Self-Directed Support Newsletter

Welcome to our 2nd addition. As agreed we have included a couple of examples of people using Option 2 to meet their outcomes.

As we know delivering option 2 is presenting a number of challenges but with shared learning and good conversations happening between colleagues in legal, finance, commissioning & procurement services and providers, solutions are being found and creative support planning is being achieved.

A creative approach to delivering Option 2 in a remote and rural location

Over the last few months NHS Highland in partnership with Highland Home Carers (HHC) have adopted a creative solution to a shortage of care at home provision within remote and rural locations by utilising SDS Option 2 (Individual Service Funds). The structure is the first of its kind and offers a template for the delivery of care in very rural areas. Our aim is to provide an effective, flexible and professional care at home service by using individual service funds, which entitles and empowers individuals to have more choice in their care and how it is provided.

Each scheme is tailored to meet the needs of the individuals and the groups providing the care. There is an increasing demand in rural areas for home care and this practical approach is allowing us to develop local solutions, employing local people and supporting people to remain within their communities. The model is in the very early stages of development and feedback to date has been really positive. We are keen to adopt this model across other remote and rural areas and are currently in discussions with other providers to work in partnership with NHS Highland to make this work effectively.

To illustrate the work to date we have used Mr H as a case scenario using a question and answer approach with Mr H, his family, social worker and Highland Home Carers & we can identify the positive outcomes Mr H has felt from the introduction of this model in his local community:
What was it like before?
I fell at home back in 2013 and ended up in hospital where I stayed for many months, I was really keen to go home but sadly there was no staff available to help me at home so I was placed in a local care home until staff could be found to care for me at home four times each day.

What is it like now?
After 18 months I am finally back in my own home and have a local girl who pops in to get me up and dressed, prepare lunch and make sure I get ready for bed. It’s great to be back home and to see my friends and family again. My social worker was great arranging all this to happen for me because I was beginning to think I would never leave the care home. To begin with I had four visits every day but this has reduced and the girl now pops in between one and three times a day to see how I am feeling and give me support. My family also help by doing my shopping and popping in to see how I am.

Daughter - Dad is so much happier and brighter now that he is back at home. I pop in regularly and the home carer keeps me posted on how dad is and if he needs anything brought in.

Social worker - Mr H is glad to be home and is thriving within his own environment resulting in a reduction in the care he now receives. Option 2 has been a really creative solution to enable care at home to be available within this remote area and the employment of three staff members has allowed other older people who had been waiting for some time to receive a service tailored to meet their specific needs. To me this is what self-directed support is all about.

What has enabled to make the difference to happen?
I think this was able to happen because the new care group in the village found staff who lived locally and could help out.

HHC - we worked in partnership with Boleskine Community Care (BCC) who identified the staff, we then interviewed, recruited and trained the staff and have responsibility of paying and employing them. Boleskine Care take a hands on role around managing the rotas etc at a local level.

What is the impact for the worker?
BCC - we were aware of local people who were keen to work in care and had some capacity. The staff are all local and they don’t have to travel miles to get to work which really helps and should ensure a consistent service even in adverse weather conditions.

What is the impact for the organisation/Provider/commissioner?

NHS - from an organisational perspective this creative approach has enabled us to provide a good service locally, reducing potential hospital admissions and delays in getting out of hospital.

HHC - adopting the ISF approach has allowed us to work flexibly with people offering additional support when people are poorly and monitoring effectively when things are good. This also allows other aspects of assistance to be managed like simple cleaning tasks and shopping. This approach allows the individual to feel much more in control and empowered.

Contracts Dept - from a contractual perspective using ‘spot purchasing has enabled this flexible approach to work and the allocated social worker will ensure the identified outcomes are being met.
The Individual Service Fund (ISF) trial took place in NHS Highland between November 2013 and April 2014. It followed on from an earlier trial of this way of working in the area and was designed as opportunity to ensure the processes for Self-Directed Support and explicitly Individual Service Funds were developed and tested before the duties of the new legislation came into force in April 2014.

The trial was conducted in partnership with “In Control”. For a copy of the report please [click here.](#)

**Growing Together - Bloomin’ marvelous**

After making a couple of hanging baskets for family and friends, two brothers in Ayrshire, Kevin and Ryan were inundated with orders. So with a small start up grant from Partners for Inclusion their support provider, they started their very own micro-enterprise called Growing Together. The brothers grow various plants and flowers to make hanging baskets, planters and decorative pots. They offer customers a unique opportunity to reuse the hanging baskets, by replanting them with winter flowers at low cost.

