



Healthcare  
Improvement  
Scotland

ihub

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# New Models for Learning Disability Day Support Collaborative National Connections Session 3

16 February 2023

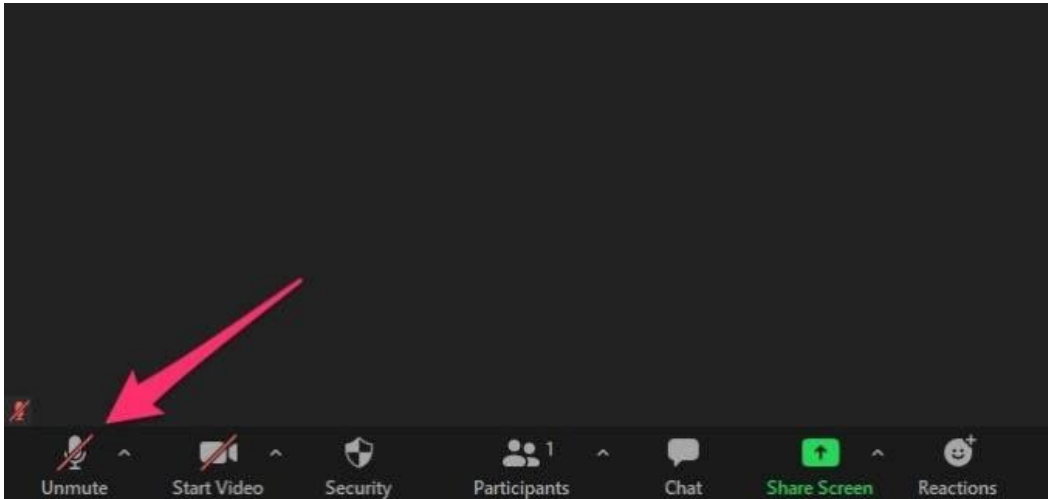
Enabling health and  
social care improvement

# Agenda

- 10.00      **Introduction to the session**  
Alan Bigham, Senior Programme Manager, ihub
- 10.10      **Uppertunity**  
Darryl Gaffney du Plooy, Director  
Danielle Gaffney du Plooy, Manager
- 10.50      Comfort and screen break
- 11.00      **ihub presentation**  
Ashleigh Spalding, Improvement Advisor, ihub
- 11.25      **SSSC**  
Ali Upton, Learning and Development Manager
- 11.50      Discussion
- 12.05      **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

For technical support please contact: [his.peopleledcare@nhs.scot](mailto:his.peopleledcare@nhs.scot)

# Uppertunity



## **Darryl Gaffney du Plooy**

Director

Proud Dundonian

Practitioner of co-design methodologies with 17 years of experience working across roles and projects in the Community and Health and Social Care sectors.

Both of us are Dreamers and Troublemakers

## **Danielle Gaffney du Plooy**

Manager

Born in South Africa, Scottish since 2009, iffy with colloquialisms.

Creativity and curiosity are at the heart of everything I do.

BSc (Hons) Psychology and Counselling, Cosca counselling certificate

MSc Art Psychotherapy, completing a dissertation on how to support wellbeing and relations in the workplace using artistic and narrative based interventions

I use a pluralistic approach when supporting clients, volunteers and staff



CREATING OPPORTUNITIES  
BUILDING COMMUNITIES

Uppertunity is a charity  
based in Dundee, focused  
on empowering our  
community



# Who are we?



Our mission is to empower individuals in our community to lead fuller lives. We create safe and reflective environments where individuals feel comfortable to explore their capabilities, challenge themselves, and develop transferable life skills.

We provide a range of inclusive activities to nurture personal

What do we stand for?

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Creativ  
ity

Community

Curiosi  
ty

Empowerment

Sustainabili  
ty

# Our services





# Our journey so far...

2015

Started our first  
art group

2016

Expanded to other  
community centres,  
started recruiting  
volunteers

2017

Moved into a  
permanent location,  
gained access to an  
allotment, started  
personal a

2018

Employed our first  
employee, held  
community events and  
a camping trip

2019

Opened Serendipities

2020

We learnt the true  
need for in person  
community support

2021

Employment and  
volunteering  
possibilities  
increased, groups  
and wellbeing

