

Ministerial, SCS and Staff Attendance at NCS Regional Forums

Scottish Government staff were allocated to each session and event based on the expected number of delegates.

Location	Date	Minister	Senior Civil Service	Other Scottish Government Officials
Forth Valley Regional Forum, Albert Halls, Stirling	20 June 2023	Minister for Social Care, Mental Wellbeing and Sport Maree Todd	Anna Kynaston	2 Event support Staff 4 Design Team Staff 3 Session Facilitators
Glasgow Regional Forum, William Quarriers Epilepsy Centre, Glasgow	28 June 2023	No ministerial attendance	Anna Kynaston Lorna Gibbs	4 Event Support Staff 4 Design Team Staff 9 Session Facilitators
Tayside Regional Forum, Hilltown Community Centre, Dundee	14 July 2023	No ministerial attendance	Donna Bell	2 Event Support staff 7 Session Facilitators 4 Design Team Staff
Dumfries and Galloway Regional Forum, Millennium Centre, Stranraer	18 July 2023	No ministerial attendance	Anna Kynaston	2 Event Support Staff 3 Design Team Staff 3 Session Facilitators
Argyll and Bute Regional Forum, The Corran Hall, Oban	26 July 2023	Minister for Public Health and Women's Health, Jenni Minto	Rachael McGruer	2 Event Support Staff 3 Design Team Staff 3 Session Facilitators

Skye Regional Forum, An Crubh Community Centre, Sleat	1 August 2023	Minister for Social Care, Mental Wellbeing and Sport, Maree Todd		1 Senior Reporting Officer (C-Band) 2 Event Support Staff 2 Design Team Staff 2 Session facilitators
Strathpeffer Regional Forum, Strathpeffer Community Centre	8 August 2023	Minister for Social Care, Mental Wellbeing and Sport Maree Todd	Ian Turner	2 Event Support Staff 2 Design Team Staff 3 Session Facilitators

Pre-event emails sent to National Care Service Regional Forum delegates

Sections of this document are redacted due to section 38(1)(b) of FOISA

Forth Valley Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: Wednesday, June 14, 2023 9:03 AM

To: NCSdesign@gov.scot

Subject: Stirling - Keeping care support local - regional forum.

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local

Date: Tuesday, 20 June 2023

Time: 2:30pm to 4:30pm

Where: Albert Halls, Dumbarton Road, Stirling, FK8 2QL

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- research questions we would like to discuss with you at the session (attached in this email)
- what we'll do on the day
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
- what to do if you have any questions

What we'll do on the day

During this session we want to understand people's social care and community health needs through a local lens. We would like to know:

- how people's experience of accessing social care support and community health services is affected by the local area they live in
- how people would like to participate in strategic decision-making processes about social care services in their local area
- people's hopes for how the National Care Service will meet their local needs

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

Email: NCSCcommunications@gov.scot

Phone: 0808 196 1507

This phonenumber is free and is open:

- Tuesdays 9am to 12pm
- Thursdays 1pm to 4pm

Survey about your background and experience

We would like to understand more about the background and experience of people who will be attending these events.

If you fill in the survey, it will help us make sure these events include a wide range of people, with different experiences and expertise.

You can [complete our survey on Questback](#).

We take your privacy seriously. You can read more about why we're collecting this information and how we'll protect your data in the privacy notice on Questback.

How to claim expenses

You can claim expenses if you need to pay for certain things to attend a forum event. This might include:

- travel costs
- social and respite care
- a translator

You can email NCSCommunications@gov.scot for information on how to claim expenses.

What to do if you have any questions

If you have any questions before, during or after the session, please contact our design team.

Email: NCSdesign@gov.scot

Phone: 0808 196 1507

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Thank you

We really appreciate your time and willingness to take part in designing the National care Service. We look forward to working with you soon.

The National Care Service team

Forth Valley Regional Forum – Information sharing to improve care support



This was sent to you by National Care Service

Hello,

Thank you for signing up to join our National Care Service summer forum event:

1. Name of session: Information sharing to improve care support

Date: Tuesday, 20 June 2023

Time: 10 am - noon

Where: Albert Halls, Dumbarton Road, Stirling, FK8 2QL

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- what we'll do on the day
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
- what to do if you have any questions

What we'll do on the day

In this session we would like to hear from people with lived experience, specifically those people who need health and social care support and their friends and family who provide care for them.

