

# New Model for Learning Disability Day Support Collaborative

National Learning Event  
6 September 2022

Improvement Hub  
Enabling health and  
social care improvement

# Your hosts today will be:

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## **Diana Hekerem MSC (Econ), Head of Transformational Re-design, Healthcare Improvement Scotland**

Diana is the Head of Transformational Redesign Support for the Improvement Hub of Healthcare Improvement Scotland. Previously Diana was Marie Curie's Divisional Business and Service Development Manager for Scotland, and Head of Partnerships & Commissioning for Scotland, Wales and Northern Ireland.

Her work demonstrates a commitment to partnerships, using research and evidence, to deliver improvements in outcomes for patients and their families. Her palliative care service redesign programmes have covered urban and rural areas, with published evaluations including health economics and health outcome measures. Diana has a Masters in Economics and has previously worked in international development in Ukraine and Nigeria, and fundraising for Marie Curie and the Red Cross.

Diana is founder of Chukwu, a charity supporting investments to end poverty in Africa and supports community engagement as Trustee with the National Wallace Monument charity and its Scottish heroine project.

# Speakers

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**Ashleigh Spalding**, Improvement Advisor, Healthcare Improvement Scotland



**Mark McKinlay**, Champions Board Officer / Connector, South Ayrshire HSCP

# Agenda

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10:00 – Welcome and Introductions

10:10 – User Journey Mapping, Ashleigh Spalding (Healthcare Improvement Scotland)

10:50 – Break

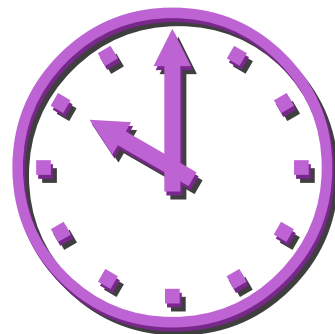
10:55 – Group Reflection and discussion

11:25 – Break

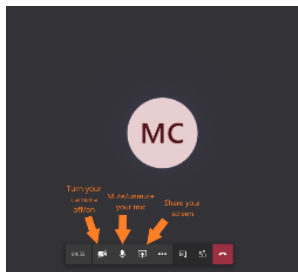
11:30 – Mark McKinlay, South Ayrshire HSCP

12:20 – Event summary and evaluation

12:30 – Close



# Housekeeping



Mute your microphone and have your video off on entry and throughout the meeting. To give an update

- unmute your mic
- turn your video on

*and then*

- mute your mic
- turn your video off



Technical support please contact:

[his.peopleledcare@nhs.scot](mailto:his.peopleledcare@nhs.scot)



We will use Slido for any questions or comments. Please download the app or use the webpage: [www.slido.com](http://www.slido.com)

Enter the meeting code: **#4064403**

# User Journey Mapping

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**Ashleigh Spalding**

Improvement Advisor

Healthcare Improvement Scotland, ihub

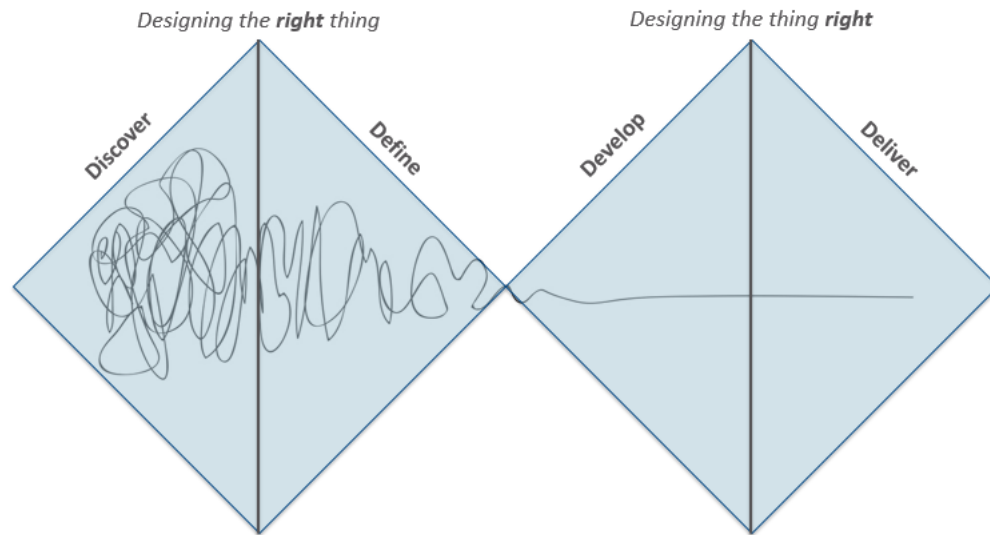
# Phase 3 updates

## Activities

- Project team coaching sessions
- Learning Network Drop-ins
- National Connections Group

## Publications

- Phase 3 Easy Read
- Phase 2 Learning Report
- User Outcomes Tool
- **User Journey Mapping Tool**



# User Journey Mapping

Journey mapping is the process of creating a visual representation of the steps your user takes in using your service to achieve their goal.

