

# SUPPORT IN THE RIGHT DIRECTION



## Progress Update July 2020



Scottish  
Government  
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INSPIRING SCOTLAND

# Support in the Right Direction (SiRD2021)

## October 2018 – March 2021



30 projects across 31 local authority areas in Scotland have been funded by Scottish Government to provide independent support to families and carers accessing the social care system. The purpose of independent support is to help people and carers make informed decisions and plans for their social care and maximise their choice and control over those arrangements using self-directed support (SDS) options.

### Includes:

### Progress report:

1. Information about outputs and types of support provided for the full 18-month period from when the programme started in October 2018.
2. Update on project activity from October 2019 to 31 March 2020.

### SiRD2021 Covid-19 response:

The Covid-19 pandemic and subsequent lockdown started to take effect in the last couple of weeks of the latest report period. In June 2020 we asked projects what the impact of lockdown was on their activities and how they had responded to new demands the pandemic had created.

# Support in the Right Direction (SIRD) Impact

Since the programme began....



October 2019-March 2020



# Activity highlights: October 2019 – March 2020



## Personal Outcome and Social Care planning

573



people were supported with personal outcome planning

498



people were supported to prepare for a social work assessment or review

248



people helped to develop a shadow care or personal outcome plan



## Social Care Information

3,689 families received information and support about social care and self-directed support

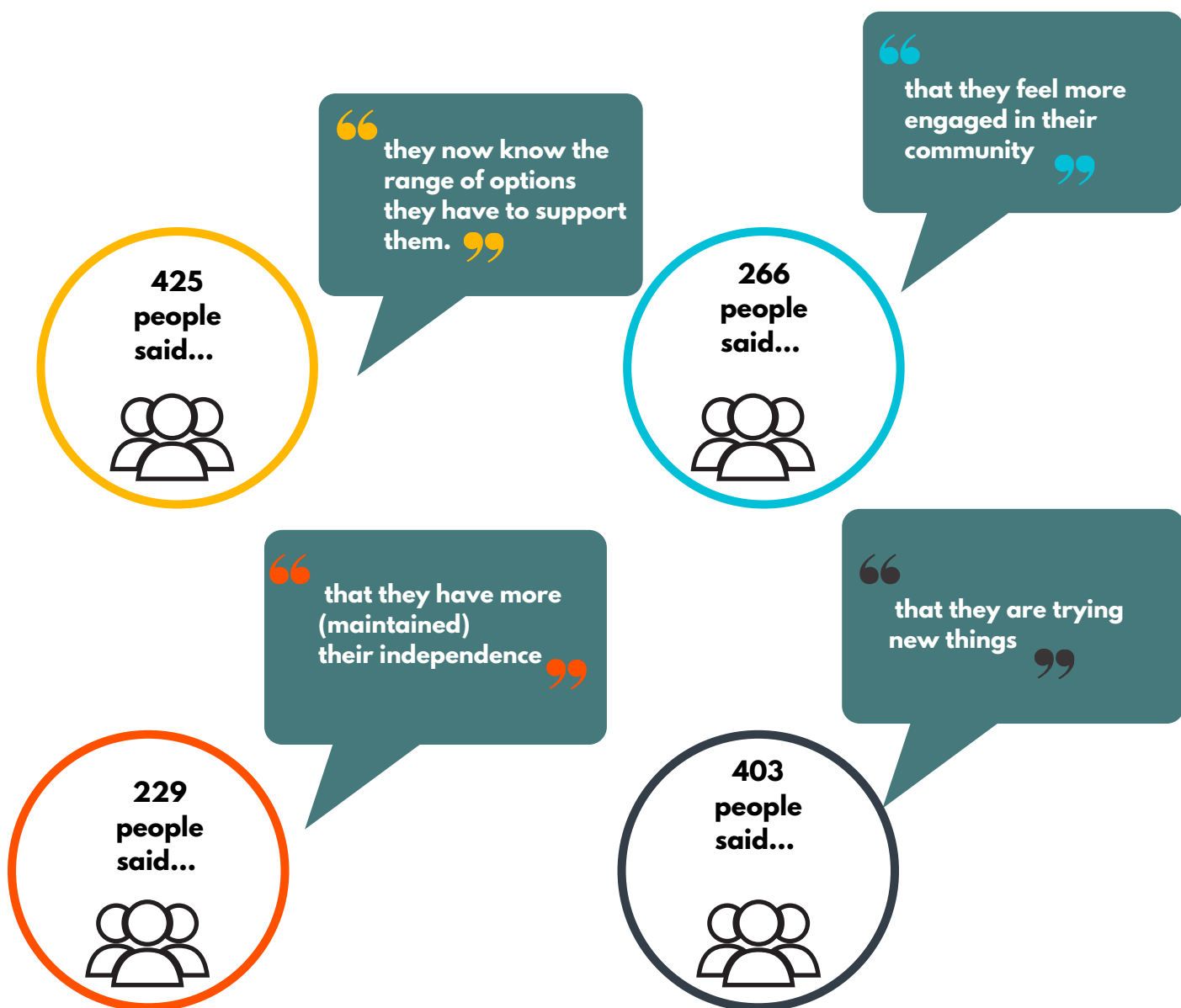
546 people participated in training about self-directed support and social care



