection of their freedoms and equality
  - political rights to vote, stand for election and participate in political processes
  - social rights to welfare and participation in social relations with others.
- Social citizenship is developed in social relations
  - Not only people's rights in connection with a state
  - Also, personal, political and social identity
  - Including cultural, economic, political and social characteristics

# Citizenship as process

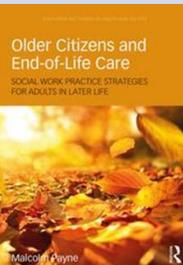
Citizenizing  
De- Citizenizing  
Re- Citizenizing

What happens to people throughout the life course

What often happens to social work clients

What we may need to achieve

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(Payne, 2017)

# Citizenship social work

- Questions the extent to which societies achieve and maintain *appropriate* social relations with older people
- Participatory view argues that we can develop a society that can achieve this through participation and active citizenship...
- ...*but* we **silence** citizens or allow them to remain silent

# Some examples

- Person-centred self-directed care
  - Cash for care policies and older people
  - Source: disabled living movement
  - Older people and their families find it less attractive
    - ‘compression of morbidity’ policy reduces timescale
    - complexity of financial management
    - lack of commitment to older people’s organisations
- Priority of biomedical concepts
- Safeguarding policy, especially financial abuse
  - Advocacy roles
  - Use of IT

# Care home 'quality of care'



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# Care home: quality of care



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# Some examples: Hello clubs



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# Some examples: Banstead day centre



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# Some examples: Macular Society support group



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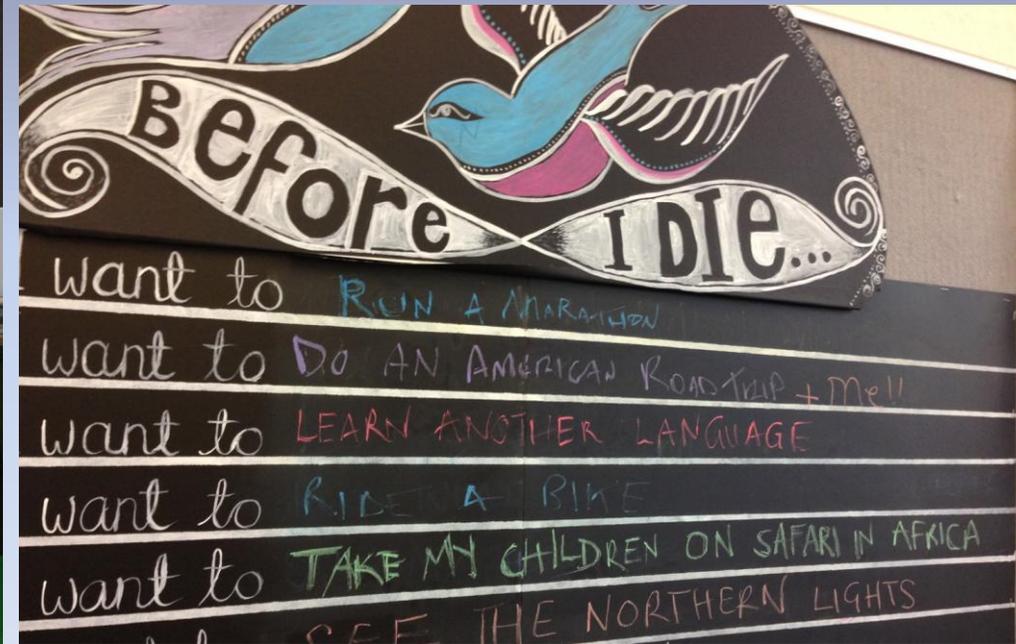
# Community palliative care: Death, dying and schools

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Some examples:

Dying Matters

Let's talk about it



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# Community palliative care: Death, dying and schools



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# Why social work in age-friendly communities?

- Social care services
  - Low awareness of social care provision
  - Complexity of generating and maintaining interlocking provision
  - Biomedical and economic policies support ageism
  - Economic policies are prevent the development of a positive policy context
- Social work can responsive, personally-tailored care

# Why citizenship social work?

- Reaction against individualisation of psychological/individual client model
- Reaction against client as consumer/service user/customer model
  - Argument that people receive quality, professional services by right as citizens rather than as 'customers'
- Reactions against the 'tyranny' of participation models
- Positive valuation of social citizenship
  - Building and recovering citizenship

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