## 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.

It will make the process easier if all agencies are working in partnership.

One concern would be whether the person would be an experienced professional in either HI or VI, as the needs are very different between HI and VI.

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

Ensure that the new strategy is well resourced.

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

We need to ensure we have funding to be able to continue to support our Service Users as our funding ends in 2014.

We will look into the viability of developing Deaf Awareness Training for organisations in D&G.

We will need to consider the results of a National Sensory Impairment Services Audit which is based on:

1. Services currently provided across the Country
2. Who provides Services
3. Consumer Satisfaction on existing Services and concerns regarding absence of service.
4. Best Practice measures re 1. Above
   Etc.

(d) How will you make these changes?

Changes will be identified by consideration of the Audit and consequential advice from the ‘centre’ on ‘what works’/ Service User priorities.

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?

Basic Screening

Local Sensory Impairment Pathways

Training

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

Consistency of Approach across Scotland

Development of the One Stop Shop Approach - The critical issue is the understanding of ‘multiple need response’ and good joint working across services and disciplines. Where there are individuals who have ‘dual needs’ we need to encourage a broad and open understanding of expertise across the care sector. More people suffer from ‘deafness and dementia’ than from hearing loss and ‘blindness’.

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

**Realistic resourcing:** if we do raise awareness and increase screening, this will increase the number of people utilising services and this will result in more staff being needed in both statutory and third sector organisations to cope with demand.

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?

**Local Partnership work** – where there are multiple organisations involved this will take time and resources to implement.

Good communication will be needed to ensure all partners are aware of the roles of other organisations within the pathway and that there is not duplication of services so that the service users' needs are met.

There will need to be an amount of training for staff working within both sensory areas to ensure that they understand the work of all the partners involved.

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

Local Information Sharing – this will mean that the Service User should not be having to repeat information to other partners, and should make it easier to have a key person who is the main contact for that person.

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

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 in Dumfries and Galloway in terms of HI we work very closely with Audiology and Social Work and we get a lot of support from both. We support over 250 Service Users each month across D&G who need their hearing aids maintaining or advice and support.

Visibility are developing services for HI and VI in D&G and through creating awareness of both Visibility and the Service's the needs of people who are visually impaired and hearing impaired can be met. We are hoping to work closely with them in order to avoid duplication of services and to ensure the best outcomes for the Services Users.

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

We hope that the strategy will improve the lives of our service users and develop awareness of sensory impairment broadly across the community.

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?

Yes

Don't know

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?

Nothing should proceed in terms of practical changes to service delivery, content or structures etc. until a rigorous audit has been completed of existing services, service deficits, analysis of existing service outcomes from the 'Audit' alongside national Audiology 'stats' (plus other compatible date on visual impairment). It is essential that the future of Services to those who have sensory impairment is routed in both their articulated needs and what is actually being/not being provided.