2022

Opened ReBoutique,  
moved location

2023

Launched The Local





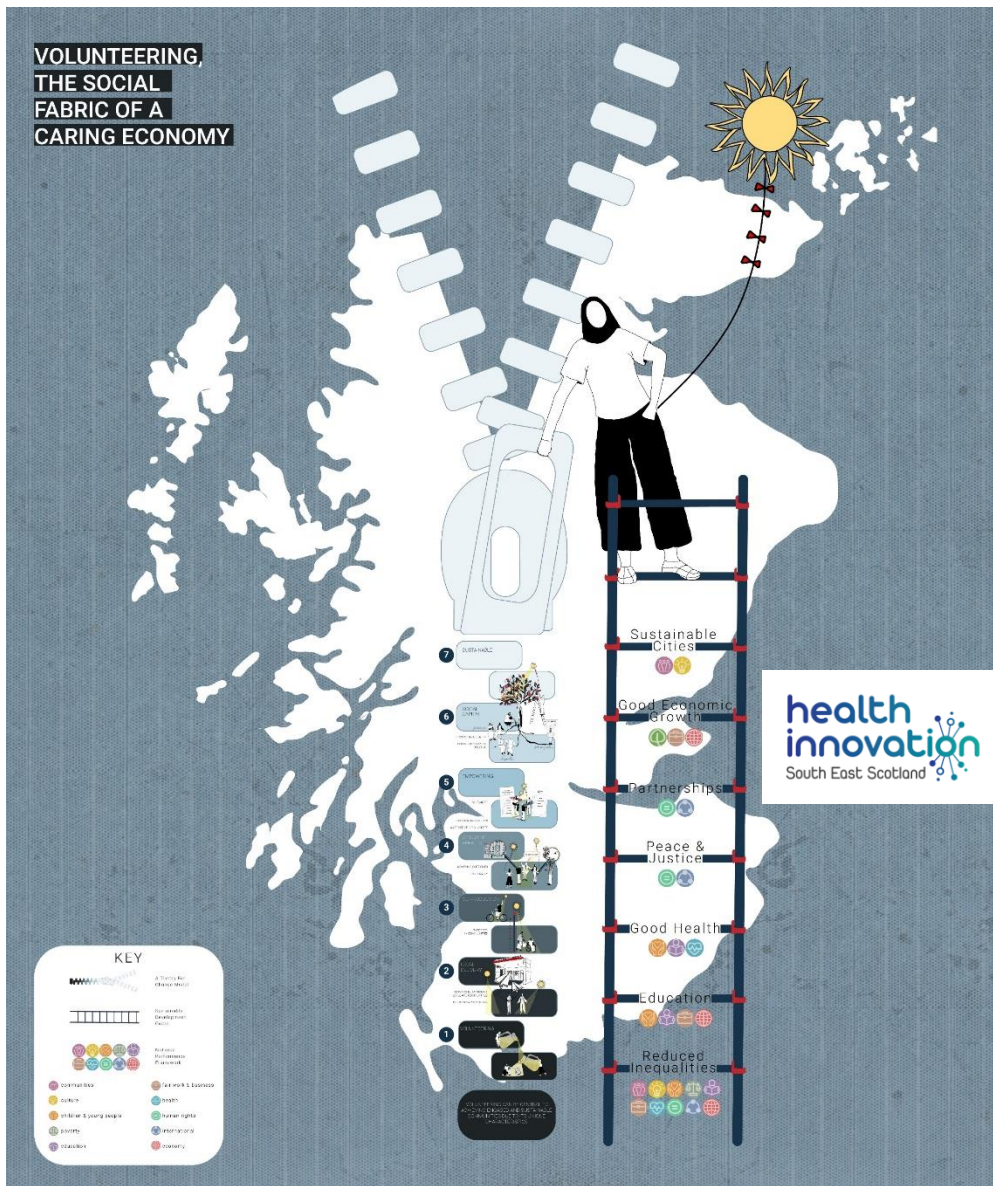


# There is no box...thinking innovatively

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- Not just a charity, nor a business  
– you can be both
- Employment
- Challenging mindsets
- Leading on Public Sector Innovation Challenge (SBRI)
- Instigating Community Wealth Building in different ways – The Local – Rewards for Spending Local

**VOLUNTEERING,  
THE SOCIAL  
FABRIC OF A  
CARING ECONOMY**



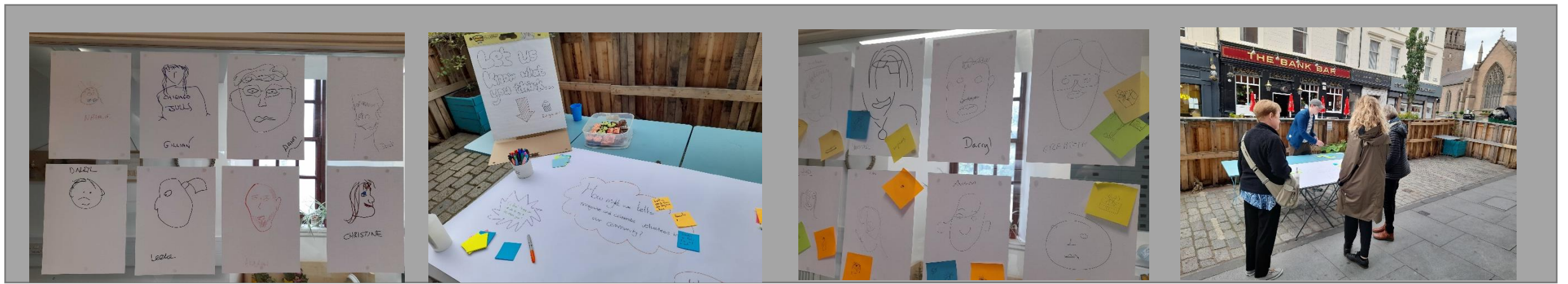
The Vision is to design a product that recognises volunteers as the social fabric of a caring nation, that can provide teeth for communities to manufacture a locally designed Caring Economy and might fasten a just transition towards a sustainable future.

