

CONSULTATION QUESTIONS

Progress and Challenges

Q.1 Do the findings of the evaluation broadly reflect your views about services for people with learning disabilities/carer?

Yes No

Please provide any comments, evidence and/or examples here

Yes

Q. 2 Can you give examples, either locally or nationally, of what you think has worked well over the last 10 years of *The same as you?*

Please provide any comments and/or examples here

Stirling Local Implementation Group (SLIG)

This group was established shortly after the Same As You Report was produced. The key function of this to bring key professionals, provider partners, service users and carers together in a regular forum to discuss our progress in improving the outcomes as set out in the Same As You. The focus of the group was to lead and influence services to improve outcomes for service users, whilst moving towards the approaches set out in the report.

Involvement of service users, parents and carers in ongoing service planning.

The service has actively looked at different ways to engage with service user, parents and carers. We have had a range of events including information days, Kiazan (action planning) event, focus groups and consultation workshops.

Stirling Learning Disability Forum

As a result of the Kiazan event in April 2011, the Stirling Local Implementation Group was restructured to become the Stirling Learning Disability Forum which involves service users, providers and statutory partners.

Feedback from users indicated that the SAY objectives taken forward by the SLIG had been achieved and there was a need to move to an outcomes focus and identify specific areas of improvement

An action plan has been developed by the group which will be used to work towards achieving the desired outcomes identified as important for service users.

Local Area Co-ordination

Local Area Co-ordination (LAC) originated in Australia and was introduced to Scotland in the form of a recommendation in the Same as You (2000). With a strong, person centred value base, LAC is an innovative way to support individuals and families to build a 'good life' and to strengthen the capacity of communities to welcome and include people with disabilities.

Stirling Council implemented Local Area Co-ordination (LAC) in 2003, primarily working with individuals with learning disabilities and their families. In 2006, this was expanded to work with people with mental health issues and by 2008 with other care groups including physical disabilities and older people.

The Scottish Government's national evaluation of LAC in Scotland (2007) highlighted the good practice and positive impact of LAC in Stirling. This impact was also recognised in the Social Work Inspection Agency's inspection of Stirling Council in 2009.

Stirling Council's Research Team carried out an evaluation of LAC in 2009. The purpose of the evaluation was to gather views of those who had first hand experience of LAC i.e. service participants, carers and stakeholders. The evaluation was based on the Joint Improvement Team's Talking Points approach. (JIT works directly with social care partnerships across Scotland) The evaluation was positive and revealed that the LAC Service meets the Talking Points outcomes important to service participants and carers.

Currently Stirling has 3 FTE Local Area Co-ordinators with nearly 200 individuals and families registered with the service. LAC now maintains an active caseload of over 120 individuals and families including a waiting list of 13 new referrals.

Housing Developments

There was a comprehensive survey of community care housing needs commissioned by Social Care in 2004. This indicated a need to develop a flexible range of housing provision including supported living on a core and cluster model. In close partnership with a range of internal and external Housing partners we have responded to the needs of individuals with specific housing needs

Part of this process involved decommissioning and internal care home service for people with learning disabilities that was no longer fit for purpose. The site was then developed as a purpose built site to provide houses for 8 people with complex needs and a flexible respite unit. From the outset service users and their families were closely involved in each stage of the development. They were involved in the commissioning and

tendering process for selection of a broad framework of learning disability providers and in a subsequent mini competition within the framework to provide the support services for the development. A key aspect in the design of the tender process was a focus on delivering outcomes for service users. Service users and family members were supported to take part at every stage.

There is a similar larger project for provision of 13 units which is currently underway and expected to open in April 2013.

In addition there are some smaller individual housing units that have been acquired or developed by internal and external housing partners in order to increase the availability of suitable housing for people with learning disabilities.

Overall there has been a very positive approach to developing a strategic partnership with our housing colleagues.

We have ensured that service users and carers are involved in the processes of commissioning and shaping these services

We now have services that we work in partnership with having fostered a developmental partnership approach.

Employment

Stirling Council's Employability Service is a specialist (16+) employment service for those citizens with recognised disabilities, long-term health conditions and multiple barriers to employment.

Developed in 2007, the service provides advice, guidance, vocational assessments, training, work experience and employment opportunities. Although the service is based on the five stages of the Supported Employment Framework for Scotland it also provides in-house health advice (in partnership with NHS Forth Valley) and financial wellbeing checks.

