New Model for Learning Disability Day Support Collaborative

National Learning Event 4
15/03/2022
Your host for the day will be…

Diana Hekerem MSC (Econ),
Head of Transformational Re-design,
Transformational Re-Design Unit,
Healthcare Improvement Scotland, ihub

Diana is the Head of Transformational Redesign Support for the Improvement Hub of Healthcare Improvement Scotland. Previously Diana was Marie Curie’s Divisional Business and Service Development Manager for Scotland, and Head of Partnerships & Commissioning for Scotland, Wales and Northern Ireland. Her work demonstrates a commitment to partnerships, using research and evidence, to deliver improvements in outcomes for patients and their families. Her palliative care service redesign programmes have covered urban and rural areas, with published evaluations including health economics and health outcome measures. Diana has a Masters in Economics and has previously worked in international development in Ukraine and Nigeria, and fundraising for Marie Curie and the Red Cross. Diana is founder of Chukwu, a charity supporting investments to end poverty in Africa and supports community engagement as Trustee with the National Wallace Monument charity and its Scottish heroine project.
Agenda

10:00 – Welcome and Introductions

10:10 – Phase 2 Summary, Ashleigh Spalding (Healthcare Improvement Scotland)

10:30 – Discussion and Slido

10:50 – Break

11:00 – Round Table Discussion with Collaborative project teams

11:50 – Break

12:00 – Angela Henderson, Scottish Learning Disability Observatory

12:50 – Event summary and evaluation

13:00 - Close
Speakers

Ashleigh Spalding,
Improvement Advisor,
Healthcare Improvement Scotland, iHub

Angela Henderson,
Director of Policy and Impact,
Scottish Learning Disability Observatory (SLDO)
Round Table Discussion

**Dominic Jarrett**, Learning Disabilities Development Manager, North Ayrshire HSCP

**Shona Thompson**, Community Support Manager, Perth and Kinross HSCP

**Stephanie McGregor-Cross**, Team Manager, Falkirk Learning Disability Team, Falkirk HSCP

**Lorraine Bolton**, Team Manager, Pathways West Lothian HSCP
Housekeeping

Mute your microphone and have your video off on entry and throughout the meeting.
To give an update
- unmute your mic
- turn your video on
  *and then*
- mute your mic
- turn your video off

We will use Slido for any questions or comments. Please download the app or use the webpage: www.slido.com
Enter the meeting code: #939315

Technical support please contact: his.peopleledcare@nhs.scot

A more detailed electronic follow up survey will be sent via email to help us plan for future sessions.
Ashleigh Spalding,
Improvement Advisor,
Healthcare Improvement Scotland, ihub

After completing my undergraduate I started working for Enable Scotland as a Support Worker for children and adults with learning disabilities while completing my Postgraduate Diploma in Applied Social Research. This experience shaped my career path going on to do a an internship with Clackmannanshire and Stirling HSCP, researching and evaluating Neighbourhood Care, and then a formal Research Assistant role, where I worked on wider research and evaluation across the Partnership.

Over the course of the pandemic I worked in a few different roles, volunteering with the local Mobile Emergency Care Team, then going on to open a care home, take up a senior carer role within it, and establish their processes for both user experience evaluation and our Covid testing.

In September 2020 I started with the Person Centred Design and Improvement Team in Healthcare Improvement Scotland’s ihub, as an Associate Improvement Advisor, where I’ve been ever since delivering the New Models of Learning Disability Day Support Collaborative.
New Model for Learning Disability Day Support Collaborative

Phase 2 Summary
15/03/2022

Improvement Hub
Enabling health and social care improvement
The Collaborative Approach

Designing the **right** thing

- **Discover**
  - Research—“experience of current state”

- **Define**
  - Collaborative sense making with people

Designing the thing **right**

- **Develop**
- **Deliver**

Scottish Approach to Service Design, [Scottish Government](#)
The Process of Design Squiggle by Damien Newman, [thedesignsquiggle.com](#)
Timeline - New Models for Learning Disability Day Support Collaborative (Phase 2)

