

Self-directed support in Highland

Having “Good Conversations”

Consultation document



Connecting Carers
A better life for unpaid carers in Highland



Highland Senior Citizens Network



Self-directed support (which we refer to as SDS throughout this document) is the way that all social care must be delivered in Scotland. The Social Care (Self-directed Support) (Scotland) Act 2013 intended to give people choice, control and flexibility over how they access, organise and experience their social care and support.

Recent research has found that SDS has been implemented partially and inconsistently across Scotland. The Independent Review of Adult Social Care in Scotland confirms the importance of self-directed support as one of the strengths in the care system. It also points to the challenge of implementing it, and asks “How do we bridge the gap between promise and reality?”

NHS Highland and The Highland Council, supported by our partners, are keen to set out a **new** approach to implementing Self-directed support (SDS). We would like to develop an SDS Strategy which sets out our vision for SDS by detailing our:

Values

Priorities

Approach; and

Key Measures

With this document we would like to gather your thoughts about implementing self-directed support in Highland. We are asking whether you think the vision set out here is the right one.

Will it ensure that people are able to fully participate in making informed choice in the support available to them? Will it result in clear and defined resources being directly available to people, and will we see a strong, healthy and diverse choice of support options tailored around the needs of local communities? What changes/additions to the vision will help in fully implementing SDS in Highland?

We hope that you can use this document flexibly. You can use it to detail your own thoughts (as a supported person, carer or provider etc.); or you can use it as the basis of a conversation to gather the views of others (maybe a group of supported people or other interested parties you know).

Thanks for your support!

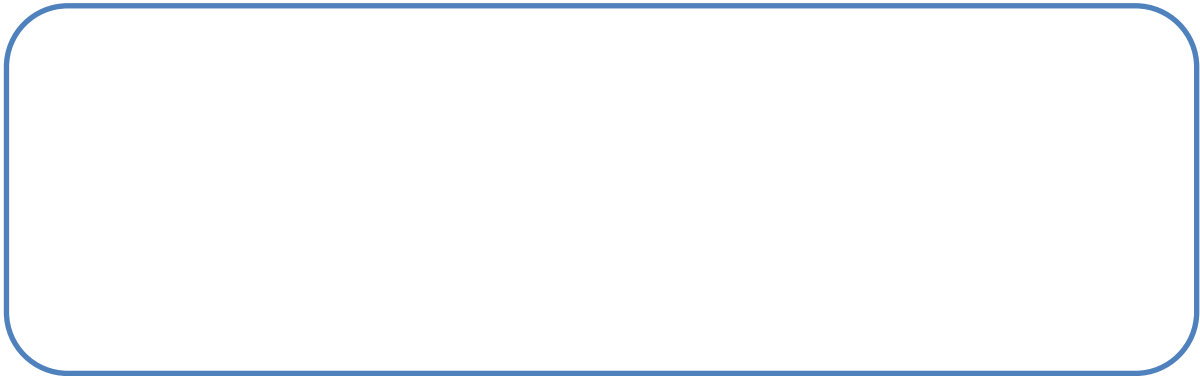
Name (optional)	Role (supported person, carer, worker, volunteer, provider etc.)
	Organisation (optional)
Answers on behalf of (self, group name, organisation)	Date
Completed forms to: Adult Social Care, NHS Highland; Assynt House, Inverness, IV2 3BW Email: karen.patience@nhs.scot	

Our Values



Our belief is care and support should be person centred: is this right? And what does being “**person-centred**” mean to you?

