

Self Directed Support



Editor's note



Hi,

Welcome to the annual edition of East Dunbartonshire Health and Social Care Partnership's (HSCP) Self Directed Support Newsletter. The newsletter provides us with an opportunity to reflect on the self directed support activities that took place during 2023. As local clubs and groups have re-opened during 2022 and 2023, and new clubs have been set up, in this edition we tell you about how the HSCP has explored, in partnership with volunteers and third sector partners, ways that we can evaluate the impact on older people's health and wellbeing.

In this edition of the annual Self Directed Support Newsletter, we also provide you with an update on the final actions that have been achieved as part of the HSCP's Self Directed Support Implementation Plan for 2021 – 2024 and what we, and our partners, want to focus on during 2024 – 2027.

Take Ctrl (East Dunbartonshire) also provide an update on the activities that their team have been involved in over the past year. There are a lot of useful contacts listed at the end of the newsletter, including the contact details for Take Ctrl who are an independent Self Directed Support Information, Advice and Support Service.

This newsletter is available to download or read at www.eastdunbarton.gov.uk/health-and-social-care.


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What is Self Directed Support?



Self Directed Support is a way of organising care and support for people who are eligible for social care. It can enable individuals to have greater choice in how their support is delivered and the level of control that they wish to have over this.

Self Directed Support is the mainstream route for people to access the support they need to live a full and independent life.

The different options

There are four options contained within the Self-Directed Support legislation:

Option 1 Direct Payment

You can choose to receive your individual budget as a payment directly into a dedicated bank account. With this money, you can choose to become an employer where you employ your own Personal Assistant or you can purchase services/support from an individual, agency or other organisation.

Option 2 - Individual Service

With this option your individual budget can be held and managed by the HSCP or a third-party organisation and would be used to pay for the support that you have chosen.

Option 3 - HSCP Arranged Services

With this option discussions will take place with you regarding your individual budget and the support you require to meet your outcomes, but you may have decided that the arrangements regarding who provides this support and when will be made by the HSCP, using their own services or services commissioned from another organisation.

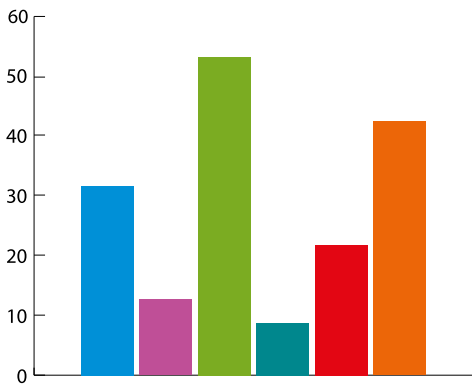
Option 4 - Mixture of options

This option means that you have chosen to use several Self Directed Support options to meet the different parts of your support plan.

Statistics

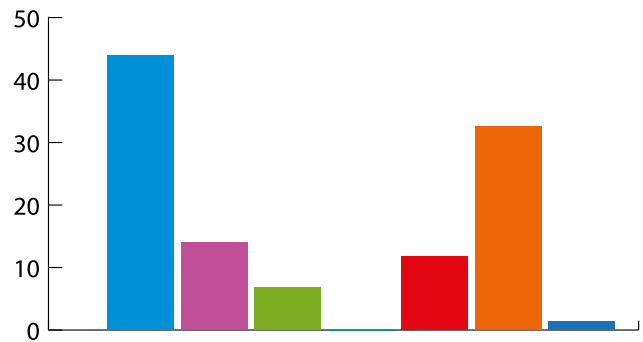
What did the numbers look like at the end of December 2023?

Direct Payments – Self Directed Support Option 1 –



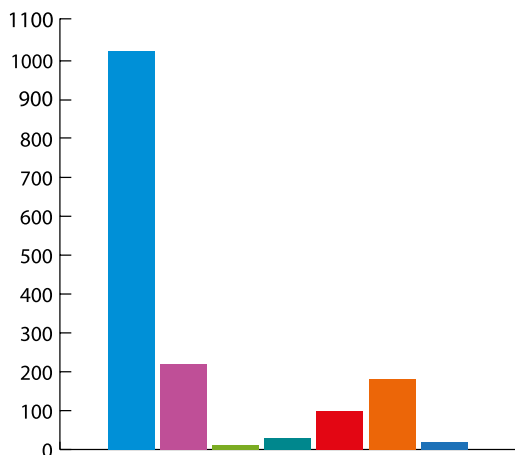
Direct Payments is the option that provides the customer and/or carer with the maximum flexibility, choice and control. As at 31st December 2023, 182 people were using the Direct Payments option. This was a 9.5% increase on the same time last year. Whilst we have seen a positive increase, recruitment of Personal Assistants and securing support from social care agencies still continues to be affected by national health and social care staff recruitment challenges.

