

SOCIAL CARE SUPPORT

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SUMMARY REPORT OF DISCUSSION PAPER RESPONSES
EASY READ

Analysis of responses to the joint discussion paper from Scottish Government and COSLA on building a national programme to support adult social care reform

June 2019



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A report on how people think local change of adult social care support in Scotland could be made

The Scottish Government and CoSLA have been asking people who provide or use adult social care support how it could be better.

These people are called **stakeholders**.

CoSLA speaks up for Councils.

This is an Easy Read version of the report made for the People-led Policy Panel.

There is a lot of information so this is a shorter version.



We need to look at it together to see what we think are the most important things to do to make adult social care support better.

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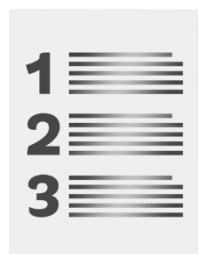
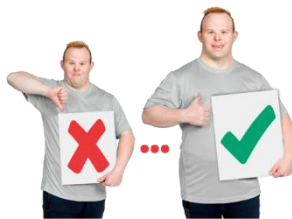
Stakeholders were asked to read a Discussion Paper about adult social care support. They were asked lots of different questions about adult social care support and how it can be better. What works and what needs to change.

By looking at the answers we hope to:

Agree the best ways to run adult social care support.

Agree on how we will know if adult social care support is better.

Agree what our **priorities** are for changing adult social care support?



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Think about the **challenges** there might be for changing adult social care support.



Make sure that the changes to adult social care support are added to policies and plans that already exist.

For example the plan for Self-directed Support which tells you how Self-directed Support should be offered.

Make sure that all the people who provide adult social care support work well together.



Make sure they listen to and work with people who use adult social care support.

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The answers will help us to build a programme of work to help make adult social care better.

54 Stakeholders answered the questions. Some of them were individual people and some represented lots of people.



Themes were areas that often came up in people's ideas about what should change or get better. There were **10** themes.



This is what people said about the themes. It is what they felt from their experience and knowledge. They are opinions and ideas.



There were different opinions. Not everyone agreed on everything. Not everyone gave their opinions on everything.

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1. The workforce

These are the people who provide support, like Support Workers, Personal Assistants, Social Workers, and Managers.

Making sure there were enough people to provide support.



That the people thought it was a good job to do, with good pay and chances to do training.

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2. Funding / investment

Making sure there is enough funding for adult social care support. We need to talk about it in Scotland.

We maybe need to look at a **new way** of funding adult social care support?

Does having less money to pay support workers make it harder for them to stay in the job?

Could spending more money be spent on adult social care support also stop people having to go to hospital?

Without enough money for adult social care support the choices some people may have will not be enough to have a good life and enjoy **independent living**?

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3. Collaboration and co-production

This means working together.

People working in the system need to speak to each other more and work together better. Particularly between the NHS, local authorities and Health Partnerships.

There need to be better links between adult social care support and mental health. Also between adult social care, benefits and accessible housing.

How can the **transition** between child and adult services be made better by working together?

People affected by decisions made about them need to be involved in the decisions.

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4. Understanding adult social care support and attitudes towards it



We need to change some people's attitudes about adult social care support. Social care support needs to be valued as much as other forms of support, such as health care.



It needs to be seen as an investment in the people of Scotland. Money needs to be moved from other services to adult social care and the community.



Self Directed Support
My Support My Choice

Self-Directed Support is the main way to plan social care support in Scotland. We need to make sure that everyone knows this. We need to make sure that everyone is offered it.

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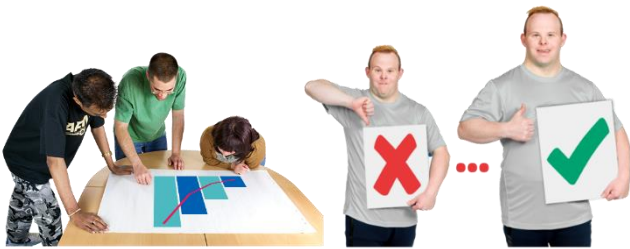
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5. Data

Data means information.

We need to collect better data about adult social care support. We need to use this data better to improve adult social care support.



We need data that tells us how Self-directed Support is working for people. We need to know how it changes their experience of adult social care support.



There needs to be change from reporting on hours spent on social care support to reporting on the outcomes.



We need to be better at sharing data nationally, so everyone can see if things are working. Also, so that they can work better together and plan support around the person.



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6. Evaluation / best practice

Evaluation is when we test how well something is working.

Best Practice is an example of when things are done well.

The need to evaluate Self-directed Support was important.

We need to be better at sharing best practice around adult social care support.

One idea was setting up a network or forum to look at and share information on best practice.

We need to make sure that best practice is not just shared, but also carried out. Sharing best practice could improve people's experience of social care support across Scotland.



