

New Models for Learning Disability Day Support Collaborative

National Learning Event 9th March 2023

Improvement Hub

Enabling health and social care improvement





What does a good life mean to you? (One word, but can submit multiple answers)

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

What does a good life mean to you?



Session Host



Chris Sutton, Portfolio Lead for People-Led Care, Healthcare Improvement Scotland

Chris is a registered social worker with 20 years' experience as a manager. She has worked in a range of settings including adult mental health, children's services and across all areas of adult care, and in a senior leadership role in a local authority for many years. This role included responsibilities across strategic planning, commissioning, learning and development, performance and quality assurance, as well as managing operational functions.

She has direct experience of working with the governance arrangements and the political sensitivities that can exist within and between local authorities, community planning partnerships, and HSCPs. Chris has insight and appreciation for the pressures and complexity of demands on staff at all levels and those in formal leadership roles, in particular, who are responsible for the delivery of health and social care services and seeking to deliver transformational change.

Housekeeping



- No fire alarms planned
- Toilets: to the left of the sign in desk
- Q&A during session: SLIDO

www.SLIDO.com Joining Code: 1558114





- 10:00 Welcome & Introduction
- **10:10** What we have learned ihub team
- **10:20** Exploring challenges in services, an interactive design approach ihub team
- **10:50** What we have learned Project teams
- 11:20 Break
- **11:35** Panel Discussion Acknowledging & Addressing Inequalities
- 12:35 Lunch
- 13:20 Scottish Government presentation
- **13:35** Final Reflections
- 14:00 Close





An Opening Thought A lot of the content we cover and, in fact, the work that many of us do can be challenging, emotional, and difficult. In these sessions we strive to create both a place where people feel comfortable sharing their unique experiences and perspectives, but also a space where we can respectfully and productively challenge difficulties within our lives and work.

During these sessions we hope that we can all recognise the diversity of our participants and their experiences, that we all face challenges, and when we might speak of difficulties with particular services or providers we do so with humility, an ethos of improvement, and a desire to work collaboratively to create better outcomes for ourselves and those we care about.

Alan and Ash Intros



Alan Bigham, Senior Programme Manager, Healthcare Improvement Scotland

Alan joined the team in 2020 having established and led the Volunteering in NHS Scotland Programme, supporting development of sustainable and impactful volunteering across NHS Scotland. He has held a number of roles in the public and third sector and worked as a consultant delivering training and support to third sector organisations. With a background in third sector governance, organisational development and systems design, Alan brings a range of experience grounded in community engagement and development principles.

Ashleigh Spalding, Improvement Advisor, Healthcare Improvement Scotland

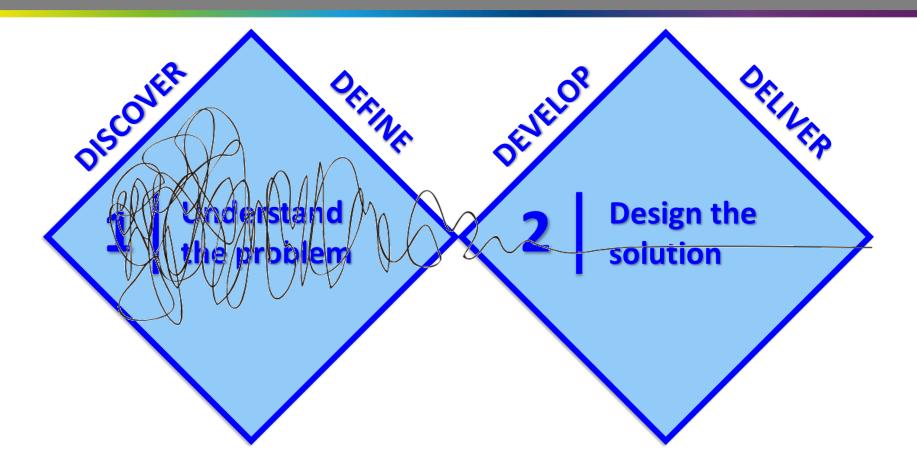


Ashleigh started out as a Support Worker with Enable Scotland where she supported both children and adults with a learning disability to live independent, happy and fulfilled lives. During this time she completed her Post-Graduate Diploma in Applied Social Research which led her to working for Clackmannanshire and Stirling HSCP running an outcomes focused evaluation for a variety of local re-design projects. When the pandemic struck she went back to service delivery, first volunteering for the Mobile Emergency Care Service, and then opening a local care home as an additional route out of hospital for people.