## Public Sector Innovation Challenge: Imagining A



The user journey map uses the 9 stages for '[Optimising Health and Wellbeing Benefits from Volunteering](#)', and the [five principles of volunteering](#), embodying the vision of volunteering in Scotland.





Phase 2 was supported by a design team made of professionals with specialist knowledge in areas that required exploration in a proof of concept.

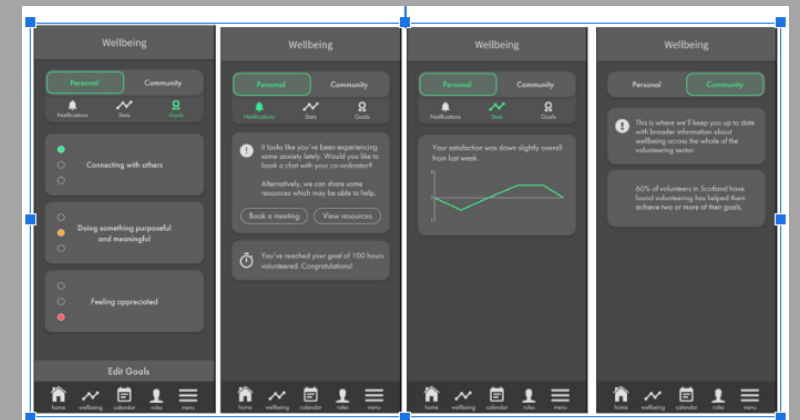
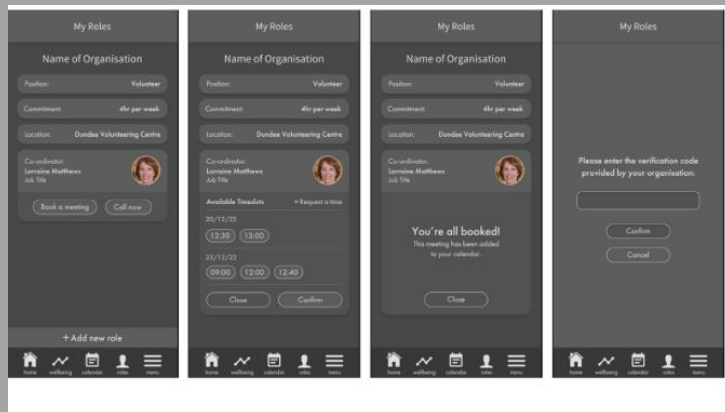
Uppertunity CIC, Darryl Gaffney du Plooy, co-founder and Director; co-leading on the Social Action Inquiry Scotland.

Stephanie Crowe, Design Researcher and Psychologist with BPS accreditation working in UX research, UX/CX design and behavioural science.

University of West of Scotland , Professor Stephen Gibb, Director of the research group 'Social Innovation Leadership & Management' within the School of Business and Creative Industries.

What Works Wellbeing Centre, The UK's independent body for wellbeing evidence, policy and practice. They work with academia and the research community, governments, policymakers and businesses. Stewart Martin, Civil Society & Community Wellbeing Lead.

Ice-Cream Architecture, Jim Bevington, Software Developer.; Luke Fallow, Human centred multidisciplinary designer. Design Services to work alongside local people to deliver reactive solutions that boost regeneration, enterprise, community involvement and collaboration.





