



Healthcare
Improvement
Scotland

ihub

Learning Disability Day Support: Learning from COVID-19

13 May 2021

Enabling health and
social care improvement

Agenda & Housekeeping

Agenda

11:30 Introduction to the session

Chris Sutton, People Led Care Portfolio Lead

How we support the health and social care system

Diana Hekerem, Head of Transformational Redesign Support

11:35 Day Support Collaborative National Team – learning from phase 1

Ashleigh Spalding, Associate Improvement Advisor

Q&A session

12:10 Renfrewshire HSCP – how services adapted to meet COVID-19 restrictions

Service Manager, Renfrewshire HSCP

Q&A session

12:45 ENABLE Scotland – the impact of a move to virtual services during COVID-19

Jan Savage, Director of ENABLE Scotland Charity Services

Q&A session

13:20 Closing remarks

Chris Sutton, People Led Care Portfolio Lead

Mute your microphone and have your video off on entry and throughout the meeting.

To speak:

- unmute your mic
 - turn your video on
- and then*
- mute your mic
 - turn your video off

Technical support please contact:

his.peopleledcare@nhs.scot



Slido #675791

Please go to www.SLIDO.com and use the following code to access this session:

#675791



Speakers



Diana Hekerem, Head of
Transformational Redesign Support - ihub



Laura Howat,
Service Manager, Renfrewshire HSCP



Ashleigh Spalding,
Associate Improvement Advisor - ihub



Jan Savage,
Director of ENABLE Scotland Charity Services



Diana Hekerem, Head of Transformational Redesign Support - ihub



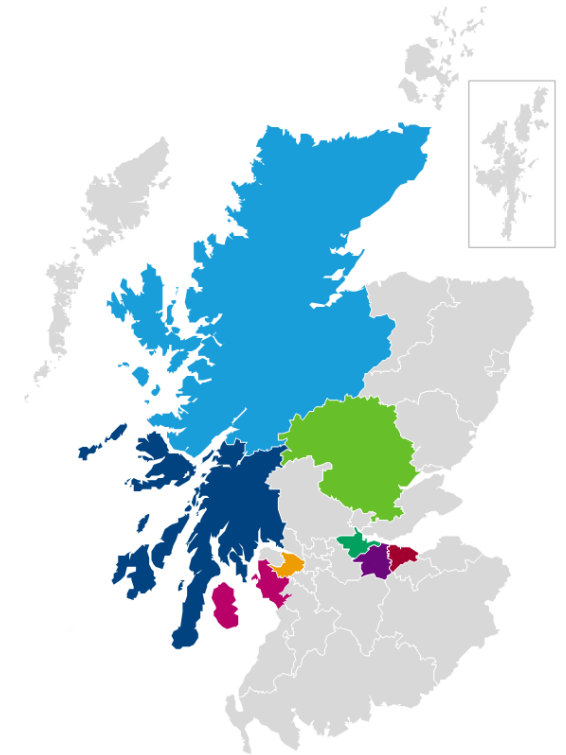
Ashleigh Spalding, Associate Improvement Advisor - ihub

New Models for Learning Disability Day Support Services Collaborative

Working 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.