Ryan and Kevin’s support is funded by their local authority one of the Ayrshire Councils, who creatively along with the provider Partners for Inclusion, use their support staff, not only to support them on a daily basis meeting their needs and wishes but also to help build their business. Supported by Partners for Inclusion, Kevin and Ryan each have their own Individual Service Fund (ISF) which is money that is paid directly to the organisation and this pot of money is ring fenced around each man and spending decisions are made in conjunction with each man’s staff team and their family to provide creative support for the best possible outcome. Their business now gives the men entirely different status in their community they used to be known as the two brothers who got support, Kevin and Ryan are now both known for their business Growing Together and get invites to local Fairs, markets and calls from people who want planters delivered as gifts. Instead of being people who are recipients of support, they are local business men, giving something back to their community.

Linking in with the local Chambers of Commerce, Kevin, Ryan and their support workers now have a local business man who is mentoring them around their business plan, promoting their business and how they can involve others.

Building on initial success Kevin and Ryan plan to expand their business and grow herb boxes, vegetable boxes and Christmas wreaths. They have invested in a large greenhouse to allow them to grow plants all year round, built with the help of a friend who traded his DIY skills in return for some flowers.

The ultimate aim of Growing Together is to help Kevin and Ryan foster community connections rather than about making a profit. The business is based on a not-for-profit model. If successful, this micro enterprise model could be shared and replicated for others, if appropriate, within the organisation.

For more details about either of these two projects, please contact

**Jennifer Campbell**

jennifer.campbell7@nhs.net

Tel: 01463 703444

**Doreen Kelly**

doreen.kelly@partnersforinclusion.org

Tel: 01563 825 555
News

The Chartered Institute of Public Finance and Accountancy (CIPFA) Scotland has been appointed by the Scottish Government to develop a supportive financial management and monitoring framework for Self Directed Support (SDS).

The objectives for such a framework are:

• to support the effective implementation and roll-out of SDS across Scotland;

• to develop a framework for national and monitoring of individual budgets for both service users and carers; and

• to ensure appropriate, proportionate and effective oversight, management and monitoring of public money consistent with the delivery of outcomes, and;

• to provide central and consistent resources and materials to assist councils to meet the recommendations relating to SDS finance systems

Initial meetings with key partners have taken place through November & December 2014 and new guidance will be welcomed in the New Year.

New Updated Resources on SDS Portal

The Self Directed Support portal from NHS Education for Scotland (NES) has been updated and new links to resources have been added. The SDS portal funded by the Scottish Government has been designed for all members of the health and social care workforce in Scotland to access to get quality assured information on self-directed support. From within the site you can quickly and easily access guidelines, reports, case studies and e-learning resources related to the implementation of SDS. Topics covered range from risk enablement to innovation in service redesign. There is also a section on sharing information. We would be pleased to hear details of any events planned or receive good practice stories which we can share through the portal, please send this information to:

Janet McDonald
Janet.Mcdonald@nes.scot.nhs.uk

A short guided tour of the Self-directed support portal is available either face to face or via Webex (all you need is a phone and internet access to take part from your own desk). The short tour will take you through the portal and will briefly cover how to search and save resources on the main Social Services Knowledge Scotland (SSKS) website. We have scheduled training on the following dates:

Thursday 8th January, 14.00pm
Tuesday 13th January, 11.00am
Friday 23rd January, 14.00pm

To join any of these sessions email knowledge@nes.scot.nhs.uk

The SDS portal can be accessed via:

www.ssk.org.uk/selfdirectedsupport
www.knowledge.scot.nhs.uk/selfdirectedsupport

We are moving...
Events

What can we do about Option 2?
11th February 2015, 10am - 4pm
Teacher Building, 14 St Enoch Square, Glasgow, G1 4DB

FREE EVENT*

Option 2 of the SDS Act should encourage people to have maximum choice and control over their support without having to directly manage their budget. However our existing systems and processes are often a significant barrier to making Option 2 work in practice.

This interactive workshop run by Providers and Personalisation (P&P) will explore the following issues:
- Purpose- what was intended by creating Option 2?
- Progress- how are local authorities implementing Option 2?
- Relationships – provider, person, public authority and broker.
- Contracts- why are they such a flashpoint?
- Purchasing and Procurement.
- Innovation- where Option 2 is working and why.

*This event is free and open to both voluntary and statutory sector colleagues. Places at this event are limited and we anticipate high demand so can we ask that you book no more than two places per organisation.

Book a place | view more P&P events

Contracting for Individual Service Funds (ISF)

Scotland Excel are running two training courses in Paisley 22/01/15 & 12/03/15.
Cost: £70 - £95

Book a place at this event

We are moving...
The Social Work Scotland office is moving in the new year to:

4th Floor
Hayweight House
23 Lauriston Street
Edinburgh
EH3 9DQ

Tel: 0131 281 0853

Merry Christmas
and a Happy New Year