



Self-directed Support implementation plan 2016-18

The fundamental principles of Self Directed Support are choice and control and there are 5 principles that guide the process:

1. Involvement
2. Information and Choice
3. Collaboration – working together
4. Dignity
5. A right to take part in the life of the community

The **values** include: Respect; Fairness; Independence; Freedom, and Safety.

Launched in December 2016, the Self-directed Support National Implementation Plan for 2016-2018 marks phase 3 of the 10 year Self-directed Support Strategy.

The priority for 2016-2018 is to consolidate the learning from innovative practice and the application of guidance; and to embed Self-directed Support as Scotland's mainstream approach to social care.

To ensure the ethos and process of SDS is embedded into the everyday practice, a number of operational staff have been nominated to take on an SDS Champions role for their individual teams. In this way teams are able to access support from personnel who are close to them both geographically and operationally as well as specialist input when required, SDS Champions are now working across teams to support their colleagues.

Lindsey Flockhart has recently been appointed to the lead Social Worker role in Aberdeenshire and Sheena Thomson is now Strategic Development Officer (SDS). Sheena continues to be a key link between Aberdeenshire Council, Scottish Government and national networks in relation to SDS and ILF, taking a lead role in local implementation of the national work plans for SDS for 2016-2018.

Support Planning

Cornerstone SDS continues to provide independent SDS support services, including employment law.

A short pilot, to increase the use of the Cornerstone SDS Information and advice support planning service involved fourteen referrals and feedback is currently being evaluated.

Cornerstone SDS Aberdeenshire

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Information Network

An information group set up initially by Cornerstone SDS to collect information to help people identify activities and support they could access with a personal budget has changed to be an information sharing networking. Representatives from a number of organisations meet once every two months to exchange ideas and useful links to information. The next meeting is planned for Thursday 31 August 2017.

Laura Hendry is now a team leader and her replacement as Resource Mapping Project Coordinator is Hannah Reynolds. Hannah is based at the Cornerstone SDS Inverurie office and continues to build on the database of resources that are available. Practitioners, supported people and carers can contact Hannah
Tel: 01467 530525 Email: hannah.reynolds@cornerstonesds.org.uk

SDS Service User Reference Group

SDS Reference group members have reflected on the development of the SDS Pathway from a service user perspective. Meeting notes record what they understand is working and areas where improvements could be made. Following on from some of these discussions, representatives have been invited to meet with local SDS Champions to discuss some of the issues raised.



Discussions at meetings regularly highlight the need for information on services and opportunities. Being able to get out and about is very important to quality of life and this can become harder and harder as mobility fails or because incontinence means you worry about the availability of public toilets. This led to the group agreeing a simple guide to sources of information about where people can access toilets in their community. In addition to an Access to Toilet guide, information about benefits, an understanding of capital thresholds and information on travel concessions schemes are further ideas for information leaflets.

Representatives of the Service User Steering group continue to contribute to the SDS Support Services steering group and have also been involved in the demonstration of pre-payment cards. Under a payment card system, the service user is issued with a debit card account, which the Local Authority will make payment(s) to. The service user can use the account to purchase their care and support as they would with their own bank account. A Payment Card Working group has been in effect for some time now, which includes membership from relevant services in Aberdeenshire, as well as service user representation. The group will continue to be involved as the project progresses. The project is in the early stages at the moment. However, there will be communication with staff, service users and relevant organisations as the project progresses.

Turn 2 Us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services. Grampian Opportunities, Quarriers and Aberdeen Action on Disability met together to benefit from training on the use of the free and easy-to-use Benefits Calculator and Grants Search tools which can help people check what they might be able to claim or apply for. <https://www.turn2us.org.uk>

For more information or support to use the website, please contact Grampian Opportunities Tel: 01467 629675 or Email: info@grampianopportunities.org.uk

How Self-directed Support applies to different groups

Providers and Personalisation (P&P) have published a new guide to Self-directed Support (SDS). The briefing outlines the duties in the Act and the statutory guidance and explains how SDS should apply to different groups including people who are homeless, people with convictions, children and young people. The guide also highlights the role of commissioning in supporting sustainability for different types of support and services under SDS.

<http://www.ccpscotland.org/pp/wp-content/uploads/sites/3/2017/03/Guide-to-SDS-Act-and-how-it-applies-to-different-groups-and-services-2017.pdf>



Scotland's House of Care Learning Model



The House of Care provides a simple visual model of a house built around collaborative care planning conversations between people and their health care professionals, which then organises care and support around what matters to people and their carers, rooted in the assets of local communities. So it is a way of making Health Care more personalised, enabling, promotes user choice and control, is delivered in partnership with people receiving health care and supports people to be more connected with their local communities.

