



Healthcare
Improvement
Scotland

ihub

Learning Disability Day Support: Learning from COVID-19

10 February 2021

Enabling health and
social care improvement

Agenda & Housekeeping

Agenda

14:00 Introduction and housekeeping, Chair ,Chris Sutton, People Led Care Portfolio Lead

Introduction from Alan Bigham, Senior Programme Manager

Sandra Rae, South Ayrshire HSCP

Stephanie MacGregor-Cross and James Foley, Falkirk HSCP

Kenneth Stirling, Cornerstone

Q&A session

15:05 Break

15:10 Pat Graham, Promoting A More Inclusive Society (PAMIS)

Don Williamson, Shared Care Scotland

Jenny Flowerdew, Linda Rice, Nicola Barclay and Jean Russell, North Lanarkshire HSCP

Q&A session

16:05 Closing remarks Chris Sutton, People Led Care Portfolio Lead

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To speak:

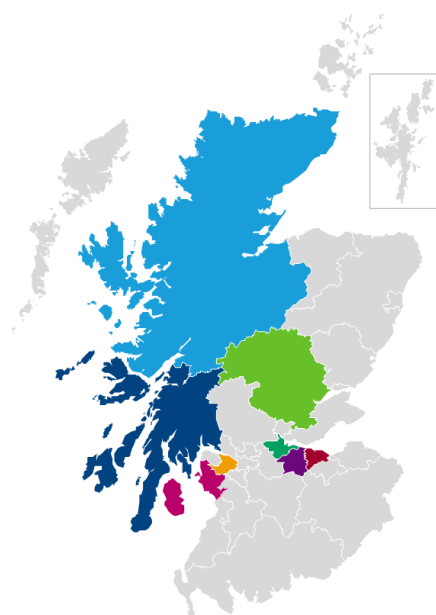
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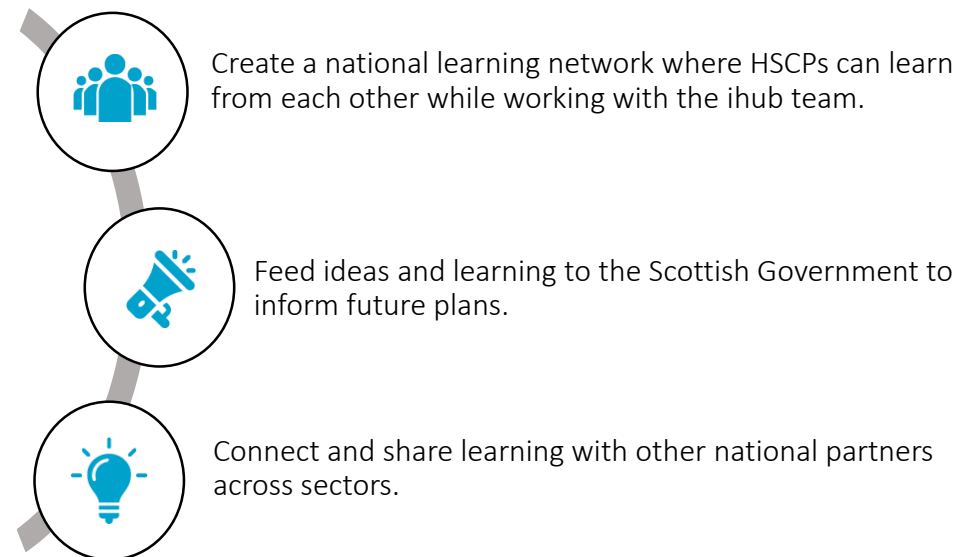
his.peopleledcare@nhs.scot



New Models for Learning Disability Day Support Collaborative:



- | | |
|----------------------|------------------------|
| 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 in the collaborative.

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 support services for adults with learning disabilities. Eight teams (above) joined the collaborative in October and will participate through March 2021.

The People-Led Care portfolio team is delivering a programme of support to the partnership teams, cascading expertise and learning in a blending of [service design](#), [strategic planning](#) and [quality improvement](#) disciplines.

✉ info@ihub.scot

🐦 @ihubscot

Speakers



Sandra Rae, Service Manager, Learning Disability and Sensory Impairment in South Ayrshire Health and Social Care Partnership

Sandra Rae was appointed to the permanent post of Service Manager, Learning Disability and Sensory Impairment in South Ayrshire Health and Social Care Partnership in October 2020.

