

# Learning Disability Day Support National Learning Event | May 2021

As part of the New Models for Learning Disability Day Support Collaborative, ihub hosted a national learning event to share learning and practice that has developed over the course of the COVID-19 pandemic.

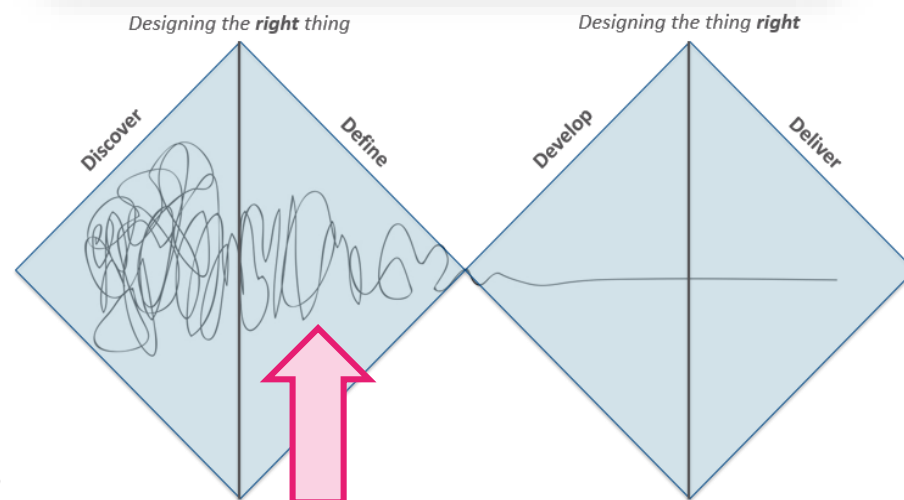
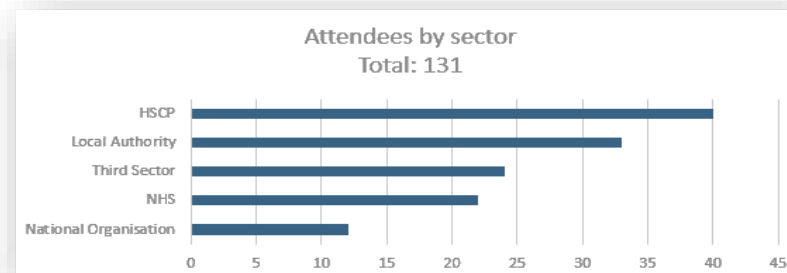
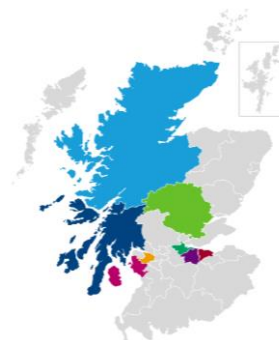
We heard from Health and Social Care Partnership teams, service providers and from the ihub team on learning and the evolution of services in the past year.

## New Models for Learning Disability Day Support Services Collaborative Learning from Phase One Overview

Working with project teams from eight Health and Social Care Partnerships (HSCPs) cascading expertise and learning, blending the disciplines of service design, strategic planning and quality improvement. Phase 1 deliverables were as follows;

- Project team learning sessions
- Project team's local development
- Bespoke coaching
- Cross-team collaboration

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



HSCP teams have been progressing through the Scottish Approach to Service Design 'double diamond', focusing on discovering and defining their areas of focus as laid out below. The HSCP teams are now moving into the define stage. The '[design squiggle](#)' (Damien Newman) represents the iterative process of discovery and defining what needs to change.

## Key Focus Areas for Phase 2

Making services truly centred on the person by changing the focus from support needs to life aspirations and people living with a Learning Disability being able have equal opportunities to live life to its fullest potential.

Encouraging partnership working across all organisations who in some way provide support for people with a Learning Disability - including the promotion of collaborative working between staff in these services.

Staff empowerment, finding ways to build on best practice and make this norm. Giving permission for staff to think creatively about how support is provided to a person and to advocate for the person's needs.

Changing the hearts and minds of communities to better support and promote opportunities for people with a Learning Disability within their local area and wider society.

Supporting families to take a break and have the confidence that the person receiving support is happy and safe

# Renfrewshire Learning Disability Service Digital Transformation



Service Manager **Laura Howat** [presented](#) on their experience moving to digital services during the COVID-19 pandemic and the benefits of digital inclusion.

## What they did

Renfrewshire Learning Disabilities Service (RLDS) provides community-based support for adults with learning disabilities. The team provides a single point of access to a comprehensive range of health and social work services for people in Renfrewshire who have a learning disability.

A key objective is to support people who have a learning disability and help them to achieve their aspirations and potential - and to live as fulfilled and valued lives as possible.

