

SUPPORT IN THE RIGHT DIRECTION



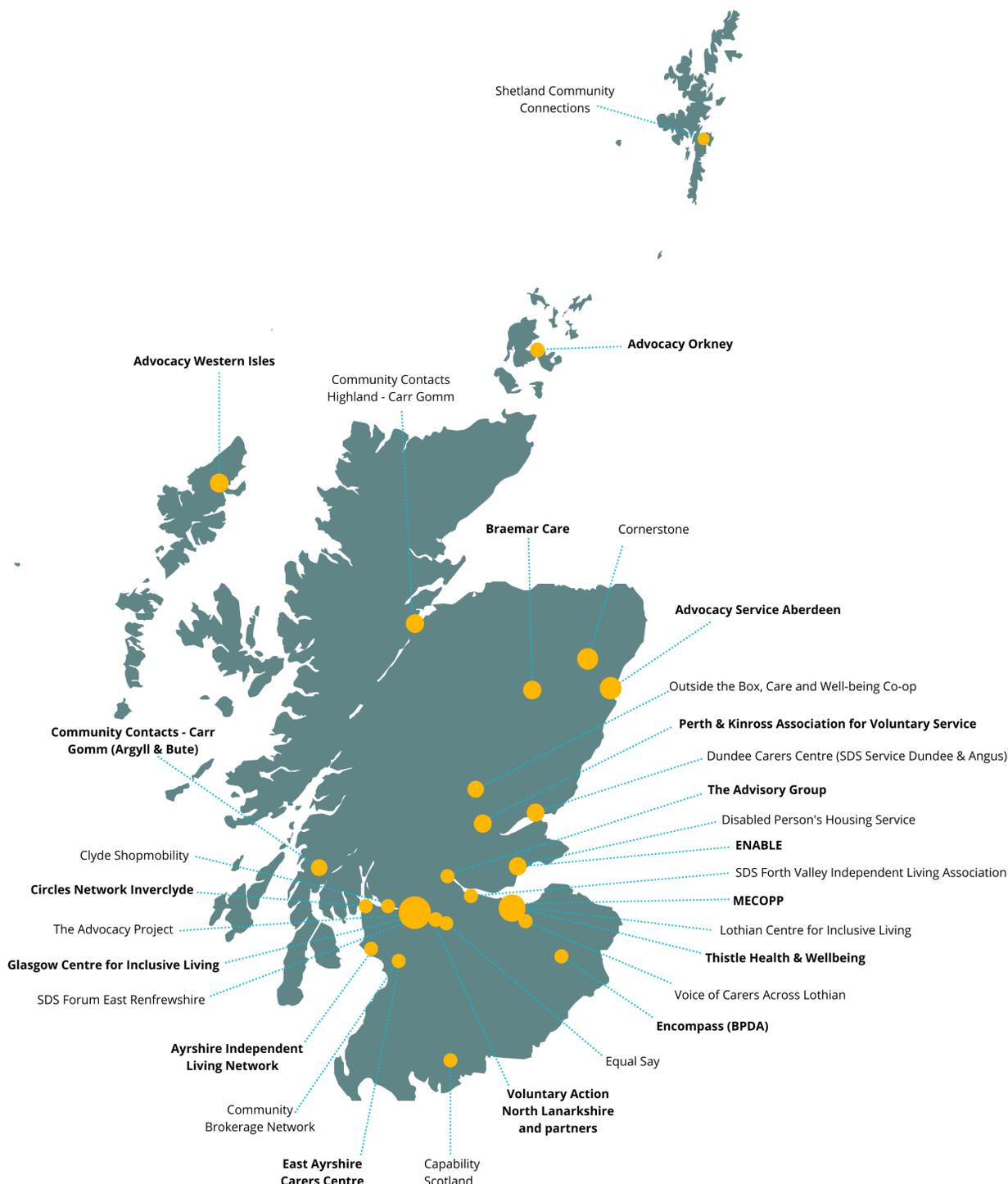
Progress Update January 2021

Support in the Right Direction

October 2018 – March 2022

30 projects across 31 local authority areas in Scotland are funded by the 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.