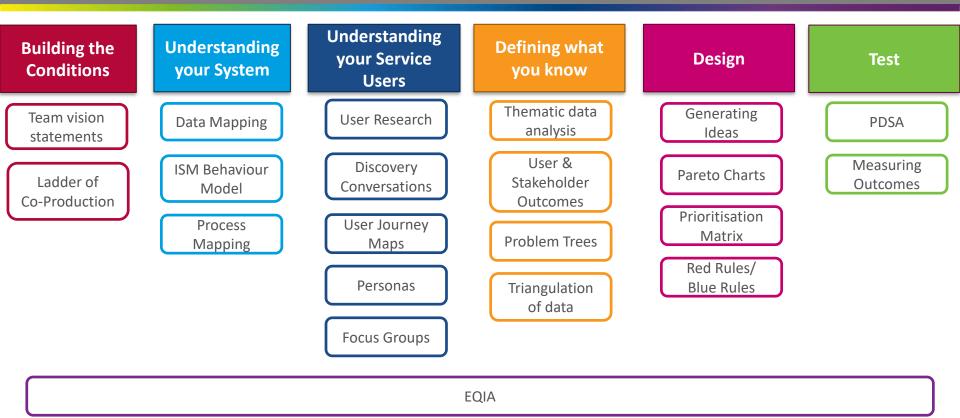
Ashleigh joined the ihub's Person-Centred Design and Improvement Team in September 2020 where she started working on the delivery of the CEIM Experience Improvement Model Programme, and the New Models for Learning Disability Day Support Collaborative.

Designing the **right** thing

Designing the thing **right**



Application of SAtSD approach

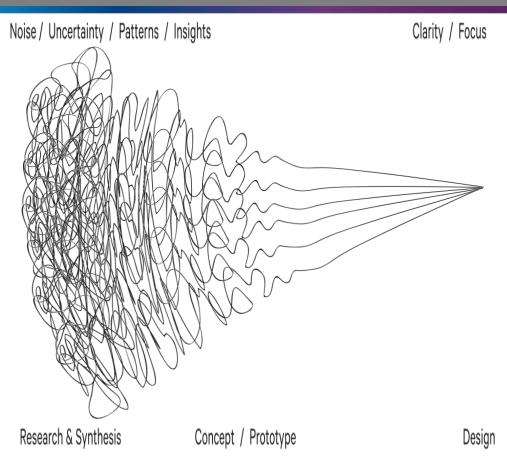


What we Discovered



Key Areas for Development

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



Exploring challenges in services

- Each table has a Snakes and Ladders game based on people's experiences of accessing new opportunities.
- **Pair up** with someone else at your table.
- Spend **25mins** playing the game.
- When you land a snake or a ladder read it out to the rest of the group.

Reflect on how playing the game makes you feel.



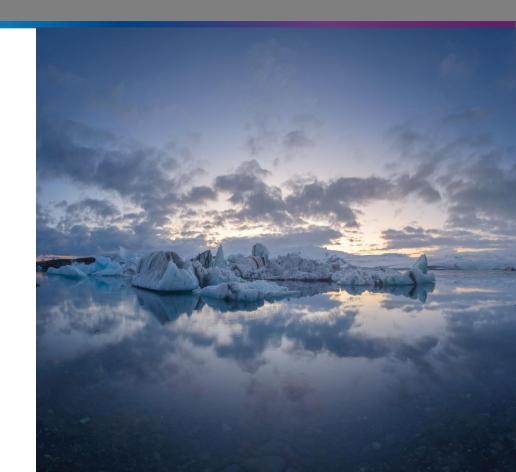
Reflection

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How did you feel?