## Key lessons

In response to the COVID-19 pandemic, RLDS have developed and implemented a 4-Tier model to provide essential support to the most vulnerable adults with learning disabilities. As an example, since the beginning of the pandemic the team has delivered:

- Over 40 virtual groups per week
- More than 25,000 welfare calls
- More than 2,500 welfare walks / groups
- Day respite services to over 85% of service users



The team were proud to share this [video](#) that they produced with supported people and their carers.

"Lots of amazing work here."

"Well done to all involved in Renfrewshire HSCP's video..."

"Innovation at its best."

"That was fantastic. So nice to see. Gives me a warm heart"



Renfrewshire  
Health & Social Care  
Partnership



# ENABLE Scotland

## Learning from COVID-19



Director **Jan Savage** spoke about their transition from membership led activism to a more service oriented charity in response to COVID-19 and how this was delivered remotely

### What they did

ENABLE Scotland is membership led charity which every year directly supports 3,119 people in every local authority area to:

- Be local activists
- Get specialist information, advice and advocacy
- Access community-based support across a growing network of 72 local groups

In light of challenges presented by COVID-19 ENABLE Scotland:

- Reached out to all members by phone, some via social media
- Listened to our members and delivered the services they designed
- Developed of three innovative digital **communities**
  - **ACE Connect** for adults & young people
  - **Family Connect** for family carers
  - **Branch Connect** for our Branch network
- Developed Helplines & Advice Lines
- Making sure no one feels alone – wellbeing and mental health emerged as a stronger priority
- Secured funding from Scottish Government to provide iPads and data

### Key lessons

- Connection is more personal & frequent; digital changes the dynamic of the relationship
- Creating a programme of live and recorded delivery gives people choice and control and reduces isolation
- So much advice and support is focused on family carers, and not people who have a learning disability themselves
- Staff have had to be upskilled in digital delivery
- Essential to give safe spaces for people to talk:
  - Helplines
  - Advice Lines

*“ACE Connect has been a lifeline for me. I can call the helpline, email the team, or join in with the calendar of Zoom sessions to get help and advice, or just see a friendly face and have a conversation when I’m feeling lonely. This has really helped me cope with my anxiety throughout the different lockdowns which has been a major challenge for me”*

*“A big thank you to everyone in ACE Connect for running those zoom sessions as my Mum passed away early in the pandemic and it takes my mind off it, gives me someone to talk to and helps me keep in touch with people”*

@ENABLEScotland

www.enable.org.uk

Reaching people remotely

**700+** Helpline calls answered

**1368** ACE Connect Sessions Delivered

Mental & Physical Wellbeing - Exercise & Mindfulness

Karaoke and Quizzes

**39** Workshops for family carers

**134** COVID-19 updates – accurate and accessible



# Discussion Summary

The event generated discussion amongst the 131 delegates in response to the presentations.

## What resonated from the Learning Disability Day Support Collaborative learning

- The importance of different organisations/services working together to support the person.
- Staff autonomy as a key enabler in responding to the aspirations of people.
- Sharing learning from organisations across Scotland - both what works, and the pitfalls.
- Embracing variation and avoiding overly fixed options for people.
- The need to connect with and hear from people with more complex needs to better understand their experiences.
- The importance of actively listening to people who use services and their families.

## Developing Digital Approaches

- Many HSCPs have taken a similar digital approach to Renfrewshire during the pandemic.
- The importance of upskilling staff in digital approaches to incorporate this into the wider support they deliver.
- Empowering staff with a passion for digital and virtual activities to lead the way.
- Opportunities to enable people to become co-facilitators of digital groups.
- Ambitions to share learning and approaches to digital working with other providers locally.
- The need to continue digital ways of working as services return to normality.

## Support in the wider Community

- The role of Local Area Coordinators (LACs)/Community Connectors in spreading knowledge of what can be accessed in the community.
- The need for forums to spread the knowledge of LACs, ENABLE Scotland have restarted a network to get a national dialogue going around this.
- Building on the idea of Dementia Friendly Communities, shifting cultures towards communities who have the understanding and compassion to support each other.
- Concerns around communities having the infrastructure and resource to support people with complex needs.

## Shared links and resources

- [Scottish Approach to Service Design](#)
- [ISM Behaviour Model](#)
- [New Models of Learning Disability Day Support Collaborative Webpage](#)
- [Renfrewshire's video](#)
- [Compassionate Inverclyde](#)
- [NHS Education for Scotland \(NES\) resources and training for the health and social care workforce](#)
- [Connect Digital Service \(Upmo\)](#)

## Next steps

- We will collate feedback from participants to identify areas for future work and opportunities to continue this conversation. If you have any additional comments, please email [his.peopleledcare@nhs.scot](mailto:his.peopleledcare@nhs.scot) and a member of the team can follow up with you.
- A number of resources were shared during the event, which have been linked on our website in addition to slides from our presenters.
- During the event, we highlighted Phase 2 of the Collaborative which was launched on 18 May

*"I have been inspired, as one person said it's the small things that make the difference"*