

# Self-directed Support – Innovation Fund 2015 - 2018

## Year 2 Progress Report: 2016-17

### Introduction

Self-directed Support is Scotland’s mainstream approach to social care. The Social Care (Self-directed Support) (Scotland) Act 2013 necessitates that anyone who has social care is asked what matters to them (their personal outcomes). Any social care support they then receive should be focussed on meeting these outcomes. Under the Act, recipients of social care are involved in deciding how their support is delivered and by whom.

**The National Strategy for Self-directed Support in Scotland** recognises the need to build the capacity of providers and develop the workforce to support effective implementation of Self -directed Support. The Self-directed Support Innovation Fund (2015-2018) aims to support innovation and piloting of different service models as well as help develop the capacity of practitioners and providers to implement Self-directed Support. In Years 1 and 2 of the Fund (April 2015 – March 2017) 21 projects spent a total of £2.35 million developing and undertaking projects, of which £1.2 million was in the year to 31<sup>st</sup> March 2017.

This report provides an overview of the activities and impact of Innovation Fund projects during Year 2 of the programme. The nature of the Innovation Fund means there is a range of disparate activities being undertaken. For the purposes of this report we have grouped work into themed activity and use some examples of project work to highlight progress in 2016 -17.



## Innovation Fund: The Year in numbers

2,000+

People have improved knowledge and awareness of approaches to increase choice and control

£1.2million

Fund investment | April 2016 to 31 March 2017

900+

People have improved planning and better support to achieve personal outcomes

800+

People have increased knowledge of Self-directed Support choices and available support options

700+

People have improved opportunities to influence work culture and practice

600+

People have increased opportunities to access services that meet personal outcomes

## Project activity and outcomes

### Building the capacity of providers, work-force development and piloting different ways to implement Self-directed Support.

21 Innovation Fund projects worked across 30 Local Authority areas in year two of the three-year programme. Projects continue to share activities, outcomes and experiences with Inspiring Scotland through 6 monthly progress reports which we have captured in this report.

The nature of the Innovation Fund means there is a range of activities being undertaken and it is difficult to draw conclusions across the Fund as a whole. This report highlights project activity through some project case-studies, loosely grouping delivery into 3 themes:

- **Awareness Raising and Self-directed Support training**
- **Exploring alternative models of support and accessing support within the community**
- **Changing culture and systems (workforce development) to promote Self-directed support implementation**

Other themes such as developing peer support, and investigating self-directed support principles with more marginalised groups also run through reported Innovation Fund work.

Projects reported on 18 different outcomes from this activity at the end of March 2017. Outcomes where there has been progress for more than 500 people over the last 6 months include:

- **People have improved knowledge and awareness of approaches to increase choice and control**
- **Providers and recipients of care have improved planning and better support to achieve personal outcomes**
- **Providers and recipients of care have increased knowledge of Self-directed Support choices and available support options**
- **Providers have improved opportunities to influence work culture and practice**
- **Recipients of care have increased opportunities (greater choice) to access services that meet personal outcomes**
- **Supported people have increased social inclusion and access to community activities**

## Awareness Raising and Self-directed Support training

As with the Support in the Right Direction Fund, awareness raising activity features highly in the work of Innovation Fund projects. This has also taken the form of training both with supported people and practitioners and providers.

- 9 projects reported on awareness raising activity;
- 6 projects provided training on Self-directed Support for practitioners and providers;
- 5 projects described activities to test and co-design approaches to Self-directed Support planning and implementation with harder to reach people;
- 3 projects delivered skills training and materials for people eligible for social care and
- 2 projects provided training for Personal Assistants.



### Training and support for people managing support packages.

**Lothian Centre for Inclusive Living (LCiL)** have developed “Pick and Mix” to deliver bite size informal training to disabled employers and carers thinking of employing personal assistants. In Year 2 this included “Employer responsibilities and knowing how to approach those difficult conversations with staff” and “Employer legal responsibilities and knowing sufficient basic employment law”.

LCiL has worked with **WEA Scotland** (another Innovation Fund project) in the delivery of training sessions and this relationship has continued to develop with discussions with **West Lothian Council** to develop a 4-day pick & mix course for personal assistants.