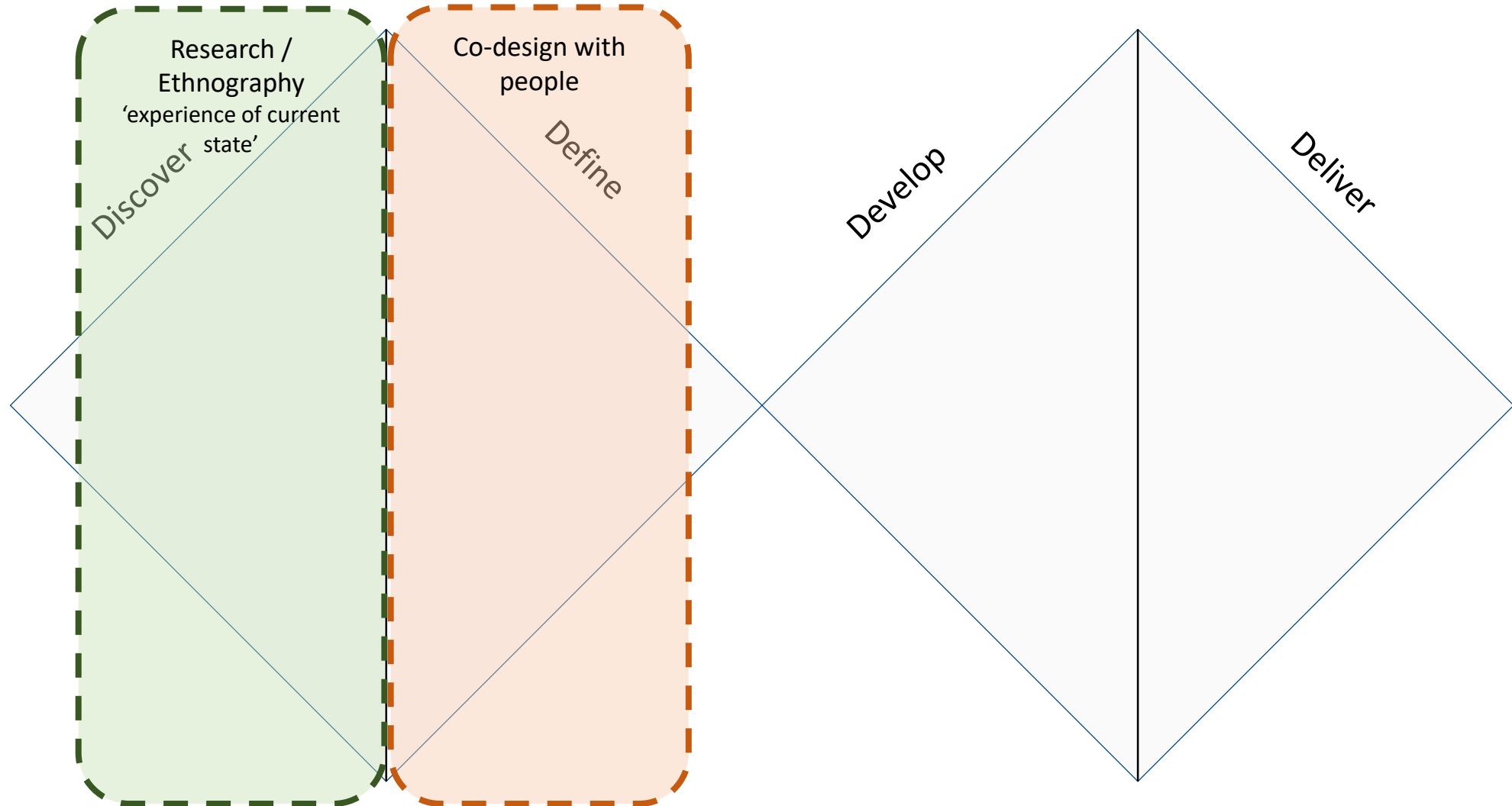
Phase 1 overview

- Project Team learning sessions
- Project teams' 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

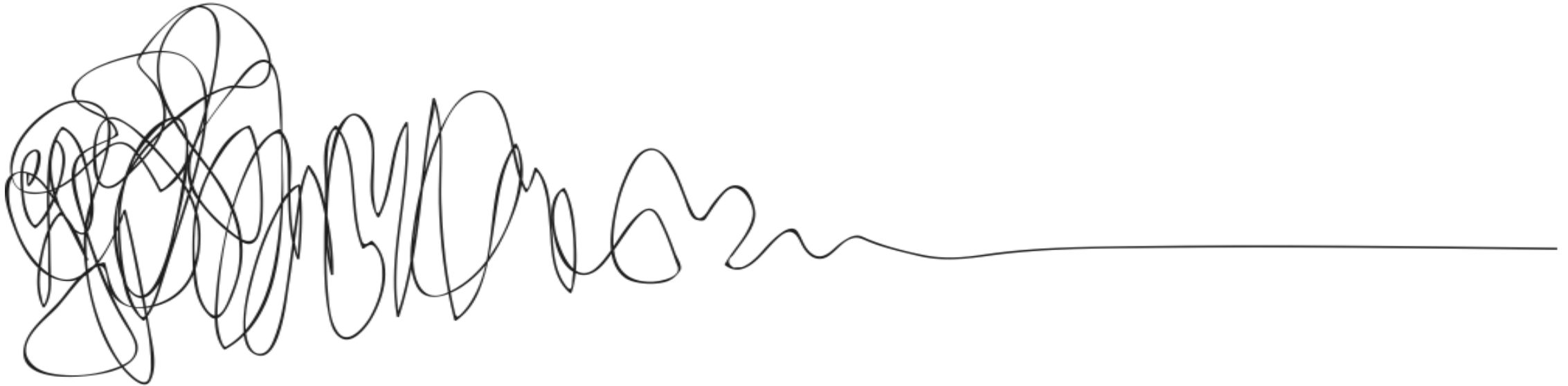
The Scottish Approach to Service Design



The Design Squiggle

Noise / Uncertainty / Patterns / Insights

Clarity / Focus



Research & Synthesis

Concept / Prototype

Design

Understand your system to improve the right things



ISM Behaviour Model



Individual Behaviours (Project Teams)