# THE LOCAL

1. Shop
2. Scan
3. Collect
4. Redeem.

Share the  
benefits of  
spending  
local



THE  
LOCAL



Collect points  
at ReBoutique

THE  
LOCAL



Collect points  
at Serendipities

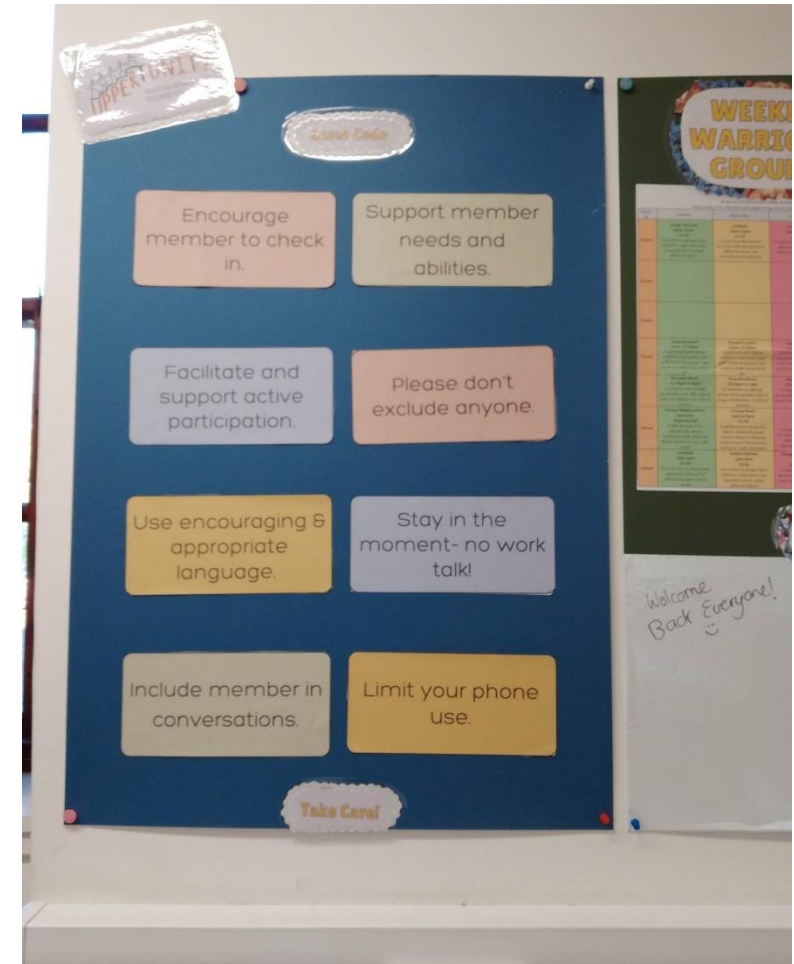
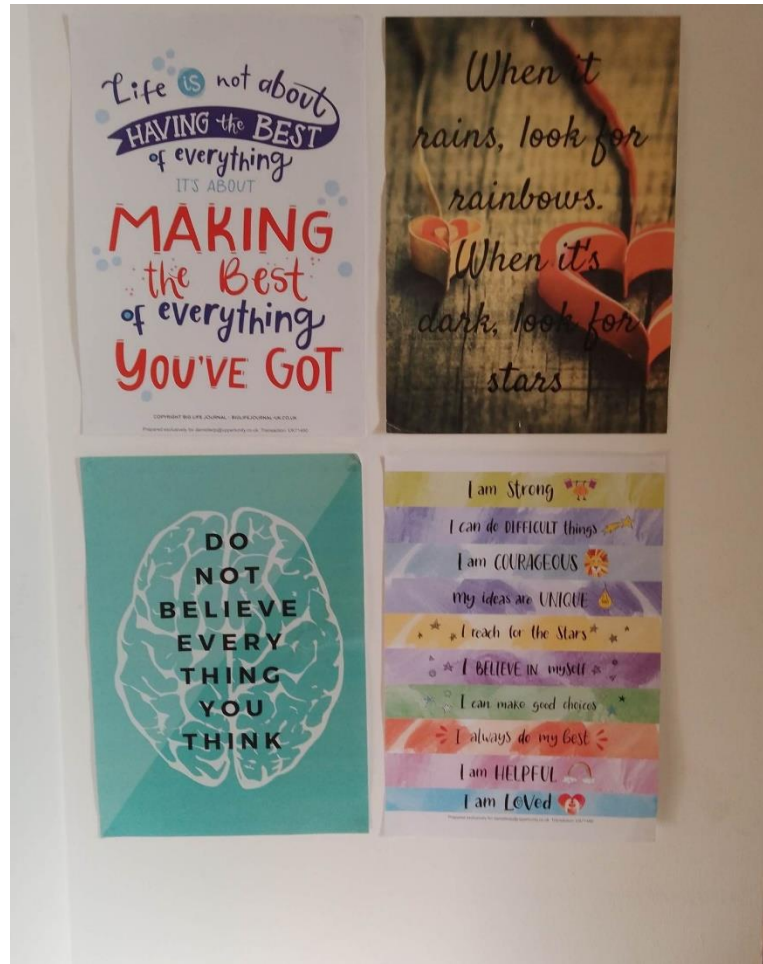
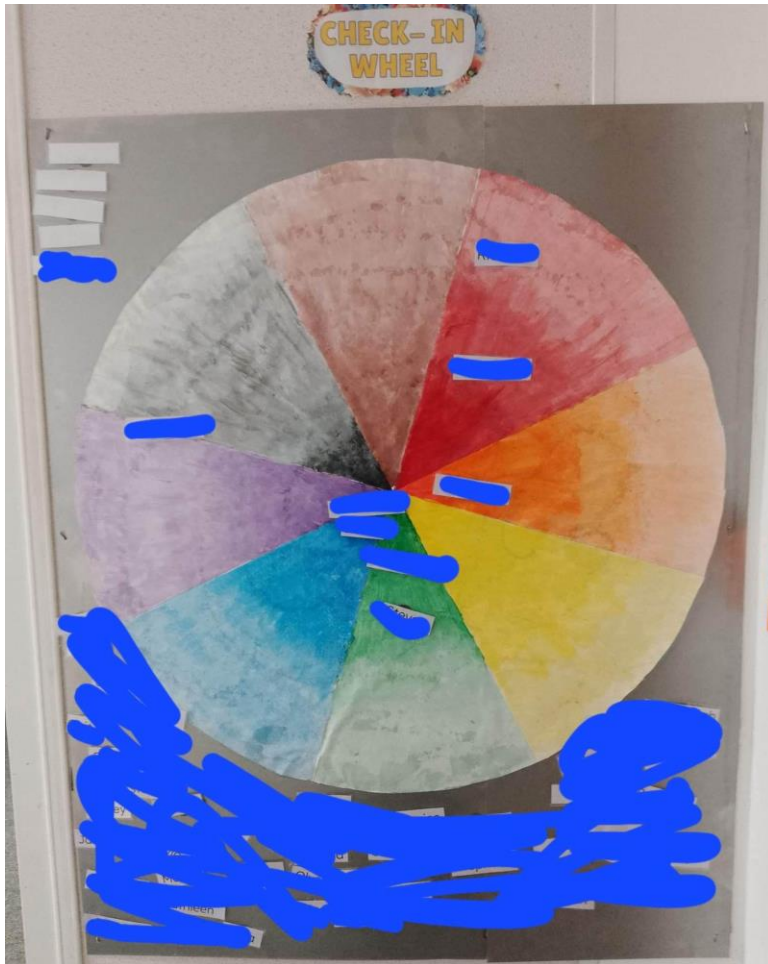
THE  
LOCAL