Support is focussed on matching the client's needs, skills and abilities with employment opportunities from participating employers. The service also supports local employers to ensure they are inclusive, flexible and making the most of all the skills in their local community.

Since 2007 the service has supported over 500 individuals with a disability or long-term health condition. Of those clients, over 30% have progressed into paid employment.

Working with NHS Forth Valley the service won the Health and Employability Partnership category at the Scottish Urban Regeneration Forum awards in 2010. A recent Social Return On Investment study demonstrated a return of £2.62 for every £1 invested in the service.

Professional Workforce Development.

The Professional Development Unit (PDU) which is part of the Strategy Service has includes an accredited SQA Assessment Centre which supports staff through a range of relevant SVQs.

The value of embedding key approaches into the social care induction and the training programme has had a positive impact on how new staff interact and practice.

The PDU aims to provide opportunities for our organisation and staff within Social Services to improve their knowledge, skills and ultimately improve practice, learning, success and best outcomes.

There has been a strategic approach to Learning and Development with development of an overarching L & D Strategy and a very comprehensive programme of learning opportunities. This encompasses Outcomes Focussed Practice which has been rolled out across all care teams.

The use of the Talking Points approach is now embedded in care planning and review processes

This reflects and supports the continued development of personalisation culture and practice.

The PDU actively involve staff in service and practice development through focus groups and reference groups.

Q. 3 Can you give examples of issues in current work and/or policies that still need to be addressed?

Please provide any comments and/or examples here

Implementation of the Autism Strategy

We recognise that the range of services and supports for people with Autistic Spectrum Disorder need to be enhanced, to better meet the needs of our local demographic. The outcomes identified within the National Strategy need to be embedded into local plans and policies and implemented in a planned way. Recently we have made a bid for funding from the Scottish Government to develop a Specialist Autism Service

We supported the development of a project (The Bank) for young people in transition from children's services to adulthood to help support service users to develop social networks, maintain friendships and opportunities and reduce potential social isolation.

Local Area Co-ordination have been working in partnership with the National Autistic Society to develop social groups for adults with autism/ aspergers in the Stirling area

Improving Transition

However, we are aware that the range of supports and advice available to support people through a Transition or to make a change need to be improved. and we need to support people in a holistic way - for whole life journey.

Improving services to meet future need

Review and potential redesign of LD services needs to take place to meet these peoples ongoing needs. This would include the reconfiguration of the complex care that is currently delivered by the NHS

Development of the Outcomes Approach

Stirling Council are committed to implementing an Outcomes Approach across individual and organisational practice. We have explored a range of ways to support staff to make the transition to an Outcomes Approach.

A Development Group was set up to design a programme for a collaborative learning event "Exploring Outcomes in Practice". These session which took place from November to March have been attended by a mix of participants.

Senior Managers have participated in the sessions and colleagues from North Lanarkshire Council and the JIT have shared their experience of Outcomes in practice.

Self Directed Support and Direct Payments

The Direct Payments support has been provided internally by Advice Services The DP Support Team is designed to provide eligible clients with more flexibility, choice and control over the care they receive whilst allowing the Council to

monitor payments made to ensure that these are spent appropriately and provide a clear management trail.

The support service enables an individual to arrange some or all of the support they receive instead of receiving services arranged by their Local Authority. The individual can buy support from an agency or can employ a Personal Assistant.

The support service operates across all Social Care teams and links with Payments and Finance.

We are currently reviewing the provision in order to develop a service that will be able to meet the future demand.

Where a care assessment has identified a need, and the client has expressed an interest in Direct Payment, the Care Assessor sends a referral to the Self Directed Support team within Advice Services

In order to understand and manage the transformational change needed to embed personalisation and self directed support we have set up a Self Directed Support team was set up in October 2010 to provide support to Direct Payment Clients with managing their responsibilities under the scheme. Recently through Scottish Government funding a Programme Manager has been employed to take the strategic agenda forward.

The SDS Team has set out a framework for implementation of SDS with 4 key workstreams:

- Promoting Outcomes and Practice Development
- Finance, Processes and Outcomes
- Commissioning
- Quality Assurance and Performance

The development of SDS will enable people with Learning Disabilities to exercise choice and control and enable to help design the supports they need

Shared Services

In December 2010, Stirling and Clackmannanshire Councils agreed to deliver Education and Social Services together in partnership.

The aim of Shared Social Services is to provide better, more efficient services for citizens. We'll do this by promoting best practice in each organisation and making the most of the skills, expertise and experience across both Councils.