What does it motivate you to do?





How did playing the game make you feel?

Makes me thinkDepersonalisedOverwhelmedThoughtful

Frustrated

Optimistic to frustrated

Interactive Great Lucky

Has playing the game motivated you to do anything in particular?

- Yes. To share with my colleagues, to raise awareness of the struggles some people face when trying to access services.
- Think about mapping out the process within my local authority, in a user friendly way, for service users and carers to view
- Work harder to develop partnerships so the voice of the person rather than a system led process

of how the time scales or constraints can have on individuals or families

- Strive to improve collaboration that is meaningful
- Frequent communication with individuals/families on waiting lists.
 Open and honest discussions about the process
- It has reminded me that my frustrations at any setbacks pale in comparison to the people and families going through it

Has playing the game motivated you to do anything in particular?

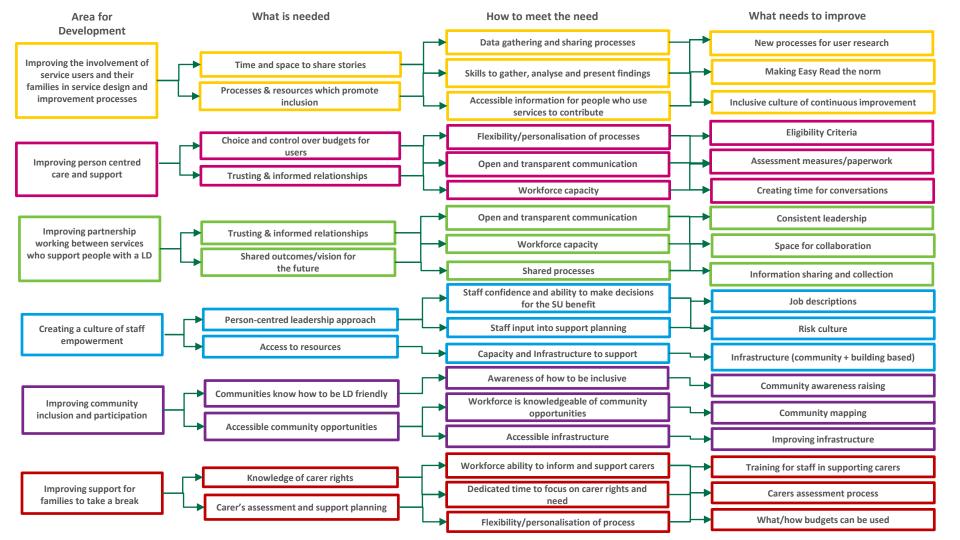
- Consider user experience at all points in the system
- It showed inequalities for people some were able to shoot to the top and there were no barriers in the way but others got stuck in a loop coming up against constant barriers this highlights the frustrations individuals face
- Be more mindful of the experiences of service users and their families

- Take game to staff group and team leader for assessment team to give staff insight
- Spread the word

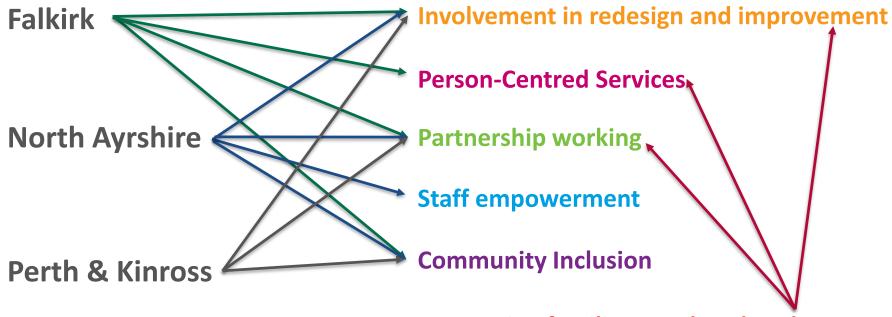
Yes,

What we can do





How the project teams' work aligns



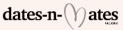
Supporting families to take a break

Falkirk HSCP Project Team

The Falkirk Collaborative 09 March 2023





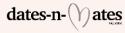


Vision Statement

"In Falkirk, we work in partnership to promote and inspire people with learning disabilities to live the best lives they can by becoming involved in meaningful activities within environments that are accessible and inclusive."