Be rewarded for  
spending local



Scan to sign up

There is no box...looking at wellbeing as a collective



# The challenges we face

## Sustainability

Fine balance of  
being  
sustainable as  
well person  
centred

## Being seen as an equal to statutory bodies

Our voice  
matters too. We  
stand up for our  
clients voice.

What about  
Opportunity's

## Rigid thinking

People still  
think within the  
box of what was,  
rather than what  
could be

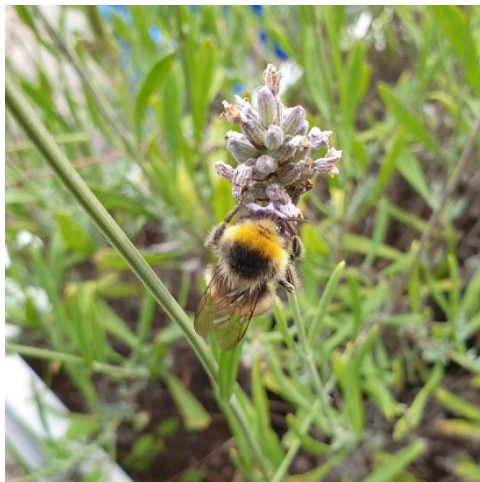
## Fitting into boxes to be able to make change

We often have to tick  
box to get support.  
If we don't, we lose  
out on potential  
opportunities to



# Looking to the future

Showcase:  
a way of  
working that is  
openminded,  
innovative and  
open to  
vulnerability.



Community:  
Seeing ourselves  
as part of a eco-  
system.  
Helping to people  
to develop, build  
relationships and  
resilience.

Learning:  
reflect on our  
journey and the  
experiences and  
wisdom of others.  
There is not one  
way to do  
something.

Playing with  
ideas and  
mistakes create  
learning.



# Alternative Models and Resources Guide



**Ashleigh Spalding**  
Improvement Advisor, ihub



# Collaborative Outcomes

## Short-term outcomes

What they learn and gain

**S1:** Increased knowledge and skills with respect to involving people who use services, parents, families, and carers in service design and improvement processes

**S2:** Insight gained into best practice, innovation, and alternative models of support across Scotland and beyond including learning from working through COVID-19

**S3:** Increased knowledge, skills, and confidence in applying the use of SATSD and QI to support coproduced delivery

**S4:** Project Teams provide each other with peer appraisals and draw on wider learning from other areas/sectors as means of understanding best practice

**S5:** Greater understanding of national organisation strategies, expectations, and supports available

**S6:** Insight gained into the opportunities and challenges to implementing national strategy at a local level

## Medium-term outcomes

What they do differently

**M1:** The views of people who use services, families and carers contribute to discovery and define activities at a local level to create co-designed services

**M2:** Redesign and improvement work is undertaken using a systematic framework to manage change projects

**M3:** Day support models are developed with peer input from other HSCPs, in partnership with other local providers, and with input from national organisations as required

**M4:** Knowledge of opportunities and challenges to implementing national strategy at a local level is used to inform Scottish Government strategy and policy

## Long-term outcomes

What difference does this make?

**L1:** The needs and personal choices of people with learning disabilities, their families, and unpaid carers are at the centre of change ideas within organisations who deliver support

**L2:** People with learning disabilities have greater choice in how and what opportunities they access and are enabled to do this within in their local community

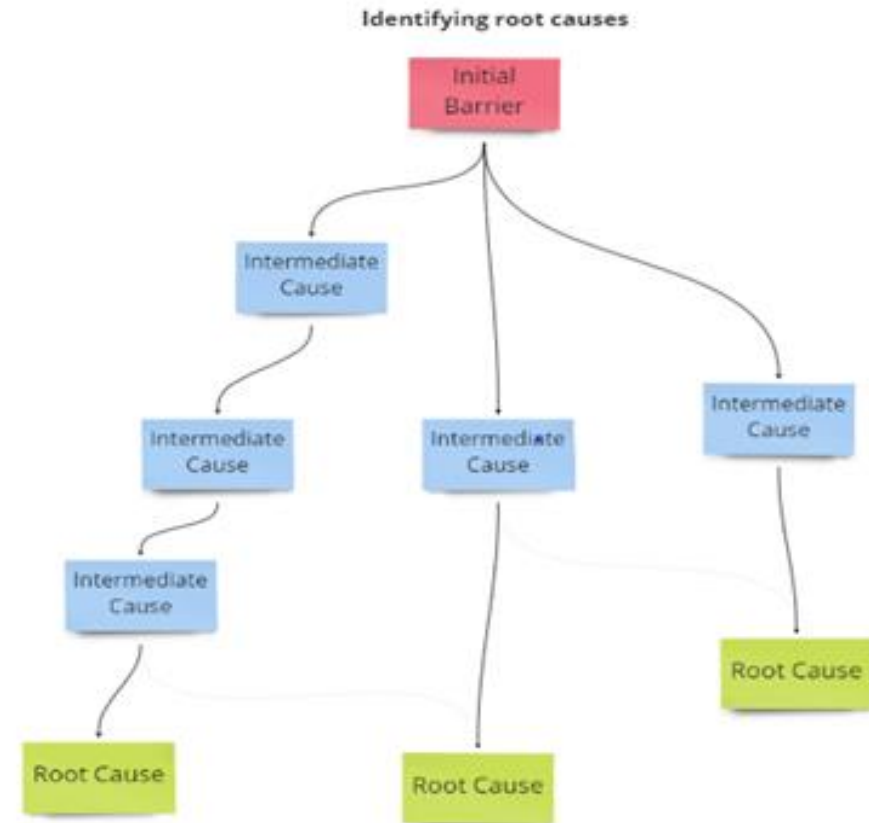
**L3:** Day support models are based on strong evidence/good practice and informed by policy and strategy