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7. Community development and participation in the community.

The community plays an active part in providing care and support.



Communities should be allowed to be involved in providing adult social care support. They need to have enough help and money to do this. There needs to be more help and money for communities to offer more choices.



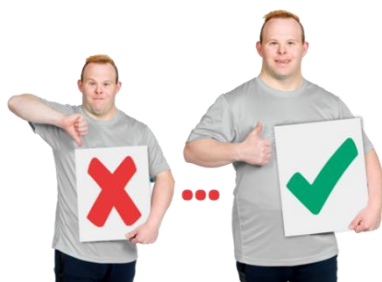
Individuals should be able to receive support in the community, if that is right for them.



Supporting people to take part in their community is good for everyone.

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Self Directed Support
My Support My Choice



8. Balance between local and national approaches

We need a greater national focus on parts of adult social care support. This could make adult social care support fairer and better.

Self-directed Support has not been carried out in the right way in some areas of Scotland. Making sure it is right would make our adult social care support better and up to date.

Local areas still need to work with their communities to do what is right for them locally.

There are some examples of differences across Scotland that need to change. For example, differences about age and access to Self-Directed Support in different places.

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We should make the way care is accessed the same wherever you live in Scotland. For example, having a national approach to charging. Making sure assessments are not different depending on where you live in Scotland.



Collecting national data on outcomes to understand how well adult social care is working for individual people and how well it is working for everyone. Make assessments, and the way care is accessed, the same wherever you live in Scotland.

We should think about national funding for adult social care support.

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9. Person centred approach

The person receiving support needs to be at the heart of the adult social care service.

It is important that the person has choice and control over their adult social care support.

This is not always happening with the current adult social care support.

National changes should be person-centred too.

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10. Prevention

Prevention is early action to stop something bad happening to someone.

There needs to be more access to support to prevent problems. This should be for both paid and unpaid support. For example, community groups.



We need to stop people getting in to a really bad situation before they get support. This is not good for people and the providers of adult social care support cannot cope. This is sometimes what is happening now.



People should be offered adult social care support and any other support before it gets to that point.



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There are programmes in Scotland that focus on prevention. There is some work already going on to increase this kind of support.

We need to support that work more. There were other issues that came up that not everybody talked about.

In alphabetical order:

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Assessments

Social Care Support Assessments were brought up by lots of people. They talked about assessments in different ways. For example, some people have to wait a long time to get social care support assessments.

Assessments should be flexible and take into account changing conditions. People should get reviews to make sure that support is still right for them because things can change.

People should be able to use their adult social care budgets in a flexible way to support them.

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Charging

People mainly had negative feelings about charging.

Some said it was an unfair tax on disabled people. Some said that charging is different across Scotland, and it needs to change.



Commissioning and procurement

Commissioning is the word for how local authorities buy a support service. Procurement is a word that means to buy something.

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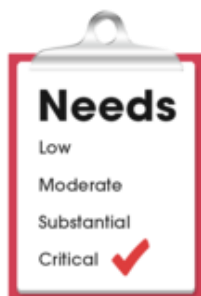
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Stakeholders thought that commissioning should be more flexible. This is so that support services can be more flexible and can work with Self-directed Support.



Some Councils have more strict rules than before about what support services can be bought. This has reduced people's choice over what they use their individual social care support money on.

Complex Needs



We need to make the adult social care support system work better for people with more complex needs.

Some people working to provide adult social care support are trying to do this, but are finding it difficult.

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Digital / Technology

Technology can be used to support people but it will not be right for everyone.

It may not work for elderly people and people who have very complex needs.

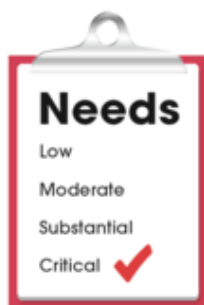
It could make disabled people and older people feel excluded and lonely.

So, there should be digital and non-digital options for people to choose from depending on what is right for them.

Charities in particular would need support to use technology more.

Eligibility

Eligibility criteria are increasing. It is harder for people to get social care support than before. Only critical needs are being met. We need to look at this



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Equality / Protected Characteristics

This means that the needs of people who are sometimes discriminated against are thought about.

The Discussion Paper needs to think about the needs and barriers of people from different equality groups. We need to understand the particular barriers they might face compared to other people.

People from ethnic minority groups should not be discriminated against, for example.

Social care is not just about elderly people.

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Flexibility

Flexibility means being able to respond well and quickly to change.



The system needs to be more flexible to respond to people's changing needs. For example, Self-directed Support should help this flexibility.



People should be able to use their social care budgets in more creative ways to support them.



People would like to be able to move across Scotland and be able to keep the same level of support.

Someone felt that people in the system did not want change.

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Free Advice / Advocacy

This was a topic stakeholders thought was missing in the Discussion Paper.



