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Notes of NW Locality Engagement Forum Online Meeting held on 1 June 202

Online Attendance

Robert Smith Alan Gow Gordon McInnes

Online Apologies

Nicky Neilson Winnie McPhail Sadie Gordon Muriel Anderson
Lilian Woolfries Alan McDonald (via phone)

Note: 10 of the NW LEF are not online

In Attendance:

May Simpson, NW Locality Community Engagement Officer

Presentation – Feeley Report

May Simpson welcomed members and presented information on the Feeley Report which was published in February 2021 and concluded there was a need for a National Care Service.

Presentation attached

Key Recommendations

- Human rights should be at the heart of a new social care system.
- A National Care Service for Scotland should be set up so that it is equal to NHS Scotland, with both reporting to Scottish Ministers.
- The National Care Service's job should be to make that all service users, their families and carers get the same level of care and support. The National Care Service should also be in charge of employment and training of care staff and giving them better working conditions.
- Self-directed support must work better for people, with decisions based on their needs, rights and preferences.
- The safety and quality of care given in care homes must be made better. It should be the same standard in every care
- Social care support should focus on enabling people to stay in their own homes and communities. This will help them to make social connections and to have control over their lives.
- People who are in charge of services should include people with lived experience, unpaid carers, local communities, care providers and others in planning and making decisions. They should work together with a focus on people's rights.
- Independent Living Fund should be reopened and reviewed.
- Ways to use new taxes to pay for adult social care support should be looked at.
- Assessments should be replaced by a supportive process involving good conversations with people who need support.
- Carers need better support to carry out their caring role and to take a break from caring with access to good respite care. The Carers Act should be changed so that respite care is one of their rights.

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- A review of financial support made available to unpaid carers should be taken forward.
- When things do not work well for people they must be able to make a complaint. There must be a good system in place to deal with complaints quickly.

Discussion and points

Members wondered how much of an impact creating a National Care Service would have on people with a long term condition such as Mental Health. Would rather see the creation of an Independence Service whatever the condition – giving people personal independence - independence for everyone and not having to apologise for getting support.

Recommendation - A National Care Service for Scotland should be set up so that it is equal to NHS Scotland, with both reporting to Scottish Ministers.

Alan Gow wondered if the present structures and stakeholders would agree with what Feeley Report says in terms of the proposed structure as it will mean power and resources being removed from Local Authorities (Social Work services)/IJB's. Cosla may not be very enthusiastic about some of the recommendations either.

Recommendation - The safety and quality of care given in care homes must be made better. It should be the same standard in every care

Members felt that the Care Inspectorate is supposed to have this role already. Do you bring all the Care Homes under one umbrella? It will be very difficult to achieve.

Recommendation - The National Care Service's job should be to make that all service users, their families and carers get the same level of care and support. The National Care Service should also be in charge of employment and training of care staff and giving them better working conditions.

Again members felt this will be difficult to achieve as we have a range of Care Providers – 3rd Sector, Charities, Private companies etc. Large care providers who are more able to provide training, support, working conditions etc compared to small care providers

Recommendation - Carers need better support to carry out their caring role and to take a break from caring with access to good respite care. The Carers Act should be changed so that respite care is one of their rights.

Members want the Carers Act to be implement properly with short breaks and support. The Local Authorities don't have the ability to ring fence the social care budget. If you are starting again to design a new carer service you would do it differently – there is a need to improve the services and supports offered to carers. It has to be quality service.

In the 1980's and 1990's there was more money about for respite services for example. It was felt there had been 20 -30 years gradual neglect of carers service through loss of money from Local Authorities budgets.

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Recommendation: *Ways to use new taxes to pay for adult social care support should be looked at.*

Members expressed frustration that Governments can find money to pay for things when 'pushed' ie Covid response, PPE etc. The latest premise by some people is that 'money doesn't solve this problem' however it was felt that it goes a long way to solving social care needs in order to give people choice and independence.

