

# ***Self Directed Support Strategy 2018 - 2021***



“Personalisation enables the individual alone, or in groups, to find the right solution for them and to participate in the delivery of a service. From being a recipient of services, citizens can become actively involved in selecting and shaping the service they receive”

(Scottish Government 2009)

“Self Directed Support should be made available to everyone but imposed on no one”

(Scottish Government, 2010)

“People must be empowered to make choices and have greater control over their lives. Our shared journey to creative and flexible support has started, but we need to continue to work together to make this a reality for everyone”

(Aileen Campbell, Minister for Public Health and Sport)

“Direct Payments gives me flexibility and freedom. It allows me to still be me. It focuses on me, not me as a mother or grandmother, but the carer is there for me”

(East Dunbartonshire SDS Customer)

“You can find solutions to the big issues, but it’s the little things that can make life difficult...(SDS) supports me to carry on doing things for myself and receive support for the small daily tasks which helps me to get on with life”

(East Dunbartonshire SDS Customer)

(SDS) “is invaluable to me. It helps me to get on with life, gives me a level of independence and helps me to tackle life on a daily basis”

(East Dunbartonshire SDS Customer)

## **What is Self Directed Support and its' Associated Benefits?**

'Self Directed Support' means starting with the individual as a person with strengths and preferences. It reinforces that the person is an expert in their own lives and is best placed to know what they need and how their needs and outcomes can best be achieved. Support should respond to the individual instead of the person having to fit with the service. Self Directed Support allows the service user, their carers, and families, to have informed choice about the way social care support is provided to them. People will have control over the way their individual budget is spent and will receive as much or as little help as they need in arranging their support.

On 1<sup>st</sup> April 2014 the Social Care (Self Directed Support) (Scotland) Act 2013 was enacted. This legislation places a legal duty on Local Authorities to provide people, who are eligible for social care support, with a range of options so that the individual can decide how much choice and control they want to have over the care and support that is delivered to them.

The assessment and support is person centred and works towards the achievement of the service user's individual outcomes. The service user and their assessor will co-produce a Support Plan that details their outcomes.

The benefits of utilising the Self Directed Support options are numerous and on occasions may be unique to the individual service user. Some of the more common benefits of Self Directed Support are:

- Individuals will have more choice, control and flexibility over their lives;
- Services will be personalised and outcome focused;
- Service users can decide how and who will deliver their care and support;
- More opportunities to contribute fully in the local community and reduce social isolation;
- Developing local markets which are responsive, flexible and innovative;
- A shift in power from the statutory organisations to the individual.

The Self Directed Support Options are:

SDS OPTION 1: A Direct Payment (a cash payment) which the service user/carer uses to purchase support.

SDS Option 2: The budget is allocated to a provider of the service user/carer's choice and the service user/carer is in charge of how it is spent.

SDS Option 3: the Council/HSCP arranges the service for you

SDS Option 4: the service user/carer can choose a mix of the SDS Options for different types of support

### **The Principles, Values and Vision:**

The fundamental principles of Self Directed Support are:

**CHOICE – choosing how you live your life, where you live and what you do in life:**

**CONTROL – over who provides you with the support.**

Human rights based values and principles are enshrined in the Social Care (Self Directed Support) (Scotland) Act 2013:

#### **VALUES:**

**Respect:** everyone is treated with respect;

**Fairness:** everyone is provided with unbiased information about the choices available to them and is treated in a manner that befits and benefits their individual circumstances;

**Independence:** everyone is supported to maximise his or her aspirations and potential. Support focuses on prevention of increasing dependence and enablement or re-ablement;

**Freedom and Safety:** everyone is supported to participate freely in all aspects of society; everyone is supported to feel safe and secure in all aspects of life including

health and wellbeing, enjoy safety but not be overprotected and to be free from exploitation and abuse.

## **PRINCIPLES:**

**Involvement:** the person must have as much involvement as they wish in the assessment and in the provision of support associated with that assessment;

**Collaboration:** the practitioner and the person should work together in the completion of the assessment, the support plan and in the provision of any support;

**Informed Choice:** the person should receive the assistance they need to help them make an informed choice;

**Participation and Dignity:** the person's right to dignity is respected and practitioners should facilitate this; the person should be provided with the help they need to participate in and be part of the life of the community and wider society.

East Dunbartonshire Health and Social Care Partnership is committed to ensuring that people who require support will achieve greater independence, control and choice. This will lead to positive outcomes, which can improve, enhance or sustain health and wellbeing.