They thought access to free advice and advocacy was important for people who needed adult social care support.



Self Directed Support
My Support My Choice

And more information around Self-directed Support should be available both nationally and locally.



Free Personal Care

We need to think about how making personal care free for people under 65 as well as people over 65 is funded.



We need to understand how this change will affect social care overall.

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Human Rights

Human Rights should be at the heart of social care support reform.

There should be a Human Rights based approach in updating Self-directed Support and adult social care support changes.



Joining up

We should be building upon work that is already done or is already completed.



People may be confused about how new work to help improve adult social care fits together with work that is already planned or going on.

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Leadership

There needs to be strong leadership in the system. This has to be at local and at national level. Building good leadership needs to be part of this programme of work.



People who use services, like the People-led Policy Panel, need to be involved in leading changes to adult social care support.

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Legislation

Legislation is another word for agreed laws.

People feel that the current laws aren't joined up. It makes it hard for people to understand and use the system.

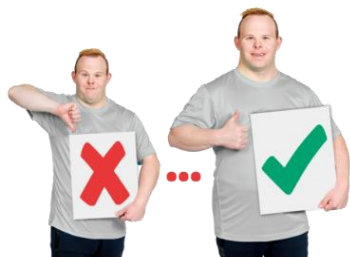
The way in which laws for social care are being carried out currently isn't the same across Scotland.

There needs to be more support for how to carry out the legislation and person-centred approaches.

It also makes it hard get the same support if you move house.

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Local Authorities and NHS Boards

Local authorities/ local government and NHS boards need to work better together so that support and services can be improved. The relationship between them needs to change.

The way that decisions get made need to change for a better adult social care support system.

Communities should have more power and say in decision making.

Local IT infrastructure

We need IT systems that can meet the needs of the future.



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New Models of Care

There are opportunities for new or different ways of supporting people.

There should be support for these new ways of supporting people and people should be allowed to choose them.

At the moment, many people can't choose these new or different kinds of support.



Out of Hours Care

Out of hours care needs to be thought about.

This means someone needs support outside of normal working hours. Normal working hours are usually 9am to 5pm.

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Palliative and End of Life Care

Palliative care is a form a medical emotional, and social care support given to a person with a serious illness, and their family / friends. Or to people at the end of their life.

Palliative care needs to be thought about in the social care reform programme.

People are living longer now than before and have more complex social care support needs

People should get the right social care support when they are terminally ill or at the end of their lives.

People's support should be designed around their personal journey and allow them to move between different settings at different stages of their life.

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Risk

Positive risk taking should be encouraged. Self-Directed Support is a way to do that.

At the moment, the system isn't good at taking positive risks. For example, putting more trust in social workers. That needs to change.

Unmet Needs

The unmet need for adult social care support should be looked at.

Information on this could show the real level of funding needed in Scotland for social care support.



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Urban / Rural

There are different challenges in urban areas like towns and cities and rural areas in the countryside.

Some forms of social care support would not work in more rural or far away areas. Rural areas need more support on certain issues.

Collective Leadership – How to get Partners involved?



Stakeholders were asked how we could work together.

People from different groups should be represented.



Involve people who use social care support as well as people who provide it.

Come up with ways to make decisions and solutions together to problems / barriers.

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Be clear about deciding goals and responsibilities.

Tell other people about the work being done and what changes will be made.

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This is a summary of what stakeholders say about what good adult social care support looks like.



A human rights-based approach.



A focus on participation.

Respecting individuals' choices.



Prevention / early Intervention.

Getting everyone working together to provide good support and choices.



A well-funded system to provide the adult social care support for independent living.



Making staff feel valued.

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How can this happen?

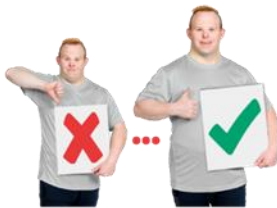
Increased funding in social care support.



People working together better, including with supported people and carers.



Improve things for the people working in adult social care support.



Improving how social care is understood by people who aren't involved in it.



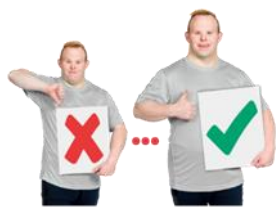
Developing Communities. Make sure that people can get care in their community.



Use technology when it makes sense.

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Use a Human Rights based approach to making the adult social care support policy better.

Better leadership with more people involved.

Sharing Best Practice.

More support early to prevent problems.



Self Directed Support
My Support My Choice

Making sure Self-directed Support is carried out in the right way all over Scotland.



Making sure that the people providing adult social care support are treated well.



Health and Social Care Standards
My support, my life.

Make sure that the Health and Social Care Standards are used.

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Find ways for people to give their views so adult social care support can keep getting better.



Make sure that the local authorities / local government and NHS boards include all the changes in their joint plans.

