

New Model for Learning Disability Day Support Collaborative

National Learning Event
24 November 2022

Improvement Hub
Enabling health and
social care improvement

Welcome



Chris Sutton

Portfolio Lead for People-Led Care
Healthcare Improvement Scotland, ihub

***What does creativity
mean to you?***

***Post your thoughts in the
chat box***

Agenda

10:00 – Welcome and Introductions

10:10 – Update on the Collaborative, Design and Ideation

10:35 – The Usual Place presentation and Q&A

11:05 – Break

11:15 – Idea Generation Activity

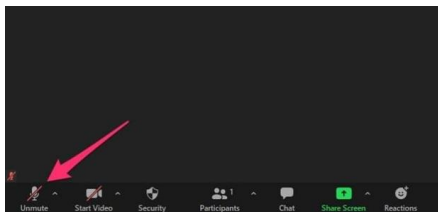
12:10 – Break

12:20 – Reflection exercise and next steps for design

12:45 – Closing remarks, evaluation and 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



We will use Slido for any questions or comments.

Please download the app or use the webpage:

www.slido.com

Enter the meeting code: **#3104173**



Technical support please contact: his.peopleledcare@nhs.scot

Collaborative update



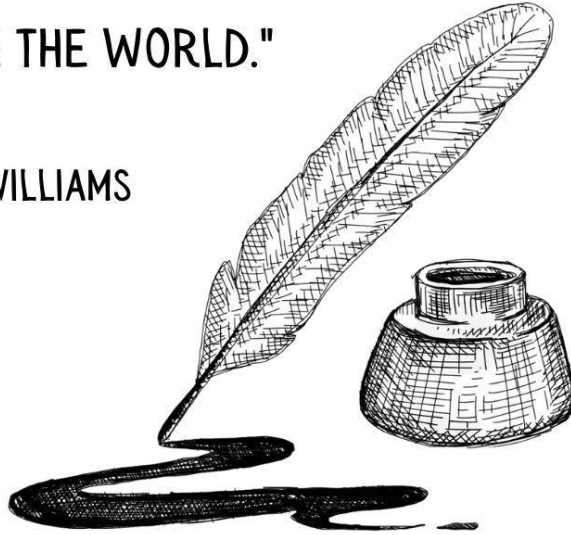
Alan Bigham

Senior Programme Manager

Healthcare Improvement Scotland, ihub

"NO MATTER WHAT PEOPLE TELL
YOU, WORDS AND IDEAS CAN
CHANGE THE WORLD."