2021/2022

Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar

17 May – Phase 2 application launch & Pre-application session
1 Jun – Application s close
Combined collaborative session
21 Sep – Project team Leads meeting
Combined collaborative session

Coaching sessions
Collaborative events
Randomised coffee trials
Collaborative Leadership group
Collaborative inclusion Group
Engagement
National events

NDTi Inspiring sessions
Introduction to QI
Inspiring change
Round Table Discussion (tbc)
Quality Planning and Commissioning

RCT Round 1
RCT Round 2
RCT Round 3
RCT Round 4
RCT Round 5

Leadership group
Inclusion Group
National Connections
Learning Disability Cross Party Group

Note: Dates are subject to change, anticipate all will take place virtually as of May 2021, subject to ongoing review
Who we have involved

Wider Collaborative Involvement

<table>
<thead>
<tr>
<th>Groupings</th>
<th>Number of organisations involved</th>
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<tr>
<td>Others</td>
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<tr>
<td>HSCPs</td>
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<tr>
<td>Total</td>
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- **Others:**
  - Cornorstone
  - PAMIS
  - Shared Care Scotland
  - Enable Scotland
  - Inclusion Scotland
  - People Led Policy Panel
  - Scottish Government
  - Camphill Blairdrummond
  - Social Work Scotland
  - ARC Scotland
  - Care Inspectorate

- **SCLD**
- **NIN**
- **Talking Points**
- **Shared Lives**
- **VIA**
- **SLDO**
- **Senscot**
Local Discovery Activity

**Falkirk**
- Logic model for Discovery
- Designed and carried out user research with 13 service users and their families
- Planning involvement of staff
- Planning dissemination of findings to stakeholders to enable a co-designed approach to shaping the future of services

**North Ayrshire**
- Logic model for Discovery
- Process mapping with local LD services
- Published 2 pieces of user research, one pre, and one during pandemic
- Planning a co-designed arts exhibition with external partners and service users

**Perth & Kinross**
- Adapted discovery conversations to create a meaningful conversation plan
- Recruited a person with lived experience to the project team
- Created a video to promote their work and involvement
- Undertaking extensive data protection work to ensure the inclusion of external partners

**West Lothian**
- Activities to consider outcomes form the user perspective
- Recruitment of LAC worker to project team
- Undertaking multi-disciplinary approach to community mapping

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### Challenges

- Capacity to undertake Discovery work
- Current regulations limiting time for in person meetings
- Data Protection regulations in relation to the gathering and sharing of personal information
- Organisational culture and structures

### Successes

- Project teams have formed and have a shared vision of what they are trying to achieve
- Project teams have greater understanding of what meaningful involvement of their users looks like
- Data collection for discovery has been implemented or planned
National Discovery Work

- Coaching session themes and tools
- Problem tree mapping
- Literature Review
- Design Personas
- Collaborative feedback session
- Leads discussions
## Key areas for development

### Person-centered

- **Making services truly centred on the person** by changing the focus from support needs to life aspirations and people living with learning disabilities being able to have equal opportunities to live life to its fullest potential.

### Partnerships

- **Encouraging partnership working across all organisations** who in some way provide support for people with a learning disability - including the promotion of collaborative working between staff in these services.

### Empowered staff

- **Staff empowerment**, finding ways to build on best practice and make this the norm. Giving permission for staff to think creatively about how support is provided to a person and to advocate for the person’s needs.

### Communities

- **Changing the hearts and minds of communities** to better support and promote opportunities for people with a learning disability within their local area and wider society.

### Families

- **Supporting families to take a break** and have the confidence that the person receiving support is happy and safe.

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Over-arching and essential to all of these areas for development is the involvement of users, their families, and communities in the re-design process. No one size will fit all but by listening to the people who access these services and building the necessary skills and capacity in the workforce, organisations can move towards creating a system which is led by the needs and experiences of the people who use it.
Person-Centred

Making services **truly centred on the person** by changing the focus from support needs to life aspirations and people living with learning disabilities being able to have equal opportunities to live life to its fullest potential.

