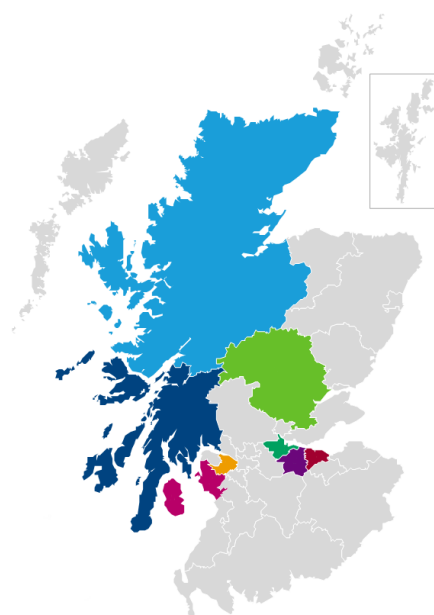


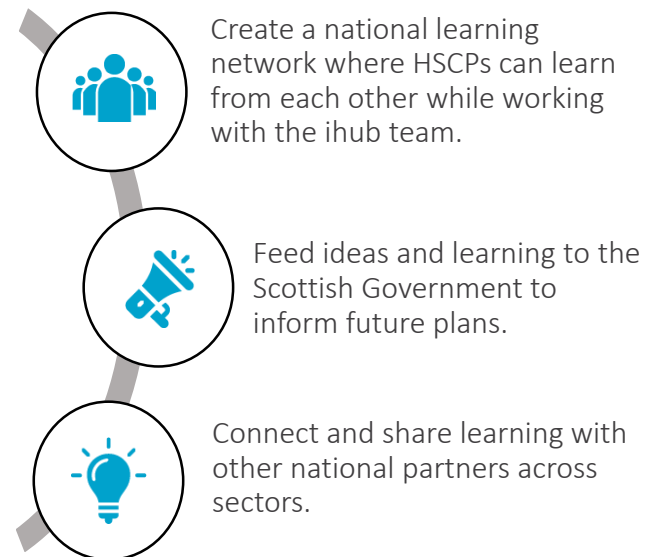
Flash report 1

New Models for Learning Disability Day Support Collaborative:

December 2020



- | | |
|----------------------|------------------------|
| Argyll and Bute HSCP | North Ayrshire HSCP |
| Edinburgh HSCP | Perth and Kinross HSCP |
| Falkirk HSCP | Renfrewshire HSCP |
| Highland HSCP | West Lothian HSCP |



This work was shaped by three broad strategies. Specific outcomes are being co-produced with participants.

Why are we running this collaborative?

Redesigning day support for adults with learning disabilities is a priority for many Health and Social Care Partnerships (HSCPs). COVID-19 has also presented challenges for building-based day support. This context, alongside Scottish Government's [reform of adult social care](#), provides an opportunity to explore ways of working that best meets people's needs.

