

Consultation with Colin Scott Front Line Services Lead at Hourglass.

Held on 6 August 2026

at The Carers Centre, Falkirk

Quick recap

Sharlene provided an update of upcoming consultations, details below, please feel free to join us!

This conversation that follows is highly emotive please feel free to reach out to Sharlene if you would like to discuss any of the content.

This meeting focused on a presentation by Colin Scott from Hourglass, a charity that provides support for older people experiencing abuse. Colin discussed the definition and statistics of abuse against older people, highlighting that economic abuse accounts for nearly 50% of cases while psychological abuse affects about 25% of cases. Colin explained that abuse often occurs in the victim's home rather than in care facilities, and that family members, particularly sons and daughters, are the primary perpetrators. The presentation covered various forms of abuse including financial exploitation, neglect, and psychological harm, with particular attention to how dementia can complicate situations where abusive behaviours may be attributed to the condition rather

than the individual. Colin described Hourglass's services including a 24-7 helpline, casework support, and education for professionals. The conversation also highlighted gaps in support for younger carers and the need for better recognition of abuse beyond intimate partner relationships under Scottish law.

Older People Abuse Presentation

Colin presented on the abuse of older people, defining it using World Health Organization criteria as a single or repeated act causing harm or distress within a trusted relationship, often involving family members. Colin shared statistics showing economic abuse accounts for nearly 50% of cases while psychological abuse affects about a quarter, and physical abuse occurs in about 1 in 10 cases. The discussion included examples of various forms of abuse and their impact on older individuals and their caregivers, more details can be found on the slides below.

Abuse of Older People Discussion

Colin discussed the common misconception that abuse of older people primarily occurs in care homes, noting that most abuse happens in personal homes. Colin highlighted various potential perpetrators (perpetrators are people who cause the harm), including family members, caregivers, and professionals. Colin explained available reporting mechanisms, including reporting individual paid carers to the

Scottish Social Service Council and care companies to the Care Inspectorate, while acknowledging that meaningful action can sometimes take time to implement.

UK Abuse Perception Survey Findings

Colin discussed findings from polling data showing that one in six people in the UK don't consider pushing, beating, or hitting older people as abuse, while one in four don't see taking money from an older relative's bank account or taking precious items as abuse. Carers and professionals in the room were shocked by these findings! Colin briefly explained the differences between power of attorney and guardianship systems, noting that guardianship involves stricter controls and court processes, while power of attorney has fewer safeguards.

Abuse of Older People

Colin discussed various forms of abuse affecting older people, including physical, psychological, and financial abuse, emphasizing that **abuse is characterized by the victim's experience rather than the intent of the offender**. Colin highlighted risk factors such as social isolation, dependence on others, and lack of familiarity with financial matters, particularly in an increasingly digital world. Colin noted that abuse of older people is often underreported.

Carer Challenges in Scotland

Colin discussed challenges faced by Carers, particularly those experiencing abuse from the individuals they care for, highlighting the complex barriers to seeking support, these include, fear, shame, and lack of support systems. Colin explained that in Scotland, domestic abuse is legally defined only as intimate partner abuse, which limits protection for Carers in other relationships, unlike the broader definition in the rest of the UK.

Abuse Support and Prevention Discussion

Colin and Sharlene discussed the importance of normalizing conversations about abuse and emphasized the need for support systems to address such issues. Discussions in the room highlighted the challenges faced, in seeking help and support. Carers in the room appreciate the new knowledge that they have about this service (no-one in the room had heard of Hourglass), however parent Carers and Carers of people living with drug and alcohol dependency highlighted that there are no similar supports for them. Colin mentioned improvements in measures available for protecting victims in recent years, including options for restraining orders and support services.

Hourglass Abuse Services Presentation

Colin presented information about Hourglass's services for older people experiencing abuse, including their 24/7 helpline, instant messenger, and casework support, calls are not identifiable on your phone bill. Colin discussed the challenges of extending domestic abuse legislation to cover wider relationships and the impact this has on families.

Domestic Abuse and Support Services

Colin explained that domestic abuse typically serves as an aggravator in criminal cases, leading to harsher sentencing rather than being a standalone crime. Colin discussed work in raising awareness about domestic abuse and educating other professionals, Colin also emphasized the importance of collaboration between different services, including statutory bodies like local authorities, Adult Support and Protection and third sector agencies like Hourglass.

