



Healthcare
Improvement
Scotland

ihub

New Models for Learning Disability Day Support Collaborative Phase 2

National Learning Event

Enabling health and
social care improvement

21 September 2021

Your host today will be:



Jackie Brock, Chief Executive of Children in Scotland (CiS), Healthcare Improvement Scotland (HIS)
Board member

Ms Jackie Brock is Chief Executive of Children in Scotland (CiS) which is a national membership organisation for statutory, third sector, private bodies and individuals seeking to improve children's lives in Scotland. Jackie represents CiS on a number of national working groups, such as the Mental Health Task Force, Strategic Review Group for the Early Learning and Childcare Programme and the National Implementation Steering Group for GIRFEC. Previously she worked for the Scottish Government in a number of roles, principally children and education. Jackie brings detailed knowledge and experience of the third sector and in particular an understanding of the challenges and opportunities of partnership working across the sectors to improve services and support.

Agenda & Housekeeping

Agenda

10:00 Introduction to the session

Jackie Brock, Chief Executive of Children in Scotland (CiS), Healthcare Improvement Scotland (HIS) Board member

10:05 Dominic Jarrett, Learning Disabilities Development Manager, North Ayrshire Health and Social Care Partnership

Tom Wilson, Day Opportunities Manager, North Ayrshire Health and Social Care Partnership

Moyra Gill, Learning & Development Team Leader, Perth and Kinross Health & Social Care Partnership

Q&A session

10:40 Anne McKenzie, Lead Commissioner, Aberdeen City Health and Social Care Partnership

Q&A session

11:35 Break

11:45 Rebecca Williams, Policy & Development Worker ARC Scotland

Q&A session

12:15 Closing remarks

Jackie Brock, Chief Executive of Children in Scotland (CiS), Healthcare Improvement Scotland (HIS) Board member

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



Housekeeping



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- and then*
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 - turn your video off



A more detailed electronic follow up survey will be sent via email to help us plan for future sessions.



We will use Slido for any questions or comments. Please download the app or use the webpage: www.slido.com
Enter the meeting code: **#592884**



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Speakers



Dominic Jarrett,
Learning Disabilities Development Manager,
North Ayrshire Health and Social Care
Partnership

Tom Wilson,
Day Opportunities Manager
North Ayrshire Health and Social Care
Partnership



Moyra Gill,
Learning & Development Team Leader,
Perth and Kinross Health & Social Care Partnership

Yvonne Henderson,
Administrative Assistant
Perth and Kinross Health & Social Care Partnership

Speakers

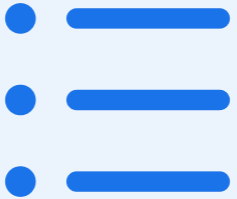


Anne McKenzie,
Lead Commissioner,
Aberdeen City Health and Social Care
Partnership



Rebecca Williams, Policy & Development Worker
ARC Scotland

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What do you think is a healthier shape for describing services: pyramids, or networks?

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In your view, to what extent does the current national environment (service and social) truly enable inclusive decision making and co-design with individuals and communities?

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Where do the responsibilities of learning disability services stop, and the responsibilities of society and services as a whole begin?

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Q&A session



Anne McKenzie,
Lead Commissioner,
Aberdeen City Health and Social Care Partnership



Aberdeen City Health & Social Care Partnership
A caring partnership



Our Journey to Collective Commissioning

Katharine Paton, Service Manager, Adult Learning Disabilities, Aberdeen Health and Social Care Partnership

Anne McKenzie, Lead Commissioner, Aberdeen City Health and Social Care Partnership

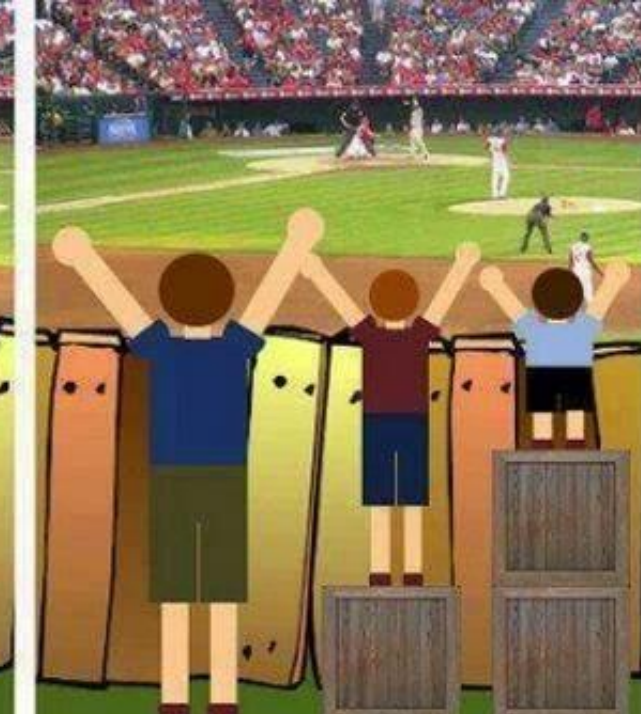


Every journey begins
with the first step.