It was noted that raising taxes was not going to be popular – so where is the money coming from to implement the recommendations?

There is still stigma associated with long term conditions such as Mental Health to access services. It was felt there is need to empower people with lived experiences, tell more people about the services available and make it easier to access services. Most people are on a waiting list to get a service (Physiotherapy, OT, SWS, Dementia support, CAMHS etc) – there is only swift action if things reach a crisis. Would increase demands just lead to longer waiting times as there is no new money?

It was felt there needed to more awareness raised about Dementia and support offered to families.

Date of Next Online Meeting – Wed 23 June 2021 at 1.30 – 3.00pm on MS Teams

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Review of Adult Social Care

Chaired by Derek Feeley: February 2021

May Simpson

Community Engagement Officer

Glasgow City HSCP

Why ?

The Covid-19 pandemic has made people think about social care:

- given in care homes, and
- has made us think about part of the whole social care system

Adult social care support does not stand alone. It has strong links to social work, children's services and the wider services and it is important to remember that most social care support is given in people's homes and in local communities.

How we think about Social Care

Report says we:

- Need to start by changing the way some people think about social care support - good social care is important for everyone in Scotland and a good investment in our economy and citizens.
- We need a new system - setting national standards, terms and conditions, national rules and management and bring everyone together to reach the same goal
- Need to change the way we plan and buy social care support by building partnerships, listening to people who have lived experience and create our new system with the people who use it.

We need a National Care Service

Key Themes Heard

Positives

- Dedicated social care staff, support enabling people to live and services working together but often asked to do too much

Negatives

- The current system can seem confusing, difficult and complicated and takes too long.
- People think it only for when people are very unwell or in crisis.
- Family may have to help with care and also have to work or have a difficult financial position.
- Staff stressed – always respond to crises.
- Eligibility was described as one of the main barriers to accessing social care.
- Process is looked at in a medical way rather than social care support being seeing as something that supports people to achieve their goals and outcomes.
- Assessments need to be simple with the person at the centre.

Design of services

- People need to be more involved in planning their own care, and in making decisions about local plans for services and supports.
- National and local services need to work together better. Moving from children's to adult's services must improve. Other services such as transport, housing, education and employment should work together better.
- Repeating the same information to different professionals frustrating - sharing information this would stop this.
- Technology can help people live independently and support them but it should not be used in place of other kinds of care.

How services are planned and paid for

- The way services are planned and paid for makes unhelpful competition. This makes the process focus on cost.
- We want it to focus on working together for high quality, person-centred care and support.
- The focus on costs causes poor terms and conditions, including pay, for the social care staff.
- Care staff being undervalued and underpaid, lack of support and training opportunities.
- Unpaid carers need support to help them care - respite is not always viewed as essential support.

Equality

- Some people who use social care support told us that they had found it hard to have their rights upheld and sometimes had to pay to access basic services to meet their human rights.
- unfairness in services largely provided by women and choices of people from minority ethnic communities not listened to.
- Communication support for people with sensory impairments and learning disabilities can be poor.
- The negative attitude and stigma toward supports for mental health problems, addictions and criminal issues

Key Recommendation

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- Self-directed support must work better for people, with decisions based on their needs, rights and preferences.
- The safety and quality of care given in care homes must be made better. It should be the same standard in every care

Key Recommendations continued

- Social care support should focus on enabling people to stay in their own homes and communities. This will help them to make social connections and to have control over their lives.
- People who are in charge of services should include people with lived experience, unpaid carers, local communities, care providers and others in planning and making decisions. They should work together with a focus on people's rights.
- The Independent Living Fund should be reopened and reviewed.
- Ways to use new taxes to pay for adult social care support should be looked at.
- Assessments should be replaced by a supportive process involving good conversations with people who need support.

Key Recommendations continued

- Carers need better support to carry out their caring role and to take a break from caring with access to good respite care. The Carers Act should be changed so that respite care is one of their rights.
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