**L4:** Both organisations and the workforce are enabled to work in a way which promotes flexibility and choice for people with learning disabilities

**L5:** National level strategy, policy, and resources are structured in a way which promotes and supports organisations and the workforce to be flexible and responsive to the needs and choices of people with learning disabilities accessing support

# Key Areas for Development

- Involvement in re-design & improvement
- Person-centred services
- Partnership Working
- Staff Empowerment
- Community Inclusion
- Supporting families to take a break



# National Connections Sessions

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- The National Connections Group will provide an opportunity for HSCP project team members to engage with national and regional bodies in the learning disability field and other specialist areas.
- It provides a platform for learning and exploring innovative models of support and to hear from specialist services/support.
- It also provides a space for strategic discussion amongst topic experts that can help to shape areas of focus within the collaborative.

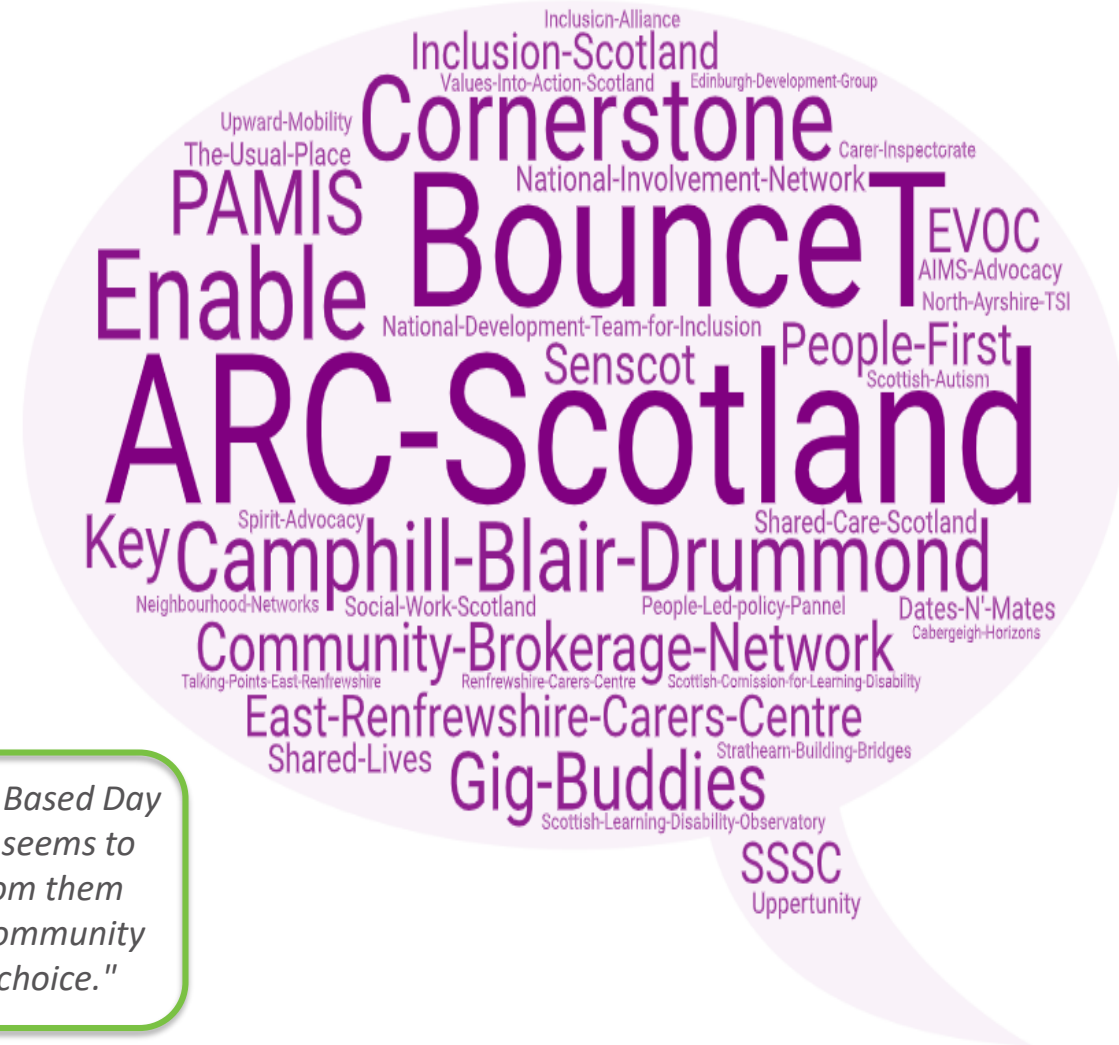
# What happened?