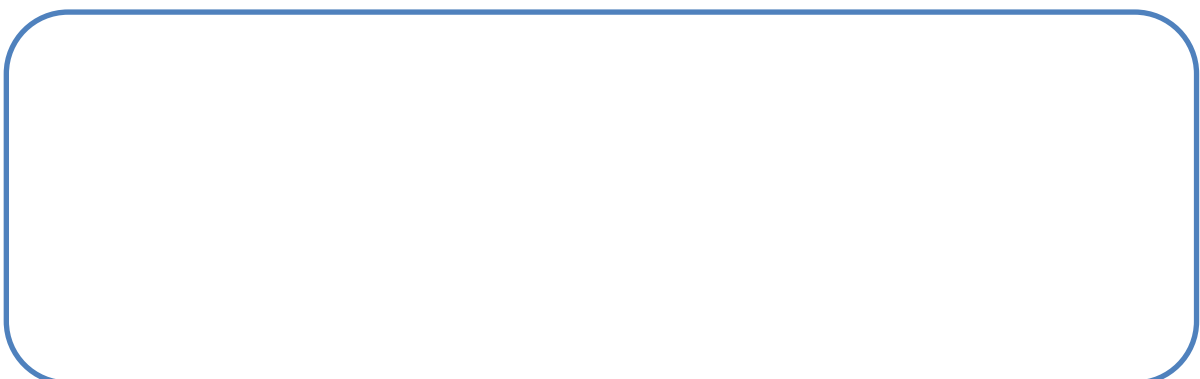
We wish to **enable** people to maintain/regain their independence: what best **enables** people to maintain their independence?



Services should be “**Caring**”: what demonstrates a **caring** approach? And which qualities should a **caring** professional have?



We would like our services to promote equality: how do we enable people to overcome barriers to making **Independent Living** a reality?



Our Priorities

We support Independent Living

- Take an “assets-based” approach
- We promote self-help and self-care
- Disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work, and in the community

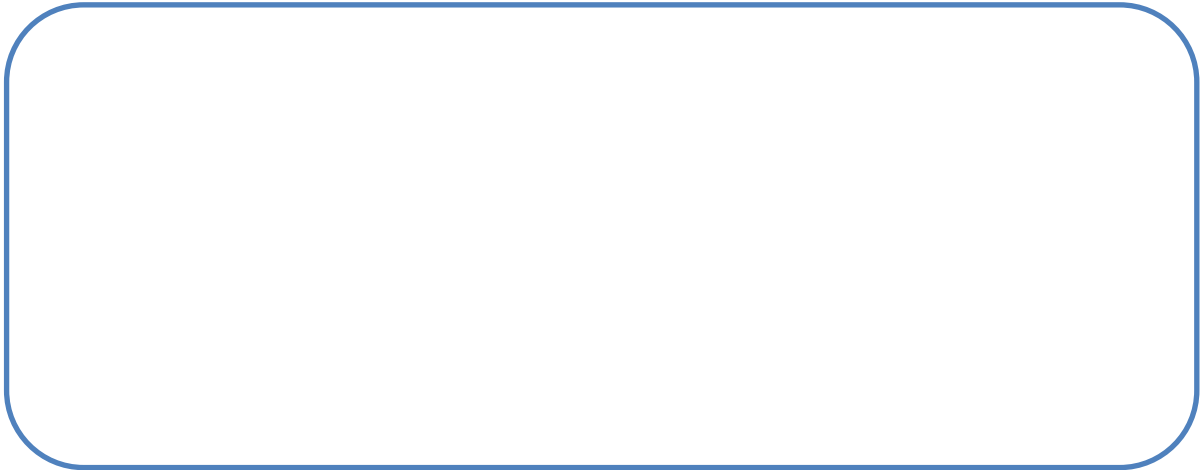
We Support Carers

- Carers Needs are understood
- Short breaks are provided to help carers continue to care