- Start with a user persona, informed by user research
- List the touchpoints with the service for the user
- Sketch the journey, considering the user's emotional state at each step
- Validate your finalised map and findings through further user and stakeholder feedback

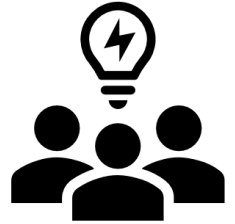




# What value it brings

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- A shared understanding of how a service works from the perspective of the user which highlights the impact and pain points for them.
- A tool for raising awareness amongst stakeholders of what you are trying to change and why.



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



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



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

# Breakout room activity (20mins)

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**Take 10mins to read through the User Journey and reflect on:**

- How it relates to your knowledge and experience of people's journey to accessing new opportunities.
- Your feelings as you read Grace's journey.

(If you have time, read the Grace Design-persona for more detail about Grace)

**10mins to reflect and discuss Grace's journey as a group**

- National team facilitator per room
- Return to main room at **10:50am**

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# Does Grace's experience resonate with what you know about your own user experience? How so?



## Participant feedback

- *We know this sort of thing can happen with delays, this shows it well*
- *Commination and timing is essential to ensure a positive experience*
- *Having to have so many steps 'checked out and approved' - disempowering for service users*
- *Yes, having to wait for referrals and not understanding the process and time it takes*
- *Importance of involving the person fully in a way that's appropriate to them*
- *It shows the friction that can occur between person and process. Grace wanted to do a thing that would be simple for most people but the system made it take a while and created difficult emotions.*
- *Social work delays and financial consequence so often block the process*
- *I found resonance with the waiting timescale. This is true in many instances.*
- *Yes, having to wait for funding to be approved before person can do whatever it is that they wish*
- *Emotions and frustrations about time, waiting for things to happen very familiar*
- *Yes. Mirrors frustrations shared by many relating to flexibility in services*

# Do the pain points resonate with what you know about how your service users access new opportunities? How so?



## Participant feedback

- *Assumptions are often made - assuming the service user is aware of the 'steps', assuming someone else is keeping the service user/family/carer informed, assuming our processes fit best.*
- *Communication is key- keeping the individual updated and included in discussions and decision making.*
- *More autonomy with workers to make changes to care plans and budgets*
- *Some delay is inevitable, but flexibility and accessible communication eases how everyone feels. Flexibility with choice and control makes challenges less of a flash point.*
- *Absolutely, opportunities are hindered by lack of continuity of staff and lack of reliability i.e. absences, changes which happen daily, weekly due to things which can't be avoided. This also impacts and frustrates families and service users in that plans and new opportunities are hindered.*
- *Resourcing issues impact communication.*
- *Absolutely. Communication is often sporadic, which is mentioned, it can make a previously positive event turn to an anxiety ridden one*
- *There's a difficulty acquiring staff and the timescale of processes can be lengthy*
- *Note that most of the pain points relate to staffing issues. No sense of urgency.*
- *Work force issues are the biggest strain at the moment for people I support and having to wait for the process to be signed off. Timelines are for management procedures and not person-centred*
- *Yes. Eligibility is the scary word for service users and families when consideration is given to increasing a care-package to access new opportunities. The only way around it is clear advice from front-line workers and support from Team Leaders to ensure this can be provided.*
- *Good communication would help service users know what is happening in terms of time scales.*