- 7 people with lived experience presented at our events.
- 18 HSCPs presenting and participating in events and engagement.
- 40 organisations who represent lived experience, provide services and have provided insights into alternative models of support.
- Project teams have established connections with PAMIS.
- Some speakers contacted for more information such as Enable and BounceT who have been able to share their prototype training resource with an Aberdeen City service manager.

## Feedback on National Connections Sessions:

*"I think that this a really good reminder that fitting in with what we already do is not what we should be aiming for."*

*"It has been great to hear that Building Based Day Services are very much needed. There seems to have been an effort to move away from them which is not always helpful. A mix of community and building based gives people the choice."*



# The final question...

The New Models for Learning Disability Day Support Collaborative comes to an end on the **31/03/23**.

**How might we ensure that the learning gained about alternative models and resources is not lost, and can meet its potential for long-term impact?**





# Alternative Models & Resources Guide



## What we think is needed:

- Provide an overview of all non-HSCP organisations who have presented or contributed to the Collaborative's work
- Details could include:
  - Organisation purpose
  - Area for development they can contribute to
  - How they can contribute to an area for development
  - Contact details and links to work

# Promoting a More Inclusive Society (PAMIS)



## Purpose:

Promoting a more inclusive society, PAMIS are the only organisation that works solely with people with a profound learning and multiple disabilities and their families, supporting them to lead healthy, valued and inclusive lives.

## Development opportunity:

People with PMLD and their families are often seldom heard voices in service re-design and improvement. At the same time they are arguably the most impacted by the inequalities associated with having a learning disability. PAMIS offer the opportunity to gain insight into this issue and be more inclusive in how services are designed, and developed.

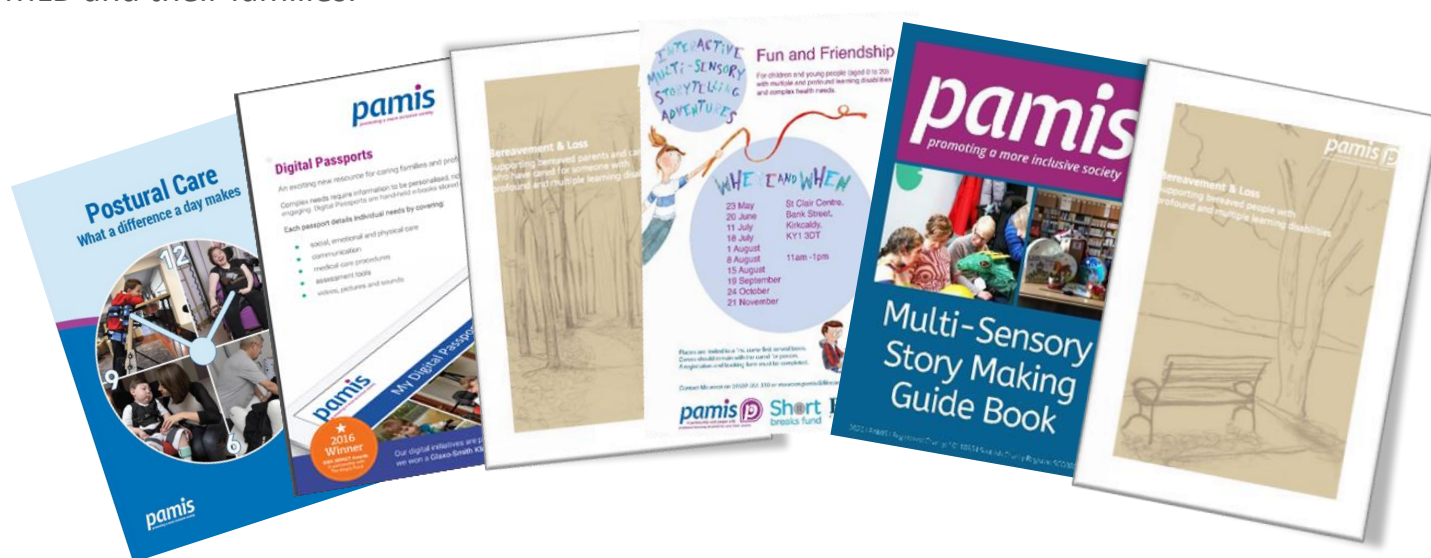
## Contact Details:

Website: <https://pamis.org.uk/>

Email:

## What PAMIS can offer your organisation:

- Insight and guidance into shaping your services in a way that is inclusive of people with PMLD.
- Expert advice and support around:
  - [Postural Care](#)
  - Creating and enabling people to use [Digital Passports](#) for sharing their information with care providers
  - [Changing Places](#)
  - [Multi-sensory story making](#)
  - [Supporting bereavement and loss](#)
- Linking the people you work with to both social and professional support for people with PMLD and their families.