There are positive benefits for people accessing training, in part through developing good peer group relationships. The events have encouraged some participants to go back to **Social Work** and move from using an agency to recruiting their own **Personal Assistant**.

*Carer participant: “Employing somebody directly gives us so much more flexibility and reassurance that the person we recruit will build a meaningful relationship of trust and respect with him and with us. The information and knowledge I was provided with was really useful especially as we could take away handouts in the form of a folder. This enabled me to refer back to when I had more time”.*

Understanding the principles of Self-directed support and exploring future options and challenges.

**Thistle Foundation's** InterAct project helps young people who attend special needs schools to develop the skills and confidence to have real choice and control over what they do in their lives after school. The key elements of InterAct are drama workshops focusing on the challenges facing young adults, and 'Big Plan' meetings that guide participants during transition from school. 'Watch Me Fly' peer meet-ups also encourage participation in ordinary social activities.

A practical example of the impact of InterAct was demonstrated in the work over the last 6 months supporting sixteen young people to develop the skills and confidence needed to travel independently; this having been identified as the major barrier to greater independence and social inclusion. Fostering independent travel for individuals can provide the choice and control that is at the heart of self-directed support. The underlying principles of self-directed support policy are central to the InterAct project, although most of the participants are not currently eligible for a budget.

InterAct parents reflected: *"It has opened up his world. The world has expanded...this project has helped him get his independence...it's like the doors have opened for him to go places and see and experience the world."* *"at one point, there was no way that he would walk from the house to the corner shop. Now he gets to Princes Street, I can't get my head around it! I never imagined this would ever happen!"*

Other Innovation Fund projects supporting awareness raising and Self-directed support training include:

- **NHS Education Scotland** operate the Social Services Knowledge Scotland Self-directed Support hub and provide e-learning resources for practitioners and providers;
- **Shelter** have developed, and are providing e-learning tools on housing and self-directed support for practitioners and providers;
- **WEA Scotland** run the Personal Assistants Network which enables PA's to access peer support and learning opportunities and;
- **In-Control Scotland** is working with organisations and people to make the use of Individual Service Funds a real option through a programme of training, coaching, service design and support planning.



## Exploring alternative models of support and accessing support within the community

Looking at existing community resources and either supporting access or helping them become more accessible is also a common thread of reported activity. Importantly some projects are also exploring different ways support needs can be met, piloting innovative and creative models.

- 9 projects reported on activity to support people to know about and access community services and potentially use Self-directed Support budgets more creatively and
- a further 5 projects described activities to support people to co-produce services or explore alternative models of support and ways of using their social care budget.

### Trailing ways to enable flexibility when employing Personal Assistants

**Scottish Personal Assistant Employers Network (SPAEN)**'s Peace of Mind Project is trialling a service for individuals who are in receipt of small budgets - defined as less than 10 hours equivalent per week. The pilot supports people to employ Personal Assistants in creative ways to help them access and manage more appropriate, person centered care. Part of the project supports people to engage Personal Assistants in a group contract, developing a "gig economy" for Personal Assistants and Carers. The project means potential Personal Assistants register and engage in individual pieces of work or group activities without obligation for future work and allows care users to employ single

or multiple Personal Assistants for activity which contributes to personal outcomes. Another aspect is to develop new care services that could be purchased with a social care budget. The project is now looking at how people using Option 2 (Individual Service Funds) can use collective purchasing power to develop and engage with new types of care services that better meet their desired social and physical activity outcomes. SPAEN is in early discussions with a number of care agencies around how this could be facilitated.

### Creatively meeting care needs in rural areas

**Growbiz**, through **The Care and Wellbeing Co-op (The Co-op)**, has created an enterprising approach to the provision of social care and wellbeing services in Highland Perthshire. The Co-op aims to transform rural care by surveying local needs, and encouraging the creation of local micro-enterprises to answer those needs - enabling local carers to care for local people. The Co-op is the umbrella body which unites micro enterprises providing help in setting up a small business, training opportunities, peer to peer networking, shared marketing and access to commissioning and procurement in statutory services. The Co-op has grown from nine founding micro-enterprises to 23 at the end of March 2017. The Co-op also works with local people to become self-employed carers. Therefore, people are cared for by people they know and trust and local carers have more time to spend with clients because they are not spending time on travel.