Self Directed Support is the mainstream approach by which East Dunbartonshire Health and Social Care Partnership will assist service users and carers, who are eligible, to meet their needs and achieve their individual, personalised outcomes, ensuring that people can make real informed choices.

## **The National Context:**

The Social Care (Self Directed Support) (Scotland) Act 2013 was enacted on 1<sup>st</sup> April 2014. Prior to this enactment, the development and production of a national Self Directed Support Strategy 2010 – 2020 was delivered. This 10-year plan is dedicated to driving forward the personalisation of social care in Scotland.

*“...the first phase of the Strategy, from 2010 – 2012, developed information to promote understanding of Self Directed Support. The second phase, 2012 – 2016, was focused upon development of the Social Care (Self Directed Support) (Scotland) Act 2013, guidance and supporting innovation...the priority for 2016 – 2018 is to consolidate the learning from innovative practice and the application of guidance...to embed Self Directed Support as Scotland's mainstream approach to social care”* (Scottish Government, Self Directed Support Strategy 2010 – 2020; Implementation Plan 2016 – 2018).

The national implementation plan has been sent against the context of four strategic outcomes which considers, across Scotland, what has started to change since the implementation of self directed support legislation; what needs to happen during

2016 – 2018 to address issues and challenges that have arisen and what success will look like.

### **The Local Context:**

The Self Directed Support Strategy continues to have strong links with other national legislation, strategies and both national and local policies to ensure that its continued implementation links to all areas of development within East Dunbartonshire.

Self Directed Support principles, values and options contributes towards the national health and wellbeing outcomes; the strategic objectives are set out in East Dunbartonshire Health and Social Care Partnership's Strategic Plan 2018 – 2021 and the local outcomes contained within East Dunbartonshire Council's Local Outcome Improvement Plan:

### **Health and Wellbeing National Outcomes:**

Outcome 2: People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.

Outcome 3: People who use health and social care services have positive experiences of those services, and have their dignity respected.

Outcome 4: Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

Outcome 9: Resources are used effectively and efficiently in the provision of health and social care services.

### **Strategic Objectives:**

Strategic Objective 2: Make services more accessible and provide care as close to home as possible, support people to manage their independence through a range of services that meet their individual needs and strengthening relationships with providers;

Strategic Objective 4: Seek to reduce health inequalities and enable people to have more choice and control;

Strategic Objective 7: Improve support for Carers enabling them to continue in their caring role.

### **Local Outcome Improvement Plan:**

Local Outcome 6: Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services

### **Local Strategic Focus:**

East Dunbartonshire Health and Social Care Partnership's Self Directed Support Strategy replicates the national strategic outcome focus from a local perspective, considering the same methodology of changes; challenges and success.

### **The Local Demographic Picture:**

In 2015, the population of East Dunbartonshire was 106,960, which is an increase of 0.2% since 2014. East Dunbartonshire's population accounts for 2% of the total population of Scotland.

Persons aged 60 years and over make up 28% of East Dunbartonshire's population, which is higher than the Scottish average of 24.2%. In comparison to Scotland over the period 2012 to 2014 East Dunbartonshire had a lower death rate. Over that same period more people entered East Dunbartonshire to live than the number of those who left the area.

The life expectancy for females (83.9 years) and males (80.7 years) in East Dunbartonshire are both greater than the Scottish average. Over a 25-year period the age group that is projected to increase the most in size, in East Dunbartonshire, is the 75 years plus age group.

(National Records of Scotland – June 2016)

### **The Learning Experience:**

In preparation for reviewing the Self Directed Support Strategy workshops inviting key stakeholders took place. This included social work and health practitioners; private and voluntary sector organisations; service users and carers and the discussion centred on the strategic outcomes; identifying the direction of what has changed in East Dunbartonshire; what are the future challenges and issues and how success will be measured.

The challenges and issues are identified in the Strategy's Action Plan.

### **The next steps:**

The strategic outcomes will require the commitment of working collaboratively with service users, carers and partners in the private and voluntary sectors. The actions identified in the Strategy will continue to help East Dunbartonshire Health and Social Care Partnership realise the vision and direct the work related to planning, development, commissioning, contracting, innovation, creativity, community assets and strategic planning.

The Strategy will be monitored through the Self Directed Support Development Group.

## **The Key Outcomes:**

These outcomes relate to the ambitions of both the national and local Self Directed Support strategies, contributing to the health and wellbeing outcomes and local outcome improvement plan within East Dunbartonshire.

***Supported people and carers have more choice and control***

***Workers are confident and valued***

***Commissioning is more flexible and responsive***

***Systems are more widely understood, flexible and less complex***

## **Strategic Outcome 1**

### ***Supported people and carers have more choice and control:***

Citizens are engaged, informed, included and empowered to make choices about their support. Support focuses on personalisation, ensuring positive impact on quality of life. They are treated with dignity and respect and their contribution is valued.