The approach has been shown to:

- Support self management, putting people in the driving seat of their care
- Improve the coordination of care around each person's needs
- Improve both personal and health outcomes for individuals
- Improve health service use
- Improve the care experience of both people and their professionals.

You can find out more on the website: <https://houseofcare.wordpress.com/>

What Matters to You: Promoting good conversations

ASK what matters - LISTEN to what matters – DO what matters



‘What matters to you?’ day, held this year on 6 June aimed to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care. The ‘What matters to you?’ question can be asked in different ways, eg:

“What are the things that are important to you at the moment?” “What are some of the things you would like to achieve as a result of this support?”

“When you have a good day, what are the things that make it good?”

Better Conversations

Why is it important to have Better Conversations?

e-learning resource

Use this new interactive e-learning resource to:

- Reflect on your own conversational style - service led or person centred?
- Understand how to set and measure outcomes
- Recognise that each person has their own individual assets/supports in their own lives
- Learn how you can enable people to be actively involved in decisions that affect their own health and wellbeing.

To access the resource go to www.sskss.org.uk/selfdirectedsupport

This new short, interactive e-learning resource introduces "Jessica" and demonstrates how differing conversations between Jessica and her social care assessor have a big impact on her quality of life. The resource encourages social care staff to reflect on their own conversational style and to consider what is important to Jessica.

The resource has been developed in partnership with SSSC, Dumfries & Galloway HSCP, Renfrewshire HSCP and Scottish Personal Assistant Employers Network (SPAEN). A guide for facilitators is also being developed so that the resource can be used in a team setting.

<https://learn.nes.nhs.scot/1482/elearning-digital/better-conversations>

Making it easy to understand social care funded support

Discussion at the service user reference group highlights the importance of practitioners taking the time to check that people have understood what Self Directed support means for them. Clear guidelines on how a personal budget can be used and understanding of next steps relies on good communication.