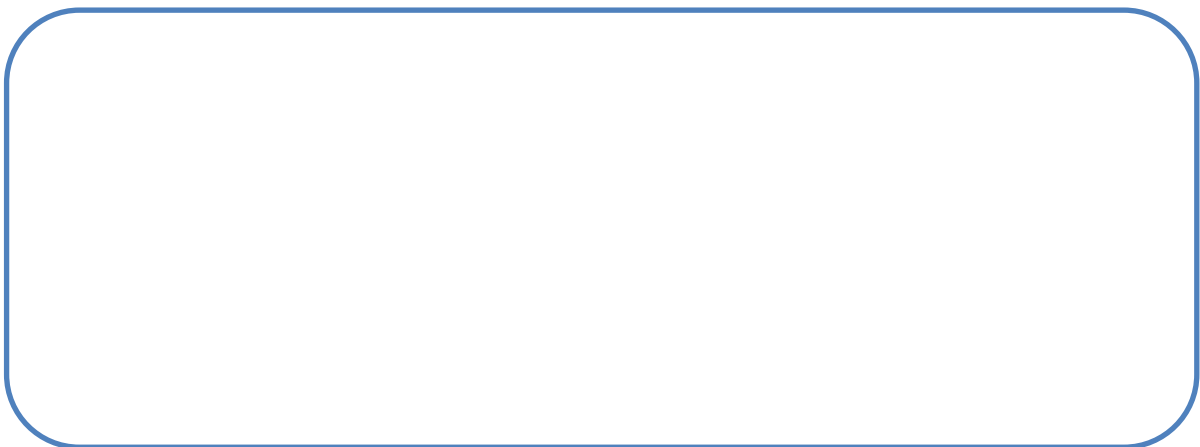
We offer Choice and Control

- We work together to agree the care-plan and outcomes to be met with you
- We will work with you to explore what supports are available
- An SDS Option will be provided which means you can meet your care costs, when this is required
- You can use your SDS Option flexibly to support creative solutions aimed at meeting agreed outcomes

We have set out our **Priorities** for SDS. What are your views on these?



We believe Disabled people of all ages should have the same **freedom, choice, dignity and control** as other citizens at home, at work, and in the community. What would this mean for you?



Our Approach

Having Good Conversations

- Workers build relationships with people that are based on trust, respect and honesty
- People are informed of their rights and responsibilities, and what to expect from the process

Strengths based

- We aim to focus on people's abilities; building on what people can and want to do
- Short breaks are provided to help carers continue to care

Community Led

- Workers and people who require help focus first on natural supports and those available within local communities
- We will work with communities to coordinate and strengthen the supports available
- We will work with a range of partners to reduce bureaucracy, and to strengthen peers support and individuals' autonomy

Simple processes

- We will seek to ensure care-planning and authorisation processes are as streamlined as possible
- People who are seeking support will be given clear information about the steps involved – and where they are in the process

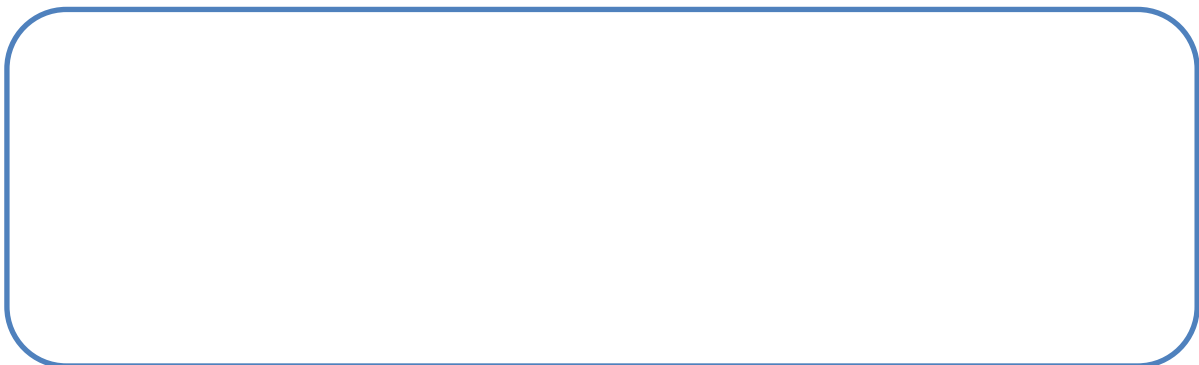
Participative

- Seek to ensure individuals needing support play a full role in directing the support available to them
- We will aim to ensure that people with lived experience shape the way that SDS is offered and delivered more broadly
- We aim to ensure our broader Highland community participate in shaping the way SDS is delivered