Support in the Right Direction (SiRD) Impact

Since the programme began

October 2018 - September 2020

£5.57M

Invested



36,831

People Informed



6,206

People and Families
Supported



In the last 6 months

April 2020 - September 2020

£1.37m

funding for work delivered
between April 2020 and
September 2020.

2,539

people & families provided
with focussed support to
manage their social care
needs.

9,025

people provided with general
information and advice on self-
directed support.

Activity highlights: April 2020 - September 2020



Personal outcome and social care planning

478



people supported
with personal
outcome planning

475



people supported to
prepare for a social work
assessment or review

265



people helped to
develop a shadow care
or personal outcome plan



Social care information

2,604 families received information and support about social care and self-directed support.

242 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

522 people supported to manage their finance.

428 people supported with Option 1 arrangements.

295 people supported to recruit Personal Assistants.

100 people undertook Personal Assistant Employer training.



598 families signposted to relevant community-based services, support or resources had this feedback:



“ they now know the range of options they have to support them ”



“ they feel more engaged in their community ”



“ they have more (or have maintained) their independence ”

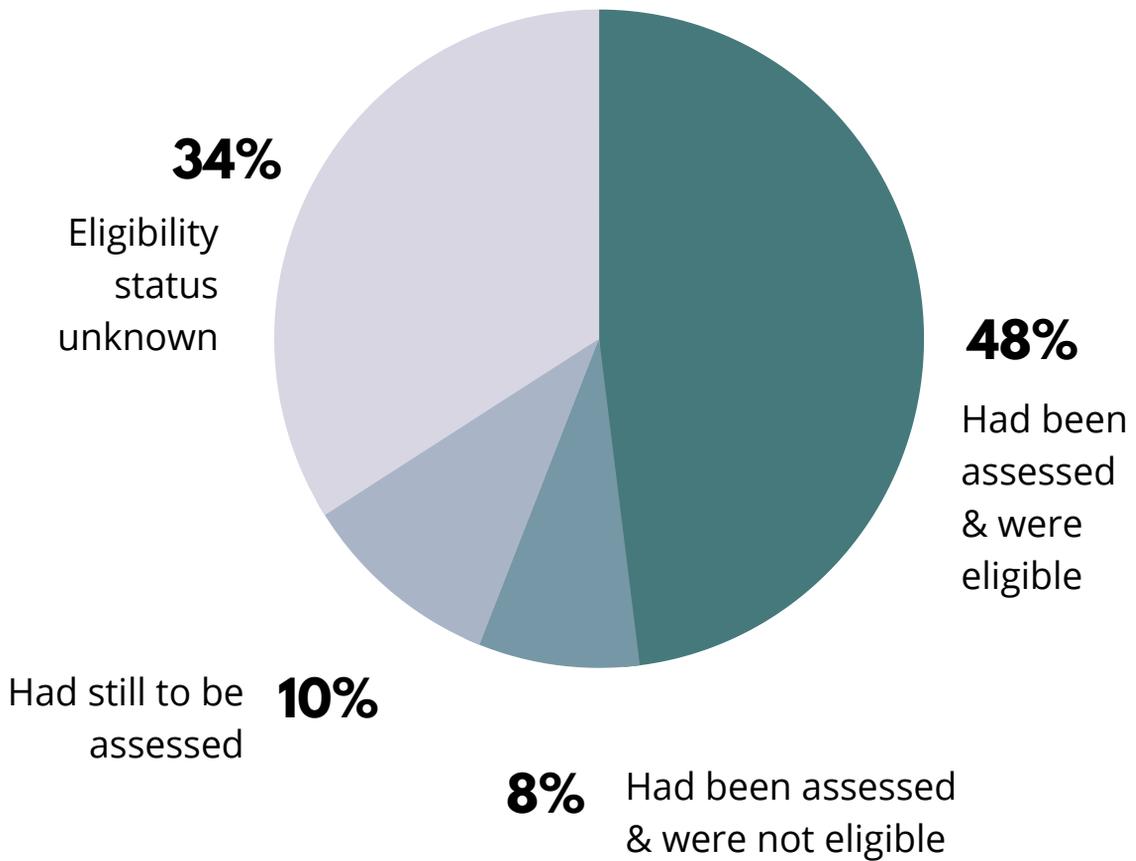


“ that they are trying new things ”