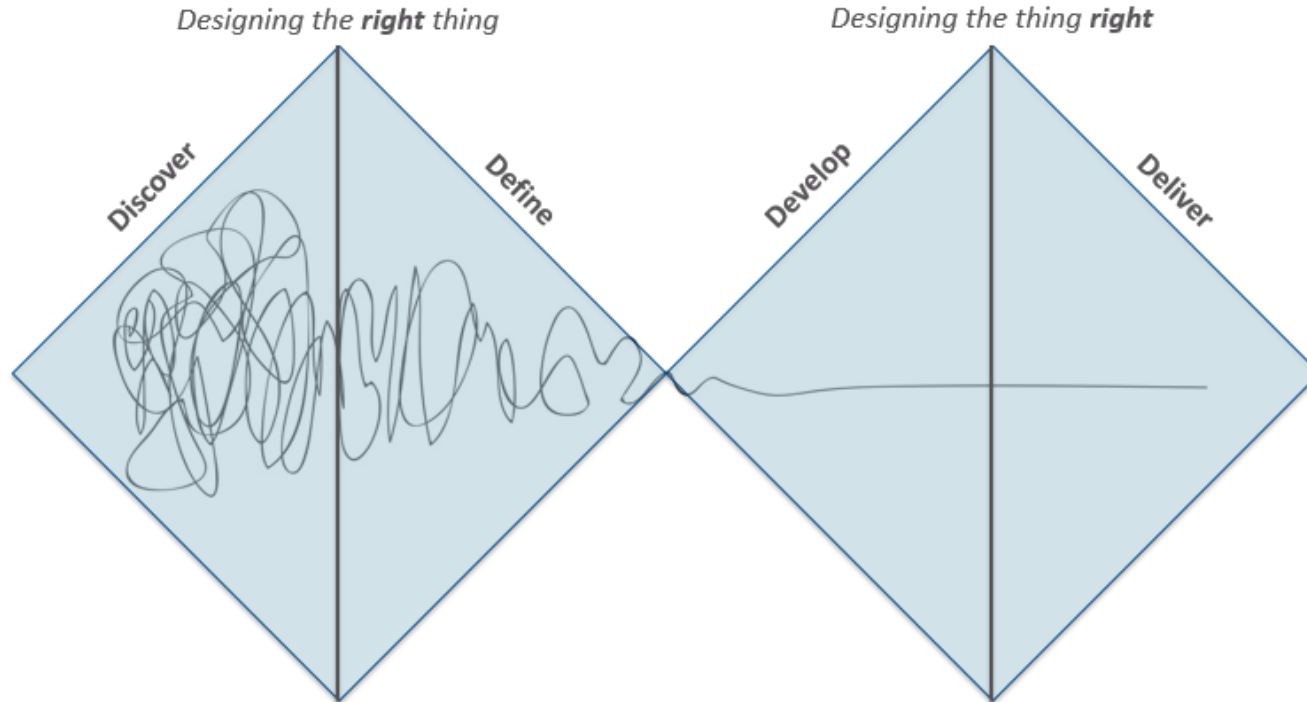
- ROBIN WILLIAMS



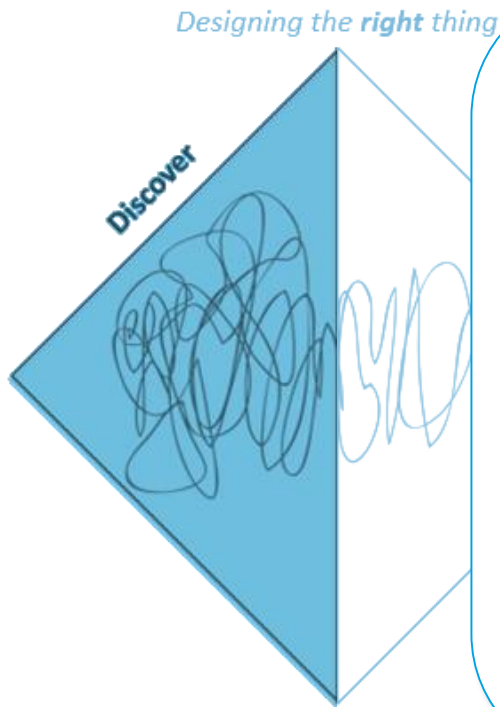
RANDOM ACTS OF KINDNESS
FOUNDATION®

www.randomactsofkindness.org

The Scottish Approach to Service Design



Discover stage



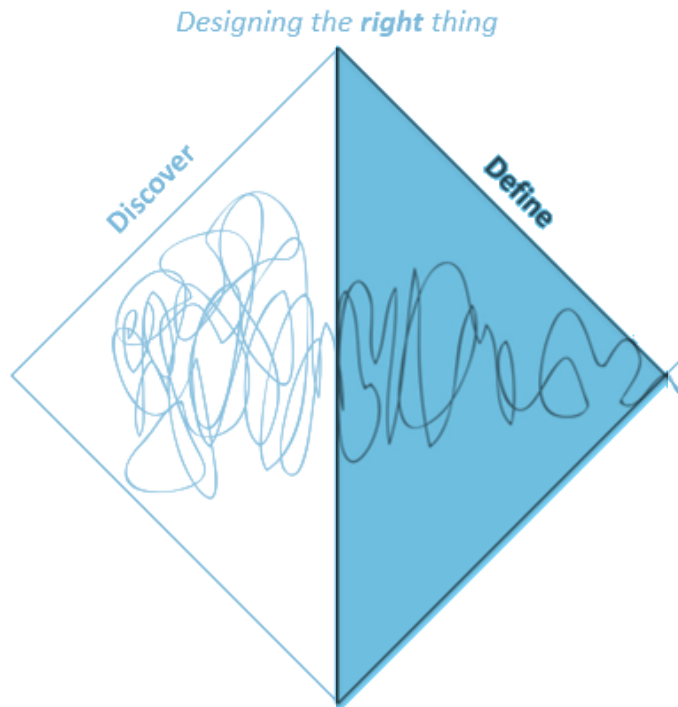
Our learning

- Complexity
- Strategic ambition, evidence base, moral case is there
- Difficult to realise individual personal outcomes, no one size fits all

What worked well

- User-led Focus Group
- User Journey Mapping and User Outcomes
- Process Mapping
- Problem Trees

Define stage



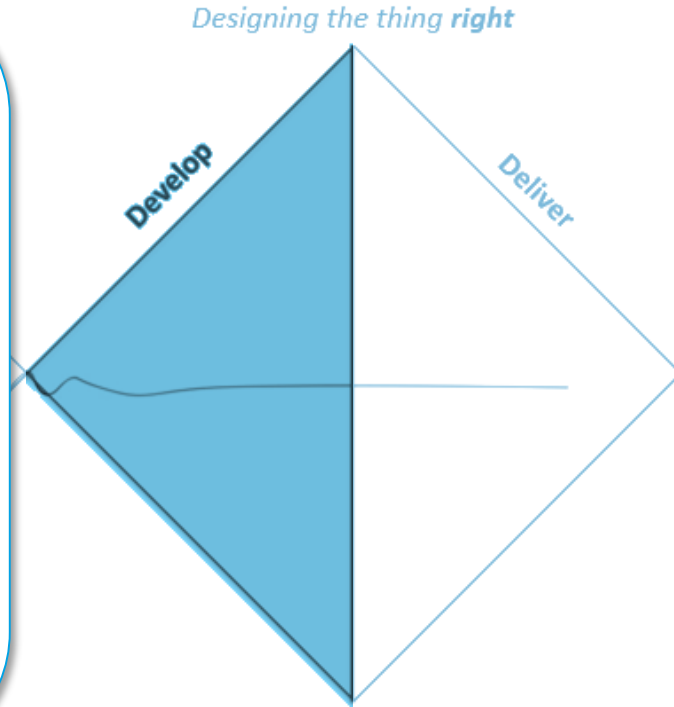
Key areas for development

- Involvement in redesign and improvement
- Person-centred services
- Partnership working
- Staff empowerment
- Community inclusion
- Supporting families to take a break