During this session we would like to work with you to better understand:

- what information you would like to include in your care record how you would like that information to be shared
- the best way we can explain to people about how we share information about them.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

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The National Care Service team

1.1 [Stirling, Information sharing to improve care support](#)

Tuesday, 20 June 2023 from 10:00 to 12:00 (BST)

Albert Halls
Dumbarton Road
Stirling FK8 2QL
United Kingdom

Organised by [National Care Service](#)

Questions about the event?

Contact the [organiser](#)

Forth Valley Regional Forum – Valuing the workforce



This was sent to you by National Care Service

Hello,

Thank you for signing up to join our National Care Service summer forum event:

2. Name of session: Valuing the workforce

Date: Tuesday, 20 June, 2023

Time: 5:30pm – 7:30pm

Where: Albert Halls, Dumbarton Road, Stirling, FK8 2QL

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- what we'll do on the day
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- what to do if you have any questions

What we'll do on the day

This session will focus on the early stages of the social care support journey. It will focus on awareness, eligibility, and assessment for social care support.

The aims for the co-design sessions are to:

- better understand how roles work alongside each other in social care support
- identify how different roles and professions impact each other
- recognise where challenges, successes, and opportunities for change exist
- consider how data is used, and where it can benefit the workforce

During the session, we will ask you to:

- work with us to map your experiences at each stage of delivering social care support

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

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What to do if you have any questions

If you have any questions before, during or after the session, please contact our design team.

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Phone: 0808 196 1507

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team

2.1 [Stirling, Valuing the workforce](#)

Tuesday, 20 June 2023 from 17:30 to 19:30 (BST)

Albert Halls
Dumbarton Road
Stirling FK8 2QL
United Kingdom

Organised by [National Care Service](#)

Questions about the event?

Contact the [organiser](#)

Glasgow Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: 21 June 2023 17:17

To: National Care Service Design <NCSdesign@gov.scot>

Subject: National Care Service: Glasgow, Keeping care support local, regional forum 28 June 2023

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local: community health

Date: Wednesday 28 June

Time: 10am to 12pm

Where: The William Quarrier Scottish Epilepsy Centre, 20 Saint Kenneth Drive, Govan, Glasgow, G51 4QD

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- what we'll do on the day
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
- what to do if you have any questions

What we'll do on the day

The activities we will ask you to do are:

- to look at our 'approach to community health' and ask you what you think about it
- to look at some descriptions of made-up patients and ask you to tell us what is working well and what is not working well when you are trying to organise and provide care for people like these

The session will last about one and a half hours and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

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Phone: 0808 196 1507

This phonenumber is free and is open:

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What to do if you have any questions

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Email: NCSDesign@gov.scot

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- Thursdays 1pm to 4pm

Thank you.

We really appreciate your time and willingness to take part in designing the NCS. We look forward to working with you soon.

The National Care Service team

Glasgow Regional Forum – Keeping care support local: community health

From: [redacted] On Behalf Of National Care Service Design

Sent: 21 June 2023 17:26

To: National Care Service Design <NCSdesign@gov.scot>

Subject: National Care Service: Glasgow, Keeping care support local, regional forum 28 June 2023

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local: community health

Date: Wednesday 28 June

Time: 2.30pm to 4pm

Where: The William Quarrier Scottish Epilepsy Centre, 20 Saint Kenneth Drive, Govan, Glasgow, G51 4QD

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- what we'll do on the day
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- a survey about your background and experience
- how to claim expenses
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What we'll do on the day

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What to do if you have any questions

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- Tuesdays 9am to 12pm
- Thursdays 1pm to 4pm

Thank you.

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The National Care Service team

Glasgow Regional Forum – Realising rights and responsibilities

From: [redacted] On Behalf Of National Care Service Design

Sent: Thursday, June 22, 2023 2:39 PM

Cc: National Care Service Design <NCSDesign@gov.scot>

Subject: Glasgow - Realising Rights and Responsibilities - Regional Forum

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Realising rights and responsibilities

Date: 28 June

Time: 1pm to 3pm

Where: The William Quarrier Scottish Epilepsy Centre, 20 Saint Kenneth Drive, Govan, Glasgow, G51 4QD

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- what we'll do on the day
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
- what to do if you have any questions

We have also included some of the materials we may ask you to help us review and feedback on at the session.