Focusing on the
person





The importance of
relationships.....





Strategic Commissioning Approach – Our Principles

Undertaken for Outcomes

Based upon Evidence and Insight

Consideration of sustainability

A system wide approach

Enabling prevention through early intervention

Balancing innovation and risk


Co designed and co produced with partners

A working example – The process of commissioning of Care at Home in Aberdeen City

Commissioning for outcomes – a shared sense across all sectors that there was a need to move to an outcomes delivery model



Evidence and insight – evidence of market failure and the current model not achieving people's outcomes / enabling independence



Consideration of sustainability – the potential for us to improve working arrangements for staff and therefore create a more sustainable situation



Enabling prevention through early intervention – recognising the skills, knowledge and observation of care providers and strengthening their place in the operational delivery of Health and Social Care



None of this has been without risk

... but standing still was riskier



- **Workshops & Opportunities for providers to discuss their hopes with “neutral” facilitators for providers and health and care teams**
- **Task & finish groups with and health and care teams**
- **Meeting with Chief Execs & senior leaders from provider organisations**

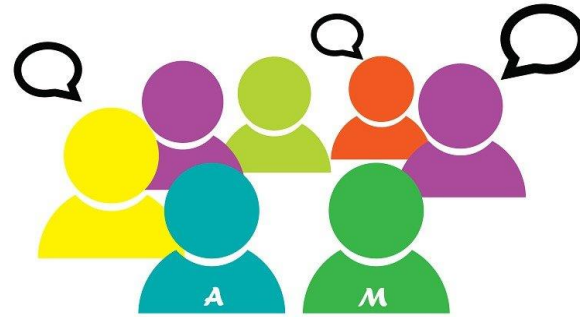
Stay Well Stay Connected



What did people tell us?

Choice is important

**Make it easy for
me to access – no
complicated
processes**



**Listen to me and
work with me to
understand what it is
I want to achieve**

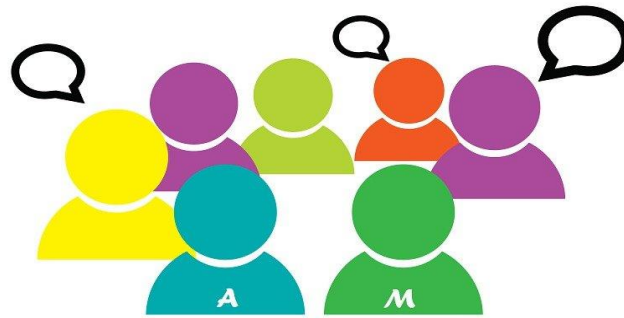
**Make it safe for me
and for my loved
one**

**I want to be able to access
services easily, close to
home**

What would we want people to be telling us?

I am happy that I can work with others and make sure that I have a break and my loved one is safe and does things that are meaningful to them

I really appreciate the opportunity to discuss what options are available to me and to see examples of where others have benefited



I thought I was going to have to give up my home but I am able to do so much more for myself now and can go out and meet my friends again

There are so many different ways now to have a break. It doesn't have to be a whole day away from each other, last week I managed to go out for a coffee with friends, and someone sat with my husband and watched football with him

September 2021 progress update – Stay Well, Stay Connected



- Commissioned planned residential respite – safe, accessible, outcomes focussed for carer and cared for ✓
- Based upon our knowledge of need, co designed and tested a variety of short breaks ✓
- Captured our learning and prepared to share our stories to promote opportunities ✓
- Co designed our communication ✓
- Continued to develop opportunities to ensure early intervention and prevention ✓
- Worked with our organisation and others to ensure that everyone feels supported on this journey ✓

How will we plan our future journeys?

The speed at which we progress is important

We won't assume that everyone is comfortable

We appreciate that everyone has a different starting line

We know it is important and ok to go back to collect people along the journey

We will keep your eye firmly on our destination

Our map might be out of date, so we may have to make it up as you go along

When we get to a fork in the road – we won't always take the easier or better-known route

We will take plenty of snacks for the car to keep us all going!



A hiker wearing a white shirt, blue pants, a wide-brimmed hat, and a large backpack is walking away from the camera on a grassy mountain trail. The trail leads towards a large, rugged mountain peak in the distance. The sky is blue with scattered white clouds. The text "Not there yet... But our goal is within our sights" is overlaid in white on the right side of the image.