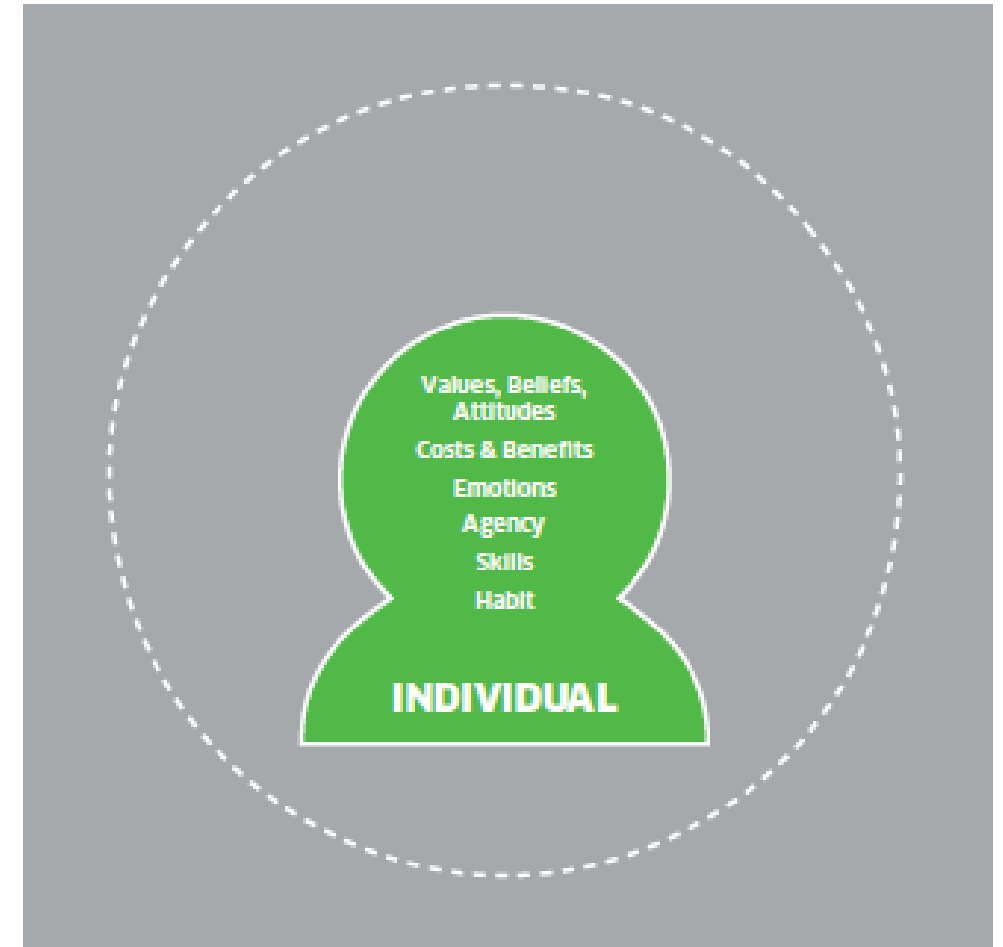
Values,
beliefs,
attitudes,
emotions

"I believe that change should be ongoing to improve what you do. But when it's such a large service affecting so many people, it makes me a bit anxious as to how we go about it."

Control,
Skills, habit

"We need to enable people who want to access things to do it more directly, not only through "gatekeepers"

People across stakeholder groups are *"holding on to what they know"* for safety and security



Individual Behaviours (People who use services)

Values,
beliefs,
attitudes,
emotions

"People should be able to go out with a support worker on their own and not travel together in groups, like some day services have done in the past. That would give us more independence and more choice..."

Control,
Skills, habit

"Makes me feel happy. It is what I like to do; my choice. Having support/options if things change and I want to do something else. E.g. if a group is cancelled or staff are off sick"

"It's what makes me happy: to do what I want to do, rather than being told what to do."



Social Behaviours (Project Teams)

Institutions,
Networks

"Need for better connection between carers centre and services...."