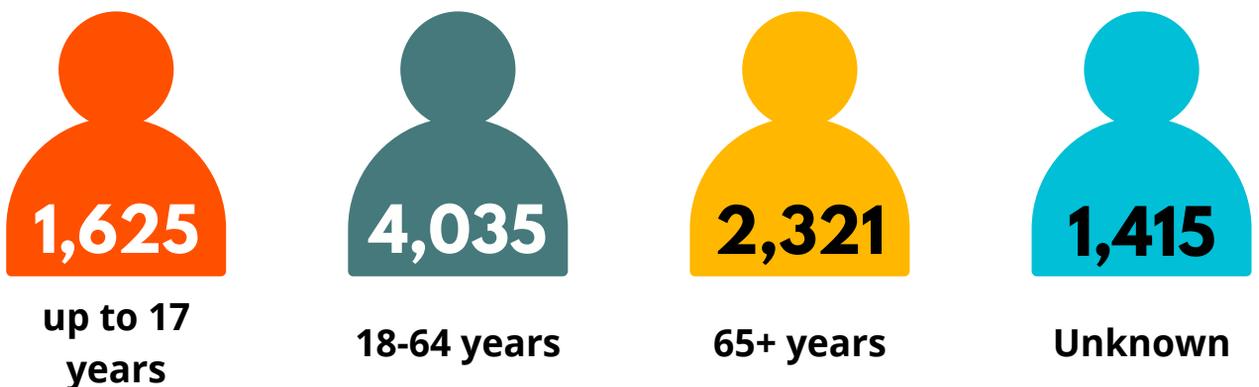
Over the life of SiRD

Eligibility for funded social care

of those people referred to SiRD projects for independent support

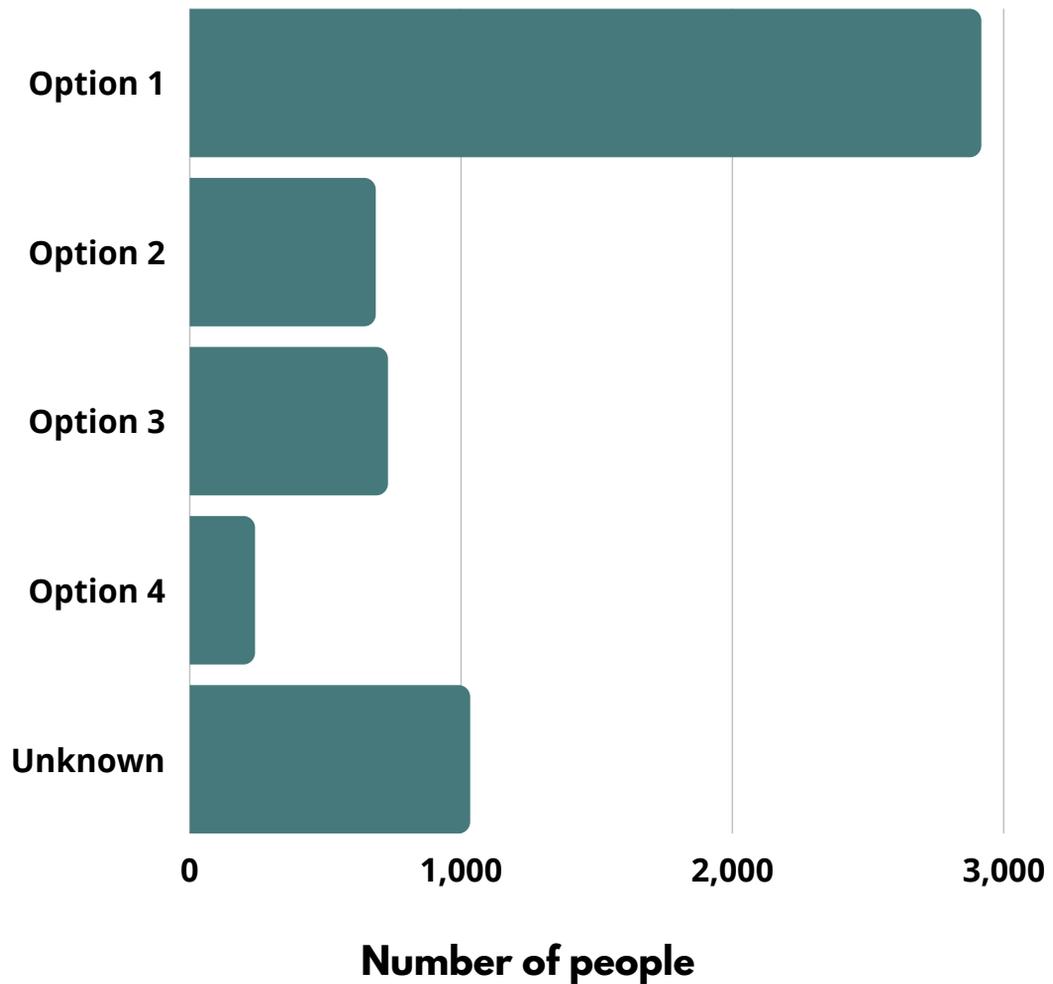


Age of people SiRD projects supported with their social care



Over the life of SiRD

Social Care option people received support with



Main referrers to SiRD projects



Local Authorities



Self-Referrals



Third Sector and Carers

Impact of independent support



PROJECT STORIES

People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews.

Advocacy Service Aberdeen (ASA)

Y has a child with significant complex support needs and had her budget cut from 35 hours to 10 hours.

This had a huge impact on the family who sought advocacy support to challenge the decision.

ASA worked with Y to review and reword the support plan, parts of which were several years out of date.

The risks associated with the reduction in hours were outlined and letters of support were gained from the family's GP and others close to them.

ASA supported Y to make a new application for hours. More hours were given, and the family were very pleased with the outcome.

They associated this success with the support they received from ASA who gave them a better understanding of how processes work and helped them to know that they can challenge a decision.

People (including carers) feel more informed, listened to, less stressed.

North Lanarkshire Disability Forum (part of Voluntary Action North Lanarkshire project)

Liz is 84 and has cared for her husband Max since his dementia diagnosis 10 years ago. She was referred to the befriending programme North Lanarkshire Disability Forum started during lockdown to respond to people's needs.

Liz originally just wanted someone to have a chat to about regular everyday things, like the lack of Coronation Street on the TV and the fact that people had been stockpiling toilet paper. Liz thinks they'd have been better stockpiling tea bags: "you never want to be without a cup of tea!"