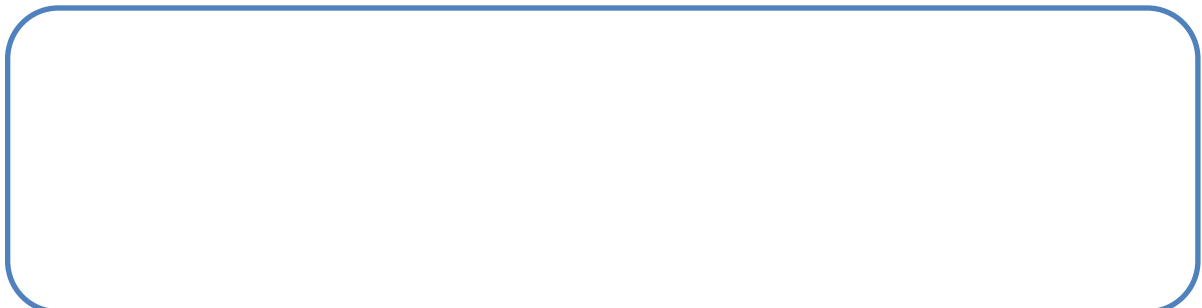
We have set out our Approach for SDS. What are your views on it?



Our belief is that workers should have **open, honest and respectful conversations** with people who need support and their carers - focusing on people's strengths and abilities. What are your views?



We would like to use the help available in your community as a starting point to SDS. What are your views?

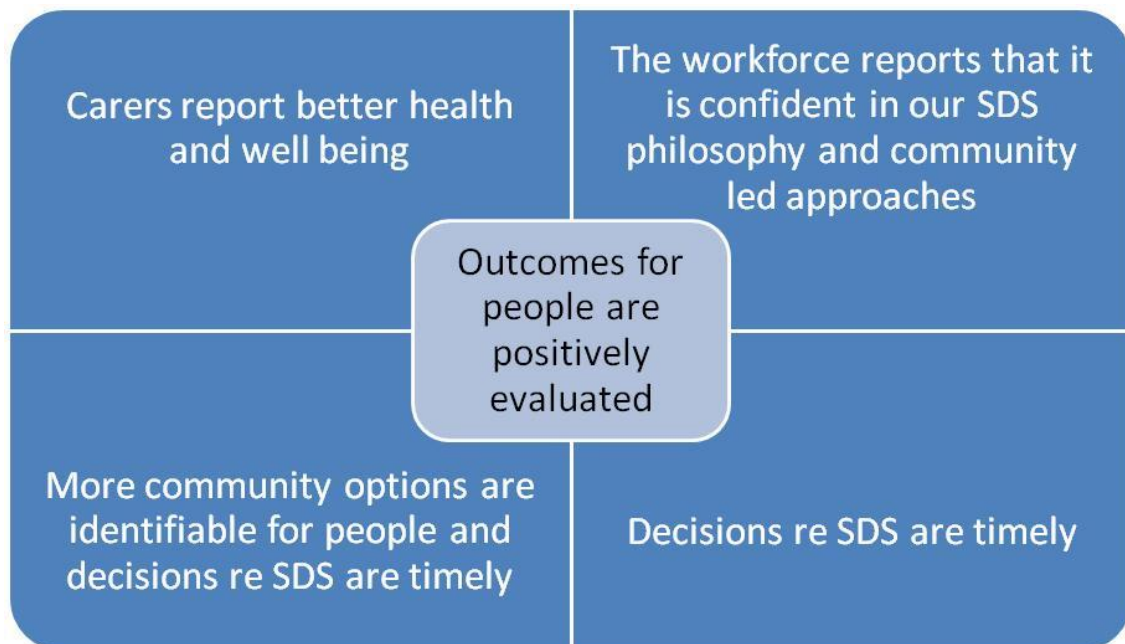


Continued over

We would like our approach to be participative. How can we involve as many people as possible in a ‘**good conversation**’ about improving SDS?