What we'll do on the day

We'll show you some early drafts of the National Care Service charter of rights. We'll ask for your views on which parts work well, and what we could do better.

We'll explain what you need to do and support you through it.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

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What to do if you have any questions

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Thank you

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The National Care Service team

Glasgow Regional Forum – Making sure my voice heard

From: [redacted] On Behalf Of National Care Service Design

Sent: 21 June 2023 17:00

To: National Care Service Design <NCSdesign@gov.scot>

Subject: National Care Service: Glasgow, Making Sure My Voice is Heard, regional forum 28 June 2023

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Making Sure My Voice is Heard

Date: 28 June

Time: 3.15pm to 5:00pm

Where: The William Quarrier Scottish Epilepsy Centre, 20 Saint Kenneth Drive, Govan G51 4QD

We're looking forward to seeing you in-person and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- what we'll do on the day
- what to do if you have accessibility requirements
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- how to claim expenses
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What we'll do on the day

We will break into two groups.

One group will look at experiences of:

- wanting to make a complaint
- getting support from an advocacy service.

The other group will look at experiences of:

- accessing social care support
- eligibility for social care support
- being assessed for social care support.

During the session, we will ask you to:

- help us understand what we learned from our previous research
- share suggestions on how we can improve the things that are not working for people now
- help us decide what we should focus on in future sessions.

We have sent you some of our research as an attachment to this email. We will be discussing this on the day. Please read through the research before the session.

The session will last 1 hour and 45 minutes and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

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Thank you.

We really appreciate your time and willingness to take part in designing the NCS. We look forward to working with you soon.

The National Care Service team

Tayside Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: Friday, July 7, 2023 4:19 PM

Subject: National Care Service: more information about your 'Keeping care support local' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local

Date: Friday 14 July 2023

Time: 10:30am to 12:30pm

Where: Hilltown Community Centre, 15 Alexander Street, Dundee, DD3 7DL

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- about the National Care Service
- what we'll do on the day (attached to this email)
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
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About the National Care Service

The Scottish Government is working with people and organisations across the country to improve community health and social care support in Scotland.

We want everyone to have access to consistently high-quality social care support across Scotland, whenever they might need it.

That's why we're introducing the National Care Service. It's being shaped by people who have experience of accessing and delivering community health and social care support.

The purpose of regional forums is to find out more about the unique nature of community health and social care support in your local area and discuss what you'd like to see in the future National Care Service.

Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

In this email, we have attached a document that sets out what we'll be doing at the session. This document will be available in easy read on the day. If you need it in easy read before then, please reply to this email.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussions in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

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The National Care Service team

Tayside Regional Forum – Information sharing to improve care support

From: [redacted] On Behalf Of National Care Service Design

Sent: Friday, July 7, 2023 4:20 PM

Subject: National Care Service: more information about your 'Information sharing to improve care support' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Information sharing to improve care support

Date: Friday 14 July 2023

Time: 3pm to 5pm

Where: Hilltown Community Centre, 15 Alexander Street, Dundee, DD3 7DL

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you and learning more from communities across Scotland.

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

In this session we would like to hear from people with lived experience, specifically those people who need health and social care support and their friends and family who provide care for them.

During this session we would like to work with you to better understand:

- what information you would like to include in your care record how you would like that information to be shared
- the best way we can explain to people about how we share information about them

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Thank you

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The National Care Service team

Tayside Regional Forum – Valuing the workforce

From: [redacted] On Behalf Of National Care Service Design

Sent: Friday, July 7, 2023 4:21 PM

Subject: National Care Service: more information about your 'Valuing the workforce' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Valuing the workforce

Date: Friday 14 July 2023

Time: 5:30pm to 7:30pm

Where: Hilltown Community Centre, 15 Alexander Street, Dundee, DD3 7DL

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- about the National Care Service
- what we'll do on the day
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
- what to do if you have any questions

About the National Care Service

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We want everyone to have access to consistently high-quality social care support across Scotland, whenever they might need it.

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The purpose of regional forums is to find out more about the unique nature of community health and social care support in your local area and discuss what you'd like to see in the future National Care Service.

Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

This session will focus on specific stages of the social care support journey. It will focus on social care delivery, independent advocacy, and complaints about social care support.

