



# Making Self Directed Support Work for Older People

**Report from the event 30 April, Falkirk**

## About the event

The purpose of the event was to look at how we make self directed support (SDS) work for older people by sharing ideas and projects and by learning from each other.

The event was aimed at older people, their carers and supporters, and people who work with older people and commission services for older people.

The event was organised as part of the Getting There project.

### Getting There

Getting There is a capacity building project funded by the Scottish Government.

It explores what self directed support (SDS) will mean for smaller user-led organisations. It does this by producing helpful resources and by creating and developing opportunities for smaller user led organisations to meet, share resources and learn from each other.

**More information can be found at <http://www.gettingtheresds.com>**

We want to thank everyone who helped with the planning, on the day and everyone who took part in the day.

# Capacity building for SDS in Scotland

The Scottish Government has funded capacity building projects in preparation for self directed support (SDS). Updates were given by people who are part of those projects.

## Click Go at Carr Gomm

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### Presentation from Chloe Burton

Click Go is a piece of software that was specially designed for people to direct and control their own support. People use it on a computer, tablet or phone - whatever works for them. It is personalised for each person - your pictures on your home page, the type of buttons that you prefer, and more.

These are some examples of how Click-Go is used.

- It reminds people when a support worker is coming, and who it will be this time, so you know who to expect - with a photo as well as their name.
- You can use it to request and change the times a support worker visits.
- It can be used to manage individual budgets and to record progress against outcomes.

The system has been designed for people also using the equipment for their own purposes, such as keeping in touch with friends and family.

One example is the Merchiston service in Edinburgh, where 13 older people get support to live in their own flats with a staff base on site. Over 2 months staff provided one-to-one support as well as group sessions to enable the people getting support to feel confident about using the software and being familiar with the equipment. The feedback has been very positive and people are using the tablets in all sorts of ways.

*"Click Go - it helps give people more control over their support and how their budget is used."*

*"Click-Go works for older people too. So far it's been used successfully by people in their 60's, 70's and 80's."*

*"I think click go is really good" - one of the first messages a lady sent from her tablet."*

Click-Go is still being developed and tested with social care providers and people who receive services. Carr Gomm is looking for social care providers to work with to trial Click Go.

**More information can be found on <http://www.carrgomm.org/click-go>**

## SDS Translation Guide for South Asian and Chinese communities developed by MECOPP

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### Presentation by Kate Herbert

This is a guide to help support providers and local authorities make SDS accessible to communities from South Asia and China. The language and terms used in describing and implementing SDS are technical and complicated in English and do not easily translate into different languages. This guide has been developed by working with older people from South Asian and Chinese communities in Edinburgh and the Lothians. It has been an important part of raising awareness of SDS amongst these communities alongside supporting individuals and families to access support.

*“SDS is complicated when English is your first language – it is even harder when it isn’t.”*

More information can be found at [http://www.mecopp.org.uk/resources-sds\\_translation\\_guide.php?section\\_id=331](http://www.mecopp.org.uk/resources-sds_translation_guide.php?section_id=331)

## SDS Sensory project at Fife Society for the Blind and Deaf Action

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### Presentation by Glyn Thompson

This is a Scotland wide project that is looking at how to increase access to SDS for people with sight and hearing loss. It includes developing accessible information in a range of forms such as large print, braille and using British Sign Language. The two other elements of the project include helping other organisations and providers to develop a range of accessible information and materials to support SDS.

The project is also working with peer volunteers to share the experience of SDS assessment process and receiving services with others.

*“If we make information about SDS accessible for people who have difficulty with hearing and sight - it makes it easier for all of us.”*

*“This affects so many people - in Scotland 850 thousand people have some hearing loss.”*

For more information contact [glyn.thompson@deafaction.org](mailto:glyn.thompson@deafaction.org)

## Micro providers with Fife Shine at BRAG

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### Presentation by John Oates

The Fife Shine project is working in partnership with Fife NHS and Fife Council to develop and support a network of small or micro providers in Fife. Micro providers can be a local business, social enterprise, community group or local person. The benefit of a micro or small provider is that they can offer flexible, tailored and short term packages of care that are personalised for the older person and their family. For example, currently, an older person will be admitted to hospital following a fractured wrist if they are unable to care for themselves. Under this initiative, a micro-provider will respond to the situation, providing meals and personal care as necessary, to allow the older person to recover from their injury at home.

The starting point is the conversations individual people have about what they want to achieve - their outcomes - and what could help them make this happen.

BRAG then support the micro providers. Aspects of this include:

- Guidance pack.
- Peer support group, so micro providers can learn from each other.
- Individual support for micro providers.
- Work with the Care Inspectorate.
- Other aspects of Quality Assurance.
- Linking in to the SDS team at Fife Council.
- Community consultation events, to help identify what people want and what response will be helpful.
- There is a small grants programme to help get new initiatives started.

The feedback from older people getting support and their families shows that these small, flexible supports work for them.

