CONSULTATION QUESTIONS

1. The strategy outlines a care pathway (page 10).

(a) If you are a service user and/or carer, please tell us what difference you believe the implementation of the pathway will make to the services you experience.

(b) How can we best ensure that services and support meet your needs?

(c) If you are a care provider, what changes will you need to make to implement the pathway?

Greater engagement is required by the statutory bodies to encompass the concept of a sensory impairment pathway according the recommendations in See Hear. The Fife Sensory Impairment Steering Group (FSISG) is a longstanding focus group running over12years within Fife and a membership of representatives from organisations supporting people with sensory impairment across the sectors.
The collective sharing and raising of issues in a co-productive forum has worked to try and improve the pathways for the service users living in Fife. The recognition and support to this group would assist and resource feedback on performance, effectiveness, and prevention within service planning and delivery.

(d) How will you make these changes?

Planning for joint sensory services come under the Physical Disability and Sensory Impairment Strategy Implementation Group. A sub-group has been appointed to lead the service audit and pathway planning. It is understood that new sensory services will be commissioned from April 2014.

2. The strategy identifies key factors that need to be in place to ensure the pathway is successful (Page 11 para 6.7).

(a) Which of the key factors are most important for a successful pathway?

Accurate and accessible information that is transferable across the relevant agencies and departments when supporting the service user.
Staff skills and awareness of sensory impairment, health and wellbeing ensuring basic screening is being carried out.
Having local sensory impairment care pathways that engage primary and acute health services as well as statutory and voluntary social care provision.
Awareness of all the agencies and groups in the area that can and do offer support, guidance and counselling when some-one becomes sensory impaired.

(b) Which are the most challenging to put in place?

GP involvement and engagement with the wider networks remain a difficulty due to their time and resources, yet they are such a crucial ‘gate’ in the pathways needed.
Compatible information and data systems to ensure important service user information is transferred and updated through the persons life from childhood – adulthood- older person.

(c) Do you think that any key factors have been missed?

There needs to establish a register for hard of hearing / Deaf people to accurately reflect needs and resources.

The specialism needs to recognised particularly in the deafblind services for staff training and qualifications and registration within the SSSC to ensure a skilled workforce is being promoted.

3. The strategy identifies areas for action that should be addressed going forward (Page 13-16)

(a) Which of the areas for action will be the most challenging to implement?

Rec 1: The audit of spend, particularly in relation to acute services is difficult to determine.
Rec 3: The Fife Just Ask model is effective in ensuring that a bridge is created between those who are trained and those wanting to access services, the challenge is to ensure that staff time is prioritised to attend training and that it is properly funded.
Rec 5: The sharing of information is challenging in relation to a willingness to share although technically is relatively easy.

(b) Which of the areas for action will make the biggest difference and why?

The creation of pathways will ensure that a simple patient journey is in place for all people experiencing a sensory loss.

(c) Are there any other areas for action that you would like to see included within the strategy?

The strategy currently lacks detail in relation to service standards that should require to be monitored by those who are competent to assess specialist services.

4. Please comment on the current provision of sensory impairment services as either a service provider or service user. If you have any experience of sensory impairment services, please let us know what you think of them: this should include any experience of one-stop shops.

Current structure and provision in Fife has been good in relation to joint working except in relation to services for Deaf and hard of hearing. In particular members are concerned at the poor level of social care and rehabilitation provision for people experiencing a hearing loss.

5. What difference will the implementation of the strategy make to your life?

6. Does this strategy properly reflect the current climate and developments in policy and practice for children and young people particularly in relation to the Getting it Right for Every Child approach and the Doran Review?

The GIRFEC model is one of the examples service providers have adopted in demonstrating the personalisation and outcome based service delivery so this reflects well. My understanding is that that this is true within the Doran Review.

7. Do you have anything you wish to add to the Sensory Impairment Strategy or any other general comments that have not been covered by the questions?

The strategy requires greater statutory enforcement to ensure that health and social care authorities, in a time of financial constraint are required to give due attention to the simple, low cost interventions that facilitate reablement and support independent living in the community.