# What we want to know



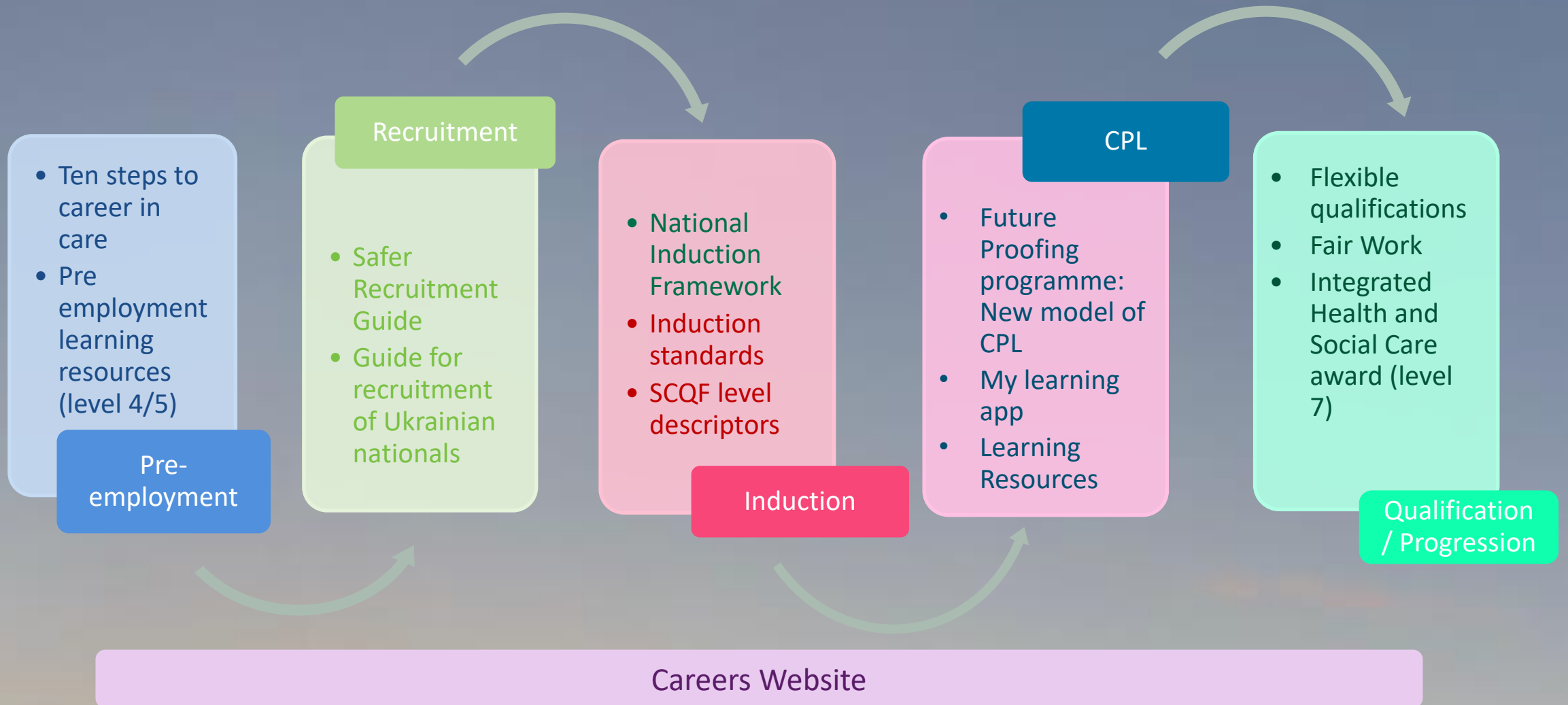
- Would a guide like this be useful, and how would you use it?
- What would make it more useful for you?

**Ali Upton**

Learning and Development Manager

Ali Upton has been with the Scottish Social Service Council since 2013 and is currently the Learning and Development Manager for Workforce Planning. Ali's professional background is in Social Work and she has worked for third sector organisations and local authorities across Scotland, latterly in lead roles for Workforce Development. Since working with the SSSC, she has led on the delivery of workforce activity to support the implementation of Self- Directed Support and Health and Social Care Integration.











# Discussion

# Next Steps

- What learning from these events is important to you?
- What learning might be important for others in your organisation to know?
- What learning needs to be shared with those in a more influential position than yourself?



# Evaluation

[www.slido.com](https://www.slido.com)

Joining code: **#2853505**





slido



**What organisation are you from?**

ⓘ Start presenting to display the poll results on this slide.

slido



**How would you rate this session?**

ⓘ Start presenting to display the poll results on this slide.

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**What will you take away from today?**

① Start presenting to display the poll results on this slide.

# REMINDER

## **Final National Learning Event – Glasgow, 9 March 2023**

Get in touch to register if you haven't already!





# Keep in touch

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website: [ihub.scot](http://ihub.scot)

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

twitter: [@ihubscot](https://twitter.com/ihubscot)