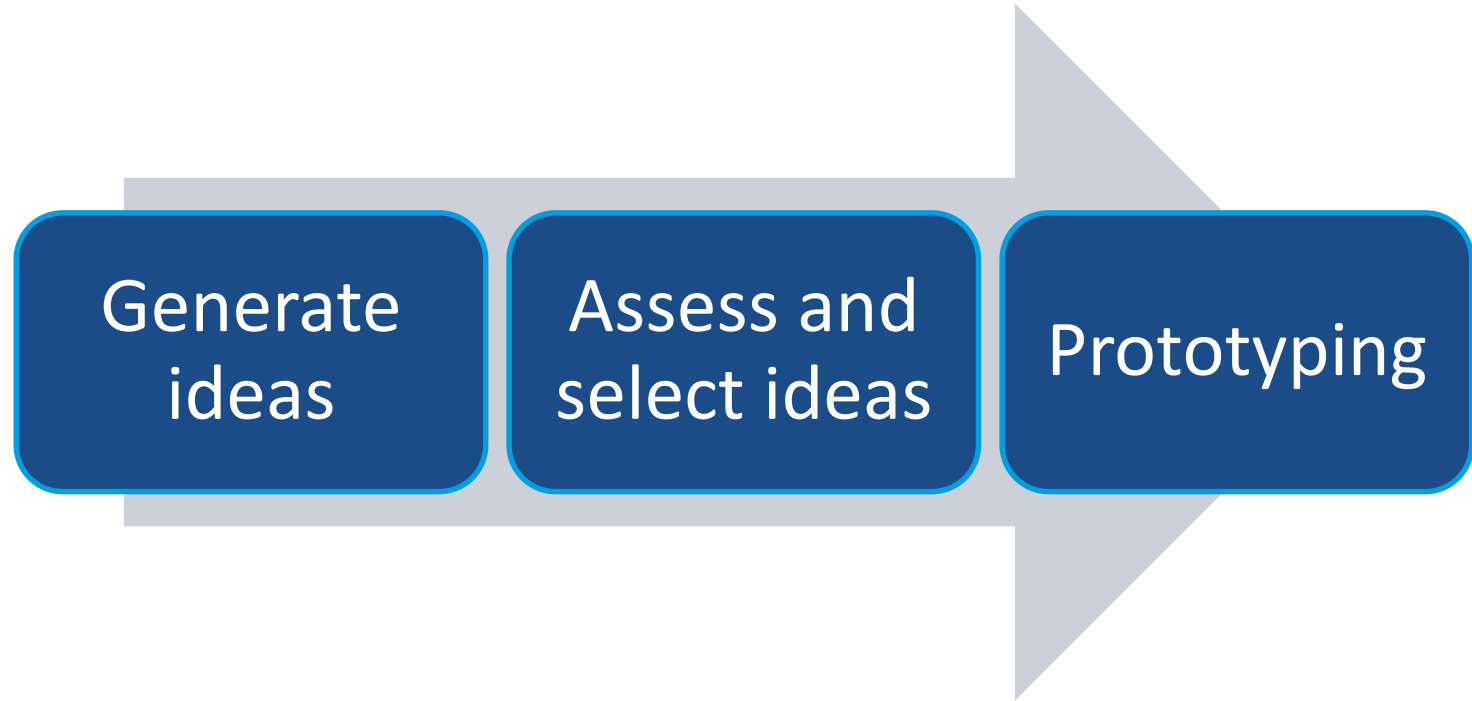
Develop stage

Develop – tips

- Don't enter into this stage without having involved people
- Avoid seeking a single solution to a complex system
- Critically think about how people will be involved in assessing ideas
- Prepare to test/prototype/pilot *before* you deliver
- Factor your learning/test cycles into any planned timeline



Key steps in Develop



Design and Ideation



Ashleigh Spalding

Improvement Advisor

Healthcare Improvement Scotland, ihub

Ideation

*Ideation is the process of
forming ideas*



Ideation

Suppose you are a doctor faced with a patient who has a malignant tumour in his stomach. It is impossible to operate on the patient, but unless the tumour is destroyed the patient will die.

There is a kind of ray that can be used to destroy the tumour. If the rays reach the tumour all at once at a sufficiently high intensity, the tumour will be destroyed. Unfortunately, at this intensity the healthy tissue that the rays pass through on the way to the tumour will also be destroyed. At lower intensities the rays are harmless to healthy tissue, but they will not have an effect on the tumour either.

What type of procedure might be used to destroy the tumour with the rays and at the same time avoid destroying the healthy tissue?