A Programme Board was set up in January. They meet monthly to plan and implement the decision. The Board reports into a monthly Steering Group of Elected Members and then to both Councils.

The Councils agreed to appoint Joint Heads of Service for Education and Social Care to work across both Councils by April 2011. A joint management structures for both Services was in place in Autumn 2011.

Shared Services will support a more joined up approach to services for people

with learning disabilities. There have been very productive links made with housing in both council areas.

Integrated Stirling Learning Disability Team

The Stirling Learning Disability Team (SLDT) was established to provide an integrated health and social care service to people with a learning disability living in the Stirling area, or who's care is funded by Stirling Council.

The health component of the team provide services to adults with complex need, and the care management component provides services to any adult with a learning disability.

Management of the team is provided by the Area Services Manager (ASM), who works in partnership with the Lead Nurse for Learning Disabilities and the Professional Heads of Service for the Allied Health Professionals from NHS Forth Valley.

The SLDT is multi-professional and provides specialist assessment and intervention at home for people with learning disabilities, who have complex health and social care needs including for example, epilepsy, autism, mental health, communication difficulties and/or challenging behaviour. SLDT members also offer support, advice and education to carers to assist them in meeting the health and social care needs of people with learning disabilities. SLDT provides links with generic and other specialist health and social care services to ensure equity of access for people with learning disabilities.

In addition to the Social Work Care Management staff, the Stirling Learning Disability Team (SLDT) has representation from a range of Allied Health Professionals including - Community Learning Disability Nursing, Occupational Therapy, Physiotherapy, Dietetics, Art Therapy, Music Therapy, Speech and Language Therapy, Psychiatry, Psychology, and Additional Support Team function.

Good Practice – Organisations

Q. 4 Can you provide examples of what you have done over the last 10 years, within your organisation, to improve services and access to services within your local area?

Please provide any comments and/or examples here

Service User and Carers Involvement

We have developed a Service User and Carer Involvement Strategy in place, which ensures that meaningful involvement of service users and families and carers in service planning is set at the heart of activity

This strategy sets out our approach to involving service users and carers both in their own care and in the design, delivery and evaluation of social care services. It sets out the steps that we will take to progress from consulting with service users and carers, to supporting and developing

genuine co-production of services.

In order to achieve this we need to put the children, young people and adults we work with at the heart of everything we do. We need to work in partnership with the people who use our services and the people that care for and support them.

Technology

Telecare can contribute to the support, protection, and quality of life of people with a learning disability. It also considers the importance of telecare in providing support and reassurance to carers. In Stirling we have begun to look on an individual basis using a range of Telecare and cognitive support devices to enable people to live more independently. Results have shown that very positive outcomes can be achieved, increasing independence for individuals whilst providing security and peace of mind.

Replacing specialist residential placements with supported living packages of care that include telecare for people with learning disabilities is a longer term programme. In order to ensure it is embedded in practice we have developed a range of events and materials to raise awareness of the potential of telecare and considering telecare within reviews. Our Telecare lead and our officer have been delivering training at various levels to staff from our Social Services and NHS colleagues.

Forth Valley Adult Support and Protection Committee

The legislation required every area to establish an Adult Support and Protection Committee and in Forth Valley this has been achieved by the partners coming together to form one Committee. The statutory partners are the three Local Authorities - Clackmannanshire, Falkirk, Stirling, NHS Forth Valley and Central Scotland Police. Other members of the Committee represent the Care Commission (now known as the Social Care and Social Work Improvement Scotland (SCSWIS)), Procurator Fiscal Service, Advocacy Services and CVS Falkirk & District. Together these bodies offer the range of services which may be required by any adult at risk of harm.

The Committee has ensured the development of a range of Forth Valley Procedures and Protocols including Information Sharing; work towards a Serious Case Review Protocol; and a Data Collection Template. It is also responsible for co-ordinating publicity throughout the area; analysis of performance and audit; ensuring that training and staff development take place.

The availability of advocacy for ASP has been increased due to the focus of the recent Forth Valley tender for Independent Professional Advocacy Services. This involved developing a pooled budget across the three councils and health.

MASH

Multi-Agency Public Protection Hub (Further Integration of Stirling Council Child Protection Processes) has been designed and implemented. This was established in 2011 to enhance the delivery of a multi agency

approach to child protection and adult protection processes. It integrates current systems and contributes to improved joint working as well as enabling new developments.

