


Flash report

New Models for Learning Disability Day Supports Collaborative:

Feedback Session
23 March 2021

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Purpose of the event

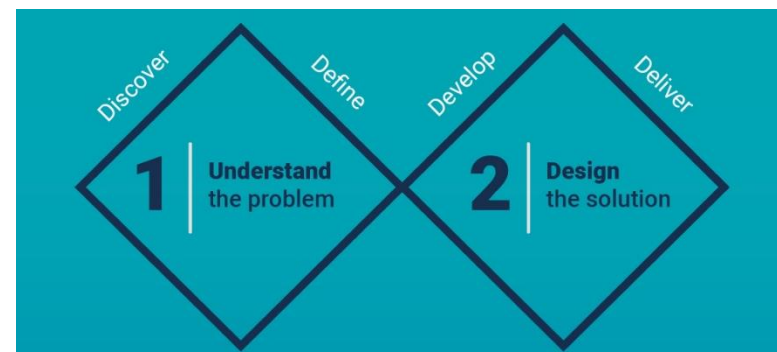
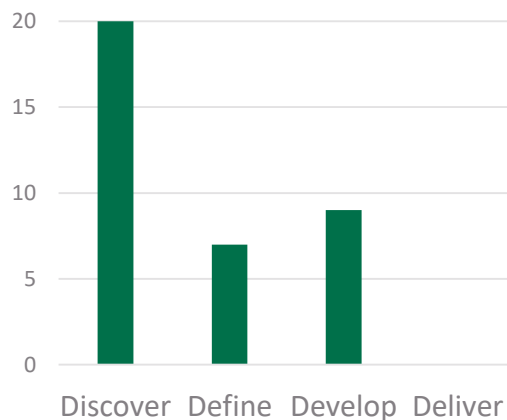
The event provided space for participating Health and Social Care Partnership teams to review and reflect on the collaborative including learning and coaching sessions, networking opportunities and co-designing outcomes. The session also involved an interactive evaluation, exploration of the challenges and a discussion of the next steps. The event was attended by 56 staff from eight HSCP teams.

What we have delivered so far

- 5 learning sessions
- Coproduced outcomes
- 3 feedback and update sessions
- 16 bespoke coaching sessions to project teams
- 4 rounds of Randomised Coffee Trials
- Learning from COVID-19 national learning session
- Focus group findings from people who use day support services

Participants reflected on their work within the Scottish Approach to Service Design framework

The intention behind this collaborative was to support teams through the discover and onto the 'define' stages of the SATSD (see below) before moving into quality improvement (QI) methodology. The majority of delegates confirmed that they were still working within the first SATSD diamond.



The Collaborative's approach focussed on the first two stages in the Scottish Approach to Service Design's double diamond.

Participants were asked about the progress towards our outcomes:



Context

- Outcomes were coproduced with HSCP teams to ensure they were appropriate for current needs
- Drivers included the Keys to Life national strategy, HSCP applications to the collaborative and HSCP team feedback on learning sessions
- Outcomes were organised according to short, medium, and long term outcomes of which, the short term outcomes (opposite) account for the 6-month collaborative period.

Participants told us what has changed for them ...

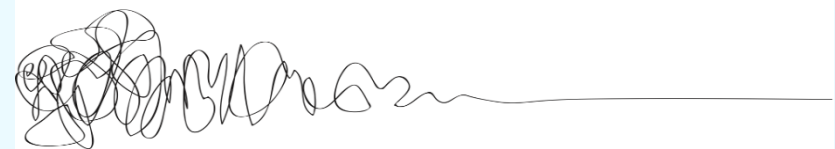
New connections
New ideas
Understanding
 clarity
 Shared concerns
 Renewed energy

... and what has increased for them since the beginning?

Opportunity
 Knowledge of other LAs
 Energy/Understanding
 Reflection
 Uncertain future
 need to adapt
 Mystery
 commitment
 Awareness
 Frustration
 Lack of time
 Peer support
 awareness of models
 interest
 Vision/Questions!
 development
 Confidence
 focussed time
 Interaction
 To think things through
 Shared practice
 Changing together
 Excitement for change
 Time to hear from others
 Networking
 Ideas
 support for staff
 connections
 confusion
 Opportunities
 connection
 Time to talk
 Choices
 sense of need for change

Context

- Positive change for project teams with greater understanding, new ideas and new connections being key.
- While people's knowledge has increased over the collaborative, so has their confusion and frustration, with a lack of progress referenced as something that was surprising. These feelings are typical of anyone going through the design process which can feel very 'messy' during the more exploratory phase of the work.



The Process of Design Squiggle by Damien Newman
thedesigntsquiggle.com

What have we learned to inform future work?

We analysed data from the **Individual Social Material (ISM)** behavioural model, used during the collaborative to understand the current context:

Control, Skills, Habit

- Things like person centered planning are an enabler for building people's control and skills
- People across stakeholder groups are "holding on" to what they know" for safety and security

Values, Beliefs, Attitudes, Emotions

- Staff and project teams have the desire to open up choice and do things differently
- People who use services have a negative perception of change and by association engagement, causing anxiety

Institutions, Networks

- Peer groups and community networks are an asset in supporting new ways of working
- Traditional models of day support also play a huge role in building friendships and peer support

Norms, Roles, Meanings

- Project teams desire to shift outlooks of people with a LD to one of equality and reaching aspirations
Common expectation that people with a LD do not have the same aspirations as their peers

Rules & Regulations, Infrastructure

- Most legislation is an enabler for change, although eligibility criteria and processes can get in the way
- Staffing role structure may need to move beyond the standard 9-3 weekday structure

Tech, Resources, Schedules

- Technology has been a significant resource during the pandemic for keeping in touch with service users and offering new opportunities
- Time for person centered planning can be challenging, yet essential for staff to do this well

What we have we learned from running the Collaborative

- Collaboration in a virtual space has it's benefits and challenges (including increased participation but limited levels of interaction)
- COVID-19 has impacted on the progress at a local level
- HSCP team members have benefitted from connecting with peers and similar services, learning and gaining new ideas

Our next steps

- We will share feedback from a focus group of people who access day support
- We will extend phase one of the Collaborative with eight partnerships teams to May 2021
- We will work more intensively with a reduced number of teams in phase two from June 2021, providing a space to connect and learn for the remaining teams
- We will introduce the concepts and methodology of quality improvement
- We will broaden engagement and involvement, increasing opportunity to connect across partnerships and sectors