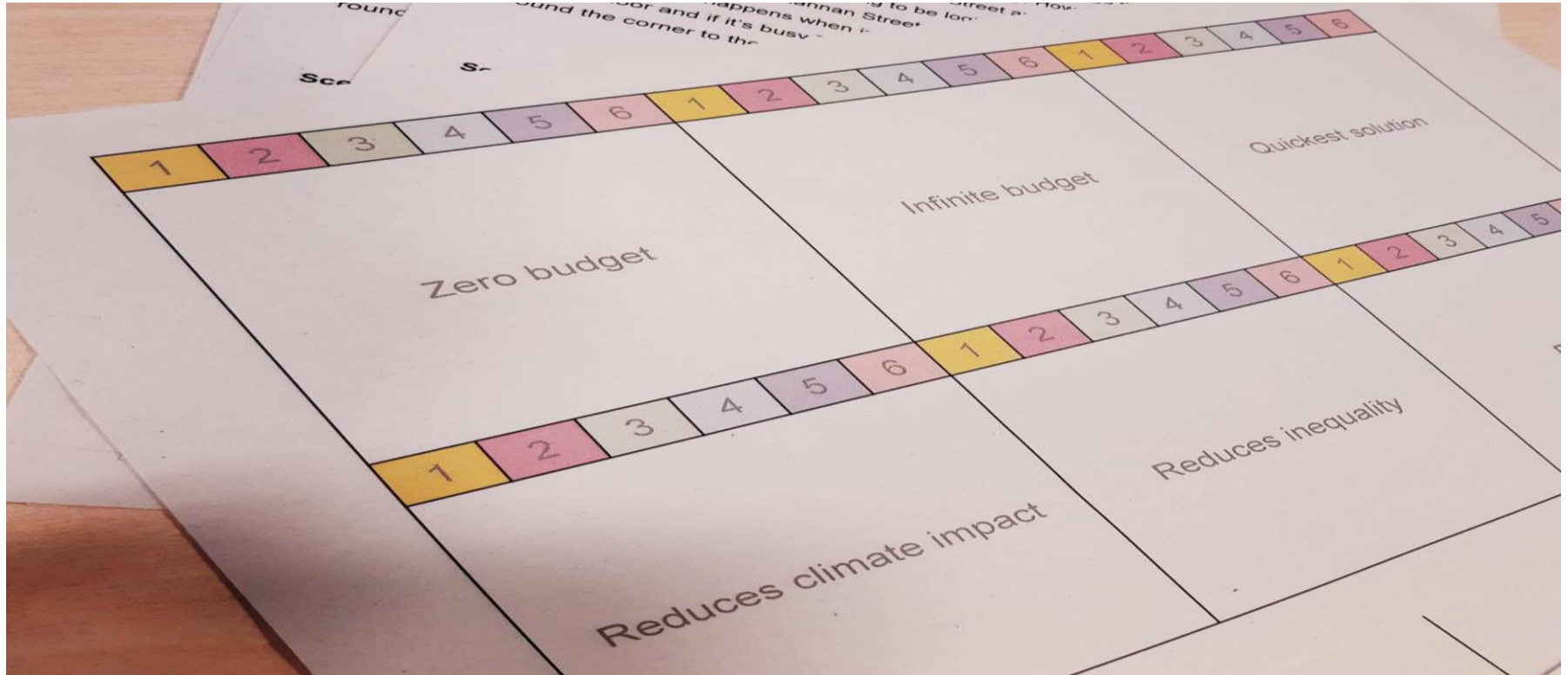
Ideation

A fortress was situated in the middle of the country, surrounded by farms, and villages. Many roads led to the fortress through the countryside. A rebel general vowed to capture the fortress but learned that mines had been planted on each of the roads. The mines were set so that small bodies of men could pass over them safely, but any large force would detonate them.

The general divided his armies into small groups and dispatched each group to the head of a different road. When all was ready, he gave the signal and each group marched down a different road. Each group continued down its road so that the entire army arrived together at the fortress at the same time. In this way, the general captured the fortress.

Now think back to the medical problem. Can you see the solution now?