Sandra started working with Strathclyde Council as a home help in 1990 a role she was proud of. She held the post of day centre officer (dementia) and family support worker before moving into community care services in 2002 to become review co-ordinator and was funded to undertake her social work training and became a social worker in 2005. Sandra achieved her practice teacher award in 2007 and Mental Health Officer award in 2008 and is Practice Assessor to students completing both Social Work and Mental Health Officer training. Sandra moved into management in 2010 and held a series of management and leadership posts within Social Work.

In 2013 Sandra became the Adult Support and Protection and Mental Health Co-ordinator and was promoted to a Service Manager post in Community Care in 2017.

Sandra leads audit and self-evaluation in Adult services within the partnership and has led many system changes and improvements within the service.

Sandra has a passion for promoting individual and collaborative opportunities to ensure person centred, innovative support mechanisms that allow all to be valued for their strengths. Within her leadership roles she instils in others her values and belief that as social workers it is a privilege to be able to support people at times of crisis and improve their outcomes and maximising independence Sandra is also a trained Cognitive Behavioural Therapist and has worked to improve the lives of many on a voluntary basis to make life long improvements and changes. Her biggest personal achievement is being a Gran to seven fabulous individual grandchildren.

Email: Sandra.Rae@south-ayrshire.gov.uk



James Foley, Service Manager – West and Specialist Services, Falkirk Health and Social Care Partnership

James is a Service Manager within Falkirk Health and Social Care Partnership. James originally took the path of being a Primary School Teacher but quickly changed to working in social care. James' social work career began as a Day Centre Officer during which time he gained a Bachelor of Social Work degree at Stirling Uni. James then worked as a Specialist Learning Disability Social Worker for Falkirk Council before moving to North Lanarkshire as a Locality Manager for Support Services for people with a disability. James returned to Falkirk 13years later as manager for the Falkirk Learning Disability Team before taking up the post as Service Manager. James believes that the last year has given us an opportunity to reflect on services and begin to collaboratively redesign them to support people with disabilities to meet their desired outcomes.

Email: James.Foley@falkirk.gov.uk

Speakers



Stephanie MacGregor-Cross, Team Manager, Falkirk Learning Disability Team, Falkirk Health and Social Care Partnership

Stephanie is the Team Manager for the Falkirk Integrated Learning Disability Team. Stephanie started her social work career working in learning disability services in Toronto, Canada before moving to Scotland in 2004. Stephanie worked as a Social Worker with the East Dunbartonshire Joint Learning Disability Team for a few years. Stephanie then moved to become the Senior Social Worker for the Falkirk Learning Disability Team in 2008. In 2013, Stephanie became a Team Manager for a Locality Community Care Team in the East of Falkirk. In 2018, Stephanie was delighted to return to her roots when she landed the role of Team Manager for the Falkirk Learning Disability Team. The Falkirk Learning Disability Team are a health and social work team that work with adults with learning disabilities. The team are passionate about adopting a holistic approach to practice and working together to support adults with learning disabilities to achieve their outcomes.

Email: stephanie.macgregorcross@falkirk.gov.uk



Kenneth Stirling, Director of Delivery (South) Cornerstone

Kenneth Stirling as Director of Delivery (South) is leading 900+ employees with Cornerstone.

Previously as a branch leader he led a range of housing support and care at home services across Ayrshire. He has combined registration with the SSSC as a manager in both care at home and housing support.

In his previous role he led and supported over 140 staff and self-employed carers across a range of services. These included fostering, housing support, adult placement and supported employment and while his role included sometimes sitting for hours writing applications to local authorities to develop business, it also allowed him to enjoy the best part – having a chat with the people supported over a coffee.

He has worked in social work services and social care for the past 30 years in a variety of positions including supporting and managing children and adult services, as well as leading day services for older people.

