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.

Not applicable

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

Not applicable

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

For Glasgow Social Work Services, we would need to consider our joint working practices across services both strategically and operationally, including examination of local partnership working and of joint care pathways currently in place.

Consideration would also need to be given to the options available in relation to accessing aids and equipment to develop a more effective and comprehensive response to applications for such items. Reducing waiting lists and prompt access to such equipment is crucial to ensuring people are able to live independent lives in their own communities.

Alongside this the development and implementation of the rehabilitation approach to supporting people with a sensory impairment would need to be examined, taking account of the lessons learned for service reforms of reablement and occupational therapy services. The role of this element within the pathway would aim to support and promote self management and early identification of issues to promote independence for people.

This model of support links well to the overall strategy by increasing support at an early point in the care pathway, thereby promoting low level interventions that maintain people in their current circumstances rather than increase a dependence on more formal care arrangements.

We would need to work to increase accessibility to our services for those who are blind/visually impaired and deaf/hard of hearing. This will include ensuring that information is more readily available in a range of formats, and that communication methods are accessible to those with sensory impairments. Coupled alongside this is the need to improve awareness of sensory impairment issues amongst staff and a training programme would be beneficial.

All of the above would need to take place within a context of restrained resources and so any cost implications would need to be factored in.

(d) How will you make these changes?

Glasgow City Council, Social Work Services is commencing a full review of the Glasgow Centre for Sensory Impaired People, which will involve a multi disciplinary approach and include a full range of key stakeholders including staff, service users and carers.

While this review was scheduled to be undertaken in the near future, the strategy will provide additional momentum to work with key partners in identifying the scope of the review and terms of reference and aspects of this strategy would be key components of this.

This will entail the development of an Improvement Plan and may need to consider some of the following aspects:

- Consider model of local sensory impairment ‘champions’
- Review specialised Social Work services for people with sensory impairment
- Review joint working arrangements both strategically and operationally, looking for improvements to the care pathway and improved partnership working. This would particularly look at improving links from healthcare clinics to social care supports, and examine how earlier and more targeted intervention might be initiated.
- Improve inter-departmental links to enable a better response by all council provided services including residential and day care provision.
- Review the availability and need for a range of training materials and programmes for blind/visually impaired and deaf/hard of hearing awareness training
- Explore ways of ensuring a full range of information, across the range of impairments, and age spectrum with details about equipment and self management available in a range of formats, e.g. audio, braille, info in BSL
- Develop appropriate, accessible web based information and support-signposting
- Review the central SWS access/referral point, Social Care Direct, for its accessbility by service users with sensory impairments in Glasgow
- Ensure appropriate access to sign language interpreting services
- Consideration of technological advances to assist people with sensory impairment.

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?

- The introduction of a basic screening tool, included as part of a simple assessment
- Multi agency commitment to planning and delivering joint working is crucial to the success of this strategy
- Clear referral routes and a clear referral pathway that people understand
- Accessible information
- Greater flexibility and choice in support provided

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

It is anticipated that the developments in local partnership working and systems of information sharing are a matter of priority, however this will take significant time and input.

Ensuring that staff are suitably trained to support service users.

The roll out of self directed support for people with sensory impairments to facilitate choice, flexibility and control.

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

Any care pathway developed needs to enable access and support to appropriate equipment and aids, given the tremendous advances in technology for people with sensory impairment. This will be key to successful self management and maintenance of independence for service users.

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?

The most challenging area to implement will be the partnership working element and development of a shared pathway approach in the context of decreasing resources. However, it is crucial that this is achieved to enable efficient and effective delivery of sensory impairment services and will require investment by all agencies.

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

The delivery of awareness training for staff combined with the introduction of a robust screening tool could result in some early and beneficial outcomes for individuals with sensory impairments.

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

The need for a greater emphasis on giving the right input, at the right time to service users by developing models of rehabilitation, combined with the timely provision of appropriate equipment as this could prevent people's needs from escalating and assist service users to develop/maintain their independence for as long as possible.

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.

Currently, Glasgow City is one of a number of local authorities in Scotland, which operates a “one stop shop” approach for people with sensory impairments, and is co-located with voluntary sector organisations providing services for sensory impairment. These services accessed through the Centre for Sensory Impairment, include specialist social work assessment and care management teams for blind/visually impaired and deaf/hard of hearing service users, rehabilitation services for the visually impaired, a BSL interpreting service and a resource centre for the demonstration and purchase of aids and equipment for sensory impairment.
In order to ensure that this model is working effectively and to bring about some necessary improvements to the service, there is now a need to review current arrangements for the delivery of social work services for people with a sensory impairment.

In particular, and in line with the new strategy, there is a need to review in the context of the following:

- The effectiveness of the BP1 registration process
- The effectiveness of the Community Eye Care Network within Glasgow City
- The need for structured work with individuals which takes account of mobility, rehabilitation and daily living skills.
- The provision of aids and equipment to enhance independence and daily life skills.

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

Not applicable

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?

Given it's emphasis on joint working and a pathway approach, the model outlined in the strategy broadly fits with GIRFEC and 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?