

Learning Disability Day Support National Learning Event | September 2021

As part of the New Models for Learning Disability Day Support Collaborative, ihub hosted a [national learning event](#) to share learning and practice that has developed over the course of the COVID-19 pandemic.



Dominic Jarrett, Learning Disabilities Development Manager,
North Ayrshire Health and Social Care Partnership
&
Tom Wilson, Day Opportunities Manager,
North Ayrshire Health and Social Care Partnership



Moyra Gill, Learning & Development Team Leader,
Perth and Kinross Health & Social Care Partnership
&
Yvonne Henderson, Administrative Assistant
Perth and Kinross Health & Social Care Partnership



Katharine Paton, Service Manager, Adult Learning Disabilities,
Aberdeen Health and Social Care Partnership
&
Anne McKenzie, Lead Commissioner,
Aberdeen City Health and Social Care Partnership



Rebecca Williams, Policy & Development Worker
ARC Scotland

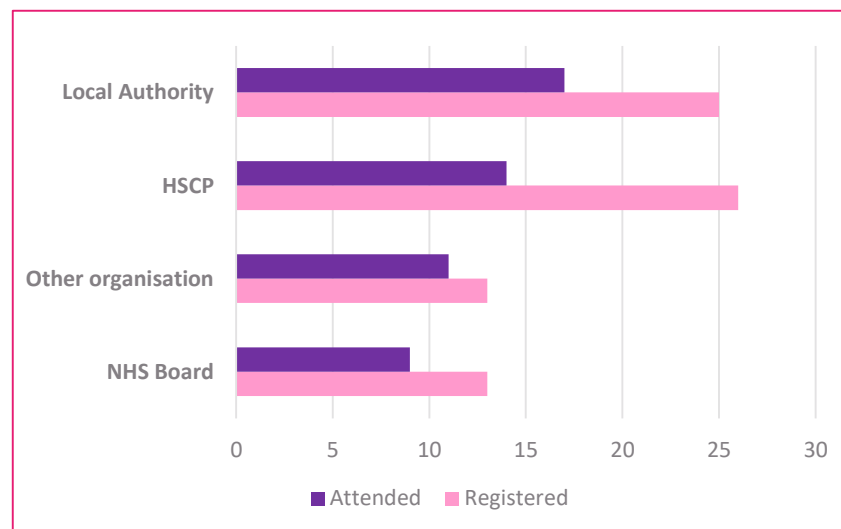
Event Chair

Healthcare Improvement Scotland board member Jackie Brock, Interim Chief Operations Officer for [The Promise Scotland](#) that is working to support #KeepThePromise by 2030 to the care experienced Community. Prior to this role, she was Chief Executive of the charity, Children in Scotland.



Attendee Summary

- Total Attendees: 68
- Number of Organisations: 46



"Others experiences are invaluable and provide food for thought as well as reassurance"

North Ayrshire & Perth and Kinross Health and Social Care Partnerships

North Ayrshire and Perth and Kinross project teams shared some of their key learning points from their experience participating in the Collaborative.

Meaning

- There can be many different perspectives of what is meant when discussing the future of Learning Disability services.
- Collectively created vision statements are a helpful way to bring teams looking at change together and ensure everyone is working towards the same goal.
- There are different interpretations of services structure, some viewing it as the traditional hierarchy, but others viewing it as network.

Building Relationships

- Different personalities bring interesting and new perspectives to the re-design process and contribute to the drive to push it forward.
- Building relationships with service users is essential, one team has secured the involvement of a person with lived experience into their project team.

“Success won't be about some sort of perfect strategy - it will be because we did the right thing to build relationships with the people we support”

Making Connections

- An essential component of building relationships is making connections in the first place, including statutory, independent, and 3rd sector organisations
- Connections with other areas across Scotland, both local and national, can stimulate new ways of thinking and collaboration opportunities.

“The collaborative has really helped to push our thinking... and strengthen our ties as a team.”

The project teams asked the audience for their opinions on three key areas:

What do you think is a healthier shape for describing services: pyramids, or networks?

0 4 4

Pyramids

2 %

Networks

77 %

Both

18 %

Neither

2 %

Don't know

0 %



In your view, to what extent does the current national environment (service and social) truly enable inclusive decision making and co-design with individuals and communities?