**What people need**

- Good conversations and relationships with staff
- Knowledge and understanding of how their budget can be used
- Creativity and flexibility in support planning

**Root Causes**

- Staffing shortages/limitations from Covid-19 and historical restructure impact
- Assessment tick boxes can limit space for more holistic conversation
- Sometimes other voices can be stronger than the person’s
Encouraging **partnership working across all organisations** who in some way provide support for people with a learning disability – including the promotion of collaborative working between staff in these services.

### What people need

- A shared vision for individual service user outcomes.

- Act as equal partners in supporting people to achieve their outcomes.

- Shared knowledge of what each other provide and staff relationships to collaborate

### Root Causes

- Differences in how support planning and outcomes are recorded and shared.

- Commissioning and procurement processes often generate feelings of power imbalance.

- Key staff eventually leave and relationships/knowledge go with them
Staff Empowerment

Giving permission for staff to **think creatively about how support is provided** to a person and to advocate for the person’s needs.

**What people need**

- Time and space to build relationships with people being supported.
- Ownership over support planning with the time and resource to do this.
- Have their expertise listened to in decision making for both individuals and the wider service.

**Root Causes**

- Low staffing levels related to Covid, and re-structures.
- Technology (both skills and equipment) to support staff.
- Often staff are involved too late in the design process.
Inclusive Communities

Changing the hearts and minds of communities to better support and promote opportunities for people with a learning disability within their local area and wider society.

What people need

• Accessible infrastructure
• A patient and understanding community
• Inclusive community groups and opportunities

Root Causes

• Lack of accessible infrastructure e.g. changing places
• Transport availability
• Lack of understanding of the barriers people face
Supporting families to take a break

Supporting families to take a break and have the confidence that the person receiving support is happy and safe.

What people need

• Time to themselves to prioritise their own lifestyle/health/wellbeing

• Reassurance that the person they care for is safe when participating in activities

• The knowledge that the person they care for is doing something which is meaningful for them

Root Causes

• The needs of the supported person are often of higher priority than the carers in assessment processes

• Budgets are most often attached to the person receiving support rather than the carer

• Lack of understanding of how budgets can be used and what for
User involvement in service redesign

Overarching and essential to all the areas for development is the *involvement of users, their families, and communities in the re-design process.*

**What people need**

- Time and space to share stories and experiences with services who support them
- An understanding of why we need to hear their stories and experiences
- The right communication support to share stories and experiences

**Root Causes**

- Time for staff to have, record, and analyse conversations with people
- Data gathering and processing rules can delay/hinder collecting people’s experience data
- Our current engagement methods are not always the most accessible e.g. online surveys
What we have learned

- There needs to be balance between shared learning and local application
- Teams can make use of a tool/approach faster when learning about it in their own context
- The project teams are generating new processes for involving people in service development

Next Steps
- Finalising plans for Phase 3
- Delivering final Phase 2 coaching sessions, Inclusion Group and Leadership Group
- Phase 2 Learning Report

Outputs
- National Focus Group Findings
- Phase 1 Learning Report
- Phase 2 Evidence Summary
- National Event Flash Reports
- Design Personas

See [website](#) for download links
In a world where there are no hoops to jump through (bureaucratic or otherwise) how would you work towards the key areas of development?
Q&A session
How would HSCPs and other organisations who are not part of the core collaborative teams, like to be involved in future work?

Start presenting to display the poll results on this slide.
Break
Round Table Discussion

Dominic Jarrett, Learning Disabilities Development Manager, North Ayrshire HSCP

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Break
Speakers

Angela Henderson,
Director of Policy and Impact,
Scottish Learning Disability Observatory (SLDO)
Q&A session
Thank you

Contact the People-Led Care portfolio team to find out more.
Email: his.peopleledcare@nhs.scot