Generating Ideas



Generating Ideas



Falkirk
Health and Social Care
Partnership



NORTH AYRSHIRE
Health and Social Care
Partnership

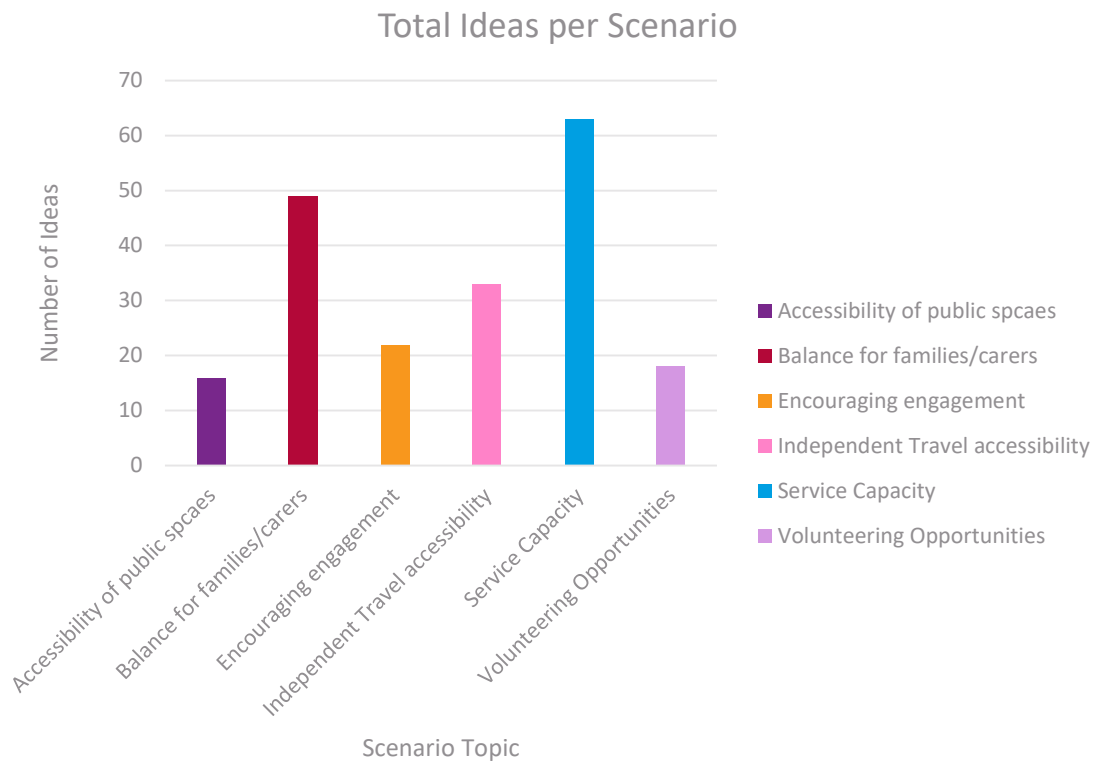


Perth and Kinross
Health and Social Care
Partnership

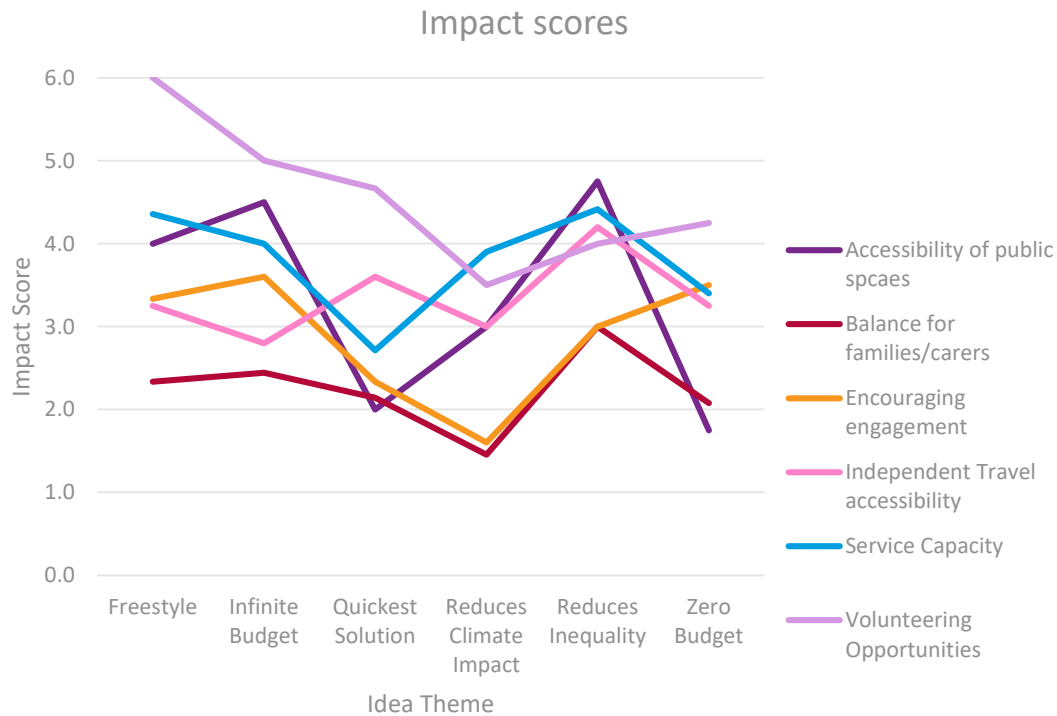


201 ideas in 20 minutes

Generating Ideas



Assessing impact on key areas for development



Average Impact: 3.3

- Highest Impact Scenario: Volunteering Opportunities (4.5)
- Highest Impact Idea Theme: Reduces Inequality (4)
- Lowest Impact Scenario: Balance for families/carers (2.1)
- Lowest Impact Idea Theme: Reduces Climate Impact (2.6)

Idea to Prototype

People with learning disabilities being mentors for sports clubs to learn about what matters and how to support them - co-designed programme

All Scotrail staff should be given disability awareness/accessibility training - Rachel could become a co-trainer in this model

Shadowing opportunities services - staff working with people with a learning disability, co-designed programme

Give the challenge to people with learning disabilities - create an innovation community