# How might Grace's journey have been different? (this could be a positive or negative difference)

## Participant feedback

- In the case of Grace this could have been easily resolved through a good conversation between the DCO and social worker. Does Grace have the budget? Could the DCO refer to dates and mates? A lot of social work teams are dealing with crisis work so Grace unfortunately would not be seen as priority. We need to work better with third sector to support this and intervene earlier. Grace could become a crisis case if we don't get things right at this early stage.*
- Earlier intervention with a more reactive option would have completely changed how Grace felt about her journey, her needs had to fit the system here. A more flexible budget and support to help Grace see if D&M was what she wanted would have felt totally different to Grace and her mum.*
- Would more ISF being more widely available reduce that part of the resource question?*
- A quick call between day centre staff, Social Work and mum outlining positives for Grace and agreeing to support to activity to see if it worked out and met Graces expectations. Then follow more formal approval route etc.*
- If the process was explained to Grace so she was aware at the beginning of process it may have made timescales more realistic but also if her budget could just have been used more flexibly as noted at a review and signed off here rather than await process.*
- Everyone had the same aim which is a good thing, consideration to alternative ways of supporting other than the use of the budget as a first thought, include the individual in the discussions and practicalities of how the 'goal' can be met valuing their own ideas and suggestions.*
- Did it have to return to SW for assessment, could this not be acted upon by day care worker to support her to work through?*
- The process could have been quicker if her current support staff could have gone with her rather than waiting for a referral.*
- Possibly the day service worker considering a more flexible support by beginning the process and remaining to contact point/communicator throughout. Working together as a team....wider team*
- In all honesty, due to the waiting and time scale involved Grace may well have changed her mind in wanting to access D & M's and not wanting to go anymore.*
- Having the flexibility to use her budget without having to get it reapproved and reassessed. Or Grace trying out the activity first to see she liked it and then amending assessment/funding when she confirmed she did like it*
- If there was a understanding of the process and timescales she would have been less worried and less agitated about getting the support. There was good communication between SW and mum*

# How does Grace's journey compare with someone without support needs trying to achieve the same thing?

## Participant feedback

- *Grace has to justify her choice and decision to strangers, she relies on others to decide whether she should get support to ultimately attend and wait for that support to become available. We do not have to jump through such loops we would just go and experience.*
- *We have got too hung up on individual budgets rather than focusing on what the person needs and wants. Ironically for some SDS has reduced the ability to sleekly access services autonomously*
- *The decision she made required external support or interventions for what was a small yet positive change in her life.*
- *Barriers....maybe sticking to "traditional" role? Not thinking outside the box. This is how we have always done it etc.*
- *Vastly different. Non-direct access to the new opportunity ..... disempowering experience*
- *It would be a lot more simpler if someone didn't have support needs*
- *She wouldn't have needed authorisation, funding, support, staff.*
- *Grace has less autonomy over her own life*
- *Laborious, unintuitive, disempowering, formalised to an almost destructive degree*
- *She has far more steps to go through.*
- *Poles apart. Someone without support could just choose to go and see if they like it*
- *No time constraints*
- *Grace has less autonomy*
- *there would be no delay*
- *Worlds apart*
- *Vastly different, just not a comparison*

# What learning might you take away from this activity, **slido** or how might you apply this tool?

## Participant feedback

- *The tool could be used within my service as a quality improvement tool, gaining feedback from individuals and their carers of their journey in using our service.*
- *To utilise the user journey to highlight how things could be improved upon within the process*
- *It would seem a very useful tool to get issues out in a positive and honest way when things are working less well for an individual*
- *Will use to demonstrate how personcentredness can be impacted by processes and the importance of clear communication.*
- *I work for the contracts and commissioning team. It may be a good tool for contract officers who monitor service providers to use journey mapping tools.*
- *Explain the process clearly, empower the service user throughout by keeping them up to date*

# Want to know more about the service design approach?

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- The team can offer an introductory sessions to the approaches and tools we have been using in the Collaborative such as:
  - An introduction to the Scottish Approach to Service Design
  - Applying the Ladder of Coproduction
  - The Individual, Social, Material behavioural model
  - Using a Red & Blue Rules Framework
  - Exploring User Outcomes
  - Creating and using Personas for your service design
  - User Outcomes Mapping
  - User Journey Mapping
- To request more information please complete the [Collaborative Enquiry Form](#).



# South Ayrshire Health and Social Care Partnership Learning Disability Consultation 2021/2022



south ayrshire  
health & social care  
partnership



# SAHSCP Learning Disability Strategy

- March 2021
- SCLD commissioned to support with consultation and delivery of refreshed strategy



# Strategy Development Group

- Write the strategy and review local and national policy
- Develop an action plan to implement the strategy and look at ways improvements can be measured
- Gather views across all three groups and ensure those views are reflected in the strategy

# Strategy Development Group

- Wide range of partners including Health, Social Work, Housing, Employability and skills, Third Sector, League of Champions and Ayrshire College

# Steering Group

- Gather people's views and feed back to Strategy Development Group
- Steer the process of engagement and development of the strategy

# Steering Group

- Facilitated by SCLD to inform the development of the Strategy
- Includes people with learning disabilities, parents and carers.