Over the weeks, Liz built up a relationship with the project worker who was then able to help her with her husband's respite support hours.

Workers hadn't been turning up and the provider had been notifying Liz that there wouldn't be any support that day and this was causing Liz extra stress. Liz and the project worker spoke to Max's social worker and Liz decided to change Max's provider to one that better suited his needs.

With the help of the project worker, Liz now knows about additional support that is available in the community and has put plans in place for when restrictions are eased for both Liz and Max to access these supports.

Liz also shared her anxieties about going to the supermarket when shielding was eased and the project worker was able to talk her through changes put in place.

They also helped Liz to purchase a sunflower lanyard to show her exemption from wearing a face covering due to her own health conditions.

Liz was especially worried about this having heard stories about other shoppers being rude and intimidating to those not wearing a face covering.

Liz has stated on many occasions how much she enjoys the calls, and how helpful she has found them as she previously had no idea that she could change Max's provider or that something as simple as a sunflower lanyard would bring her such peace of mind.

Many thanks for all of this information & your help today, has really helped with my exploding stress levels.

Person supported by Glasgow Centre for Inclusive Living

Happy, relieved and excited are all the emotions that I'm feeling, none of which I'm familiar with. Thanks for helping me believe I could keep on going.

Parent supported by Community Contacts (Carr Gomm) Highland



The opportunity to be heard, respected and understood had a very positive impact on C's life and the life of his carers.