www.healthliteracyplace.org.uk

<p>For more information on how you can make it easy...</p> <ul style="list-style-type: none"> Health Literacy Communication Tools: www.healthliteracyplace.org.uk Self-directed Support: www.sks.org.uk/selfdirectedsupport Practical Examples Ayrshire Independent Living Network: www.aaln.org.uk 	<p>Use examples of how other people in similar situations have used their funded support...</p> <p>Chloe has muscular dystrophy. It was important for her to have more personalised support without managing a budget. She wanted to get to know the people looking after her so asked a local provider to give her continuity of care. The provider gave Chloe a core team of 3 carers. Chloe has got to know them very well and they support her to go out to cafes and socialise like everyone else.</p> 	<p>Remember...</p> <p>Check a person's understanding using tools such as Teach Back, as you can't tell that someone has understood simply by looking.</p> <p>We want Scotland to be a health literate society which enables all of us to have sufficient knowledge, understanding and skills to live well, on our own terms and with any health condition we may have.</p>	 <p>Making it easy to understand social care funded support</p> <p>www.healthliteracyplace.org.uk www.sks.org.uk/selfdirectedsupport</p>
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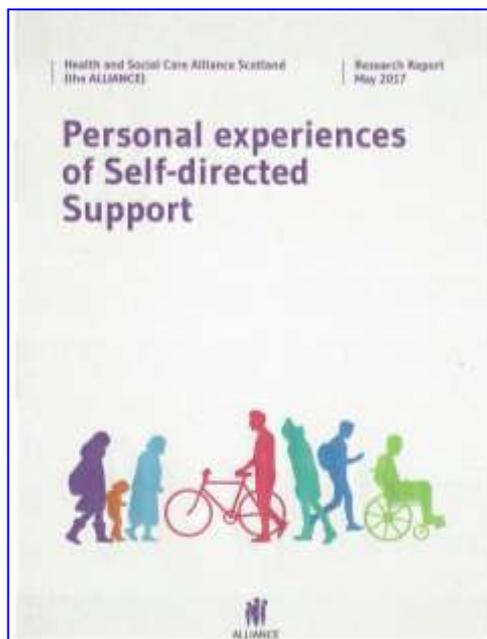
<p>You can help people to understand by using simple language and avoiding jargon...</p> <p>Instead of "Eligibility Criteria" use "whether or not you qualify for support"</p>	<p>When using forms...</p> <p>Always offer help to fill them in.</p> <p>Don't assume a person can read or write.</p> 	<p>Chunk and Check...</p> <p>Break what you need to discuss into small chunks, checking understanding as you go.</p> 	<p>Use examples of how other people in similar situations have used their funded support...</p> <p>John has memory issues. He used part of his funding to buy a photo button adapted telephone to help him stay in touch with his family.</p> 
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<p>Make sure the person understands...</p> <p>This is their chance to think about how they would like to be supported.</p> <ul style="list-style-type: none"> Ask what is important to them Get people to think about the benefits of each option If possible, give them or their carers the monetary value of their support. <p>You have £x towards your support</p>	<p>Use examples of how other people in similar situations have used their funded support...</p> <p>Alison's son, Ian, has difficulties communicating with his peers and accessing community activities. He was becoming increasingly isolated. With part of his funding, Alison was able to get him a puppy. When Ian uses his computer, the dog lies under the desk and he rubs his feet in the dog's hair which is very calming and relaxing for him. He is now walking the dog and getting outside.</p> 	<p>Teach Back...</p> <p>Check that you have communicated effectively by asking the person to explain in their own words what has been discussed, the options that are available and what it means to them.</p> <p>Teach</p> <p>Back</p>	<p>Make sure the person understands...</p> <ul style="list-style-type: none"> What happens next Where to go if they are not eligible for funded support e.g. community link worker, library Where to go if they would like support from an advocacy organisation. <p>Explain that "An Advocate is someone who can speak on your behalf so that your views are heard"</p>
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<p>The way social care support is delivered is changing...</p> <p>The Social Care (Self-directed Support) (Scotland) Act 2013 gives people more choice and control over how they would like their support arranged.</p> <p>The Act places a duty on councils to offer people four choices as to how they receive their social care support. These are referred to as options.</p>	<p>The four options...</p> <p>Option 1: The council pay money directly to the person and they arrange their own support, for example by employing a Personal Assistant.</p> <p>Option 2: The council or a care provider look after the money but the person is in charge of how it is spent.</p> <p>Option 3: The person asks the council to choose and arrange the support.</p> <p>Option 4: A mix of these options.</p>	<p>These changes to the delivery of social care support create new choices for people, which some may find confusing.</p> <p>We need to make sure that we are communicating these options effectively and helping people to make the best decision for them, based on their situation.</p> <p>People need to be supported to have the skills, knowledge and confidence to use the information they have to help them make decisions.</p>	<p>Why is it important for people to understand their options?</p> <ul style="list-style-type: none"> 44% using social care support had heard about SDS* 75% chose option 3 council services** 33% had not had all options explained to them* 34% did not feel they understood options well enough to decide what they wanted.* <p><small>* SDS Scotland User Experience Survey 'What People Said', June 2014 ** Scottish Government SDS Scotland 2014-2015 (Data under Development)</small></p>
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Personal Experiences of Self-Directed Support

The ALLIANCE recently published a study titled “Personal Experiences of Self Directed Support”.



It's encouraging that some of the study respondents have a positive tale to tell and have been able to use their budgets to do a range of things.

For some, the intended transformation of social care through SDS has never really happened, with uncertainty over the choices supported people have when they are making purchases with a direct payment - even where the intended expenditure would clearly lead to a more positive outcome.

The ALLIANCE is concerned that SDS is not being implemented according to its underlying rights-based values and principles and makes a number of recommendations:

They recommend that a focused and systematic response is developed involving the Scottish Government, Local Authorities, the third sector, people accessing services, unpaid carers and other relevant stakeholders.

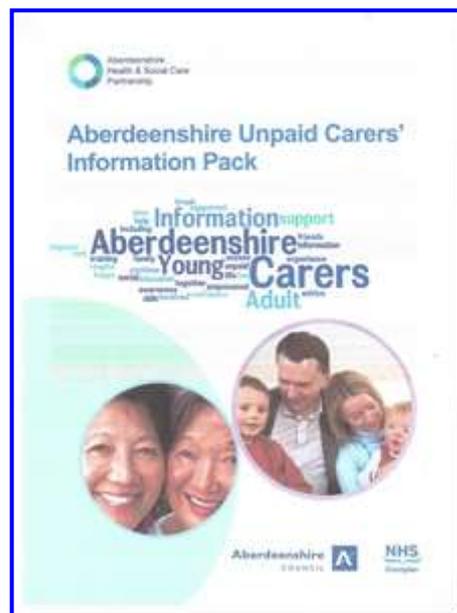
SDS information and support needs to be more readily available and accessible in health settings like GP practices and hospitals, and through Allied Health Professionals. Substantial investment in and promotion of local advice and independent advocacy provision must be made to support people during the SDS assessment process.