0 4 8

A lot

2 %

A little

77 %

Not at all

19 %

Don't know

2 %

With regards to the lives of people with learning disabilities, have we got the balance right between the responsibilities of services, and the responsibilities of society and services as a whole?

100% of the 40 responses to this question felt that the balance is not yet right.

“We have come a long way, however, .. there is still a lot to be learned and accepted within society in terms of people with a learning disability accessing community based services.”

Aberdeen City Health & Social Care Partnership

What they did

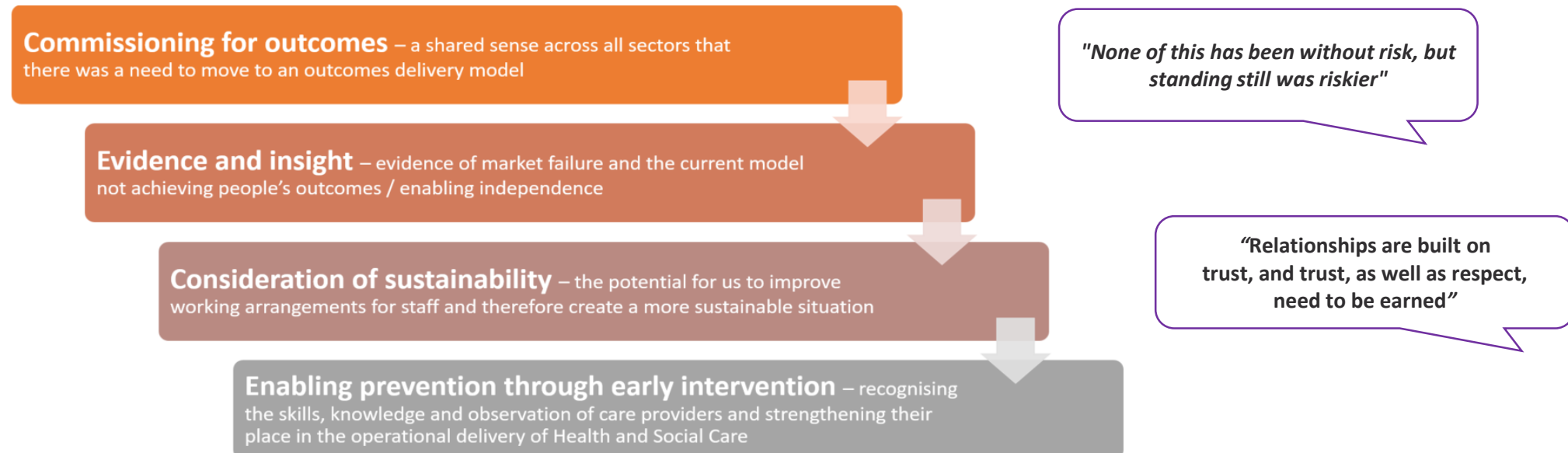
Aberdeen City Health and Social Care Partnership have been developing their approach to Collective Commissioning. This has involved:

- Workshops & opportunities for providers and health and care teams to discuss their hopes for service development with 'neutral' facilitators
- Co-produced the ways of working collaboratively
- Developed key relationships with provider organisations
- Shared goal of starting with outcomes rather than terms and conditions of contracts
- Moved from a competitive commissioning model to one based on collaboration towards meeting outcomes

Key messages

- Keep the person within the room and their outcomes - organisational boundaries will begin to fade
- Choice is important
- Trust and empower front-line staff
- Capture the learning during the journey
- Working collaboratively brings a fresh perspective to addressing risk

The process of commissioning of Care at Home in Aberdeen City



What they did

ARC Scotland is trialling [Principles into Practice](#) across 10 areas in Scotland over a two-year period (2020 – 2022). It is a draft framework to improve the experiences of young people aged 14 to 25 who require additional support in making the transition to young adult life:

The trials will:

- improve transitions support for young people and their parents and carers in the trial areas
- test and bring the Principles into Practice framework, and its associated resources, to completion to support its implementation more widely.

To continually gather feedback, in partnership with groups of young people, parents and carers, ARC Scotland have developed a web based application, Compass (see image on right) with a version for young people and another for parents and carers.