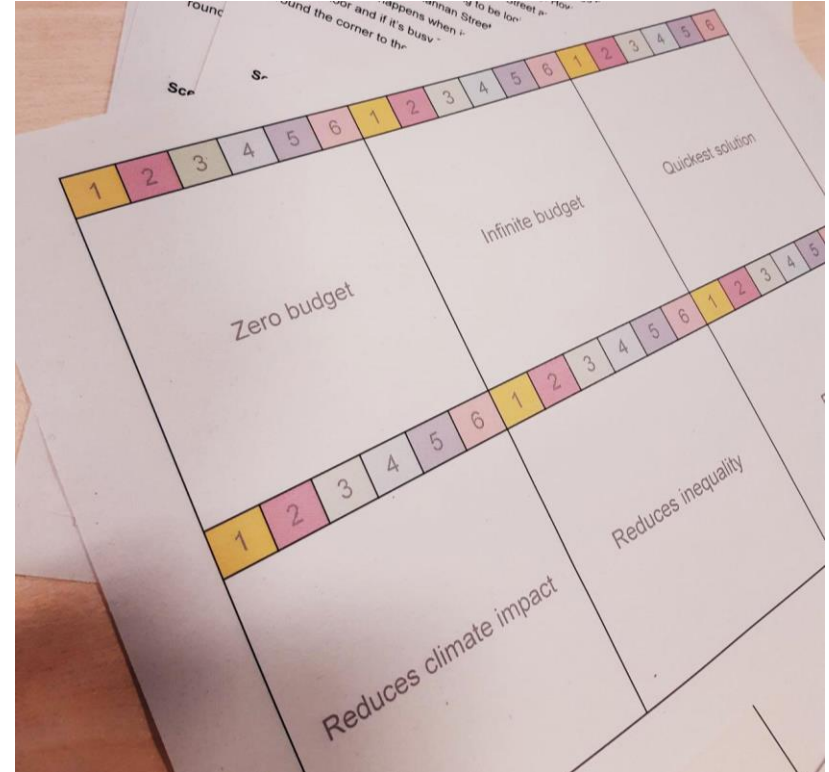
What: People with learning disabilities being mentors for organisations in relation to disability awareness and accessibility.

How: Enable local people with a learning disability to co-design the programme, ensuring the programme starts with what matters to people.

Why: Can generate employment and volunteering opportunities for people, a wide reach of partner organisations would improve choice of workplaces for people and raise awareness of what people with a learning disability are capable of.

Tips for generating ideas

- **Involve** stakeholders in this approach
- **Prompts** are helpful but best to avoid any hint of limiting creativity
- **Sharing** your ideas is crucial (something we are limited on in this short virtual session)



Inspired Community Enterprise Trust

The Usual Place

Who are we – an overview

- Inspired Community Enterprise Trust (ICET) is a not-for-personal-profit company, trading for social good as The Usual Place Café.
- In November 2020 the company gained charity status.
- The café came to fruition after the first Youth Matters Conference in 2011.





Autism Awareness Officer (ICET)

- Increase the Understanding of Autism in the Non-Autistic Community
- Promote the abilities of Autistic people in the workplace and beyond
- Enable businesses, organisations and groups to confidently support Autistic people both in and outwith the workplace
- Enable businesses, organisations and groups to be even more inclusive for staff, members, clients and customers.



Lived Experience Trainers

- Co-train businesses and organisations in Autism Awareness and Enablement
- Share their knowledge and experiences from their lives through our own training and at other organisations' events.
- Work alongside Trainees in The Usual Place as mentors and to gather their experiences and opinions.

Early Enablement Developer – Transitions and enables Young People from:

School

Other Organisations

Individuals



Mentors – Enable Young People in Café/Kitchen/Shop through:

Work Experience in The Usual Place

SVQ Qualifications



No one Left Behind Coordinator – enables Young People into:

Self Employment

Employment

Further Education

Volunteering

Autism Awareness Officer – Enables businesses to confidently employ a Young Person through:
Autism and Enablement Training Work Placements Mentoring

Sarah Cronie





My Starting Point

- I started at The Usual Place in 2019 as a volunteer.
- I met with Sandra who showed me round the café and explained the different areas and tasks.
- Once The Usual Place had received my references and PVG application Sandra invited me in for an induction.

What were the challenges and objectives?

- Lack of confidence
- Anxiety
- Busy environment
- Meeting new people
- To feel more secure and reduce anxieties





What The Usual Place did to enable me

- I started in the shop where it was quieter.
- As my confidence grew, I was happier to explore the café.
- They encouraged me to interact with staff and customer.
- I was supported by a mentor

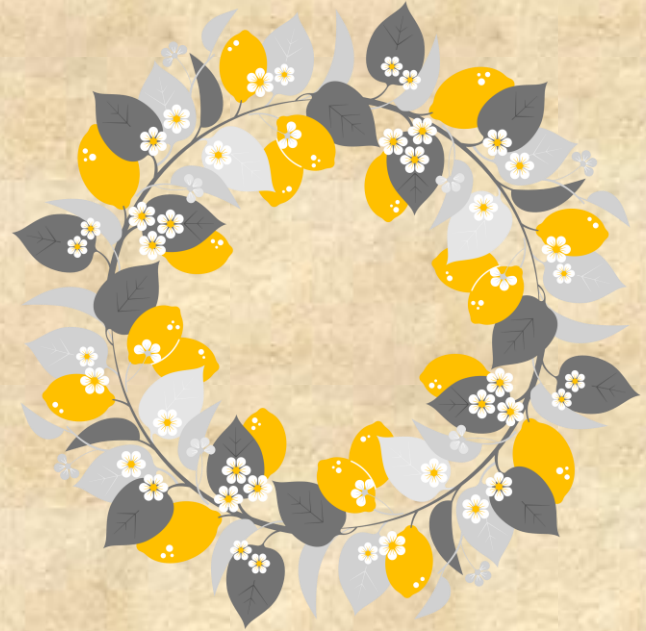
What was the outcome?