## Putting social care plans into action and support to manage a social care package

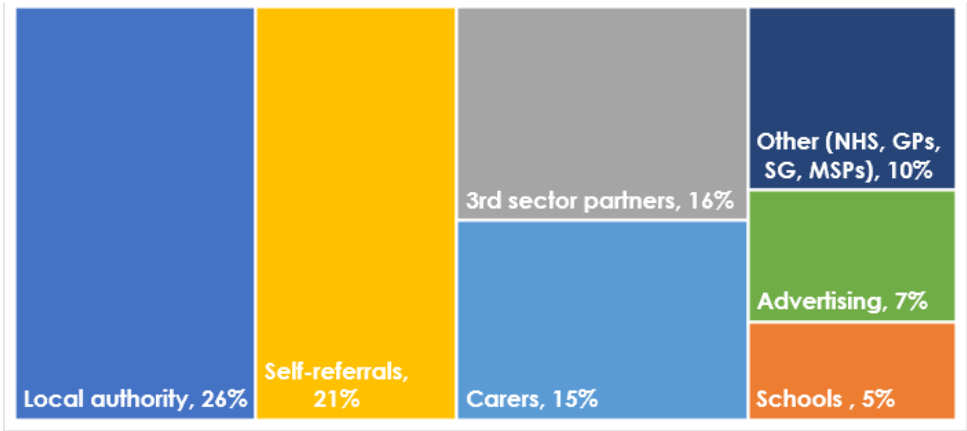
175 people supported to manage their finance  
244 people supported with Option 1 arrangements  
219 people supported to recruit Personal Assistants  
79 people participated in Personal Assistant Employer training

### 1,095 Families signposted to relevant community-based services, support or resources had this feedback:

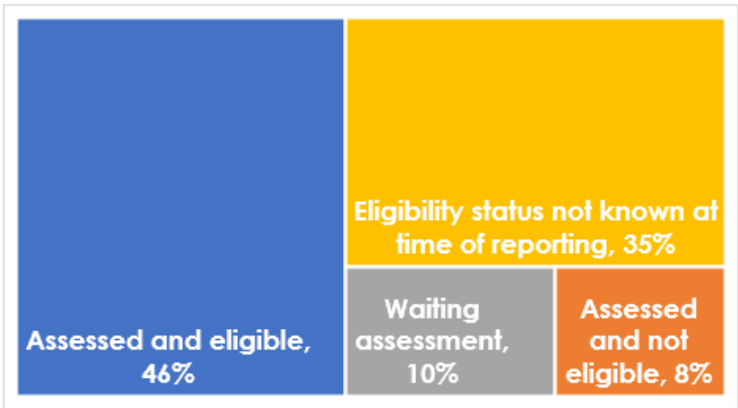


# Over the life of SIRD 2021

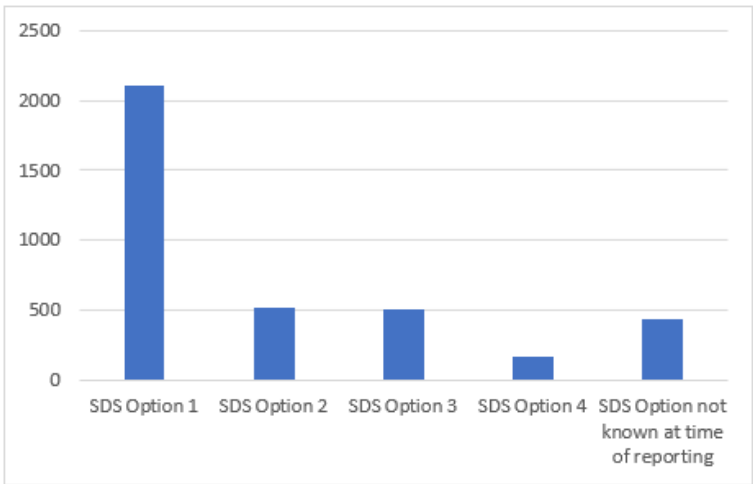
Where do people find out about their local independent support organisation?



What percentage of the families seeking independent support have been assessed for social care at the time of reporting?



Where they are eligible for a social care budget what self-directed support option are families being helped with?