“The job is not just a career – it’s a lifestyle. To know you’ve personally changed someone’s life for the better makes you feel proud.,, Kenneth Stirling
Cornerstone

Email: Kenneth.Stirling@cornerstone.org.uk



Don Williamson, Chief Executive, Shared Care Scotland

I have been the Chief Executive of Shared Care Scotland since January 2006. Prior to this I was the Programme Director in Edinburgh for Common Purpose, the international leadership charity, and before this I was eight years with The Duke of Edinburgh’s Award as Deputy Director for Scotland. I have also worked in the outdoor education and natural heritage sectors. Between 2014-16 I served as President of the International Short Breaks Association, as part of Shared Care Scotland’s hosting of the 10th International Short Breaks conference in Edinburgh in 2016. In a voluntary capacity, I am on the Board of the Green Team, a Lothian-based environmental youth work project, and I also have some direct caring experience.

Email: Don.Williamson@sharedcarescotland.com

Speakers

Pat Graham, Chair of PAMIS (Promoting A More Inclusive Society)



Pat Graham is the Chair of PAMIS (Promoting A More Inclusive Society - a third sector organisation that supports people with a profound learning and multiple disabilities and their family carers to lead healthy, valued and inclusive lives) Board of Governors and a retired tax inspector. She has two daughters, Jenna who is an art teacher and illustrator and Lauren, who has PMLD and now lives in supported accommodation. Since retiring Pat has further concentrated on her role as an active researcher and one who applies research and learning straight back into practice. She highlights that this research started the day her daughter who has profound and complex needs was born. Pat has been involved with PAMIS for over 20 years, and even before joining the Board was actively involved in many of the PAMIS workstreams. More recently Pat has supported the Edinburgh book festival to provide opportunities for people with PMLD to be included in this international event. She has also presented nationally and internationally on many topics related to inclusion and people with PMLD and is currently leading conversations on the development of lifelong learning for this group of people. Pat is delighted that working with PAMIS provides her with the opportunity to give something back to an organisation that has provided so much support, education and fun to her family.

Email: pmgraham136@outlook.com

Jenny Flowerdew, Locality Manager, Wishaw Locality Support Service (Disabilities), North Lanarkshire Health and Social Care Partnership



My introduction into social care was as a pottery teacher. I was a sessional worker at Bonnington Resource Centre (City of Edinburgh council), and it was here that I learned that working with people was more important to me than working with clay.

After fifteen years of working in other settings including EARS Advocacy (an independent advocacy service for people thinking about residential care), Edinvar Housing Association and Capital C (an independent advocacy service for people or families effected by Hep. C), my family and I decided to move to rural Lanarkshire, and I was fortunate to be offered the post of Locality Leader in North Lanarkshire Council's Locality support service. Here I was able to participate in the re-shaping of adult services, including the closure of the of day centres for adults with learning disabilities and the opening of the Locality Support Services which provide adults with disabilities or long term health conditions flexible and personalised support in their local communities. Since 2015 I have been manager of Wishaw Locality Support Service.

Covid-19 has been challenging for us all. Yoga, dog walking and playing with my 3-year-old granddaughter (often requiring me to be a baby unicorn) have helped me get through it. Recently I have joined the growing number of open water swimmers – breaking the ice or walking through the snow to get to the water has been exhilarating and a reminder to me of the value of connecting with the natural world.

Email: FlowerdewJ@northlan.gov.uk

South Ayrshire Health and Social Care Partnership



Sandra Rae, Service Manager, Learning Disability and Sensory Impairment in South Ayrshire Health and Social Care Partnership

Learning Disability Day Support



SANDRA RAE

SERVICE MANAGER

LEARNING DISABILITY

SOUTH AYRSHIRE HEALTH AND SOCIAL PARTNERSHIP

Day Services prior to Covid and how we planned to develop services

- ▶ 5 choices of Day Service from Girvan to Symington
- ▶ 1 for complex needs
- ▶ Looking at combining 2 centres to give more flexibility across Learning Disability
- ▶ Began an inclusive consultation with families who use the service and those in transition to ascertain need and aspiration
- ▶ Met with families for the second time and had the outline of a consultation team
- ▶ Learning Disability Team set up “Curry Club” and were in the midst of setting up other groups out with core hours to support friendships

We were happily working on change



Early Consultation informed us:

- ▶ Parents in transition did not wish their young people to attend day centres where there was only one age group 18-80
- ▶ Parents/carers wished bases for their young person to come in an out of and see friends from school
- ▶ Our traditional day centre attendees informed us they wanted to do meaningful activities such as gardening , go swimming , go to the cinema, learn real skills, get jobs and sometimes just chat with friends
- ▶ Our work stopped and we did not get to engage with others such as potential users of the service or providers who engaged in this service provision due to Covid