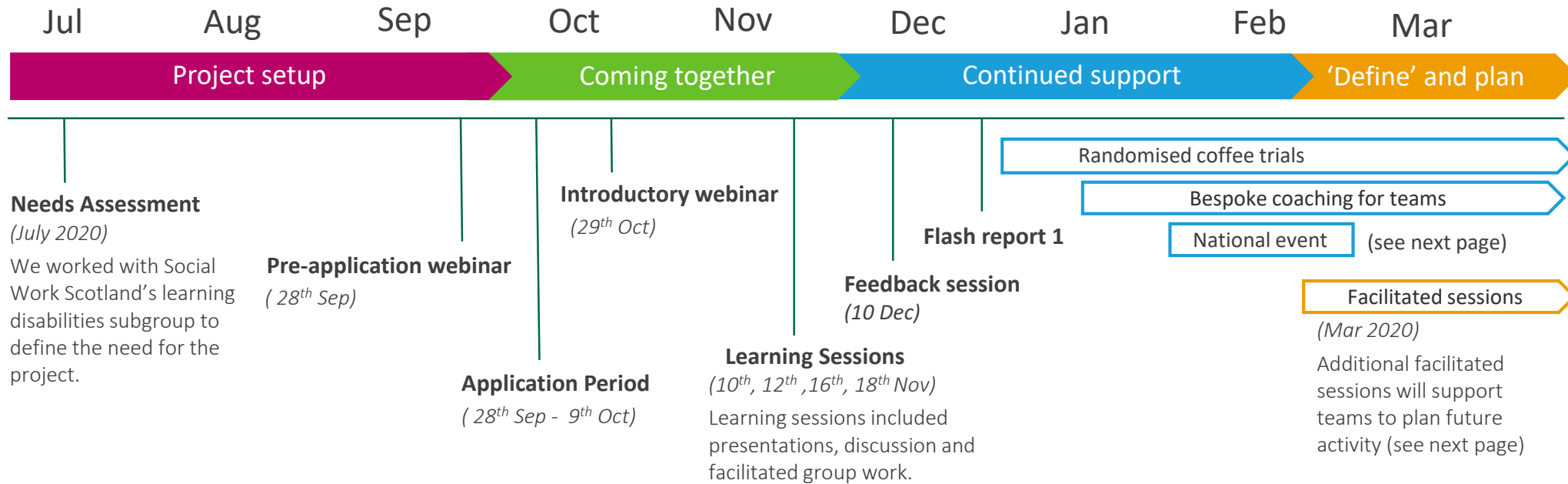
Who is involved?

The collaborative is led by the Improvement Hub (ihub)'s [People-Led Care portfolio](#) and includes HSCPs who run or commission day supports services for adults with learning disabilities. Eight teams (above) joined the collaborative in October and will participate through March 2021.

✉ info@ihub.scot

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Where are we in the process?



Shared expectations for this work:

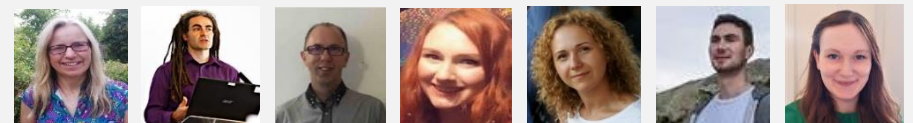
Teams were asked about their expectations for the work prior to the collaborative, and explored these as a group during the first learning session:

- **Outcome expectations:** To learn from one-another on common challenges, best practice, and opportunities for change; to be able to think 'outside of the box' and learn new design techniques.
- **Expectations for teams and individuals:** To engage openly and honestly with one another; to engage in peer support and joined-up thinking.
- **Expectations for the ihub:** To act as a source of motivation, inspiration, support and mentorship, and to promote the voice of the collaborative.

National team:

The collaborative is supported by a national team with a wealth of experience in service design, commissioning, and quality improvement.

This includes Chris Sutton (Portfolio Lead), Alan Bigham (Senior Programme Manager), Des McCart (Senior Programme Manager), Ashleigh Spalding (Associate Improvement Advisor), Kasia Swiderczuk (Senior Project Officer), Cameron Schwartz (Knowledge and Information Skills Specialist) and Eleanor Raymond (Administrative Officer).



Our Approach

Our approach is informed by a blend of quality improvement and the [Scottish Approach to Service Design](#) and incorporates other methods including user research and engagement. Work so far has drawn on a variety of additional models and facilitation tools, including:

- [The ISM behavioural model](#), an evidence-based tool to understand behaviour in context
- [The Johari Window](#), a tool used for team building and self-awareness
- [The Ladder of Co-production](#), a framework to think through stakeholder engagement
- [A red rules vs blue rules framework](#), a solution-oriented way to conceptualise rules and policy


As part of the next steps, we will offer:

- Bespoke coaching for teams: Coaching sessions for project teams will support the 'discover' section of the Scottish Approach to Service Design.
- Randomized coffee trials: Participants in the collaborative will be paired randomly for a series of informal meetings to support networking and mutual support in a digital context.
- A National event: Learning from the collaborative will be shared with other HSCPs across Scotland.
- Facilitated sessions: Dedicated sessions with each project team will be held in March 2021 to support HSCPs to plan next steps.



Find out more about the People-Led Care Portfolio's work at ihub.scot/improvement-programmes/people-led-care/

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