Individual Service Fund – Self Directed Support Option 2 -



The Individual Service Fund means that the customer and/or carer's budget is paid to their chosen support provider or other organisation while the customer and/or carer arranges their support directly with the organisation. As at 31st December 2023 there were 107 people using SDS Option 2. This was a 3% reduction on the same time last year.

HSCP/Council Arranged Services - Self Directed Support Option 3 –



This option means that the customer and/or carer has asked the social work practitioner to choose who will provide their support and arrange to pay for that support. As at 31st December 2022 there were 1519 people using Option 3. This was a 3% increase on the same time last year. This increase is a direct reflection on the ongoing social care recruitment challenges that individuals are experiencing when trying to implement SDS Option 1 and Option 2.

Key:

- Older people
- Dementia
- Children / Families
- Mental health
- Physical disability
- Learning disability
- Addiction Support



National Self Directed Support Standards:

As previously reported in last year's Self Directed Support Newsletter, April 2021 saw the introduction of a National Self Directed Support Framework of Standards comprising of 11 standards, with a further 12th Standard added in August 2022.

With there being an expectation that Councils and HSCPs will work with national organisations to achieve these Standards as a mark of good practice; East Dunbartonshire HSCP began a two year evaluation of the core components contained within each Standard in order to establish a baseline position.

Our baseline analysis has identified, throughout all 12 standards areas that we deliver well and meet the core components; areas that we require to undertake further work in order to achieve the standard, and areas where, without resource from central government, the HSCP will not be able to achieve particular core components.

The 12 Standards are:

- Independent Advocacy and Support: people are offered independent advice, support and advocacy to have choice and control over their social care and support to exercise their human rights;
- Early Help and Support: early help and community support is available to all people who need it;
- Strength and Asset-based Approaches: assessment, support planning and review systems and processes are personalised, recognising people's strengths, assets and existing community supports, and results in agreed personal outcomes;
- Meaningful and Measurable Recording Practices; good recording practices clearly capture conversations between people and workers identifying what matters to the person, resulting in agreed personal outcomes that are clear and comprehensive;
- Accountability: clear and support processes are in place for people to challenge and appeal all their decision affecting their experience of social care support;

- Risk Enablement: workers and supported people work together to plan for positive risk enablement whilst balancing the responsibility of statutory protection of children, young people, adults and carers;
- Flexible and Outcome Focused Commissioning: people and commissioners work together to plan, design, and quality-assure flexible local supports, to ensure that people have choice and control over what matters to them;
- Worker Autonomy: workers are enabled to exercise professional autonomy in support planning and set personal budgets within agreed delegated parameters;
- Transparency: practice, systems and processes are clearly understood and are explained in ways that make sense to the person. All decisions that affect a person's choice, support and personal budget are recorded and shared with them;
- Early Planning for Transitions: people are given the help and support they need to plan for, and adjust to, new phases of their lives;
- Consistency of Practice: people can expect a consistently high-quality experience of practice, as articulated in these standards, regardless of their local authority area;
- Access to Budgets and Flexibility of Spend: People are involved in the development of their budget and have maximum flexibility to use this in the way that they choose to achieve agreed outcomes.

The areas for development have contributed to the creation of the HSCP's future Self Directed Support Implementation Plan (2024 – 2027).