Covid “Fold in”

- ▶ Decision to close all day centres provisions and respite facilities on 20th March
- ▶ Bespoke plans for “emergencies” and those who could not just manage at home without service provision
- ▶ Only “essential” services delivered. Who decided this?
- ▶ Working to support widest range of needs and plan individually for each person
- ▶ Keep people safe
- ▶ Manage the fear and anxiety of all

We Did: Partnership Working

- ▶ Offered emergency long term respite for families who were unable to manage due to their own issues such as shielding or the complex needs of carer or young person
- ▶ Opened centre for 1 person initially to offer carer respite built this slowly for others
- ▶ Did not close offices and had them manned by the social work staff to respond swiftly to risk, crisis and increased need
- ▶ Employed a “Community Connector” who did window visits and linked in with folk
- ▶ Took meals to vulnerable and at risk people who lived alone
- ▶ Had various competitions with prizes and other activities such as delivering plants and flowers to all carers
- ▶ Worked with wider Multi Disiplinary Team to minimise distress

Shoots of Recovery

- ▶ Offering risk assessed “micro breaks” day provision since 11th May 2020
- ▶ Respite commenced in “bubbles” and new innovative ways
- ▶ Community Connector post made permanent
- ▶ Opened 2nd Core and Cluster service
- ▶ Walking Groups introduced,
- ▶ Technology used better
- ▶ Sharing Resources with others
- ▶ Beginning to consider methods of engagement to consult and build our LD services in ways that matter, meet need and aspiration
- ▶ Have much more experience and evidence of efficacy of preventative and anticipatory service delivery using our current assets to adapt and reform

Know you are making a difference

Staff

- ▶ Feel I am making a real difference and trying out new approaches
- ▶ I feel a great sense of autonomy and trust in my work
- ▶ I hope I can always get a chance to work where we need to think out of the box
- ▶ My tool box has changed and SDS is not an add on to my assessment, risk enablement is the way forward
- ▶ Making decisions and helping redesign during the pandemic has shown management listen and can learn from us and trust our expertise
- ▶ The core and clusters has shown its worth and the way forward for us for sure

Families and Service Users

- ▶ This has been a terrible situation and we would not have managed without the dedication and support of all services coming together to let my boy come home to us
- ▶ Staff just being there was enough and the weekly window visit helps me get through this. My boy looks forward to the visit each week from Mark. It is such a good support.
- ▶ My dinners were great and I know someone was coming in I knew who to phone for help or a chat
- ▶ Someone telling me the rules helped me to understand them
- ▶ I look forward to the connector coming and he has helped me to feel I help him as well. I know the rules of social distancing now
- ▶ Meeting my friends to go walking is great because I see my home town and people I used to see and feel safe going out

Russell



I love to get
out and about

I love the
Walking
Group and
seeing others

I love
walking!

I love helping
Mark take
the group

Falkirk Health and Social Care Partnership



Stephanie MacGregor-Cross, Team Manager, Falkirk Learning Disability Team, Falkirk Health and Social Care Partnership



James Foley, Service Manager – West and Specialist Services, Falkirk Health and Social Care Partnership

DAY SUPPORT FOR PEOPLE WITH LEARNING DISABILITIES AND THE PANDEMIC

A FALKIRK PERSPECTIVE



**Falkirk
Health and Social Care
Partnership**



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Where was Falkirk before the pandemic?

- Types of day services
- Number of service users
- Review - outcome of this
- Plans for future - Innovation



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Health and Social Care
Partnership

Challenges encountered during the pandemic

- In house day support closing (staff being redeployed to other areas)
- Less face to face support - caused destabilisation
- Lack of support - outreach services due to care shortages
- Tier restrictions affecting out of area placements
- Carer stress
- Service user/carer isolation and anxiety
- Increased disconnection
- Rise in ASP concerns
- Stopping of routine work - preventative/early intervention

How we have worked to overcome the impact of the pandemic

- Exploring existing budgets and using these more creatively
- Expansion of neighbourhood networks
- Good examples of citizens supporting citizens
- Person centred/outcomes focussed/relationship based approach
- Community led support/connecting communities
- Outdoor models of support to allow people to connect safely and in line with government guidelines
- Resilience evident for some families – resourceful - finding new ways

Our hopes for the future

- Reflect and learn
- Service user/carer collaboration
- Community led/community based support
- Education-improved opportunities for adults with learning disabilities
- Outdoor opportunities (social, leisure and sport)
- Supported employment - meaningful work opportunities for people
- Better links across the partnership
- Improved access - transportation links
- Changing Places/improved accessibility



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Thank you! Any Questions?