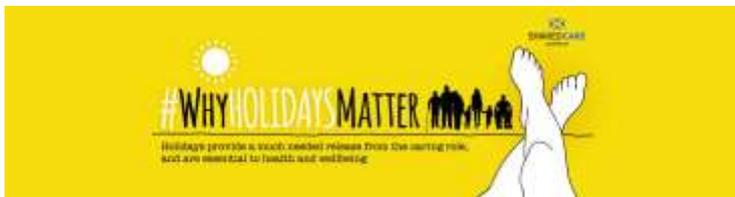
Greater collaboration between health & social care colleagues is needed to promote integrated and preventative approaches through SDS. Good practice of this approach has been developed in other areas (e.g. Highlands, East Ayrshire, Forth Valley).

Aberdeenshire Unpaid Carer Information Pack

A new resource is now available to unpaid carers as well as being a resource for professionals working with unpaid carers in Aberdeenshire. This information pack is for adult and young (under the age of 18) unpaid carers who care for someone who may not be able to care for themselves. It contains information that carers and professionals told us they'd find useful to have in one place. The pack is located on the Aberdeenshire Council website at:

<https://www.aberdeenshire.gov.uk/social-care-and-health/community-care/caring-for-others/support-for-carers/>





Why Holidays Matter

This summer Shared Care Scotland want to start a conversation on why holidays matter – to everyone. And we'd be delighted if you'd join in.

They want to get people talking about the importance of holidays and why for many carers and those they care for, having a break from their usual routine is simply not possible. Barriers to short breaks remain, and a 2012 report showed that more than half of carers surveyed had not had a break from their caring role. Financial concerns, lack of information on suitable breaks, or the complex logistics of organising equipment, accessible accommodation and suitable transport for a cared-for person, can all make a holiday seem an impossibility.

If you'd like any more information on the campaign or to talk about how you can get involved in the conversation please get in touch with Kate Hogarth, Communications Developer at Kate.hogarth@sharedcarescotland.com or by calling 01383 622462.



The Scottish Independent Living Fund (ILF) was established on 1 July 2015 – following the UK Government's closure of the UK ILF. ILF Scotland administers the £47.2 million a year national Fund, which enables disabled people with high support needs to choose to live in their communities and lead independent lives. There are currently 2,591 ILF recipients in Scotland (correct as of 31 March 2017).

New ILF Scheme

On top of the £47.2 million of support (transferred from UK Government) for existing Scottish ILF users, Ministers have committed an extra £5 million per year to open a new scheme of ILF support.

This new ILF scheme will provide a short-term award to people aged 16 to 21, to help the transition into adulthood.

It can be used to help the young disabled person to be active, participate and contribute to their local community; aimed at helping them to reach their potential and make a lasting difference to young lives.

The new ILF scheme will open to new applications later in 2017.

Independent Living Fund Scotland

0300 200 2022 | Direct Dial: 0131 244 6424 | Mobile: 07890 559 196

www.independentlivingfund.scot

Independent Living in Scotland

The definition of Independent living highlights that the term “independent living” does not necessarily mean living on your own or fending for yourself – rather it means all disabled people having the same freedom, choice, dignity and control as other citizens at home, at work and in the community. It means rights to practical assistance and support to participate in society and live an ordinary life.

Autism Training

Aberdeenshire Partnership are currently working with the National Autistic Society (NAS) to deliver training to staff. This has included online training, Training focusing on Self-Directed Support assessments for people on the Autistic Spectrum and Training for Trainers.

Autism Innovation

Inspiring Scotland are delighted to share the Autism Innovation & Development Fund Progress Report. This has been developed from the last round of reporting by the Third Sector organisations that are supported by Scottish Government funding. Click here to access the report: <http://bit.ly/autisminnovation>

The report shows great progress across projects and **almost 2,000 individuals in total** supported through the Innovation and Development fund between 1st April and 30th September 2016 - a fantastic achievement.

Advocacy North East

Tel: 01467 651604

Email: advocacyne@btconnect.com

<http://www.advocacyne.org.uk/>

Cornerstone SDS Aberdeenshire

Tel: 01467 530520

Email: sds@cornerstone.org.uk

<http://sds.cornerstone.org.uk/>

Grampian CareData

Helpline 01651 872727 (Monday to Friday 10am – 4pm)

caredata@aberdeenshire.gov.uk

<http://www.grampiancaredata.gov.uk/>



To sign up for our regular SDS Newsletter email on selfdirectedsupport@aberdeenshire.gov.uk

E-mail: selfdirectedsupport@aberdeenshire.gov.uk Website: www.aberdeenshire.gov.uk/sds



<http://www.facebook.com/sdsaberdeenshire>

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