# League of Champions

- Platform for residents of South Ayrshire with a learning disability and their carers to have their voices heard and influence change
- Provide direct links to local councillors, service providers, planners, commissioners, managers and front-line staff to ensure they have a greater say in the decisions that affect their lives

# League of Champions

- Influence improvements in services, policies and practices and make positive changes across South Ayrshire
- Support, actively develop and design the new Learning Disability Strategy along with SAHSCP and partners
- Share lived experience as those who have used services



# League of Champions

- Consists of people with learning disabilities, parents, carers, providers and partnership staff member
- Remains in place after strategy has been approved to provide scrutiny on the implementation of the strategy

We are...



Together we are the...



# League of Champions

Video [external]

# LD Strategy Consultation

- June 2021
- 600 letters sent to service users and third sector providers to inform that we are developing our new strategy and consulting with people to gather as many views as possible

# LD Strategy Consultation

- July 2021
- Easy Read Survey and Guidance
- Focus Group Booking Form
- Online Survey
- 600 packs sent
- 90 responses received

# LD Strategy Consultation

- September – November 2021
- Focus Groups across 4 localities and Zoom
- Focus on services in each area, complex needs and employment
- 50 Attendees

# LD Strategy Consultation

- Consultation with third sector, staff groups, service leads and managers
- Staff survey



# Feedback

- Focus on health and well-being
- Build on the success of digital inclusion
- Focus on relationships
- Increased availability of social activities
- Flexible support options
- Day opportunities

# Feedback

- More information about available activities
- Spending more time with people
- More information on self-directed support
- Learning and employment opportunities
- Streamline the transitions process
- Provide a range of different housing models

# LD Strategy Key Areas

- Health and Wellbeing
- Choice and Control
- Living Independently
- Active Citizenship

# LD Strategy Consultation

- March 2022 - Did all it all over again 😊
- Draft Strategy
- Survey
- Focus groups
- 650 packs

# LD Building Consultation

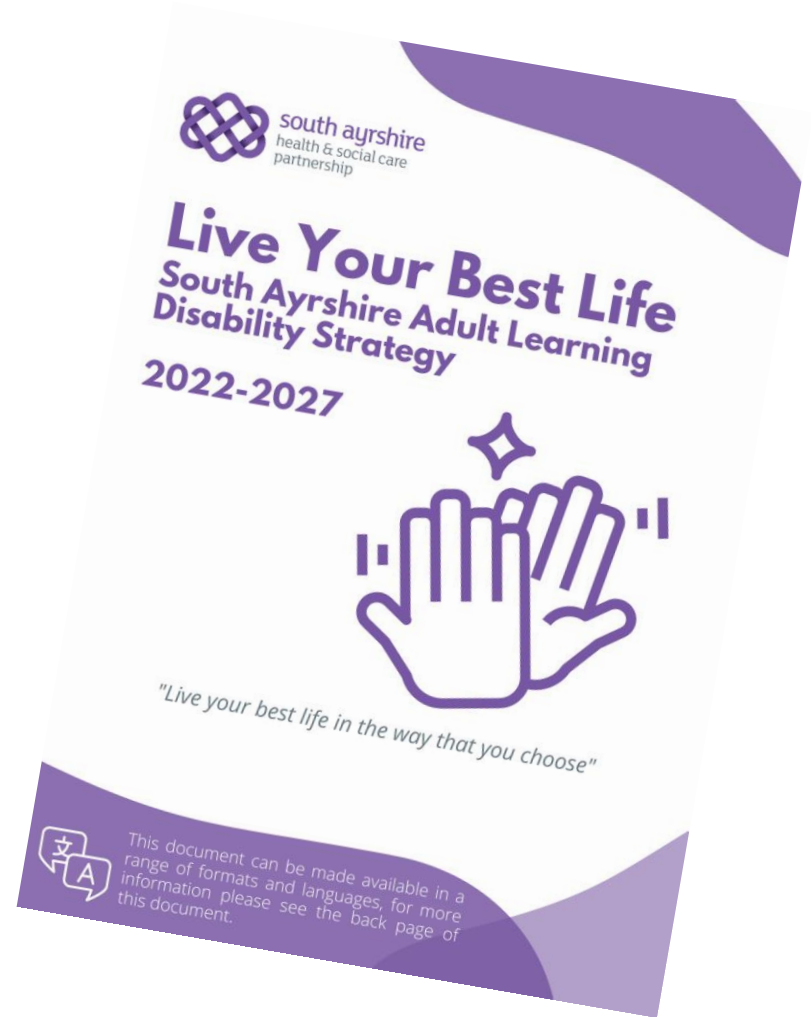
- July 2022
- Survey
- Focus groups
- 650 packs
- Focus on what people want from a building