Cornerstone



Kenneth Stirling, Director of Delivery (South) Cornerstone



Providing care
and support in
your community.

'Digital Tech' delivering sustainable person-centred care and support

- Organisational strategy: Tech roll-out / up-skilling of staff
- Response to COVID-19 (Day Services): Communication / consultation
- Direct Practice: Critical Need / Welfare calls / Family Support / Partnership
- Tech-enabled support services - Vision



Q&A Session

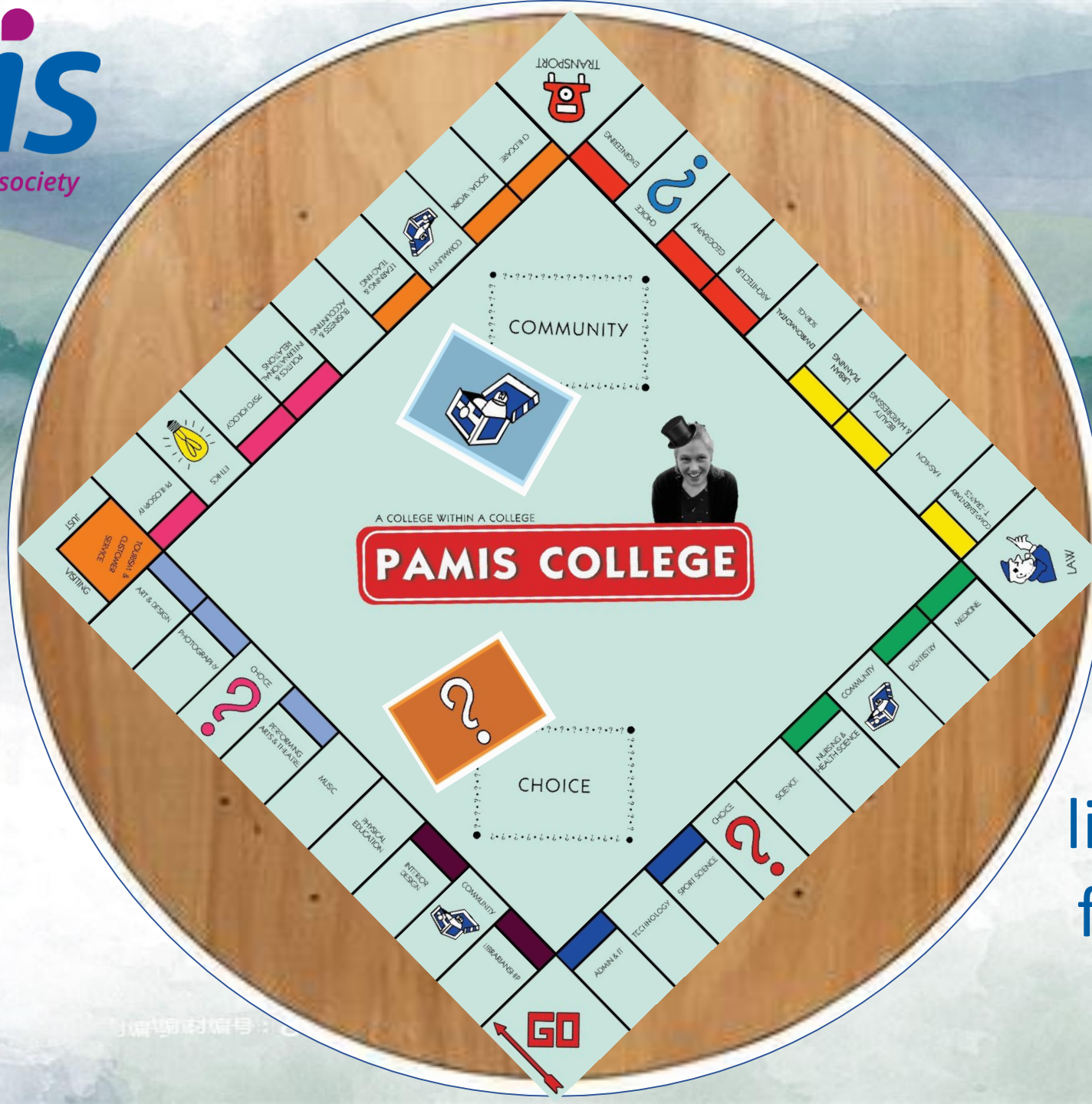
Break



PAMIS (Promoting A More Inclusive Society)