Not there yet...
But our goal is
within our sights



Thank you for your time

Any Questions?



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Is there anything like this model being considered in your area, particularly around building relationships with and between providers?

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How did it feel to hear about giving up that sense of control over the commissioning process?

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What do you need to progress with this kind of re-design work in your area?

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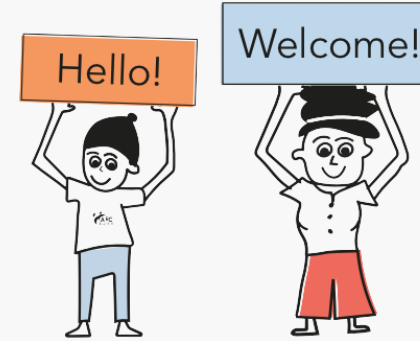
Q&A session

Break





Rebecca Williams, Policy & Development Worker
ARC Scotland



Principles into Practice

Improving transition to adult life for young
people with additional support needs

Bec Williams

(Policy & Development Worker, ARC Scotland)



Scottish Government
Riaghaltas na h-Alba
gov.scot

Scottish Transitions Forum

Who we are

Part of ARC Scotland, a voluntary organisation that advances knowledge, practice and policy in health and social care for the benefit of people with learning disabilities and additional support needs.

Why we're here

To improve experiences of young people (14-25) who require additional support who are making the transition to young adult life.



Scottish Government Creating Positive Futures

**The 3-Step
Improvement
Framework for
Scotland's Public
Services**



What are we trying to accomplish?

**How will we know that a change is
an improvement?**

**What change can we make that will
result in improvement?**



**getting
it right**
for every child

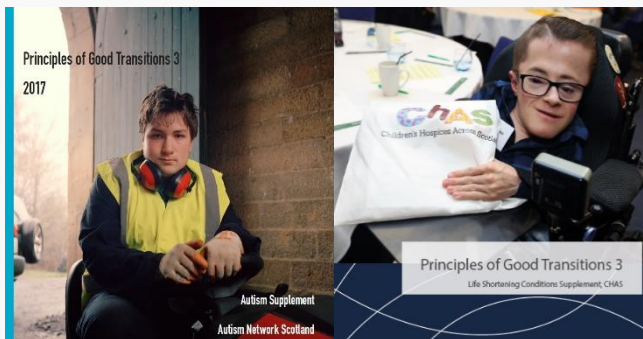


**Scottish
Transitions
Forum**



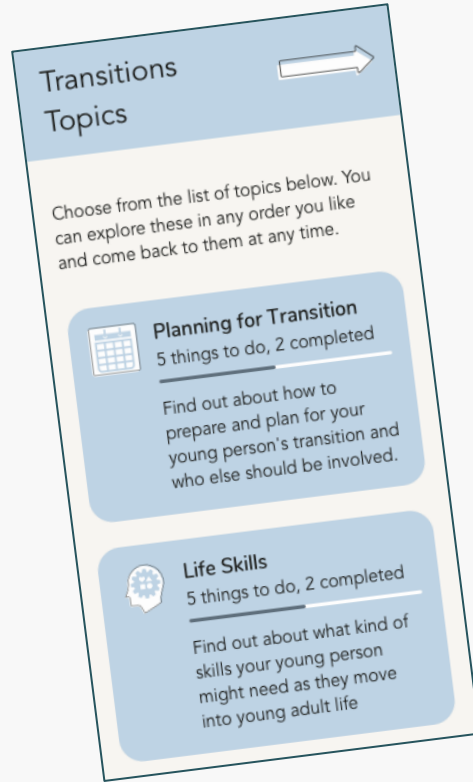
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The Principles of Good Transitions



- 1 Planning and decision making should be carried out in a person-centred way
- 2 Support should be co-ordinated across all services
- 3 Planning should start early and continue up to age 25
- 4 All young people should get the support they need
- 5 Young people, parents and carers must have access to the information they need
- 6 Families and carers need support
- 7 A continued focus on transitions across Scotland

Principles into Practice framework



- Practical guidance and evaluation indicators to help implement the Principles of Good Transitions into policy, planning and practice
- Data and Evaluation:
 - Making best use of existing data and identifying new data required
 - Coordinating feedback from young people, parents, carers and staff

<https://scottishtransitions.org.uk/principles-into-practice-draft-framework/>

Principle 1:

Planning and decision-making should be carried out in a person-centred way

Indicator 1a: We ensure young people are at the centre of their transitions planning

Assessing

→ In our organisation we are reviewing our policies and procedures to ensure they are consistent with young people being at the centre of any decisions about their lives

Improving

→ In our organisation we provide guidance and training to all staff involved in the planning, commissioning and delivering of services to better enable them to put our policies into practice and understand the importance of young people being at the centre of decisions about their lives.