If you would like to read the National Standards Framework in greater detail it can be found at:

<https://www.gov.scot/publications/self-directed-support-framework-standards-including-practice-statements-core-components/>

East Dunbartonshire HSCP SDS IMPLEMENTATION PLAN – Current and Future

The current local Self Directed Support Implementation Plan 2021 – 2024 has directed the HSCP and their partners to undertake a number of activities, related to the continued implementation of Self Directed Support, over the last three years. The activities completed in the final year of the Plan have included:

- Identification of local examples of flexible, innovative and creative support plans;
- Delivery of Self Directed Support training across all stakeholders;
- Raising awareness about Self Directed Support;
- Delivering Asset Based Support Planning training to Social Work practitioners.

The current Self Directed Support Implementation Plan 2021 – 2024 can be located at:

<https://www.eastdunbarton.gov.uk/health-and-social-care/services-adults-and-older-people/self-directed-support-sds>

With the expiration of the current Plan looming, the HSCP has developed an updated three year plan (2024 – 2027) which will see activities concentrating on meeting the national Self Directed Support Standards.

The Plan was subject to a period of public consultation during December 2023 to February 2024. The Plan will now be submitted to the HSCP Board meeting in April 2024 for approval and publication.

The Plan's actions have been split into three categories:

- High (where the activity will be completed during 2024-25);
- Medium (where the activity will be completed during 2025-26); and
- Low (where the activity will be completed during 2026-27).

However, there are some activities that span across each of the three years within the Plan, for example, regular self directed support training opportunities for HSCP staff and other stakeholders.

Some of the actions planned for 2024 – 2027 include:

- Raising awareness about Assessment, Support Planning and Self Directed Support across all stakeholders;
- Raising awareness about Early Intervention, Prevention, Self Management, Community Assets;
- Adoption of the Asset Based Support Planning (Just Enough Support) Model across training and mentorship for Social Work Practitioners;
- Adoption of Outcomes Based Performance Data which supports evidence of customers and carers achieving their desired outcomes and aspirations;
- Exploring opportunities for closer alignment between Advocacy and Self Directed Support Information, Advice and Support Services;
- Inclusion of input from third sector partners to the HSCP induction process for new staff;
- Ensuring timeous referrals to third sector organisations and partners;
- Continued promotion and development of creative, innovative and flexible support packages.

Once the three year Plan is approved by the HSCP Board in April 2024, a copy will be available to read on the website:

<https://www.eastdunbarton.gov.uk/health-and-social-care/services-adults-and-older-people/self-directed-support-sds>

Take Ctrl East Dunbartonshire – An Update!

2024 has started on a positive note for the Take Ctrl Team. The parent company, Glasgow Centre for Inclusive Living, was successful in securing three-year funding from Support in the Right Direction (SIRD). This fund enables Take Ctrl to employ a development worker ('oor Karen') who will continue to raise awareness about Self Directed Support in the local communities, online and face to face. We are excited to start planning our activities for 2024.

The team at Take Control continue to do what we do best by offering a high-quality service, supporting our customers to recruit Personal Assistants and engage with Support Provider organisations. We have assisted our customers to have opportunities to attend various workshops and stakeholder events. We continue to work collaboratively with our supported people, local third sector organisations and the HSCP.

2023 was an extremely busy year for the team at Take Control. This year we were able to offer and host, in person, Personal Assistant Employer workshops which took place in September and were well attended by people who were considering becoming Personal Assistant Employers and those who are already undertaking this role. The training helps those in that role to ensure that they adopt good employer practices.

The workshops included:

- Is this for me?
- Creating a Personal Assistant Job Description
- The practicalities of recruitment
- Employer Responsibilities

Personal Assistant Recruitment:

The uptake of Self Directed Support Option 1 (Direct Payments) continues to increase, however recruitment and retention of Personal Assistants is still very challenging.

Collaborative working is taking place with the Personal Assistant Programme Board (PAPB) which was developed by Scottish Government and Self Direct Support Scotland (SDSS). The Board has been established to enable support organisations to receive help with Personal Assistant recruitment and training challenges.

Events:

During 2023, Take Ctrl hosted a stakeholder event which focused on the recent implementation of the national Self Directed Support Standards Framework, in particular Standard 12 (Flexibility of Budget and Spend).

The purpose of the event was to support families to explore creative use of their individual budgets. We prepared and distributed a survey to parents/guardians of supported children. The survey explored what was working and not working for them in the local area.

Two online sessions were hosted for families and support was also provided by national organisation, In Control Scotland. The sessions explored possible solutions to the current challenges being experienced by families and provided opportunities for peer support.