In addition, the Co-op offers wellbeing support, from help with shopping to support for a wide variety of social and leisure activities. These services boost social inclusion for people who would otherwise be isolated in often remote rural locations. The Co-op operates a member training programme with monthly peer support, referrals to e-learning and professional bodies for training and they run training events which include guidance on HMRC, regulations and legislation and required training and insurance needs. Recently, the Co-op has had success in Kinloch Rannoch (pop. 300) where three new members were recruited and trained to support five families, three of which have been helped to get a support package. There was previously no local care or support in with lengthy delays in setting up support packages. The Co-op plans to focus on Pitlochry and Kenmore over the coming months.

The strength of this model is that it helps individuals to achieve their personal outcomes by using local community assets. This is a model that could be used in other rural areas in Scotland. It not only provides innovative solutions to the growing challenges of social care provision, but contributes to local economic development and provides support for the smallest micro-enterprises working in the sector. However, there are challenges to this model. Regulatory and operational barriers, particularly regarding the rules relating to employing self-employed carers, continue to impact on the smooth running of Co-op enterprises.

**Other Innovation Fund projects that reported on activity to explore community assets and different models of support include:**

- **The Advisory Group (TAG)** – among other activities TAG provide support to people with learning disabilities to achieve their personal outcomes by initiating community activities, and has helped to set up a number of clubs including: Inverclyde Boccia Club, a local football team with Greenock United, a monthly quiz night, arts and crafts nights, and meet and greet nights;
- **Mental Health Foundation** is working with Plus Perth, Ayr Action and Acumen in Argyll and Bute to involve people with lived experience of mental ill health in the design and delivery of alternative support models. The project is exploring how peer support, self-directed care, and life coaching can support people to build networks of friends and relationships and help them to set and reach personal goals and
- **Scottish Care** undertook a pilot project 'My Day My Way' which used a new care home as a community hub to explore creative ways to embed a self-directed approach to day opportunities for older people in Falkirk. The Home was used for events involving older people, their carers and other service users.

## Changing culture and systems to promote Self-directed support implementation

A difficult category to conclusively define, some projects are evolving and responding to opportunities to work with systems and authorities as and when they arise through the implementation of self-directed support.

In the last 6 months

- **5** projects reported on undertaking experiential group work, training, events and mentoring to foster personal growth, leadership and community resilience among the care workforce, carers and individuals;
- **3** projects spent time engaging with Local Authorities to promote new tools for managing support budgets and outcomes and
- **3** projects focussed on developing new products and ways to assist Self-directed Support planning and recording.



## Using technology to plan care and record outcomes

Over the last 6 months Carr Gomm Futures has continued to develop ClickGo, a technology platform to support individuals and their families to access information and evidence their use of resources. ClickGo continues to be rolled out through Carr Gomm's extensive social care network - there are 110 service users with a ClickGo account supported by 157 workers. By introducing supported people to ClickGo, Carr Gomm have been able to improve systems to make them more person centred. Helena starting using ClickGo as she manages a Personal Assistant and budget on behalf of her son, George.

*Helena said: "This is exactly what we need! I can record as many outcomes as I want and can look back and see George's progress. I've been so worried about the money that it's kept me awake at night. Now I have this I can see where the money's going and as I have a record I can reassure myself that we're spending it on the right things. It's really giving me peace of mind and I can see lots of potential for other things I can do with it."*

Workers also report that ClickGo really helps to focus on what is most important in people's lives "ClickGo has allowed staff to interact in a way that we haven't been able to previously. Staff have found that there has been a focus on re-personalising Outcomes since we moved to ClickGo and this has allowed some really inspiring conversations to take place with the people we support. People have said how they feel they are more involved in their support and really enjoy the user-friendly nature of ClickGo. One gentleman loves logging on to see if he has a smiley face [to indicate outcomes progress] and this is a really motivating factor for him.