- I have grown in confidence.
- Through volunteering at The Usual Place I was able to take part in a Leadership Programme.
- I applied for a Kick Start position with the organisation.
- I successfully gained a full-time position in The Usual Place.

Reflection

- I can still experience anxiety when trying new things, this does not put me off at having a go.
- I feel the support I received has enabled me to develop coping strategies.
- My confidence has grown.



What others can learn from my experiences at The Usual Place

Everyone is of Equal Worth

Everyone can contribute to the community

Everyone should be treated with dignity and respect

- Never give up.
- Believe in yourself.
- Remember, making mistakes helps us to learn how to do things the correct way.

What I would recommend others do based on my experience

To businesses:

- Give someone with a learning disability or an additional support need an opportunity to volunteer or work for you.
- They will bring diversity to your workforce.
- You will be enabling an inclusive work environment to develop.

To Organisations that work with these groups of young people:

Remember:

- We want a life, not a service
- We want a job – to earn our own money, to be confident, to help others and to show our skills

Thank you for listening

Do you have any questions?



Break



You can't use up creativity. The more
you use, the more you have.

— *Maya Angelou* —

AZ QUOTES



miro

Break



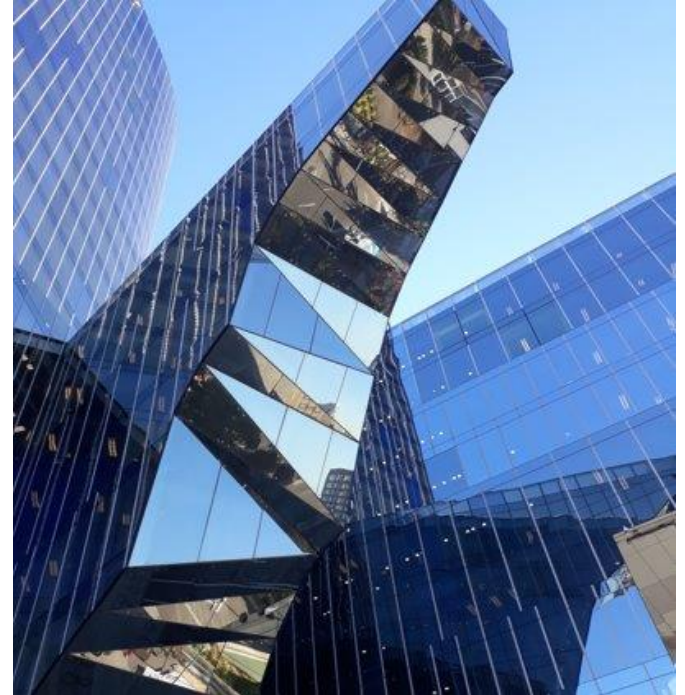
Creative thinking - in terms of idea
creativity - is not a mystical talent. It
is a skill that can be practised and
nurtured.

— *Edward de Bono* —

AZ QUOTES

Breakout room reflections

**What were your thoughts
on the approach?**



How would you involve people who use services in idea generation?



Anonymous

Need to use caution to make sure we don't hear the same old voices



Anonymous

Role play



Anonymous

Drama and performance can be a great means of getting feedback.



Anonymous

Representative agency co production



Anonymous

Make it a game - make sure its fun; use stories to inspire



Anonymous

Delphi process within workshop



Anonymous

Ask them. Use different means of creating the question so that people can engage. Perhaps individually and in groups



Anonymous

Workshops !!! Give variety of activities with variety of personal / group involvement



Anonymous

Using individuals preferred communication method



Anonymous

Give space and time, make sure it's accessible so give options to interact physically or virtually



Anonymous

Conversation cafe



Anonymous

Facilitation groups very similar today



Anonymous

Through a regular monthly forum



Anonymous

Might do it face to face and verbally



Anonymous

Focus groups

How might you see this tool/approach being used locally?



Anonymous

Any tips for scenario creating?



Anonymous

I'd love to see it being done from a user and service perspective within the same workshop



Anonymous

Money can be thrown at something. Doesn't make it work that is not working



Anonymous

Might be a good way of ensuring equal opportunities to contribute



Anonymous

Don't want to throw the baby out with the bathwater. I love some of the pcip planning tools



Anonymous

Yes I think it could be used to encourage thinking without boundaries when looking at challenges being faced but still coming to a strategic outcome - finding out what our blind spots are and what we still need to find out



Anonymous

Use with customers and families to encourage thinking along different lines (not always tied to money/budget); also involve third sector partners along with public sector colleagues to bring diff perspectives



Anonymous

Think it is a very useful tool to be used with various stakeholders



Anonymous

shared visualisation of ideas to find workable solutions



Anonymous

Could use at our existing monthly forum, team meetings and board meetings.



Anonymous

Development days for people who use services and at transition points in people's lives



Anonymous

Im not sure what this question means. What tool are we talking about?