During 2024, Take Ctrl will be hosting the following sessions:

- Self Directed Support Awareness
- Pre-Assessment
- Personal Assistant Employer – Becoming a Good Employer
- Self Directed Support Bite Size Sessions – Carers and Transitions

Gaining Knowledge and Insight:

In April 2023, the Take Ctrl Team took part in Person Centred Planning (PCP) training which was run by Dr Danielle Farrel. Dr Farrel uses her own experience of living with Cerebral Palsy to support other disabled people to overcome some of the barriers they may face.

She runs an organisation called Y.O.U which stands for 'Your Options Understood' and is a passionate advocate for disability rights. Dr Farrel also supports individuals with their own Person-Centred Planning, exploring their dreams and aspirations. This support is also offered to staff groups.

Dr Farrel provided training to the staff both at Glasgow Centre for Inclusive Living and Take Ctrl on the principles of PCP which will equip them to better support the people they are working with.

The Provider Framework – Option 2 and Option 3:

The Social Care (Self Directed Support) (Scotland) Act 2013 is enshrined within Scotland Excel's Care and Support Framework Agreement (2019 – 2024). Aligned to the Act's underpinning principles of Choice and Control, Care and Support services can be called off (purchased directly from) the Framework using Self Directed Support Option 2 and / or Option 3 routes. The Option is determined by the individual and their carers following an assessment of needs.

The Framework also offers the added advantage of comparable hourly rates thereby affording individuals and their carers the opportunity to direct their own support arrangements via Self Directed Support Option 2 without incurring a financial top up fee (excluding the Council's Customer Contribution Policy).

When support provider organisations join the Framework, this involves a robust quality assurance assessment which includes registration with the Care Inspectorate and on-going performance monitoring at national and local levels. This ensures that the service provision is of good quality and consistent throughout the duration of the Framework.

The current Framework Agreement is due to expire, and Scotland Excel is liaising with Social Care Providers and Local Authority Commissioners regarding the development of a new Care and Support Framework Agreement. This is scheduled to be implemented on 1st July 2024.

Self-Directed Support will remain a key feature of the new Framework thus ensuring individuals and their carers can continue to access and direct services of their choice via their preferred options.

Raising Awareness – What is Self Directed Support?

East Dunbartonshire HSCP is working in partnership with Take Ctrl East Dunbartonshire and Ceartas Advocacy Service to deliver awareness sessions about Self Directed Support which also have a focus on health, wellbeing and self-management through the use of local community assets.

Take Ctrl and Ceartas will deliver two sets of workshops over a three week period. One set of workshops will be aimed at people aged 16 to 64 years (taking place during February 2024); and the other workshops will be aimed at people age 65 and over (taking place during March 2024).

The format of the workshops will be through the use of presentations on specific topics, for example, Self Directed Support, Advocacy, Person Centred Planning and Community Assets followed by lunch and then attendees will participate in a health and wellbeing activity.

Each set of workshops is open to 12 participants and referrals for places have been sought across East Dunbartonshire.



Direct Payment Financial Audits: All you need to know!

Are you new to Direct Payments? Is your first Financial Audit approaching? Do you want to know more about the information you are required to provide for the Financial Audit?

The HSCP has developed an online presentation focussing on the financial audit activities. This presentation was delivered to customers and carers during two on line sessions in February 2023. However, we appreciate that not everyone can attend the sessions due to other demands on your time.

The HSCP has therefore, in partnership, with the Council's Corporate Communications Team, filmed the presentation and uploaded the video to the internet via You Tube. This means that you can watch the presentation at a time that is suitable to you.

The video link is available on You Tube using the link below:

<https://www.youtube.com/watch?v=jBBmm3TIEcQ&feature=youtu.be&cbrd=1>

Customer and Carer Experience of Self Directed Support processes:

Some of our customers and carers participated in a Self Directed Support survey that the HSCP carried out in the summer of 2022. The outcomes of the survey provided opportunities for the Self Directed Support Lead Officer to develop a Question-and-Answer article which was included in last year's Self Directed Support newsletter. We were also able to tailor our training presentation that is delivered to Social Work practitioners and third sector partners to ensure that the areas that were identified in the survey results were addressed.