*“The service is one of the main supports allowing my aunt to stay at home. Without the service, she would have less contact, no access to money and providing shopping would be really difficult.”*

*“Giving people a choice is so very important. We work with micro providers to fill gaps in services and to respond to what people tell us would make a difference to their lives.”*

There are examples of micro providers at <http://www.gettingtheresds.com/wp-content/uploads/2014/04/BRAG-Presentation-Microproviders.pdf>

For more information contact [JOates@brag.co.uk](mailto:JOates@brag.co.uk)

## SDS pathways for people with dementia at Alzheimer Scotland

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### Presentation by Yvonne Stewart

Under the old arrangements, before the new Act came into effect in April 2014, there had been a low uptake of direct payments and other types of SDS for people with dementia. Alzheimer Scotland and other people wanted to find out what the barriers were and what could support people to make good use of the opportunities that the new arrangements would bring.

There was a pilot in North, East and South Ayrshire. This showed that SDS packages that were underpinned by good support planning could lead to positive outcomes for people with dementia and their families. It also led to good outcomes for the local authorities and health board, including lower average costs.

Alzheimer Scotland has employed SDS advisors in Ayrshire, Renfrewshire and Perthshire. They wanted to see if established ways of getting and using SDS could help people with dementia stay living in their homes longer. So far the experience has been positive.

The Advisors' role has been to work with people with dementia, their families and service providers to develop and share clear pathways for accessing and using SDS options. They have done this by talking with families and service providers and by producing materials such as a DVD on SDS for people who receive services.

*"SDS has the potential to offer greater choice, flexibility and control. We wanted that for people with dementia and their families."*

*"With SDS I feel as if my life has come back to me...I have a life again. He (my husband) is out and about, he's meeting people, rekindling friendships – we have something to talk about....things are totally different and it's absolutely fantastic."*

**More information can be found at <http://www.alzscot.org/assets/0000/2160/taking-charge-self-directed-support.pdf>**

# Our priorities for making self directed support work for older people

The experiences of people at the event around introducing and planning for SDS to benefit older people raised many common issues. During the second part of the event we had a mend it café: talking over shared difficulties and worries and thinking about solutions for these issues, or at least working out how to get started on these issues locally.

We developed five priorities with key practical suggestions for making SDS work for older people.

## **Developing good quality information by:**

- Making it easy to read and understand for everyone.
- Reflecting the circumstances of older people as well as of people in other circumstances.
- Having information available in a range of formats, such as large print, braille, and community languages, to give greater access.
- Sharing and using materials developed by other people and organisations.
- Giving information on all the SDS options, which shows that no option is better than another.
- Service providers producing more information about their service and having reviews of their service by service users.

One example of information about SDS that people like is the booklet produced by Angus Council, which is a good balance of being positive and encouraging, especially for older people, and giving practical information. It includes a section on the links between having choice and protecting people from abuse.

<http://www.angus.gov.uk/atoz/swpdfs/ServicesforAdultsLivinginAngusBookletA4.pdf>

## **Helping people prepare for assessments by:**

- Encouraging everyone, including staff, families and older people to think creatively and differently.
- Expecting more from local authorities, the assessment process and support plan.
- Including pre- assessment or getting ready for assessment as part of the normal service people get.
- Briefing advocacy groups, volunteers and other providers on the best kind of preparation needed.
- Being open and honest about the process and how it works, for example, producing information on what happens at the assessment stage for people who receive or would like to receive services.

- Providing information on each stage of the process so that people know what will happen and when. And so they can plan and be ready for it and not just be passive recipients of services.
- Encouraging advocacy organisations to be part of assessments and reviews including a transparent way of sharing information.

**Supporting people who are avoiding services but may need them by:**

- Understanding that people may be fearful of asking for help and that it can be very hard to ask for help.
- Developing natural local community support that is less frightening for people.
- Looking for ways to develop reciprocal relationships perhaps through peer volunteers.
- Using local knowledge, services and connections to offer support like churches, community centres and local surgeries.
- Sharing success stories where support has made a difference but not taken over people's lives.
- Providing easy to understand information.

**Offering low level support for all and developing community capacity by:**

- Researching what activities are available locally such as swimming pool, befriending, volunteering, local coffee mornings.
- Holding taster sessions to see what people like, such as Tai Chi, art classes, assisted shopping, chair exercises.

**Supporting providers to evolve by:**

- Working with different people and organisations to offer services and activities such as schools, knitting, football.
- Encouraging older people to be involved in decision making - perhaps develop a steering group of older people.
- Finding out what older people want - look at existing research and carry out customer surveys.

There are examples of community-based services and of services co-produced by older people and public bodies in the reports about Co-production and older people produced by the Wisdom in Practice project.

<http://www.wisdominpractice.org.uk/co-production/>

# Next Steps for making SDS work for older people

We came up with actions that work for each priority area and across the country:

- Produce simple straightforward information and share it with everyone.
- Be open and honest about the process, criteria and choices open to people.
- Gather and share positive stories of things you have done.
- Think about how and where new technology could make things easier.
- Where you can, work collaboratively with others, to share ideas and offer more services.
- Involve older people in developing and delivering services for older people.

*“Our ultimate aim is to have support weaving through people’s lives and not dictating how people live their lives.”*

## Contacts and more information

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### **MECOP**

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### **Fife Society for the Blind**

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