"A really important thing is building local relationships as it opens doors for bringing others in and connections so it's not all about the funding."

Norms,
Roles,
meanings

"'it's always been done this way' has to be a no go statement!!!"

"Going to traditional day support can form a significant part of someone's identity/role and purpose"



Social Behaviours (People who use services)

Institutions,
Networks

"A People First worker helped me set up my tablet."

Norms,
Roles,
meanings

"I sometimes have bad days. I have felt bored and had nothing to do. I have been having a sleep in lots of days as there is not such a rush to get up. I am missing my friends a lot. I am able to keep in touch with one of my friends by phone and text. I am missing some of my staff. One staff member has left and I never got to say goodbye."



Material Behaviours (Project Teams)

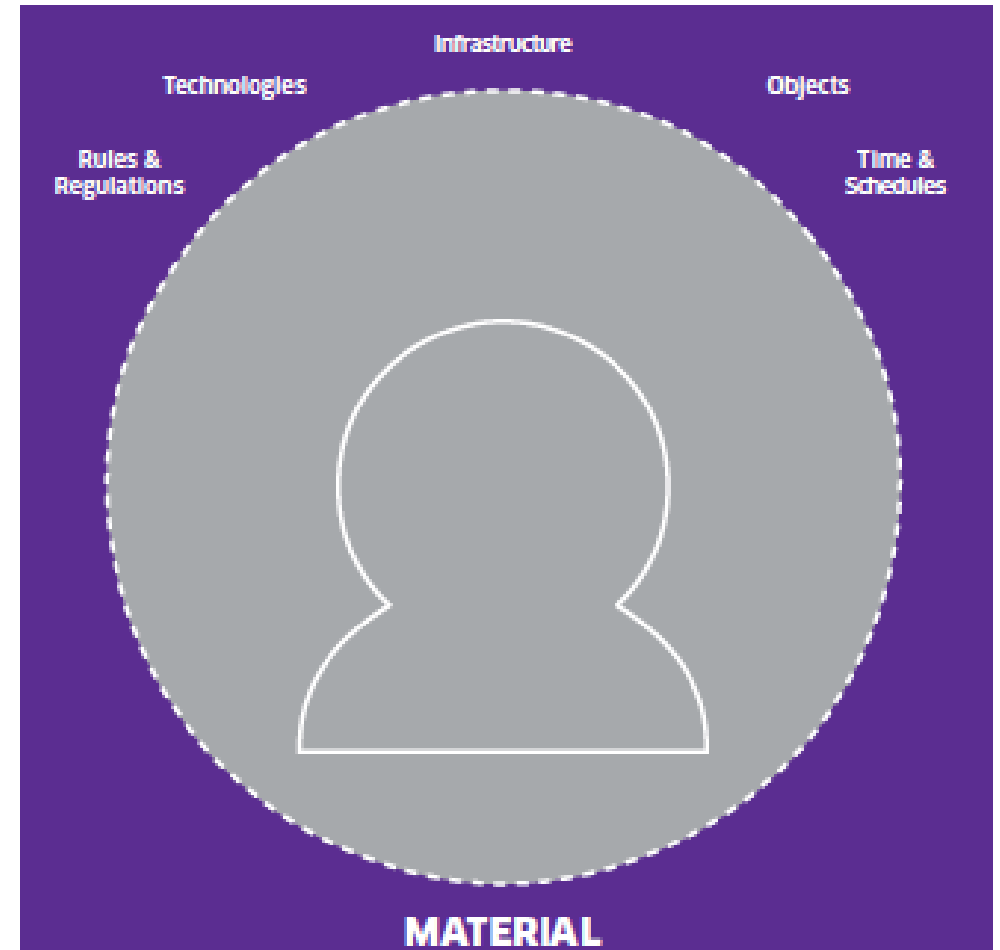
Rules &
Regulations,
Infrastructure

"We need to avoid boxing people, know it is needed in assessing support but it's not all or nothing."

Technology,
Resources,
Schedules

"We've been on an incredible journey and recognised need to digitally upskill staff and the people we work for"

"Time allows people to build confidence and enable people to build trust so that they are fully involved."