The HSCP intend to carry out another survey in the summer of 2024 to identify whether the issues previously identified have seen a positive development across the Self Directed Support processes.

If you are a current customer/carer who receives a social care package using Self Directed Support Options 1, 2 and/ or 3, look out for our survey dropping through your letter box or in you email inbox sometime in July 2024. We will be issuing the survey to a randomly selected sample of customers and carers who utilise the different options for their social care support packages.

If you do receive the survey, we would appreciate if you could complete this and return it to the HSCP. This will help the HSCP with our plans to continue to develop and implement Self Directed Support.



Asset Based Support Planning (Just Enough Support):

During 2023, a number of the social work practitioners within the HSCP participated in a seven month training programme, delivered by Helen Sanderson Associates, on the subject of 'Just Enough Support'. In September 2023, all the participants were successful in attaining accreditation as 'Just Enough Support' trainers. Congratulations to Sarah, Caroline, Michelle, and Paul.

East Dunbartonshire HSCP joined two other HSCPs, East Lothian and West Dunbartonshire, to contract the training agency to write and deliver a bespoke training programme. The training supports our vision and aspiration for Asset Based Support Planning and complements the aims and objectives of the HSCP's Fair Access to Community Care Services Policy.

<https://www.eastdunbarton.gov.uk/health-and-social-care/services-adults-and-older-people/fair-access-community-care-adults-policy>

East Dunbartonshire HSCP has developed a 'Just Enough Support' Activity Plan to ensure that we fully utilise the skills and knowledge attained by our staff team. The Plan includes:

- Reviewing the training course delivery materials to ensure that these are adapted to adopt a personalised approach in line with our Fair Access to Community Care Services and Eligibility Criteria Policies.
- The delivery of 'Asset Based Support Planning (Just Enough Support) training to Social Work practitioners twice yearly.
- A review of the HSCP's Adult Referral Screening template to ensure early intervention/prevention discussions are evidenced.
- The provision of mentorship to Social Work practitioners across the various teams.



SO, WHAT!

“I go to an exercise class!”

“I have been going to a knitting club and learning how to knit and crochet!”

“I’ve joined a singing choir!”

– SO WHAT!

Very often we don’t think about the impact that the local community clubs and groups has on an older person’s health and wellbeing. However, we know from analysis of the referrals received into the Older People Local Area Co-ordination Team that there is a significant benefit to the individual.

Referral rates to this team increased during 2022 and 2023 by approximately 70%. One of the common factors was that a lot of older people who had been enjoying attending their local clubs and community groups, had, following COVID and isolation, seen a significant deterioration in both their physical and mental health.

What did this tell us? Well, we already knew anecdotally that older people benefitted from attending local clubs and groups and this has also been recognised in research undertaken by national bodies. However, the impact of the pandemic and the associated isolation really brought it home in local terms as identified through our referral rates and assessments.

The HSCP, in partnership, with third sector partners, Take Ctrl and EDVA (East Dunbartonshire Voluntary Action) wanted to explore how we could locally showcase the impact that these important local resources have on older people’s health and wellbeing.

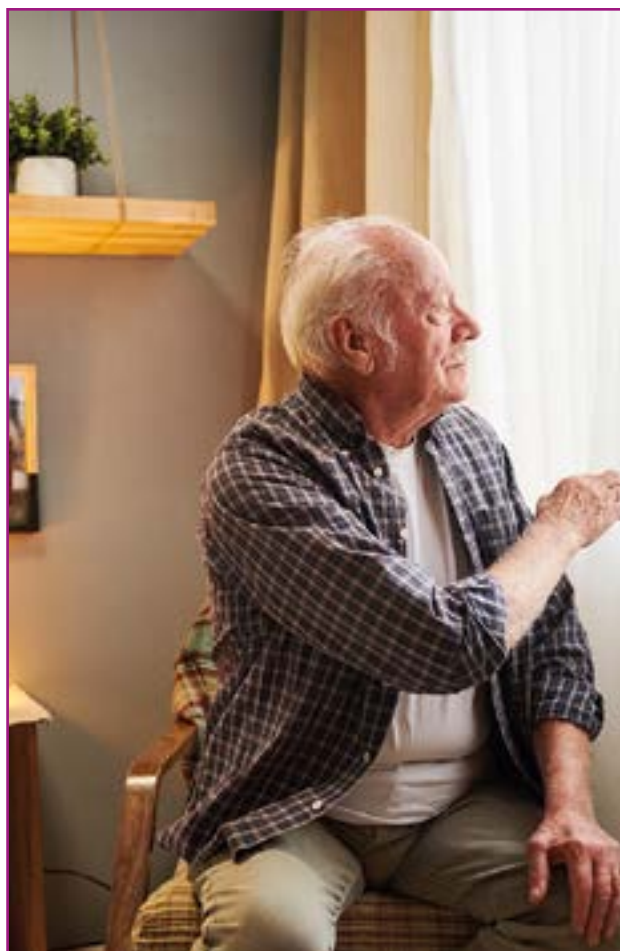
We therefore hosted two workshops in November, for people who run local clubs and groups for older people to specifically pose that question!