Carer Support Services Discussion

Sharlene discussed the need for specialized services similar to Hourglass to support Carers who are caring for those with drug and alcohol dependency, and people who are caring for children who are causing harm to the Carer, discussion in the room highlighted gaps in current support systems.

Colin explained the legal framework in Scotland, including the Carers Scotland Act 2016 and the Adult Support and Protection Act, which provide mechanisms for supporting Carers and adults at risk. Colin emphasised the importance of Carers completing their adult carer support plan and reviewing this when any significant changes occur.

Colin went on to discuss respite and although this is not the solution it can give Carers time away from this behaviour. Carers where there are drug and alcohol dependency highlighted that they do not get respite. Colin went on to discuss patterns of behaviours and the importance of thinking about when unwanted behaviours are happening, ie someone with dementia starts to shout and swear at the Carer when they are trying to help them into the shower, if the shouting always happens at this time is there a reason for this, could a family member or paid Carer provide support at this time instead (these are the conversations the Hourglass support team can have with you).

A Carer in the room asked if it would be helpful for Carers to note what time and where these behaviours are happening and provide this to specialist dementia workers/social work team/other professionals, and Colin said that this would be very helpful. Hourglass can also support with safety planning as most people choose to stay with the person that they care for, this planning can help the Carer to stay safe.

Colin finished the discussion by outlining potential supports, including Hourglass services and adult support and protection teams. Colin emphasized that **any abuse is not acceptable and not the victim's fault.**

Carers Views/Comments.

A few Carers spoke about the challenges around managing finances for the person that they care for, this is particularly challenging for people where they have lost capacity.

A Carer when supporting their cared for person to report a crime, spoke about the need for more specialist supporting police officers to assist adults who have learning difficulties. This Carer said one staff member was “very good” with the cared for person where the other was very authoritative, this made the person ask, “have I did something wrong”.

A Carer shared specific examples of neglect from a service who was commissioned to provide care, this Carer highlightedfailure to follow information in the care pack, not providing medication and paid staff not staying for the allocated time, this experience has been reported to social work services.

Another Carer highlighted issues with a care provider, including instances of paid carers not providing proper care due to tight schedules.

A professional shared a personal experience of inappropriate treatment of in a care home, which resulted in the paid staff's immediate dismissal.

Carers in the room spoke about the shame that some Carers may feel admitting that someone you live with/care about is causing harm.

Fear was another theme, as was worrying about the consequences of speaking out for both the Carer and the person that they care for.

A Carer shared their experience of using the cared for persons bank card to get money to purchase shopping for them, the cared for person's bank took the card and explained to the Carer that they could not use this as they did not have power of attorney, this was very difficult for the Carer as they had this agreement with the cared for person for many years prior to them losing capacity.

Hourglasses Slides are at the bottom of this presentation, where you can also find information about contacting them for support 😊

You can view the slides from the day here: <https://centralcarers.org/wp-content/uploads/2026/08/Hourglass-Consultation-Aug-2026.pptx>

Other Consultation Opportunities

Carers Strategy Link to Contribute

- Falkirk Health and Social Care Partnership are developing a new Falkirk Carers Strategy. Your feedback will help shape the final strategy and how we measure progress over the coming years.

Consultations for
carers to share their
views with external
organisations

FOR

FALKIRK
CARERS

- Please follow the link to share your views: [Falkirk Carers Strategy | Participate+](#)
- The consultation will be open until **Sunday 13 September 2026**.

Upcoming Consultations in the Carers Centre

Thursday 13 Aug from 1pm to 3pm.

- Gordon MacKenzie Localities Service Lead for Falkirk's Health and Social Care Partnership (HSCP) will be joining us to let us know more about changes and updates that are being made regarding the upcoming respite review. We hope you can join us!

Thursday 20 August from 1:30-3:30.

- Kara Connor is the Primary Care Mental Health Team Leader from Falkirk Community Hospital. Kara is looking to hear your views and experiences and will tell us more about the services that their team provide and how you can access these.

Monday 24 August Carers Voice 10-12 and drop in from HSCP during this session.

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- Falkirk Health and Social Care Partnership are looking for feedback on their new Strategic Plan and Falkirk Carers Strategy. There will be a drop-in session in the Carers Centre on Monday 24 August, 11-1pm. Come along at any time to learn more about the proposed priorities and share your views.”

Tuesday the 20th of October NHS Chief Executive and Nurse Director

- So happy to say that Ross and Karen will return to see us all from (1pm-3pm), an invite will follow closer to the time.

Hopefully see you at a consultation soon 😊 Warmest Wishes Sharlene