The work is supported by the Scottish Government (Creating Positive Futures Division) and CYPIC, the Children and Young People's Improvement Collaborative, who bring their expertise in quality improvement.

Key messages

Principles into Practice will enable us to empower more young people to:

- reach their potential,
- provide families with the support that they need
- address the long running challenges associated with providing effective support for young people going through transition
- move towards a preventative rather than reactive model of care, and
- support, and make best use of limited resources and avoid duplicating effort.

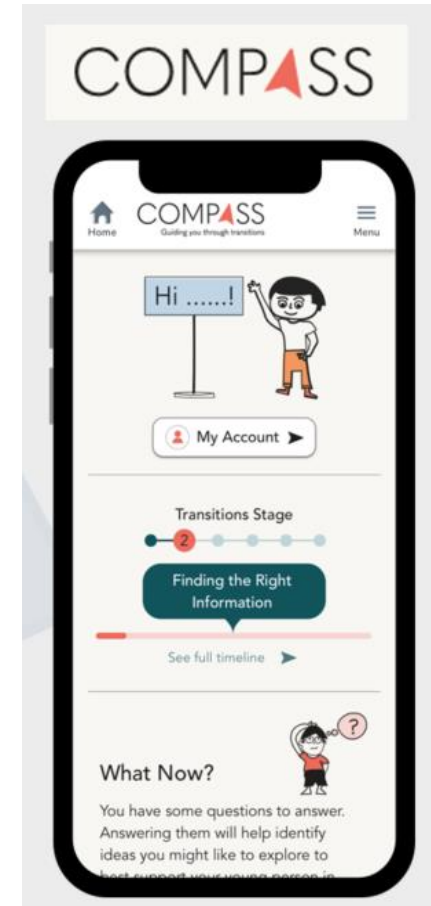
Enhanced Trials:

- Dundee
- Falkirk

Universal Trials:

- Aberdeen City
- City of Edinburgh
- Inverclyde
- Midlothian
- North Lanarkshire
- Perth and Kinross
- Scottish Borders
- Shetland

"Valuing young people to stay connected to their peers beyond school is critical. Real value to this should be considered."



The Compass app

Building Relationships...

The event generated discussion amongst delegates. Building relationships was emerged as the key theme:

With people who use services and their families

- The first step in the re-design of services is getting to know the people who use it. We need to understand the aspirations and outcomes desired by individuals and from there develop their understanding of the needs they are trying to meet.
- Providers play a key role in enabling people to build and maintain relationships with their peers, and processes, particularly around transition points, should reflect this.

"Last year highlighted how this is about what individuals want to do and the importance of building those relationships to meet these aspirations"

With other service providers

- Collaboration between local providers and Health and Social Care Partnerships is essential to taking a truly outcomes focused approach to service delivery and commissioning.
- Including staff in the process of building relationships is crucial as they, provider or Health and Social Care Partnership, know the people and how to support them best.
- Inspiration can be drawn from wider services such as Care at Home and Dementia services who share a similar values base and challenges.

With National Organisations

- The importance of building relationships with national organisations such as HIS, the Care Inspectorate, and the Scottish Social Services Council (SSSC).
- A Care Inspectorate representative encouraged delegates to engage with their Relationship Manager who can then give advice about what needs to be considered when looking at new registrations or variations.

Shared links and resources

- [Perth and Kinross Collaborative Team Webpage](#)
- [Happy Start up Canvas](#)
- [Project Search](#)
- [Principles into Practice](#)
- [Scottish Transitions website](#)
- [ARC Scotland website](#)
- [Scottish Borders Transitions webpage](#)

Next steps

- We will collate feedback from participants to identify topics for future events. If you have any additional comments, please email his.peopleledcare@nhs.scot.
- Within the Collaborative we will:
 - Hear from the Care Inspectorate and from people with lived experience at the next National Connections session
 - Support project teams to examine commissioning
 - Work with project teams to identify key areas of improvement

"There is so much to learn from here, our experience in the collaborative has clearly shown the benefits of sharing experience (and) learning. Have we done enough of that kind of collaboration with regards to creative commissioning approaches across Scotland?"