Material Behaviours (People who use services)

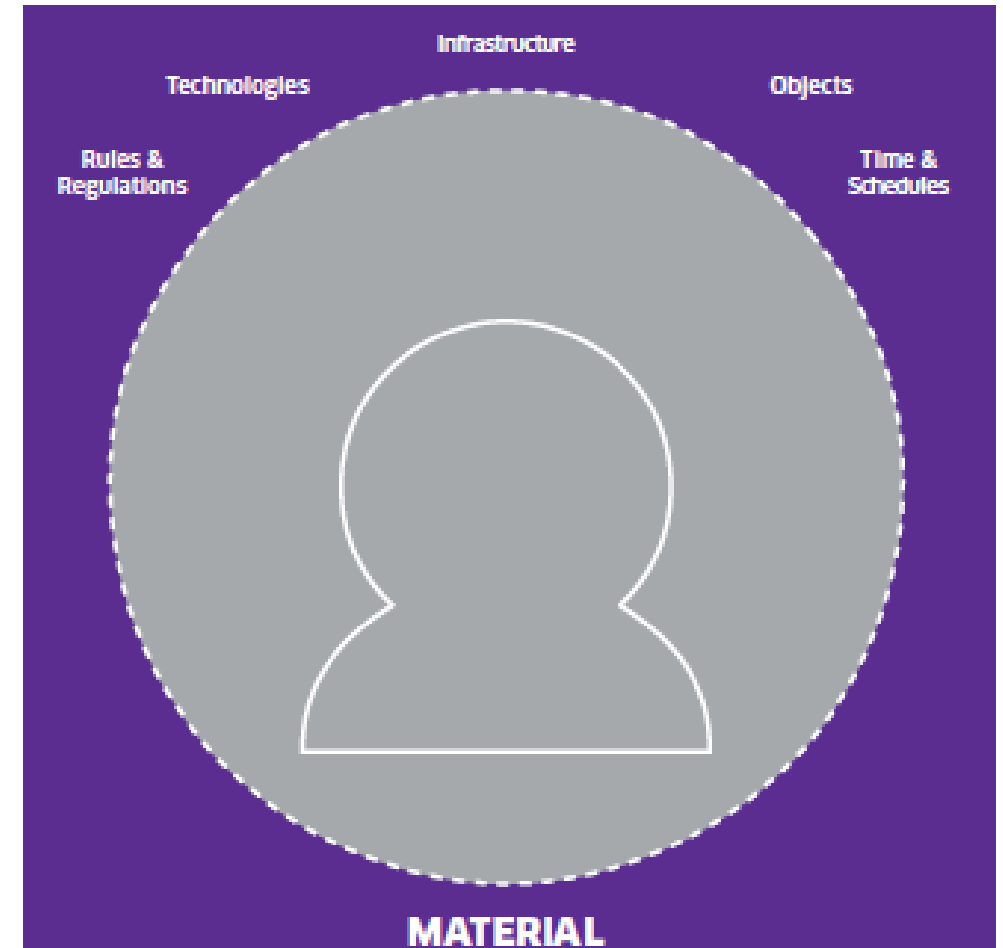
Rules &
Regulations,
Infrastructure

Technology,
Resources,
Schedules

"I don't think that the Council should be closing places that disabled people go to. Community centres/spaces should be kept open... There needs to be more things for disabled people to do in the evenings and weekends. There needs to be support in place to do this."

"I do quite a few groups on zoom. I go to People First groups and I go to Bingo."

"I want to spend my week how I want to spend it, not go by a timetable."



Key areas for development

- Making services truly centred on the person by changing the focus from support needs to life aspirations and people living with LDs being able have equal opportunities to live life to its fullest potential.
- Encouraging partnership working across all services, orgs, businesses who in some way provide support for people with LDs - 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.

Final Thoughts...

"Increased choice and awareness that "day opportunities" can mean different things to different people. Not one size fits all in moving away from traditional building based services."






Q&A session



Is there anything in particular from Ashleigh's presentation which resonated with you?

 Start presenting to display the poll results on this slide.

Renfrewshire HSCP



Laura Howat – Service Manager, Renfrewshire HSCP

DIGITAL TRANSFORMATION

Laura Howat

13th May 2021



Renfrewshire
Health & Social Care
Partnership

Digital Inclusion

- ☐ Introduction and welcome
- ☐ Remodelled services:
 - ☐ Welfare calls and door stop visits
 - ☐ Community outreach and online groups
 - ☐ Day outreach respite
 - ☐ Crisis respite
- ☐ Renfrewshire's digital journey – Short film <https://youtu.be/eYHWAuOKBsk>
- ☐ Questions and discussion



Q&A session



How do you plan to incorporate virtual activities into your future service delivery and post COVID?

 Start presenting to display the poll results on this slide.