## Exploring Self directed support with more marginalized groups

**Turning Point Scotland** with **Outside the Box** is delivering a pilot project testing small budgets, typically £200 per person, with people who are or have been involved with the criminal justice system. This pilot is based on academic research that suggests helping individuals to identify and pursue what they need to do to reduce or desist entirely from offending is an effective offender rehabilitation model. Pilot referrals come from HMP Low Moss, Clyde Quay Project (for registered sex offenders) in Glasgow and the Dick Stewart Project (residential resettlement service for individuals leaving prison – run by **CrossReach**). Pilot participants attend a one-day groupwork session facilitated by **Diversity Matters** where they identify what makes a good non-offending life and what they might need to do to achieve this.

The pilot is still in early stages, but there is some evidence of short term benefits. For example, the pilot supported a 34-year-old man with serious mental health and anxiety issues. On liberation, he was allocated a flat in an area where he knows no-one. He is separated from his partner and toddler son although he keeps in touch with his son regularly and sees him as often as he can. He had been feeling very low about his housing situation due to the social isolation and lack of basic amenities. He had nothing but a single cooker when he moved into his flat which had bare floorboards throughout. Having already been turned down for a housing grant, he decided to use his £200 payment to buy a carpet for his house so that he could have his son to stay overnight.

He said *“I am so grateful, I spoke to my son last night and he is so happy I got the carpet and can come and visit me next month. I am so happy too, I wasn’t feeling too great the past few months but everything is looking brighter for me, I have been a lot more content”*.

## Other Innovation Fund projects that are working on culture change to enable Self-directed Support implementation

- **Brave Ideas** (previously known as Social Care Ideas Factory) has worked with 144 Managers within 3 social care organisations with one-to-one coaching for 24 Finance, HR Directors and CEO’s. The coaching is exploring how to increase their commitment to empowering people they support to have more choice and control over the decisions that affect how they live their lives.

## Progress and learning with some challenges to innovation

Over the last 2 years, the 21 Innovation Fund projects have made good progress helping a range of partners understand the principles of self-directed support and delivering self-directed support training. This work is leading to some important outcomes, both for supported people and providers of care, by improving planning and systems to embed the principles of choice and control. Pilot work is also testing ways to practically enable more personalisation when providing care, supporting social inclusion and the achievement of personal outcomes. The collective learning across the Innovation Fund portfolio is now also starting to provide understanding of which models may be effective and relevant to explore further.

However, many of the Innovation Fund projects highlight ongoing challenges impacting the roll-out of Self-directed Support policy. Challenges are the same as those reported by projects providing independent support. Awareness raising is still required and is an important activity for many of the projects to improve understanding of what the underlying principles of self-directed support are across authorities and partners. This has meant projects have had to adapt plans and have perhaps not made the progress they initially foresaw. The final year of the Fund will see some pilot work conclude, and learning incorporated by providers and community partners. Other projects will aim to carry on, and will continue to adapt output in response to the challenges faced by all partners in moving towards self-direction for those receiving social care support.

## The charities in the Innovation Fund portfolio:

- Association for Real Change (ARC) Scotland
- Carr Gomm Futures
- C-Change (dates-n-mates)
- CrossReach
- Growbiz (The Care and Wellbeing Coop)
- In-Control Scotland
- Lothian Centre for Inclusive Living (LCiL)
- Mental Health Foundation
- NHS Education for Scotland
- Quarriers
- Scottish Care
- Scottish Union for Supported Employment (SUSE) with ENABLE, RNIB Scotland & Capability Scotland
- Shelter Scotland
- Social Care Ideas Factory (SCIF)
- Scottish Personal Assistant Employers Network (SPAEN) with Respite Now (Peace of Mind)
- The Advisory Group (TAG) Inverclyde
- TEN Project – THERA (Scotland) with Equal Futures and Neighbourhood Networks
- Thistle Foundation
- Turning Point Scotland with Outside the Box
- Turning Point Scotland with IRISS
- WEA Scotland (PA Network)

## Innovation Fund - areas of operation