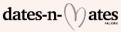


The Journey So Far...









Phase 2: Listening to the Service User and Carer Voice

- In Phase 2 of our work, we met with service users and carers to hear about their experiences.
- We wanted to understand the impact of Covid-19, what people had, and what they wanted for the future.
- Easy read surveys were developed and Talking Mats were used to gain service user views.
- Participants were offered a variety of ways to engage faceto-face, over the phone, or via postal responses.
- The Falkirk Collaborative sought the views of 13 service users and their carers, a total of 26 views.
- A total of 16 responses were received.





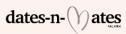
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Talking Mats Example

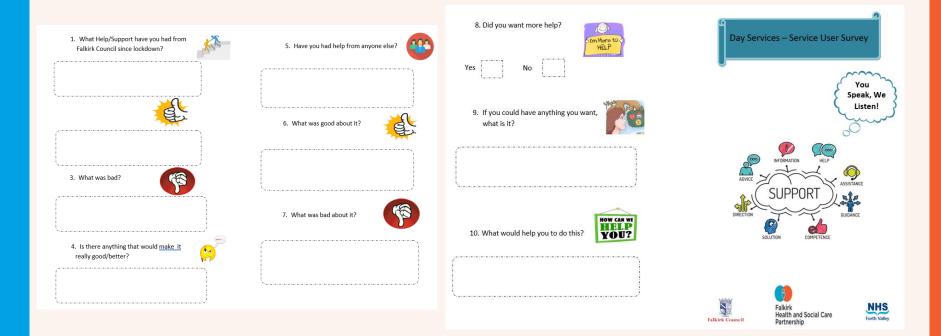








Easy Read Survey Example



Falkirk Health and Social Care Partnership



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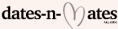
Further Engagement **Events**

- In May 2022, we held a Staff Engagement Event.
- We shared the themes that had emerged from the service user and carer feedback and staff shared their thoughts and feedback.
- We held further engagement/feedback events in September 2022 to tell service users, carers, and staff about The Big Plan and our plans for Phase 3.









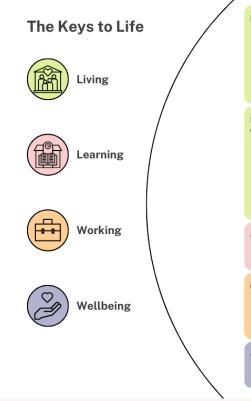
What We Learned in Phase 2

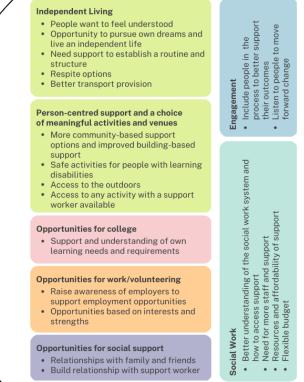
Falkirk

Partnership

Health and Social Care

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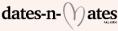


Phase Three

- In Phase 3, the Falkirk Collaborative have been working with young adults with a learning disability in transition from Children's Services to Adult Services.
- We have been undertaking Big Planning work to support a person-centred assets based approach to working with the young person and their network of support to help them achieve their desired outcomes.
- The Falkirk Collaborative have been working with six young people and their support network between October 2022 and March 2023 engaging in Big Planning work.







