

Self-directed support in Highland

Having “Good Conversations”

Draft Strategy



Introduction

Self-directed support (also called SDS) 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?”

We - NHS Highland, The Highland Council and a range of partners - are keen to set out a **new** approach to implementing Self-directed support (SDS) which tries to realise the promise of SDS. This SDS Strategy seeks to set out our **vision** for SDS by detailing our:

Values

Priorities

Approach; and

Key Measures

With this Strategy (and its underpinning Implementation Plan) we seek to ensure that Self-directed support becomes the mainstream approach to social care delivery in Highland: targeted at empowering people to have greater choice and control over their support. We want to see implementing the ethos of SDS contributing to the creation of a healthier population with stronger and safer communities and is key to achieving a fairer Highland. We are seeking to put the principles of independent living into practice to enable people to be active citizens in their communities.

Like the social model of disability the ethos of SDS can be seen to contribute to the reduction or removal of the physical, organisational or attitudinal barriers that many people experience in the world around them. Our approach to SDS is about flexibility, choice and control and having a decent quality of life. It is ultimately about promoting confidence and wellbeing for those with an assessed social care needs.

Thanks for your support!

Our Values

Person - centred

- We will seek to take the time necessary to understand the individual
- People will be independently supported to set out what's important to them if necessary
- Services and supports will be tailored to the individual

Caring

- We will demonstrate listening and empathy
- We will demonstrate respectful and non-judgemental attitudes

Enabling

- We will encourage creativity and flexibility to help people meet their personal outcomes
- We will provide good information to allow people to make informed choices

Promoting Equality

- We will remove barriers and bureaucracy from our own processes
- We will support individuals to be active citizens in their community
- We will support people to exercise their human rights

Our Priorities

Supporting Independent Living

- We will take a “strengths-based” approach
- We will promote self-help and self-care
- We will work to support Disabled people of all ages to have the same freedom, choice, dignity and control as other citizens at home, at work, and in the community.

We Support Carers

- Carers are listened to and their needs are understood
- Short breaks are provided to help carers continue to care

We offer Choice and Control

- We will work together with individuals to agree the care-plan and outcomes to be met
- People will have good information and independent supports to explore what supports are available
- An SDS Option will be provided which aims to meet individuals’ outcomes in the most effective and efficient way possible
- People can use their SDS Option flexibly to support creative solutions aimed at meeting agreed outcomes

Our Approach

Having Good Conversations

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

Strengths based

- We aim to focus on people's abilities; building on what individuals can and want to do
- We will provide independent supports to employers and personal assistants to help them with the delivery of Self-directed support

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 peer support

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

Our Measures

Outcomes for people are positively evaluated

Carers report better health and well-being

The workforce reports that it is confident in our SDS vision and community-led approaches

More community options are identifiable for people

Decisions re SDS Options are timely

Self-directed support Strategy in Highland - Consultation:

A partnership Reference Group (which included NHS Highland, Highland Council, and a range of national and local partners alongside those with lived experience) worked in July and August to gather people's views about how we should implement Self-directed support (SDS) in Highland. We used surveys and focus groups to ask as many people as possible whether they thought the vision we set out was the right one. Around 200 people participated

A Consultation Report has now been completed which sets out what we've heard, and what we need to do now. (And our Strategy (above) now reflects what people told us).

The Report is available in Sway format following the link, below:

[Self-directed support in Highland - Consultation Report \(office.com\)](#)

The "What we need to do" Improvement Actions are set out below:.

What we need to do (Implementation Actions)

Listening: Hearing

1. Ensure people benefit from a 'good conversation' with a trusted professional: work to enable people to access the support they need, wherever that may come from
2. Ensure there are independent sources of advice, information and support available to all those exploring the help open to them
3. Work in partnership with people who need support and partners to ensure they have a greater role in decision-making about SDS, at all levels

Equitable. Sustainable

4. Provide (a framework of) clear and simple information about how to identify and secure the resource necessary to deliver the supports that people need
5. Ensure that resources and supports are used effectively and efficiently to meet people's needs and outcomes: and are complementary to other sources of support

6. Maximise people's choice, control and flexibility over the resources available to them
7. Provide comprehensive information about the full range of choices (support options) available to those needing support

Community

8. Enable people to access natural and community supports wherever possible
9. Invest in our community infrastructure so that strong networks can develop across our local partnerships which are complementary and effective in providing informal solutions to community members who need help

Workforce

10. Ensure there is a sufficient workforce which has the confidence, competence and capacity to work to these local principles, and the National Standards for Self-directed support