Family of person supported by Advocacy Western Isles

I am so much more aware, I feel better in my heart.

Person supported by VOCAL Edinburgh

People (including carers) can creatively and flexibly plan to achieve personal outcomes including accessing community assets

Self-directed Support Forum East Renfrewshire

Joanne cares for her 6-year-old son Callum and was referred to the SDS Forum East Renfrewshire by her social worker for support with managing his budget. This had been partly agreed for horse riding lessons and three hours respite through PA support.

After receiving advice around Personal Assistant employment from the Forum, Joanne shared that she had previously asked to use Callum's budget to buy a second-hand caravan to help meet his needs.

Callum was becoming increasingly sensory and noise and sounds were becoming more of an issue for him, causing him distress, and in turn impacting on his behaviour.

This was difficult to manage in the family's two bed home with two younger brothers, aged 1 and 3, and no room for Callum to have a quiet place.

The Forum worked with Joanne to show how a caravan could meet Callum's outcomes by providing a safe space and giving him the controlled and stimulating environment he needed.

Following a trial the proposal was supported by Callum's social worker and Occupational Therapist.

Although the local authority initially had concerns around this request and turned it down, the Forum supported Joanne to appeal the decision and address their concerns.

The local authority went on to fully fund the caravan, with Occupational Therapy providing sensory lighting and equipment. This has given Callum a place he can use to reduce his distress.

The caravan has also had the added benefit of allowing the family to have a break together where this has not been possible previously, as it allows them to do so in a familiar space where Callum feels secure.

Community Brokerage Network

Brian was unable to use his budget as planned as a result of COVID-19, since he needed to shield and avoid contact with people and had been unable to recruit a PA before the pandemic started.

Initially the HSCP were going to reclaim Brian's unused budget. Community Brokerage Network supported Brian to put in place alternative provision by advocating on his behalf for him to use some of the funds to purchase a dog. Given Brian's circumstances this would meet some of his outcomes and be beneficial for his health and wellbeing.

The HSCP agreed to this which was a fantastic outcome for Brian. He was happy to return the remainder of his unused budget and it was a good outcome all round for both the HSCP and Brian.

Community Brokerage Network learned from this that they should never rule anything out when it comes to creativity as long as it genuinely meets someone's outcomes.

Perth & Kinross Association for Voluntary Service (PKAVS)

Kyra and Don care for their 19-year-old daughter Sally, who is autistic and has bi-polar disorder. They approached PKAVS SDS project to find support for Sally, who had expressed interest in attending gym sessions and a gaming group, but didn't have the confidence to go on her own.

After a discussion about Self-Directed Support and the assessment process, the family decided they did not want Sally to go through the stress of an assessment when it may not result in her being eligible, so PKAVS helped the family apply to the ILF Transition Fund.

The application was successful and Sally now has access to supported gym sessions and a befriender to accompany her to the gym and gaming group until she builds up the confidence to go independently.



I was delighted when I was referred to the digital inclusion project. I didn't know how to use Zoom and was feeling isolated not being able to talk to family members. I was given a block of sessions which really helped me improve knowledge.

Person supported by MECOPP

Declan responded very positively...it was especially rewarding for me to see him grow in confidence...to think about how he could make the step from adolescence to young adulthood and life beyond school.

Teacher of young person supported by Thistle

People and carers have increased skills so are better able to manage social care packages

Dundee Carers Centre

Ms L had been juggling a full-time caring role for her son with working. She had relied on informal support from family but as her son got older his support needs increased.

An SDS advisor helped Ms L to set up Option 1 support. Although Ms L immediately saw the benefits of the flexibility of care provision and managing her own staff, she began to feel overwhelmed during lockdown when she no longer had face-to-face support from her SDS advisor.

The SDS advisor was able to support Ms L online with PVG applications, contracts and setting up payroll.

Ms L now feels much more confident with the processes, is enjoying spending time with her son and feels she has some of her independence back.



Thank you for the call yesterday and for sending the documents. You really helped me understand the process to set up Option 1. Employing staff doesn't seem as complicated now.