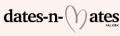
The Big Plan

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- The Big Plan is a collaborative planning process that offers a unique opportunity to engage a group of individuals (often young people in transition), families, and community volunteers.
- Planning for your future should be exciting whatever support a person needs.
- The Big Plan will help an individual to discover their own way and make the plans that make sense to them.
- Individuals are invited along with their family members, friends, and members of the community to come together over a series of sessions to make plans together for a great life.
- We work together to recognise a person's unique strengths, dreams, and hopes for the future, and to create a plan to move them closer to the future they want.





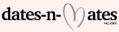


What We Learned in Phase 3

- Collaboration is key e.g., the Connecting Together Group
- Strong and Sustainable Communities we must work together and co-produce
- Inclusion our communities must be accessible, e.g., ongoing CPT work in Falkirk
- Lived experience participation service user and carer voice is important
- Relationship-based practice honesty and trust is vital
- Share, connect, and work together
- We will continue to use 'Keys to Life' as our compass







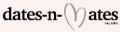
What's Next?

This is only the start of the journey:

- Build on this work
- Collaborate and co-design
- Joint working
- Lived Experience
- Expand the Connecting Together Group
- The Transitions Team
- Change Champion Team (The Coming Home) Implementation)







Thank you for listening!







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North Ayrshire HSCP Project Team

Expanding the role of Trindlemoss Day Opportunities

Improvement Hub

Enabling health and social care improvement



North Ayrshire HSCP Project Team

Vision Statement:

"The vision is to create a community resource that enables people to create, participate in, and design meaningful and genuine opportunities for their own benefit and the benefit of others."



(sort of....)

Connecting Trindlemoss

Academic partnerships (UWS in the run up to opening, and latterly GSA)

Survey work with Customers – What's Important to You?

Open events for the community (summer, Christmas), coffee mornings for carers

Working with third sector partners (e.g. Woodland Wakeup, Drum 4 Your Life, Thistle Football club)



Involving people in Trindlemoss

5 week design internship exploring representation of Trindlemoss past and future journey

2 students, 3-days a week, for 5 weeks, engaging with staff and customers in a co-design process

Generated visual identity, value proposition, installation within reception area

What did we learn? To make space for creation, and trust in people.



The role of Trindlemoss Staff

Identified a need to revise existing staff structure, to support more flexible practice

Changed job descriptions, with involvement of staff and union reps, including changing core hours to allow for evening work

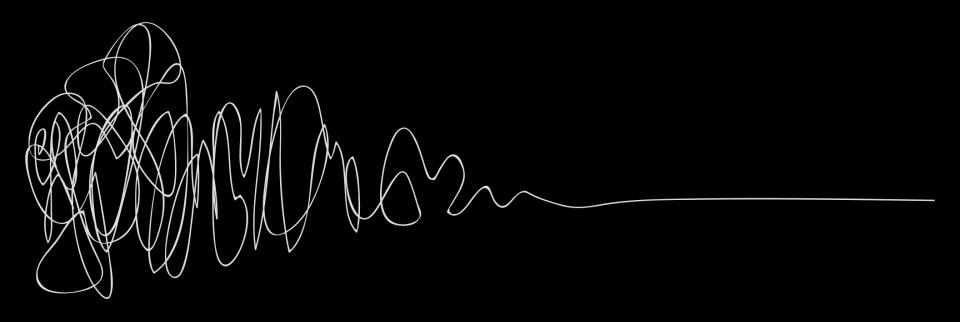
New role names reflecting greater focus on partnership with customers; greater clarity around new roles; clearer lines of support within the staff group (creation of small staff teams); opening up potential for new activity (e.g. evening sessions)



The road goes ever on and on....



- Explore new ways of working within the Learning Disability Service that build on Trindlemoss staff's skills and relationships
- Continue to collaborate with Perth and Kinross and Falkirk, building towards a possible peer network for day opportunities staff
- Further develop our capacity for ongoing engagement and co-design
- Further diversify our collaboration with third sector (linking people to new opportunities in their community)
- Seek out new creative partners





Perth & Kinross

Joining Together for a Good Life



Tayside

Enabling health and social care improvement

Perth & Kinross HSCP Project Team

Vision Statement:

"To enable people with learning and other disabilities and their parents/carers/loved ones to "have a good life", where we embrace aspiration and integration within communities."