# SIRD- List of funded charities

Organisation	Working in....
Advocacy Orkney	Orkney Islands
Advocacy Service Aberdeen	Aberdeen City
Advocacy Western Isles	Comhairle nan Eilean Siar
Ayrshire Independent Living Network	East Ayrshire, North Ayrshire, South Ayrshire
Braemar Care	Aberdeenshire
Carr Gomm Community Contacts	Argyll & Bute Highland
Circles Network Inverclyde	Inverclyde
Clyde Shopmobility	West Dunbartonshire
Community Brokerage Network	East Ayrshire, North Ayrshire, South Ayrshire
Capability Scotland	Dumfries & Galloway
Cornerstone	Aberdeen City & Aberdeenshire
Disabled Person's Housing Service (SDS Options Fife)	Fife
Dundee Carers Centre (SDS Service Dundee & Angus)	Dundee Angus
East Ayrshire Carers Centre	East Ayrshire
ENABLE	Fife
Encompass (BPDA)	Scottish Borders
Equal Say	North Lanarkshire
Glasgow Centre for Inclusive Living	Glasgow, East Dunbartonshire, South Lanarkshire
SDS Forth Valley	Falkirk, Stirling, Clackmannanshire
Lothian Centre for Inclusive Living	Edinburgh, East Lothian, Midlothian, West Lothian
MECOPP	Edinburgh, East Lothian, Midlothian, West Lothian
Outside the Box with Care and Well-being Co-op (Support Choices)	Perth & Kinross
Perth & Kinross Association for Voluntary Service	Perth & Kinross
SDS Forum East Renfrewshire	East Renfrewshire
Shetland Community Connections	Shetland Islands
The Advisory Group	Renfrewshire, Stirling, Clackmannanshire
The Advocacy Project	Glasgow, East Renfrewshire, South Lanarkshire
Thistle Health & Wellbeing	Edinburgh, East Lothian, Midlothian
Voice of Carers Across Lothian (VOCAL)	Edinburgh, Midlothian
Voluntary Action North Lanarkshire and partners	North Lanarkshire

# SUPPORT IN THE RIGHT DIRECTION

## COVID-19 RESPONSE SURVEY



INSPIRING SCOTLAND

**In June, Inspiring Scotland and Self-Directed Support Scotland carried out a joint survey of SiRD funded organisations and SDSS members, asking about the role they played at the beginning of the COVID-19 crisis.**

*SiRD funded projects told us about:*

- Increases in the volume of support they provided between March and June due to the Covid-19 lockdown.
- How they responded to Covid-19 specific needs for support locally
- The difference their response made for the people supported
- Why, as an independent support organisation, they were best placed to help

*SDSS will share findings from their members separately.*



### The volume of support provided by organisations increased



PA employers needed advice on employment law, the implications of shielding and self-isolation, PA changes and furlough



People affected by the temporary closure of day care centres needed support to explore other options



More people needed support with emergency planning and contingencies measures



More unpaid carers needed support as they struggled to cope and new carers were seeking support





## Independent support organisations responded by



Supporting PA employers and unpaid carers to access PPE.



Providing information and support about COVID. They helped people interpret government and local HSCP guidance, understand the implications for their care, and apply the guidance to their individual circumstances.



Providing emotional support. A larger number of people are experiencing anxiety and mental health issues. Emotional support is now a necessary part of services being delivered.

## What did they do?

### **Provided support to help Carers and Personal Assistants to access PPE.**

- Worked with the LA/HSCP to identify PA employers who needed PPE and help coordinate distribution
- Provided PPE doorstep deliveries
- Carers centres also triaged distribution of PPE for unpaid carers

### **Providing support for PA Employers to interpret COVID-19 guidance and implications for them and their staff. Independent support organisations:**

- Were a communication channel for local and national guidance.
- Provided PA key worker verification letters
- Developed easy read guidance documents
- Completed 1:1 Covid-19 risk assessments for care and support

### **Contributed to the Covid-19 emergency response:**

- Arranged food parcels, medicine distribution and essential items for shielding carers, people unable to leave home and people coming out of hospital
- Worked with the local authority to access testing for PAs
- Sourced crisis funding for people and provided support with benefits

### **Identified people at risk and helped arrange alternative support:**

- Identified where care had ceased & people whose packages had changed
- Sourced PAs to provide cover where care providers had gaps
- Supported people to change provider



## The difference this made



### People were better able to manage their care.

#### They were more:

- Confident and reassured about Covid-19 guidance
- Informed about their rights under emergency legislation
- Informed of their social care options and support available to them
- In control and equipped to deal with emergency situations
- Able to continue managing their direct payments



### People's mental health was supported

- People felt cared for and less isolated
- People were listened to, reassured, less anxious and stressed
- Practical support to access PPE, food and medication also helped reduced people's worries.



## Why were independent support organisations the best placed to help people?

“

Made  
me feel at ease and  
uncomplicated a  
complicated system

”

Independent support user

- They have trusting relationships with people
- They have knowledge of individual's circumstances
- They have existing communication channels with HSCP
- They are known as hubs of good information and will take the time to help people understand

#### They also

- Understand the barriers facing people who use social care
- Are responsive to people's needs
- Have local knowledge and connections in the community
- “It's what we already do best”