People supported by Glasgow Centre for Inclusive Living

He feels he has found his own voice and is able to use it in meetings with other agencies whilst being supported by AWI.

People supported by Advocacy Western Isles

People (including carers) have increased knowledge and understanding of self-directed support principles and options for social care

Disabled Persons Housing Service (Fife)

Lisa is a 12-year-old girl with cerebral palsy who lives with her parents.

Lisa uses a wheelchair and her home is fully adapted for her needs. She attends a mainstream school and has school transport and one to one support funded through Option 3.

Lisa's mum was worried about the impact of the closure of schools during lockdown on Lisa's growing independence. With the help of DPHS, Lisa's mum was able to explore different support options and decided to employ a PA who would take Lisa out for a few hours each week.

Lisa's mum was very thankful to DPHS for their help and fed back that the family finally understood SDS and the options for care and support available to Lisa.

MECOPP

Turin is a 45-year-old South Asian male living with life limiting chronic health conditions and a visual impairment. He struggles to manage most tasks at home and needs support to get out independently.

He was referred to MECOPP for support to review his SDS options. Turin revealed that he did not understand SDS and the options available to him. MECOPP worked with Turin to identify his needs and outcomes to help him make a choice that best met his needs.

They provided him with information in accessible formats, including videos and factsheets. They discussed with him the pros and cons of each option and researched and identified suitable service providers.

They worked closely with the social worker to find a suitable match for Turin. They also helped with information about debt and benefits and identified a charity who could support with home repairs.

As a result of the broad support Turin received, he has a much better understanding of SDS principles and values as well as the options and support available.

He now has a support plan that reflects his needs and outcomes. In addition, he has support with debt, benefits and household repairs - also has a cheaper broadband provider!



We have been most impressed by your service and by your own professional knowledge. My husband and I were rather apprehensive of changing... however you have made the transition so much easier for us and we know you are only a phone call away.

Husband and wife supported by SDS Forth Valley

[Before connecting with Thistle] I didn't have a great understanding of what the future could be like and was unsure about making decisions for the future.

Young person supported by Thistle



We would not have what we have now without the information, guidance and advice you gave us and we will be forever grateful.

Family supported by Encompass

Get Ready for SDS project is our go to for all information SDS and advice for our clients.

Momentum Brain Injury staff on referring people to Encompass

Thanks so much for all your help, we wouldn't have been able to make it to the end of this process without you.

People supported by Glasgow Centre for Inclusive Living

PROJECT STORIES ON FILM



Click on the image above to view a film about the work of SiRD projects, made during lockdown by the projects themselves.

SUPPORT IN THE RIGHT DIRECTION

COVID-19 RESPONSE

This report covers **SiRD** project activity from the start of the COVID-19 pandemic and through the subsequent lockdown. The level of support provided by the projects has remained consistent throughout this period. In some cases, the level of support has increased due to the complex situations social care users have been supported to navigate and adjust to during this time.

The focus for projects during the early stages of this pandemic was to adapt their delivery models in order to provide services remotely, which they have been successful in doing.

Projects also responded to additional demands the pandemic created, for example supporting people who use social care with the implications of shielding, furlough, arranging alternative support and accessing PPE.

The number of people reached from April to September 2020 has, for the first time, been lower than that of the previous period. Around 17% fewer people received focused support during this time.

This is likely the result of a combination of COVID-19 related factors, including:

- The cancellation of self-directed support awareness raising events and outreach activities, impacting on the number of people informed about self-directed support and the knock-on implications for the volume of new project referrals.
- Social work assessments and reviews being temporarily paused in many areas given the need to focus on the pandemic response, reducing the amount of planning work being done by projects with individuals.
- Projects providing different types of support during this time, for example emergency responses such as PPE doorstep deliveries and PA identification letters.
- Less group based and peer support activity being supported by projects, as face-to-face meetings were no longer possible and not all participants willing or able to take part remotely.

More detail on COVID-19 specific needs and responses from SiRD projects can be found in the **SiRD July 2020 Progress Report**, available at <https://bit.ly/3rDyCci>