Involving people differently



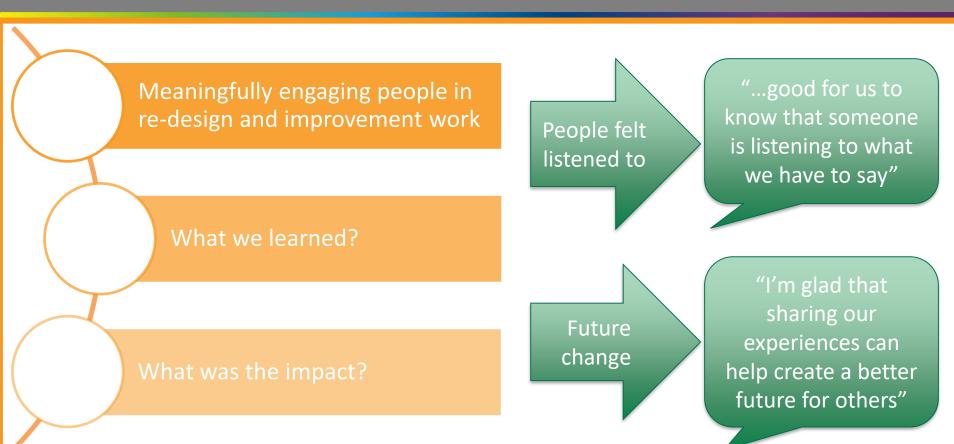
What we learned?

What was the impact?

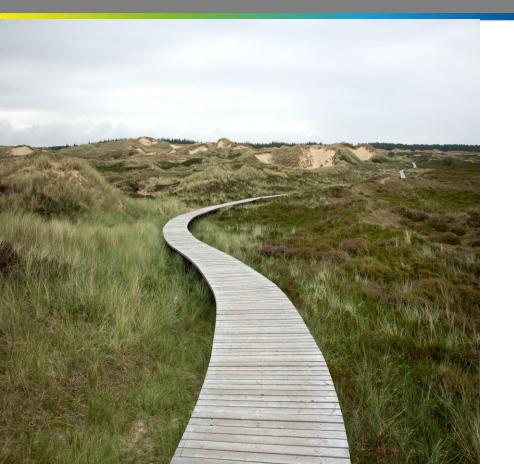


Paul's Story

Engaging people differently



What next?



- Continuation of approach across the partnership – this has been agreed with our leadership
- This approach remains embedded within our Keys to Life Action plan
- This approach is now also influencing strategic work within different areas moving forward
- Present approach and learning following the end of project phase to the Partnership
- To continue connection, conversation both within services, teams and communities

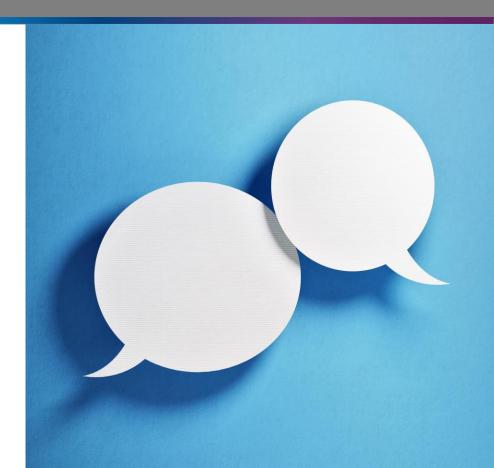




Break

Panel Discussion

Acknowledging and addressing inequalities for people with a learning disability and their families