The new service model supports earlier, more effective and more appropriate intervention by supporting more timely and robust risk assessment and decision-making. This is supported by having a single point of contact and dedicated co-located teams with immediate access to multi-agency information and the capacity to undertake child protection activity to the point of first case conference.

The Hub will ensure that there is clarity of reporting and response across agencies including Police, Health, Social Care and Education. This will ensure that the joined up systems are in place to support people with a learning disability who may be subject to abuse.

Advocacy Tender

The government brought in new Legislation in 2011 in relation to Adult Support and Protection, which resulted in us reshaping the local advocacy services that we commission. This was done so that we could ensure that there was access to advocacy for anyone needing an advocate under the Adult Support and Protection Act, the Adults with Incapacity Act and The Mental Welfare (Scotland).

The emphasis of the provision we commission has shifted from peer advocacy to an increased capacity to offer professional independent advocacy for people.

The commissioning process involved consultation with service users include people with learning disabilities. We involved people with learning disabilities in evaluation of the tender.

The Advocacy service is funded by the three council and NHS and works across Forth Valley. The services gathers detailed statistics on the provision to all care groups which will help support future service developments.

Good Practice - Individuals

Q.5 What have you done, as an individual, to make positive changes within your local area?

Please provide any comments and/or examples here

Not applicable

Future Priorities - Healthcare

Q.6 What still needs to be done to ensure that people with learning disabilities have access to better and more appropriate healthcare?

Please provide any comments and/or examples here

The development of the Nurse role – offering regular “health checks”
Many parents and carers tell us the standard appointment time is not long enough for service users to explain what is wrong or if they cant say for the right range of investigation techniques to be tried.

Development of a specialist support Hub for people with Autism
The bid described early will review the current services available to those with Autistic Spectrum Disorder and will result in services being redesigned to offer a better range of preventative support services in close partnership with health.

Telehealth
Telecare and Telehealth awareness raising with potential referrers needs to remain a priority.

Further housing development
Continue to work with housing and other key development partners to bring on a second build site of specific needs housing in Raploch

Lochview (NHS)

There has been significant joint work undertaken by health and social care in Forth Valley to look at a redesign of the services provided at Loch View. In order to ensure that there is an integrated model of service that fits a tiered approach to service delivery to ensure the appropriate service is available at the right time for people with learning disabilities.

Future Priorities - Education

Q.7 What still needs to be done to ensure that people with learning disabilities have access to better educational opportunities?

Please provide any comments and/or examples here

- Improve learning opportunities available, through improved joint planning with colleges
- Support for people in order to help them access and sustain a placement at college or adult learning
- Partnership with working with Community Learning Team
- Improve access and responsiveness of universal services
- Access to lifelong learning
- Pathway to progression needs to be in place, which ensures the right level of support prior to the transition into further education – to support individuals to identify the skills and areas they wish to develop. The level of support required through that transition process and then any support required won an ongoing basis needs to also be consider
- 3rd sector partners – offer vocational and creative opportunities – where they use outcomes approaches to working with individuals that help them build on their capabilities and help to realise their potential–more of this approach needed

Future Priorities – Independent Living

Q.8 What still needs to be done to ensure that people with learning disabilities are able to live independently?

Please provide any comments and/or examples here

- Develop the Raploch housing site
- Continue to develop a partnership approach with independent and third sector Learning Disabilities providers to help shape market to better meet local needs
- Development and Implementation of self directed support
- Robust transition planning

- Increase the coaching and mentoring – the development of individual plans that focus on abilities – and indicate where help and support is required
- Develop the Co-production approaches
- Develop information and support for carers
- Short breaks bureau - development of a suit of flexible respite options
- More use of technology

Future Priorities – Employment

Q.9 What still needs to be done to ensure that people with learning disabilities have access to better employment opportunities?

Please provide any comments and/or examples here

Use powers as strategic purchasers – make requirements with the providers we commission to recruit people with learning disabilities

"Ensure that those clients with Learning Disabilities and Long Term Health Conditions are included in the priority employability groups as part of Stirling Council's response to the Scottish Government's Better Alignment of Scotland's Employability Services agenda".

Future Priorities

**Q.10 What other future priorities do we need to focus on?
(Please list these in order of importance with the most important first)**

Please provide any comments and/or examples here

- Involvement of service users in shaping services
- Development of individual resilience by co-production approaches
- Development and implementation of self directed support
- Impact of the Welfare Benefit Reform
- Integration of health and social care
- Internal review and configuration of LD services
- Strategic review of Lochview
- Housing developments
- Flexible support for carers
- Impact of the ASD strategy