ENABLE Scotland



Jan Savage – Director of ENABLE Scotland



ENABLE Scotland Connects

Learning from
COVID 19



ENABLE Scotland

ENABLE Group



ENABLE
WORKS



ENABLE Scotland

- Charity pillar of ENABLE Group
- Membership & Supporter Network of 12,000
- Annually support 3,119 people across Scotland to
 - Be local activists and campaign for change
 - Get specialist information, advice and advocacy
 - Access community-based support across a growing network of **72 local groups**



Life before Covid-19



Pre Pandemic Delivery

- Entirely face to face delivery
- Regular activism and social groups for people with a learning disability
- Advice, Information and Support groups meeting locally
- National Committees for
 - Adults and young people with a learning disability
 - Family carers
 - Our network of affiliated Branches



| Impact of the Pandemic



Digital Mobilisation

- 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
- Developing Helplines & Advice Lines
 - Offering essential advice and support
- 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



| Story so far...



Overview

- 700+ Helpline calls answered
- 1368 ACE Connect Sessions Delivered
 - Mental & Physical Wellbeing - Exercise & Mindfulness
 - Karaoke and Quizzes
- 39 Workshops for family carers
 - Carers rights
 - Education Law
 - Self-Directed Support and Welfare Rights
- 134 Accessible COVID19 updates – accurate and accessible



Feedback from members



- *“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”*
- *“ENABLE’s Family Connect service helps other mothers and carers like me to find information that is so important. A lot of people are out there trying their best, with little to no support, and we need to be there for each other. Connecting people and helping them to make some new friends and learn a lot about what help there is for them”*



What We've Learned



What digital has taught us

- Connection is more important – and more possible – than ever!
- 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 – we are changing this.
- Staff have had to be upskilled in digital delivery
- Essential to give safe spaces for people to talk –
 - Helplines
 - Advice Lines



A photograph of two women holding hands against a black background. The woman on the left is younger, with long reddish-brown hair, wearing a blue jacket over a purple shirt. The woman on the right is older, with short blonde hair, wearing a dark patterned top. The text 'The Key Risks' is overlaid in white, with a vertical white line separating it from the woman on the right.

The Key Risks

Risks – and opportunities....

- Playing a different role in peoples lives
 - Dependence and Boundaries
- Increase in safeguarding and wellbeing concerns
 - Weekly review with team
- Huge focus on member mental health
 - Wellbeing sessions to support with mental health challenges
 - New protocols in place to direct and signpost
 - Staff member also a trained Counsellor – this was invaluable
- Important to understand impact on staff team
 - Wellbeing Wednesdays
 - Coffee and Catch Up sessions weekly
 - Training from the Samaritans via Scottish Government



A photograph of a family of three—a woman, a man, and a young man—smiling and posing together against a dark background. The woman on the left has blonde hair and is wearing a light-colored floral top. The man in the center is bald and wearing a blue shirt. The young man on the right has red hair and is wearing a dark sweater over a light blue collared shirt. The text "Next Steps" is overlaid on the left side of the image, with a vertical white line separating it from the family photo.

Next Steps

What next....

- Move forward with a hybrid model of delivery – digital not for everyone
- Investigate software that allows people to connect in a blended way – live sessions with members attending virtually if they choose
- Digital delivery adds levels of accessibility that did not exist before
- More direct information and advice targeted at individuals
- Wellbeing and mental health focus will continue
- Staff training profile updated





@ENABLEScotland
@Jan_Enable
jan.savage@enable.org.uk

<https://www.enable.org.uk/get-support-information/membership-landing-page/>






Q&A session



Have you considered the true resource implications of digital delivery – beyond the tech, considering the impact on service delivery, design, and staff skill set and resilience?

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Collaborative: phase 2 next steps

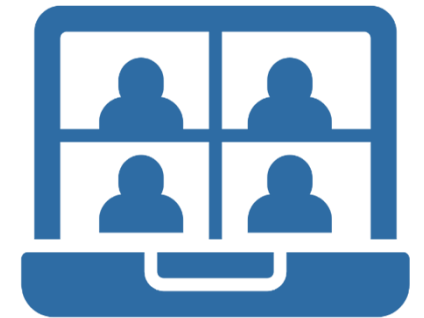
Working with a reduced number of core partnerships

- Bespoke coaching
- Leadership group
- Equity and inclusion group



Connecting with stakeholders

- National reference group
- Extending opportunity to connect to other HSCPs
- National events to share progress and learning





Thank you

Contact the People-Led Care portfolio team to find out more.
Email: his.peopleledcare@nhs.scot