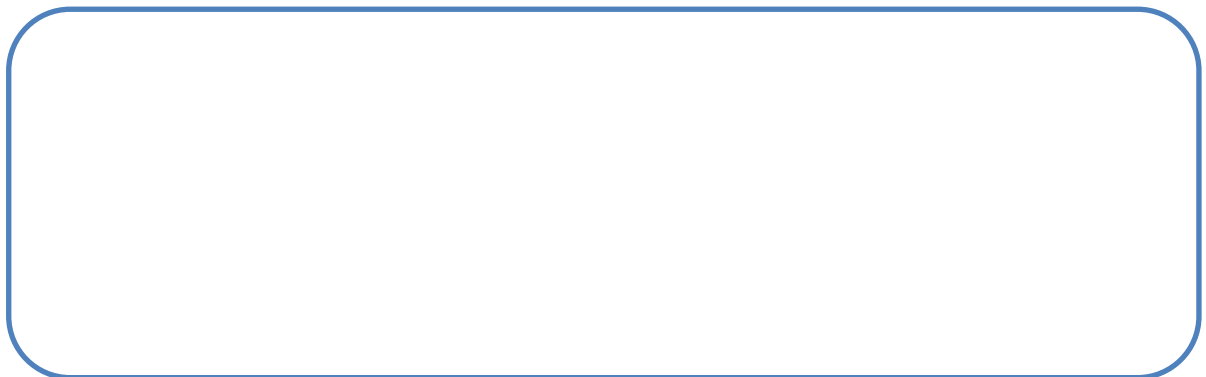


Our Measures

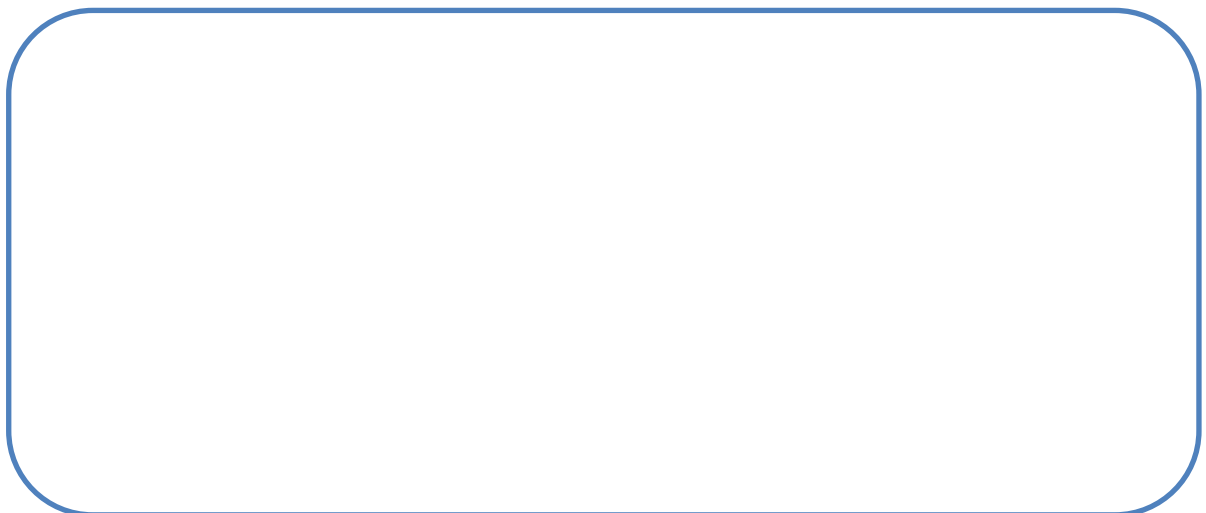


We would like to set out some things which will **measure our strategy's progress.**

How will we know if we are making a difference and improving people's lives?



There are often “bumps in the road” (difficulties) for people in receiving good SDS. What should we do to **improve people's experiences?**



Thank you

If you would like more information, a paper copy or alternative format of the survey or would like to ask someone to call you back to discuss the consultation please contact us, via email on karen.patience.@nhs.scot or leave us a message on 01463 704715