Panelists



Jenny Miller PAMIS



Fiona Dawson National Involvement Network



Alice Squire ARC Scotland

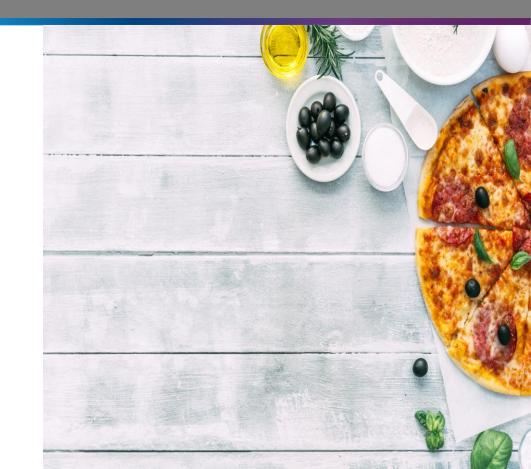


Andy Miller SCLD



Angela Henderson SCLD

Lunch



Coming Home Implementation Complex Care Team

OFFICIAL-SENSITIVE

Final Reflections



Diana Hekerem MSC (Econ), Associate Director Healthcare Improvement Scotland

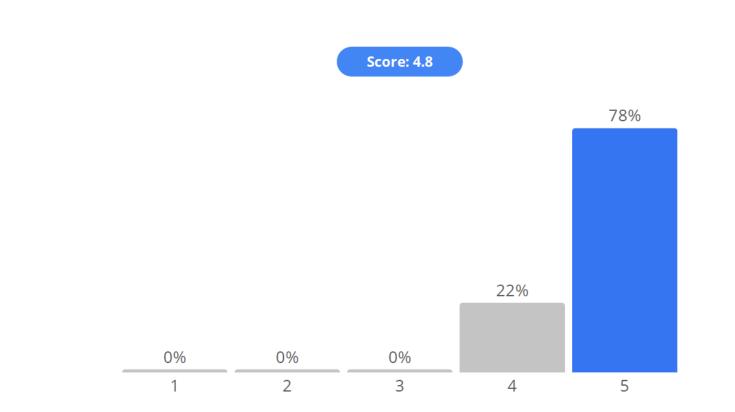
Evaluation



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How would you rate this session?



Why did you rate this way?

- The event was welcoming, informative, rewarding and heartening.
- A good day
- Another really informative session it was so informative and energising.
- The experience has been amazing and learning has been immense both personally and professionally.
- Postive and inspirational
- Good mix of activities throughout the day.

Good lunch. Nice time to network

- Inspiring to get together with everyone in the same space and share learning and look towards the future
- Engaging, informative and inspirational. Particularly enjoyed Paul's contribution and film
- Well prepared and organised
- Really enjoyed
- Hearing from the 3 areas and the work they have been doing to make moves in LD services was invigorating. Loved

Why did you rate this way?

the video from Paul and to hear and see the participation and active involvement from Fiona and Paul today was great.

- Great sharing of progress from project teams good to meet face to face. Powerful messages re the snakes and ladders
- Lots of information and stories, shame it isn't longer
- Really great to hear what is going on in other parts of Scotland
- Interesting and inspiring presentations

What will you take away from today?

- An appreciation of how aligned everyone present was in valuing person-centered and human rights based approaches.
- Lots of connections
- Health inequalities still such a huge issue
- The power of being part of a collaborative learning group .
 Shared experience and relationships made .
- Connections to the Human Rights Town APP. Love the opportunity to connect

with new things and will miss the IHub work for these opportunities

- Importance of giving people a voice.
 Benefits from networking and sharing information / good practice.
- Hope and to continue partnership working....fantastic opportunity to be involved in this piece of work and something that should continue...thank you
- Importance of engaging individuals face to face

What will you take away from today?

- The work goes on!
- Involvement of individuals who use the service is key as well as how we evidence the journey and progress that has been made to individuals loves
- All of the above
- Tools for coproduction and codesign
- To do better to involve service users to inform how we deliver services
- The power of story in data, curiosity in assessment

and choice in the pursuit for a fulfilling life.

 Will use some of the discover tools in my work. Also will encourage our teams to include people with a learning disability into their improvement work



his.peopleledcare@nhs.scot@ihubscot

To find out more visit our website

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