Keeping Care Support Local

Part 2: Community Health Care

Easy Read version

Introduction

The Scottish Government is working to make health and social care support better in Scotland. They are working with people and organisations across the country.

We want everyone to have access to good local services across Scotland. People should get them when they need them.

We held events across Scotland in the summer of 2023 as part of our work to make a National Care Service. These happened in places all over Scotland.

We worked with people in towns and cities. We also worked with people in the countryside and island communities.
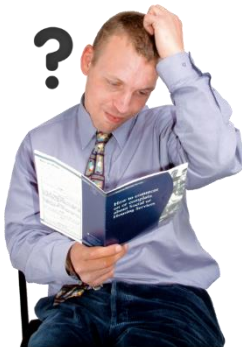
What we learned about community health care

We asked people what they thought about the information we gave them about community health.

They were worried that voluntary organisations were being forgotten about when it comes to community health.

People wanted us to change the order of the text to make it easier to read. They also said we should take out difficult words and jargon to make the information clearer.

The second activity was about common situations that happen in social care. There were a few main themes: Culture, Following Rules, Information Sharing and Resources.

Culture

Culture and the need for things to keep getting better were discussed at all events. People talked about what is working well and what could be better. These included:

Communication

Services need to get better at speaking to each other. Staff need to know what services are available in an area and what they do.

Working together

People said it was difficult working across different systems of health and social care. This has an impact on the services people get. This was very important in children's services.

People said that different teams work better together if they are all based in the same place.

People thought it was important to have shared values. This is important if different teams have different staff.

People said we need to understand how the NHS, voluntary and independent organisations work together. These links are an important part of care services.

Person centred care

People said it was very important to have a culture of person-centred care.

People said it was important to get care and support as early as possible.

Some people felt that support and services only happen when people are in a crisis.
They should get help before things get that bad.

Healthcare staff and unpaid carers said advocacy was an important part of person-centred care. Advocacy can help to make the person's care a more enjoyable experience.

Transitions between children's and adult services:

When a person moves services, like from child to adult care, we call this a transition.

People talked about the good work transition teams do. They need to work with different services to make personal care plans.

It is important for parents and the people needing care to be involved in making these plans.

Service users and people who support them need good information and support. This helps them understand the differences between adult and children's services.

Some people thought the age for starting adult services needs to be flexible. Transitions needed to be planned early and happen when it suits the person getting care.

Following rules

People said it was important for all health and social care services to follow the same rules. This means:

- Making sure everybody in the care system understands their responsibilities.

Being open and honest about the care and support we are delivering and receiving

Making sure everybody in the care system understands their responsibilities.

Staff should understand their roles and responsibilities. This will mean that health and social care services will be delivered well.

This will help people trust services and know what to expect from them.

Working to understand other departments and services would help staff understand different roles.

Being open about work and making sure it is easy to check

People said that organisations need to be open with each other. This means more communication and trust.

Organisations have different systems and ways to communicate. This means that organisations do not always know how to talk to each other.

Some people suggested setting up a single point for all information. Staff could use this to find local services to meet people's needs.

People said it was important this was kept up to date and correct.

Information sharing

People talked about how information is shared between staff. They also talked about information about available services.

People said there are excellent services. But people cannot access these services if they do not know about them.

People said there should be better ways to share people's information in the NHS and social care services.

Technology is useful for accessing information. People said that following on from Covid-19 they have learned to use technology to help them.

People in the countryside are using digital technology to access services. They could not do this before.

Getting care online is not good for everyone. Some people find the technology hard to use. It is hard for them if this is the only way they can access services.

People said that digital technology can be expensive. Staff also need to be trained to use it properly.

Resources

People said it was important to have enough staff and money to make services better.

People said that not enough staff means there are not enough services. Staff should be properly paid across all services and have better working conditions.

Not enough staff means long waiting lists. People's care needs are not being met while they wait.

Getting care earlier would mean they would need less care later on. This would take some pressure off services.

Next steps

**What's next for Keeping Care Support Local Part 2 –
Community Health Care**

We will keep working with people and organisations. We will plan together so that community health and social care work better together.

We will put together new information about what community health means to people. This will be based on what people told us.

We will test it again with people who give and access services. We will then publish the new information on the Scottish Government website.

What is next for the National Care Service

The Scottish Government wants the National Care Service by 2026. We are now working to improve the social care system.

Events will help us to make the National Care System, its policies, and the National Care Service (Scotland) Bill better.

A Bill is a proposed law that needs to be passed by the Parliament before it could become a law. The Scottish Parliament will vote on the National Care Service (Scotland) Bill in January 2024.

Over the next 18 months we will continue designing the National Care Service.

We will involve people who have accessed social care support. We will also involve groups of people whose voices currently are not being heard.

We will keep improving the social care sector for the already existing staff and to make it a good profession to work for.

Getting involved

We want to hear from you to as we develop the new National Care Service. If you would like to share your experiences you can join our Lived Experience Expert Panel.
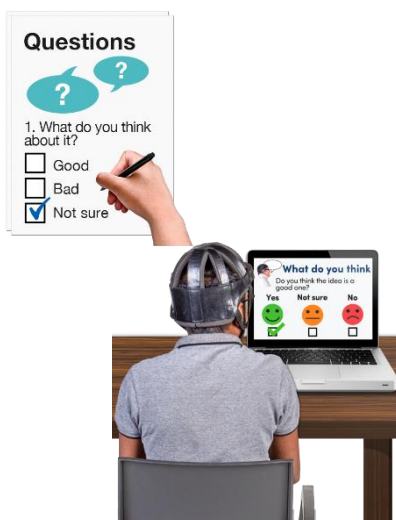
If you join the panel, you will be invited to take part in different things like:

- surveys
- interviews
- discussions

For more information about the National Care Service, visit gov.scot/ncs

Scottish Government
Riaghaltas na h-Alba