#### **What has changed in East Dunbartonshire?**

- Open to exploring and developing more creative and innovative;
- Some service users/carers have a better understanding about Self Directed Support and are more informed;
- Choice and control is encouraged;
- Some support packages are being delivered flexibly, assisting people to live independently in their communities;
- Information sources are available;
- There is provision of independent information, advice and support.

#### **What do we still need to do in East Dunbartonshire?**

- Assist social care provider organisations to be knowledgeable and confident about discussing Self Directed Support and its options with service users;



- Support social care provider organisations to understand local process and procedures relating to Self Directed Support;
- Work alongside the independent Self Directed Support information, advice and support service to build capacity and raise awareness;
- Support service users, carers and families to learn about Self Directed Support through the medium of 'real life' stories and experiences;
- Ensure that carers can utilise Self Directed Support options in line with the impending Carers Legislation.

#### **What will success look like?**

- Confident and knowledgeable stakeholders referring to Self Directed Support in everyday conversations with service users and carers;
- Confident and knowledgeable service users and carers exploring Self Directed Support options as a mainstream mechanism;
- Positive experiences and feedback from service users, carers and families;
- Group or pooled support packages.

## **Strategic Outcome 2**

### ***Workers are confident and valued:***

Workers are confident and valued; people who work in health and social care have increased skills, knowledge and confidence to deliver Self Directed Support and understand its implications for their practice, culture and ways of working.

#### **What has changed in East Dunbartonshire?**

- Peer Support available amongst practitioners;
- Dedicated Self Directed Support Lead Officer based in East Dunbartonshire Health and Social Care Partnership;
- Independent Self Directed Support Information, Advice and Support service available for service users, carers, providers and practitioners;
- Delivery of relevant training for practitioners related to Self Directed Support, Outcomes, Good Conversations, Personalisation and Risk and Just Enough Support;
- Information sources widely available;

#### **What do we still need to do in East Dunbartonshire?**

- Ascertain the Self Directed Support knowledge base amongst different stakeholders and develop a training plan;
- Support social care provider organisations to access training related to Self Directed Support;
- Establish Self Directed Support Champions amongst all stakeholder groups;
- Develop alternative formats for the delivery of training.

**What will success look like?**

- A shared understanding about Self Directed Support amongst all stakeholders;
- Confident and knowledgeable workforce across all sectors;
- Practitioners and social care staff have an understanding about how to support practice that is focused on assets and personal outcomes;

## **Strategic Outcome 3**

### ***Commissioning is more flexible and responsive:***

Social care services and support are planned, commissioned and procured in a way that involves people and offers them real choice and flexibility in how they meet their personal outcomes.

**What has changed in East Dunbartonshire?**

- Concerted efforts have taken place to streamline the process relating to Self Directed Support Option 2;
- There are clear pathways and processes for practitioners;
- The individual budget rates have been reviewed across the Self Directed Support options;

**What do we still need to do in East Dunbartonshire?**

- Further review of the Option 2 process taking account of the roles for procurement, legal, commissioning and contracting;
- Explore the introduction of a Provider Framework applicable across all the Self Directed Support options;
- Encourage and evidence the introduction of more flexible support packages with less focus on hours and more focus on outcomes;
- Benchmark and explore alternative resource allocation models;

**What will success look like?**

- Collaborative approach to commissioning which involves all stakeholders;
- Service users, carers and families receive and experience flexible and responsive support;
- Evidence of different models of care personalised to the service user/carers' outcomes;
- Self Directed Support promoted widely by all stakeholders.

## **Strategic Outcome 4**

### ***Systems are more widely understood, flexible and less complex:***

Local authorities, health and social care partnerships and social care providers have proportionate, person-centred systems and participatory processes that help people who receive care and support live their lives and achieve the outcomes that matter to them.

