

1a. The See Hear Strategy outlines a Care Pathway. Is it appropriate?

Yes It is going in the right direction but the 'devil' is getting it out at grass root level.

1b. Does the Care Pathway meet your needs?

Thus far. I am reasonably independent, which may have its disadvantages when one is 72, but my real problem is socialising which See hear Strategy cannot assist in.

2a. The strategy outlines Principles and Service-users' expectation (pages 4 and 5) Do you agree that these are vitally important?

Yes

2b. Do you think any principles or expectations have been missed out?

Cannot think of any.

3a.The strategy identifies Areas for Action and Recommendations. Do you agree with these?

Yes, although I wonder just how well recommendation 5 will be effected, i.e. made to work.

3b.Do you think there are other Areas for Action or Recommendations which should be included

Cannot think of any.

4. Do you have any comments on current sensory impairment services?

My own personal experience in Falkirk Council is good as far as I currently need, please see 1B above.

5. What difference will the See Hear strategy make to your life?

Pass! I sometimes feel that one could be guided by an experienced Social Worker or someone who is able to be 'intuitively' constructive.

7.Any comments you wish to add which are not covered by the previous questions?

As Professor James Millar (or is it Miller?), CE of Scottish Human Rights Commission, said at a meeting held on Wednesday 3rd May 2013 in Perth, organised by Alliance, one could use the traffic light to indicate level of 'goodness', viz, the legislation, etc, from Scottish Parliament can be 'green', the guidelines, protocol, etc, for L.A. and Third Sector can be 'yellow', whilst at the 'grass root level' it is definitely 'red'. In 1999 a report, called 'Sensing Progress' was published by the Scottish Executive, had many good features in it and, as a consequence, a lot of hope was placed upon it. However, I am not sure just how far reaching it has turned out to be. Perhaps for Falkirk Council the Sensing Progress Report came out at the right time for it to have a right impact. My deep concern is how to 'impart' into the 'unskilled' care workers a compassionate, thoughtful, courteous, patient, etc, attitude in their work. Some will have it as a natural disposition but I don't think even good training will be the full answer. Quite how one gets a good and right ethos in any care set-up I don't know except possibly by having someone who has a natural vocation for caring. It is rather like a head teacher having a very positive outcome because he has that natural vocation in the teaching profession. I suppose that word 'vocation' is what is lacking in today's work environment. Or perhaps one could or might use the word 'Aptitude', if it sounds more professional! I heard, recently, one person saying that she new a matron of a nursing home who, from time to time, would come across an applicant who would be just right for the job but didn't have the right qualification and so she, the matron, would be frustrated by the fact that 'her hands are tied'.

An anecdote: Some years ago my daughter, aged 30+ at the time, was working in a nearby nursing home. Occasionally she would hear a younger colleague say that she has just got her SVQ 2 qualification but, to my daughters annoyance, the said colleague didn't appear to try to put what she has learnt into practice.

Another anecdote: When I got my diploma in agriculture, many years ago, I was working on a farm and 'boasted' about my new qualification when the pig Forman said that is fine but what is more important is just how to put it into practice. How true!