Delivering

✓ Young people tell us they feel listened to and respected in all decisions about their lives.

✓ Young people tell us what else we can do to better listen to them and include them in decisions.

✓ Young people tell us that they get to choose who is involved in their transitions meetings.

What are the benefits of using Principles into Practice?

- Empower more young people in your area to reach their potential
- Provide families with the support they need during this important phase
- Address long running and well documented challenges associated with providing effective support for young people who require additional support



Principles into Practice Trial Programme

The purpose of this trial programme is to:

- Support the improvement of transitions support available to young people and their parents and carers
- Test and bring the draft of Principles into Practice and associated resources to completion and support its implementation more widely.



Principles into Practice Trial Programme

- 2 year improvement programme 2020-2022
- Funded and supported by Scottish Government

Enhanced Trials:

- Dundee
- Falkirk

Universal Trials:

- Aberdeen City
- City of Edinburgh
- Inverclyde
- Midlothian
- North Lanarkshire
- Perth and Kinross
- Scottish Borders
- Shetland



Quality Improvement Journey



[Quality Improvement journey | Turas | Learn \(nhs.scot\)](https://www.nhs.uk/qualityimprovement/journey/)

Aim

Most* 14-25 year olds who require additional support as they make the transition to young adult life will report positively about their experience by August 2022.

* 75% - 90%

** We will need to further define what is meant by a 'positive experience'

Primary Drivers

A co-ordinated and collaborative system is in place across all services to ensure young people and families get the right help, at the right time

A person-centred, rights-based approach is used to design, review and improve planning and decision making over time

Secondary Drivers

Joint approaches to assessment are in place across a local authority between children and adult services

Transitions coordinators or local transitions networks are set up to aid strategic, co-ordinated delivery

Young people have a single plan which starts at age 14 and is appropriate to need

Workforce have the knowledge, skills and confidence to support positive transitions

All young people, families and carers are aware of; and have access to the information and support requirements they need

Parents, carers and young people are actively involved in co-designing transitions and feel empowered as a result

Transition planning supports holistic wellbeing needs of young people and their families and 'What Matters To You' is acted upon

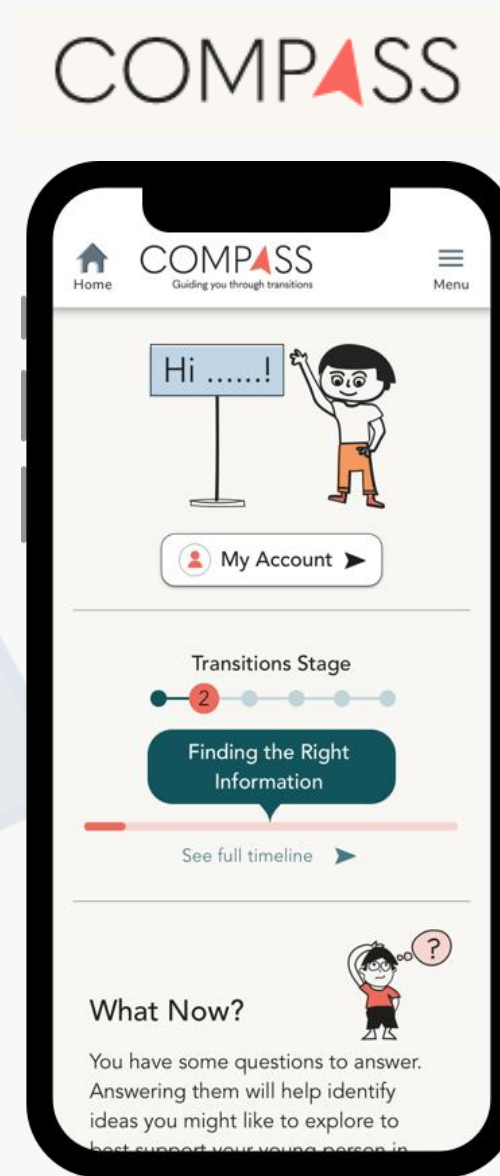
Views from young people, parents and carers about their experiences of transitions are gathered and used to improve transition planning

Learning and good practice are embedded into the sustainable, longer-term planning strategies

Effective channels of communication are established to share learning and good practice within and out-with the local authority

Compass

Supporting young people with additional support needs, and their parents and carers, through the transition to adult life



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Q&A session



Thank you

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