Anonymous

Doing this in teams with staff as well as with people who use services



Anonymous

I could use this in my service

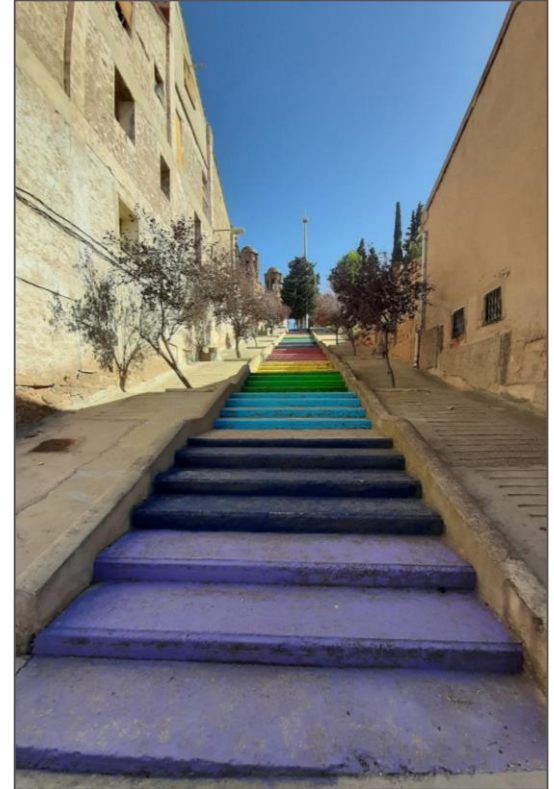
Tips for reviewing ideas

- **Agree beforehand** how you will involve people in reviewing and assessing the ideas you generate
- **Share** ideas on an equal footing
- Think about **joining** ideas, **adding to** ideas, **finding ways to make ideas work** rather than discounting them
- Suggestions:
 - What if?
 - How might we?
 - Yes ... *and* ...
 - No ... *but* ...
 - **Build on ideas** rather than break them down



Next steps in the Collaborative

- Ideation publication, Dec 2022
- Randomised Coffee Trials (Round 4), 5 Dec 2022
- Collaborative session, 8 Dec 2022
- HSCP Drop-in, 13 Dec 2022
- Service Design recap for partners, Jan 2023
- Team Coaching, Jan-Feb 2023
- Randomised Coffee Trials (Round 5), 6 Mar 2023
- National Connections Session, 16 Feb 2023
- National Learning Event, 8 Mar 2023



Want to know more about the service design approach?

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

What kind of organisation do you come from?

Local Authority (HSCP)



NHS (HSCP)



Local Authority (not HSCP)



NHS (not HSCP)



Third Sector

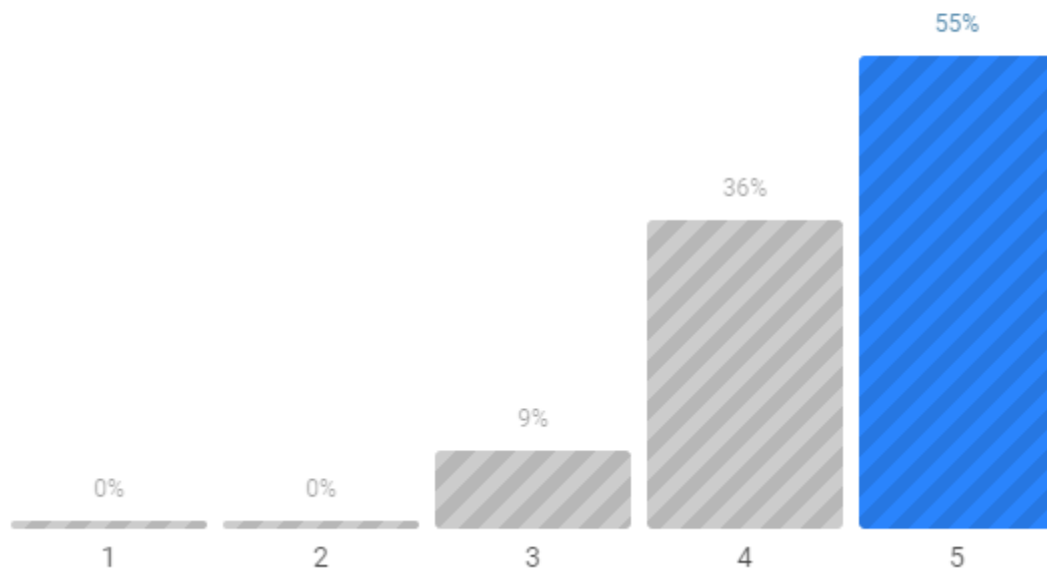


National Organisation



How would you rate this event?

Score: ★ 4.5



What will you take away from this event?



Anonymous

Miro was a great quick resource. Important that all users are familiar with it though so maybe just push for that pre meeting



Anonymous

Inspired by The Usual Place work



Anonymous

Miro was good to find out about and easy to use



Anonymous

Making more use of idea generation tools for co-production and scoping exercises



Anonymous

Reflection on the stories we heard. Something about the tools



Anonymous

The need to connect further with the ICET team! ALso the volume (much as its not just about volume) of ideas that can be generated in a short time.



Anonymous

The Usual Place presentation and ethos



Anonymous

Using Miro and the 6 question approach were useful.

Keep in touch

 his.peopleledcare@nhs.scot

 @ihubscot

To find out more visit

ihub.scot/learning-disability-day-support-collaborative/