Pat Graham, Chair of PAMIS (Promoting A More Inclusive Society)



Developing a
model for
lifelong learning
for people with
PMLD





We're not waving. We're drowning.





Shared Care Scotland



Don Williamson, Chief Executive, Shared Care Scotland

Shared Care Scotland's Mission is:

To improve the quality, choice and availability of short breaks and respite care throughout Scotland.

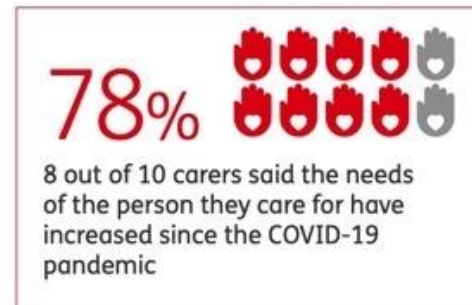
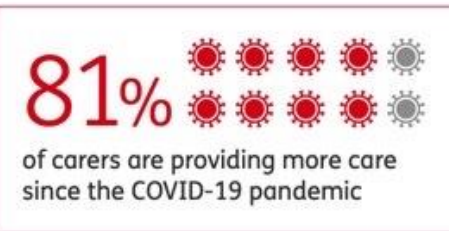
Our Vision is:

A Scotland where everyone who receives or provides unpaid care can live a full and satisfying life, with the assistance they need to take regular, quality breaks from the everyday demands of their caring routines.



COVID-19 and unpaid carers

- What happened?
- What was the impact?
- What was the response?
- What difference did this make?
- What have we learned?



COVID-19 and its impact on unpaid carers

- Worry and anxiety ...
 - How will we cope?
 - Are we in danger?
 - I'm feeling isolated and forgotten
 - What does the future hold?
 - Will things ever go back to how they were?
- Many finding themselves 'caring' for the first time
 - Who can I turn to for help?





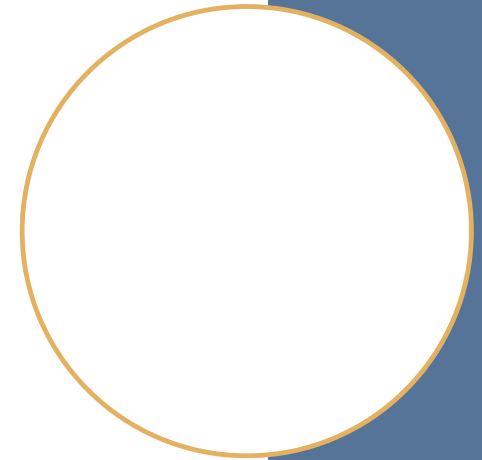
Increased need for support



Decreased ability to provide support in 'traditional' way

COVID-19: Carer Organisations Response

- Rapid transfer of information and advice services to **online support**
- **Development** of alternative 'COVID-safe' services and support
- **Other practical and financial support** to help carers get a break from caring
- **Exchange of knowledge and experience** across Scotland – What's App/Facebook Workplace/Zoom
- Listening to, and **representing** carers concerns at the local and national level



“When we focus not on what we can afford but what is possible with carers, we create solutions of high value but often not at a high cost.”