<b>What has changed in East Dunbartonshire?</b>
<ul style="list-style-type: none"><li>• Assessments, support plan and review tools are outcome focused;</li><li>• Evidence of co-production progressing in East Dunbartonshire;</li><li>• Support Providers working with service users in a person centred way;</li><li>• Developments in Telecare and Assisted Living Technology.</li></ul>
<b>What do we still need to do in East Dunbartonshire?</b>
<ul style="list-style-type: none"><li>• Explore training for stakeholders related to outcomes, good conversations and risk enablement;</li><li>• Explore alternative training formats available to all stakeholders;</li><li>• Further develop co-production and community assets focused on early intervention and prevention;</li><li>• Review existing outcomes focused tools to ensure they continue to be fit for purpose;</li><li>• Explore and develop a Local Area Co-ordinator system for older people.</li></ul>
<b>What will success look like?</b>
<ul style="list-style-type: none"><li>• Positive feedback from all stakeholders, particularly service users, carers and their families;</li><li>• Reporting on 'real life' experiences of service users and carers utilising the different Self Directed Support options;</li><li>• Performance management data evidencing the achievement of person centred outcomes across all Self Directed Support options.</li></ul>

## Appendix

### East Dunbartonshire Health and Social Care Partnership: Self Directed Support Strategy Action Programme

<b>Outcome</b>	<b>Output</b>	<b>Actions Required</b>	<b>Lead Officer</b>	<b>Timescale</b>
<b>Support People to have more choice and control.</b>	Assist and support Social Care Providers to become knowledgeable and confident about Self Directed Support	Ensure Social Care Providers have access to web link for twice-yearly Self Directed Support newsletter.	Self Directed Support Lead	2018 – 2019
		Invite Social Care Providers to raising awareness sessions	Self Directed Support Lead	2018 – 2020
		Invite Social Care Provider representatives to participate in relevant training organised by East Dunbartonshire HSCP	Self Directed Support Lead	2018 – 2021
	Support Social Care Providers to understand local Self Directed Support processes.	Develop an easy read Self Directed Support process pathway for Social Care Providers	Self Directed Support Lead	2018 – 2019
	In partnership with the independent SDS information, advice and support service, build capacity and raise awareness about Self Directed Support amongst East Dunbartonshire Communities.	Analyse Self Directed Support option statistics across geographical locations to determine priority for building capacity sessions.	Self Directed Support Lead	2018 – 2019
		Liaise with voluntary sector to determine building capacity plans and format of Self Directed Support roadshows.	Self Directed Support Lead/Voluntary Sector organisations	2018 - 2019
		Deliver Self Directed Support information roadshows across East Dunbartonshire communities	Self Directed Support Lead/Voluntary Sector organisations	2018 – 2021

	Share 'real life' experiences of service users, carers and families utilising Self Directed Support options.	Promote information materials showing real life experiences developed by local independent information, advice and advocacy services at Self Directed Support roadshows.	Self Directed Support Lead/Voluntary Sector Organisations	2018 – 2021
		Host a Self Directed Support conference which concentrates on service users/carers and families telling their own stories to the audience.	Self Directed Support Lead	2018 – 2019
		Ensure each Self Directed Support newsletter contains an account of a service user's/carer's experience of utilising Self Directed Support.	Self Directed Support Lead	2018 – 2021
	Support Carers to utilise Self Directed Support options in conjunction with the Carers Act.	Work with local Carers Centre to explore and plan training opportunities for carers.	Self Directed Support Lead/Carers Link	2018 – 2019
		Deliver training opportunities for carers.	Self Directed Support Lead/Voluntary Sector Organisations	2018 – 2021
		Ensure carers have opportunities to attend Self Directed Support roadshows	Self Directed Support Lead/Voluntary Sector organisations	2018 – 2021
<b>Workers are confident and values</b>	Encourage shared training opportunities across statutory, private and voluntary sectors.	Ascertain a self directed support knowledge baseline across all stakeholders to determine future training plan.	Self Directed Support Lead	2018 – 2019
	Encourage Social Care Providers to undertake staff development relating to Self Directed Support and related subjects.	Explore training opportunities and alternative training methods/formats.	Self Directed Support Lead/People Development	2018 - 2019
	Develop alternative training formats	Develop a training plan	Self Directed Support Lead	2018 – 2019

		Deliver a training plan across all stakeholders	Self Directed Support Lead/Voluntary Organisations	2018 – 2021
	Establish a network of Self Directed Support Champions	Liaise with statutory, voluntary and private sector to identify Self Directed Support Champions	Self Directed Support Lead/HSCP Operational Teams/Social Care Providers/Voluntary Organisations	2019 – 2020
		Establish a Self Directed Support Champions Network and Peer Support Meetings	Self Directed Support Lead	2020 – 2021
<b>Commissioning is more flexible and responsive</b>	Review Self Directed Support Option 2 process	Gather views on current Option 2 Process across all stakeholders	Self Directed Support Lead/Planning and Commissioning	2018 – 2019
		Benchmark Option 2 contracting processes across Scotland	Planning and Commissioning	2018 – 2019
		Develop alternative Option 2 contracting process, liaising with Legal and Procurement Services.	Planning and Commissioning/Self Directed Support Lead/Legal Services/Procurement Team	2018 – 2020
	Explore the introduction of a Provider Framework applicable across all Self Directed Support options	Benchmark Self Directed Support provider frameworks across Scotland	Planning and Commissioning	2018 – 2019
		Consider the development of a Provider Framework for operation in East Dunbartonshire	Planning and Commissioning/Self Directed Support Lead	2018 – 2020
	Encourage and evidence flexible support packages	Promote information materials showing real life experiences developed by local independent information, advice and advocacy services at Self Directed Support roadshows.	Self Directed Support Lead/Voluntary Sector Organisations	2018 – 2021
		Host a Self Directed Support conference which concentrates	Self Directed Support Lead	2018 – 2019

