

Learning Disability Day Support National Learning Event September 2022

In September the People-Led Care Team hosted the second National Learning Event of phase 3 of the New Models for Learning Disability Day Support Collaborative.

These events provide a platform to share the progress of the Collaborative with the health and social care system, to hear from those with lived experience, and to gather and promote insights about alternative models of day opportunities.

User Journey Mapping

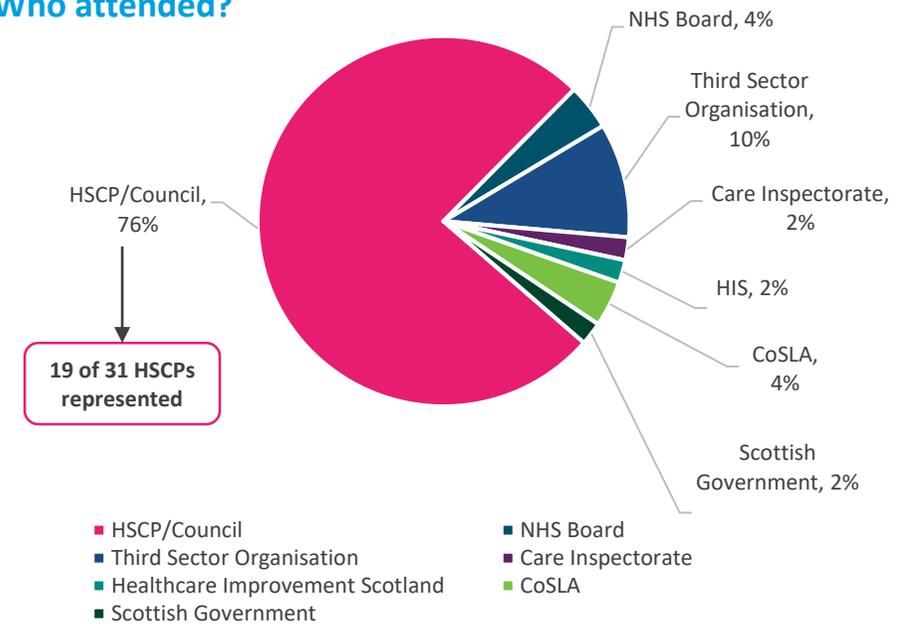
Ashleigh Spalding from the New Models of Learning Disability Day Support Collaborative ihub team introduced the [User Journey Mapping Tool](#) that was developed for collaborative team coaching sessions, before leading the audience through reflection on the user journey map.

We also heard from Collaborative project teams from Falkirk, North Ayrshire, and Perth & Kinross HSCPs who spoke about their experience using the tool and the value of having parent-carer input into its use.

Key takeaways

- User journey mapping provides a shared understanding of how a service works from the perspective of the user, highlighting the impact and pain points for them.
- It is a useful tool for raising awareness amongst stakeholders of what you are trying to change and why.
- **“The most useful tool we have used”** “... highlighted the inadequacies and frustrations ... we knew it was complicated but when we saw the complexity it really hit home” [HSCP Project Teams](#)

Who attended?



Audience Feedback to User Journey Mapping

Will use to demonstrate how person centredness can be impacted by processes and the importance of clear communication.

HSCP/Council staff member

The tool could be used within my service as a quality improvement tool, gaining feedback from individuals and their carers of their journey in using our service.

HSCP/Council staff member

It would seem a very useful tool to get issues out in a positive and honest way when things are working less well for an individual.

Anonymous attendee

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We heard from **Mark McKinlay, Champions Board Officer/Connector, South Ayrshire HSCP**, and the League of Champions who presented on South Ayrshire's approach to developing a new LD strategy and building, which has involved extensive engagement, collaboration with [Scottish Commission for Learning Disability](#), and the formation of the **League of Champions**.

Strategy development and League of Champions Key Learning

- The League of Champions is a platform providing direct links to councillors, service providers, planners, commissioners, managers and front-line staff to ensure they have a greater say in decisions that affect their lives.
- The Champions influence improvement, policies and practices across South Ayrshire services and were instrumental in the design of the new LD strategy.
- Involvement in the strategy development took many forms – easy read guidance, an online survey, packs sent to families, focus groups across 4 localities and using Zoom, focussing on services in each area, complex needs and employment. Consultation with third sector organisations, staff groups and service leads and managers including a staff survey
- The League of Champions will oversee progress for at least 12 months.



The League of Champions at their Learning Disability Strategy launch event

Audience Feedback

Diversity of approaches and thinking across Scotland is amazing and a great strength all can tap into.

HSCP/NHS staff member

A sense of how important it is to be person-centred and take people's views into consideration - views of those who use our service are crucial to how we provide a service.

HSCP/Council staff member

How to access and connect

Find out how our approach can support your services through the [Collaborative Enquiry Form](#)

Access the presentation content, responses from stakeholders and our tools are resources from [our website](#)

What's next?

The next National Learning Event will take place on 24 November 2022.

Acknowledgements

- **Diana Hekerem** – Head of Transformational Re-design, ihub
- **Ashleigh Spalding** – Improvement Advisor, ihub
- **Mark McKinlay** – Champions Board Officer/Connector, South Ayrshire HSCP, and the League of Champions
- **Stephanie McGregor-Cross** – Team manager, Falkirk HSCP LD Team
- **Dominic Jarret** – LD Development Manager, North Ayrshire HSCP
- **Moyra Gill** - Learning & Development Team Leader, Perth & Kinross HSCP