The sessions which took place on 2nd November (in our East locality at the EDVA offices) and 7th November (in our West locality in the Fraser Centre) saw leader representation from the larger community organisations such as ‘Alzheimer’s’ and ‘Enable’, but also from the smaller clubs and groups including: ‘Sew and Stitch’ and ‘Coffee and Chat at Campsie’.

Whilst there was a collective agreement that any evaluation method should be short, snappy and not too time consuming for volunteers to complete, everyone was enthusiastic about highlighting the difference their clubs make for older people living in East Dunbartonshire.

With their input an evaluation form linked to outcomes has been developed and all local clubs and groups for older people will be invited to complete these annually for inclusion in the annual Older People Local Area Co-ordinators Newsletter.

Watch out. . . . this time next year we will be shining a bright light on how older people are living healthier and mentally wealthier in East Dunbartonshire!



Useful contacts

Useful Self Directed Support website links

The Scottish Government – Self Directed Support Website:
www.selfdirectedsupportscotland.org.uk

The SDS Act:
<http://www.legislation.gov.uk/asp/2013/1/contents>

Easy Read Guide to the SDS Act:
<http://www.scotland.gov.uk/Resource>

Self Directed Support (Direct Payments) (Scotland) Regulations 2014:
<http://www.legislation.gov.uk/ssi/2014/25/contents/made>

SDS Statutory Guidance:
<http://www.scotland.gov.uk/Resource>

Carers (Scotland) Act 2016
<http://www.legislation.gov.uk/asp/2016/9/contents/enacted>

Personal Assistant Employer's Handbook:
<http://www.scotland.gov.uk/Publications>

Personal Assistant Employer's Handbook – Easy Read:
<http://www.scotland.gov.uk/Resource>

SDS Values and Principles Statement:
<http://www.scotland.gov.uk/Publications/2014/06/2426>

SDS Values and Principles Statement – Easy Read:
<http://www.scotland.gov.uk/Publications/2014/06/8424/1>



Useful local telephone numbers and websites:

Take Ctrl - East Dunbartonshire:

Suite 1, Enterprise House, Southbank
Business Park, Kirkintilloch, G66 1QX
Tel: **0141 776 2219 / 6342**

Ceartas Advocacy Service:

Suite 5 – 7, McGregor House,
Donaldson Crescent, Kirkintilloch, G66
1XF
Tel: **0141 775 0433**

Carers Link:

Milngavie Enterprise Centre,
Ellengowan Court, Milngavie, G62 8PH
Tel: **0800 9752131** or
0141 955 2131

East Dunbartonshire Council

www.eastdunbarton.gov.uk

Ceartas Advocacy Service

www.ceartas.org.uk

Carers Link

www.carerslink.org.uk

Take Ctrl East Dunbartonshire

www.takectrl.org.uk

Self Directed Support

WANT TO KNOW MORE?

A variety of information resources and links to external organisations are available on the Self Directed Support page on the Council's website at www.eastdunbarton.gov.uk

Alternatively, if you want someone to talk to your members or work colleagues about Self Directed Support, please contact

Kelly.Gainty@eastdunbarton.gov.uk



Other formats and translations

This document can be provided in large print, Braille or on CD and can be translated into other community languages.

Please contact the Council's Corporate Communications Team at:
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