		on service users/carers and families telling their own stories to the audience.		
		Ensure each Self Directed Support newsletter contains an account of a service user's/carer's experience of utilising Self Directed Support.	Self Directed Support Lead	2018 – 2021
	Explore alternative resource allocation models for individual budgets	Benchmark resource allocation systems across Scotland	Self Directed Support Lead	2018 – 2019
		Consider the development of an alternative resource allocation system in East Dunbartonshire	Self Directed Support Lead/Chief Financial Officer	2018 – 2020
<b>Systems are more widely understood, flexible and less complex</b>	Provide training to stakeholders relating to a variety of subjects linked to Self Directed Support	Ascertain a self directed support knowledge baseline across all stakeholders to determine future training plan.	Self Directed Support Lead	2018 – 2019
	Provide training in alternative formats	Explore training opportunities and alternative training methods/formats.	Self Directed Support Lead/People Development	2018 – 2019
		Develop a training plan	Self Directed Support Lead	2018 – 2019
		Deliver a training plan across all stakeholders	Self Directed Support Lead/Voluntary Organisations	2018 – 2021
	Develop co-produced community assets and introduce a Local Area Co-ordinator model for Older People	Utilise Self Directed Support Implementation Budget monies to encourage development of community assets	Self Directed Support Lead	2018 – 2021
		Recruit two Local Area Co-ordinators to work with older people living in East Dunbartonshire	Joint Services Manager Older People/Self Directed Support Lead	2018 – 2019

		Develop a variety of community assets and flexible, personalised support models	Operational Teams/Voluntary Organisations/Self Directed Support Lead/Local Area Co-ordinators	2019 – 2021
	Utilise Outcome Focused Tools within the Assessment and Support Planning Process	Review all existing tools – Assessment, Support Plans and Reviews to ensure fit for purpose.	Adult and Children Social Work Services	2018 – 2020



## **Glossary of Terms:**

### **Assessor:**

The person i.e. Social Worker or other professional, who will work with the service user/carer to identify their support needs and personal outcomes.

### **Consultation:**

The HSCP seeks advice, information or opinion on specific subjects or documents.

### **Co-production:**

The term co-production refers to a way of working whereby the HSCP and service users/carers/families/communities work together to make decisions about support that works for all involved. In practice, it means that those affected by a service or decision are involved in every stage of making or designing it.

### **Direct Payment:**

Direct payments are defined in legislation and are payments in lieu of services provided directly to individual assessed as being in need of care and support services.

### **Eligible:**

The HSCP has eligibility criteria and uses this as a method for deploying limited resources in a way that ensures that those resources are targeted to those in greatest need, while also recognising the types of low-level intervention that can be made to halt the deterioration of people in less urgent need of support.

### **Individual Budget:**

Individual budgets are an allocation of funding given to service users after the assessment and support planning process.

### **Performance Management:**

The systems for measuring the efficiency and quality of service delivery and to measure progress towards improvement areas.

### **Person Centred:**

A set of approaches designed to assist someone to plan their life and supports.

The Self Directed Support Strategy 2018 – 2021 will be available on the East Dunbartonshire Health and Social Care Partnership website pages at [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk).

If you would like additional information or clarification on the content of this Strategy please contact:

East Dunbartonshire Health and Social Care Partnership  
Kirkintilloch Health and Care Centre  
10 Saramago Street  
Kirkintilloch  
G66 3BF

Tel: 0141 777 3000

Email: [customerservices@eastdunbarton.gov.uk](mailto:customerservices@eastdunbarton.gov.uk)

Other Formats:

This document can be provided in large print; Braille, or an audio cassette and can be translated into other community languages.

Please contact the Council's Corporate Communications Team at:

East Dunbartonshire Council  
Southbank Marina  
12 Strathkelvin Place  
Kirkintilloch  
G66 1TJ  
Tel: 0300 123 4510