Centre Manager



Examples of how Time to Live funding has been used during COVID 19

Afternoon Tea Delivery	DVD's	IPad	Online Literature Course	Swing Ball
Alexa	E-bike	IT Equipment	Online Training Course	Tablet
Aromatherpy Diffuser and Oils	Echo Dot	Jigsaws	Online Yoga Classes	Television
Artificial Grass	Exercise Equipment	Kindle	Patio Furniture	Tent
Arts & Craft Items	Firepit	Kindle Subscription	Picnic Bench	Trampoline
BBQ	Gaming Gift Card	Knitting Needles and Wool	Picnic Hamper and Blanket	Xbox Live Subscription
Bike	Garden Furniture	Laptop	Play Equipment/Toys	
Binoculars	Garden Games	Lego	Punch bag	
Bird Table	Garden Lights	Magazine Subscription	Reclining Garden Chair	
Board Games	Garden Shed	Mindfulness Apps	Sandpit	
Body Shop Pamper Items	Gazebo	Model Aircraft	Seeds and Garden Tools	
Books	Gym Equipment at Home	Musical Instruments	Sensory Equipment	
Boxing Equipment	Hammock	Netflix Subscription	Sewing Machine	
Camera	HotTub	Nintendo Switch	Skateboard	
Disney Channel Subscription	Hoverboard	Online games	Splash Pool	

“Just by talking together about what would make things better has made us feel happier and lighter at this hard time, we really needed this” (Telephone Counselling session)

“Events like this take your mind off all the issues currently surrounding us and means that for a period of time, all is well with the world”
(Zoom Quiz)

“This has been an absolutely brilliant distillery tour – and I’m in my bed! How is this possible? I finally understand the process of making whisky and what the different types of whisky are. I definitely needed this today.” (Online Whisky Tasting and Distillery Tour)

"I feel more relaxed and more able to cope with the demands of caring. I feel more confident in my ability to cope with what life throws up at me and Yoga is something I can use on a daily basis. I am sharing some of the techniques with my daughter to help her manage her mental health, as it is something we can do together and its positive. My sleep pattern has improved also"
(Online Yoga course)

“It was really appreciated as he has been in a lot of pain recently and has been quite miserable to be around. This allowed us to have a break for a few hours from the daily grind and really perked us both up.” (Nature Walking Group)



CONNECT

COLLABORATE

ADAPT

SHARE



sharedcarescotland.org.uk



North Lanarkshire Health and Social Care Partnership



Jenny Flowerdew, Locality Manager, Wishaw Locality Support Service (Disabilities), North Lanarkshire Health and Social Care Partnership



THE LOCALITY SUPPORT SERVICE'S CONTINUING TO SUPPORT – COVID -19 AND BEYOND



- Providing self-directed support in the community to adults who have a disability or long term health condition
- Peoples lives are better because they are supported towards outcomes they have identified
- Building on peoples strengths; adding to their personal resources; using technology to support independence.
- Improving health and wellbeing through direct support and access to other services

COVID-19 WHERE DID WE BEGIN:

- Identified the challenges
- We responded quickly
- Prioritized support – making sure people who would not be safe without support got it
- What support could continue within restrictions?
- Risk assessments – Individual and workplace
- Technology/Working from home
- Quality Assurance



ACHIEVEMENTS



- **Yammer** – As space for staff working in the locality support services to share good stories, support one another and connect to the work completed by the Quality Assurance group
- **Digital technology** (Social groups, On-line shopping, Travel training, Community activity, On-line support, David Bowie)
- **Carers support** (Respite, Telephone, access to carers support organisations)
- **Maintaining Friendships**, family connections.

- **Assessment and planning** (But not as we knew it)
- **Remote Support** (Telephone, through the window).
- **Support at Home** (picking up messages, prescriptions etc)
- **Staying well** (Walking for well-being, Covid-19 information, contact)
- **Supporting Partners** Finding other issues, leading to a better lives. C.L.D worked with '*Deep Fried Films*', using creative arts to look at the effects of lockdown.





REAL PEOPLE, REAL STORIES

- Helen has a learning disability and struggles with her mental health. Socially distanced craft-work in her garden and listening to David Bowie on her device through Connecting Scotland has helped her to manage Covid-19 worries.
- Anne has no local family; she has found Covid-19 very isolating. Having been a technophobe she is now able to use her device to have face to face contact with family she hardly ever saw and is enjoying looking for music she likes on youtube. Anne has also been accessing mental health support.
- These women will continue to have a digital life beyond covid-19



LYNN

- Art work in the carpark supported conversation
- We learned about debt.
- Supported Lynn to buy a bike
- She rode for the first time
- Now supporting with hoarding issues



ANDY

- Andy struggles with his mental health
- WhatsApp – supported him to re-connect with his brother and keep in touch
- Spent Christmas together for the first time.





Q&A Session



Thank you

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