# LD Building Consultation

- Online survey
- 70 survey responses
- 40 focus group attendees
- Staff engagement
- Feedback centred around socialisation, learning new things and sharing experiences

# LD Strategy Launch

- August 2022
- 100 attendees
- Showcased new building



# LD Strategy Launch







# What's next?

- Deliver an innovative and flexible building based service designed around what people have asked for during this process
- Deliver the outcomes agreed in the new strategy over the next 5 years
- League of Champions to continue and will oversee the progress for at least 12 months

# Questions?

- Please contact Mark McKinlay at South Ayrshire Health and Social Care Partnership for more information
- [mark.mckinlay@south-ayrshire.gov.uk](mailto:mark.mckinlay@south-ayrshire.gov.uk)



# What kind of organisation do you come from?

slido

Local Authority (HSCP)



NHS (HSCP)



Local Authority (not HSCP)



NHS (not HSCP)



National Organisation



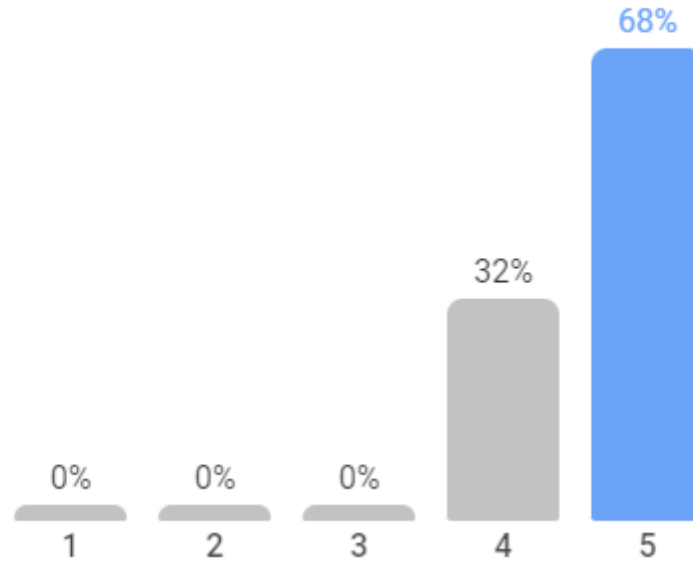
Third Sector



# How would you rate this event?

slido

Score: 4.7



# What will you take away from this event?

- *A sense of how important it is to be person centered and take people's views into consideration -views of those who use our service are crucial to how we provide a service*
- *The use of the tool for transition will be useful*
- *We must strive to make our processes less bureaucratic. Put the people we work for in front of senior management and make them accountable*
- *Grace's story and the league of champion video. Both had very positive impact on me and the opportunity to do more.*
- *Learning from others experience*
- *Diversity of approaches and thinking across Scotland is amazing and a great strength all can tap into.*
- *Journey mapping*
- *Journey mapping is a fantastic tool*
- *User journeys to empathise with different perspectives*
- *Great to hear the success story of South Ayrshire*
- *Journey mapping*
- *User journey mapping. Such a user friendly and flexible tool*
- *Connecting with others and sharing ideas is so important*
- *Like the user journey template*
- *Service redesign is possible*
- *Enjoyed the journey mapping*

# What could make these events even better?



- *Maybe smaller sessions on particular topics e.g lots of us want to speak to Mark and SA team. Could we arrange a separate teams to save them time?*
- *Share positive stories is motivational and what has not worked so well so we can all learn*
- *Presentation was informative and helpful - hearing more views of how other organisations /services work would be good*
- *More sharing experiences*
- *More Mark sharing experiences*
- *more Mark and Grace examples. Great opportunity to share experiences and learn from others.*
- *An occasional meetup irl!*
- *Excellent as are*

# Keep in touch

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 @ihubscot

To find out more visit:

[ihub.scot/learning-disability-day-support-collaborative/](https://ihub.scot/learning-disability-day-support-collaborative/)