The aims for the co-design sessions are to:

- better understand how roles work alongside each other in social care support
- identify how different roles and professions impact each other
- recognise where challenges, successes, and opportunities for change exist
- share what would support the workforce to feel more valued

During the session, we will ask you to work with us to capture your experiences of delivering social care support.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

These sessions have been designed to engage with people who are paid to work in roles related to social care support. This is to support honest and open conversations to happen in a safe space.

We kindly ask that only those who are part of the workforce attend these sessions.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

Email: NCSCcommunications@gov.scot

Phone: 0808 196 1507

This phonenumber is free and is open:

- Tuesdays 9am to 12pm
- Thursdays 1pm to 4pm

Survey about your background and experience

We would like to understand more about the background and experience of people who will be attending these events.

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How to claim expenses

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- a translator

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What to do if you have any questions

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Thank you

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The National Care Service team

Dumfries and Galloway Regional Forum – Information to improve care support

From: [redacted] On Behalf Of National Care Service Design

Sent: Tuesday, July 11, 2023 4:33 PM

Subject: National Care Service: more information about your 'Information sharing to improve care support' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Information sharing to improve care support

Date: Tuesday 18 July 2023

Time: 10am to 12pm

Where: Stranraer Millennium Centre Community Trust, 75 George Street, Stranraer, Dumfries and Galloway, DG9 7JP

Please arrive 15 minutes before the start of the session.

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

In this session we would like to hear from people with lived experience, specifically those people who need health and social care support and their friends and family who provide care for them.

During this session we would like to work with you to better understand:

- what information you would like to include in your care record how you would like that information to be shared

- the best way we can explain to people about how we share information about them.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

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Thank you

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The National Care Service team.

Dumfries and Galloway Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: Tuesday, July 11, 2023 4:35 PM

Subject: National Care Service: more information about your 'Keeping care support local' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local

Date: Tuesday 18 July 2023

Time: 1.30pm to 3.30pm

Where: Stranraer Millennium Centre Community Trust, 75 George Street, Stranraer, Dumfries and Galloway, DG9 7JP

Please arrive 15 minutes before the start of the session.

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What we'll do on the day

The activities we will ask you to do are:

- to look at our 'approach to community health' and ask you what you think about it (we have attached it with this email for you to review before the session, if you wish to do so)
- to look at some descriptions of made-up patients and ask you to tell us what is working well and what is not working well when you are trying to organise and provide care for people like these

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Thank you

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The National Care Service team.

Dumfries and Galloway Regional Forum – Realising rights and responsibilities

From: [redacted]

Sent: Tuesday, July 11, 2023 4:35 PM

Subject: National Care Service: more information about your 'Realising rights and responsibilities' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Realising rights and responsibilities

Date: Tuesday 18 July 2023

Time: 4pm to 6pm

Where: Stranraer Millennium Centre Community Trust, 75 George Street, Stranraer, Dumfries and Galloway, DG9 7JP

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

We'll show you some early drafts of the National Care Service charter of rights. We'll ask for your views on which parts work well, and what we could do better.

We'll explain what you need to do and support you through it.

The session will last about 2 hours and will include discussion in smaller groups.

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The National Care Service team

Argyll and Bute Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: 19 July 2023 16:47

To: National Care Service Design <NCSdesign@gov.scot>

Cc: NCS Communications <NCSCcommunications@gov.scot>

Subject: National Care Service: More information about your "Keeping care support local" session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local

Date: Wednesday 26 July 2023

Time: 10am to 12pm

Where: Corran Halls, 54 Corran Esplanade, Oban, Argyll and Bute, PA34 5AB

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

In this email, we have attached an easy read document that sets out what we'll be doing at the session.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussions in smaller groups.

Accessibility requirements

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team

Argyll and Bute Regional Forum – Information sharing to improve care support

From: [redacted] On Behalf Of National Care Service Design

Sent: 19 July 2023 16:57

To: National Care Service Design <NCSdesign@gov.scot>

Cc: NCS Communications <NCSCcommunications@gov.scot>

Subject: National Care Service: More information about your "Information Sharing" session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Information sharing to improve care support

Date: Wednesday 26 July 2023

Time: 2pm to 4pm

Where: Corran Halls, 54 Corran Esplanade, Oban, Argyll and Bute, PA34 5AB

Please arrive 15 minutes before the start of the session.

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What we'll do on the day

In this session we would like to hear from people with lived experience, specifically those people who need health and social care support and their friends and family who provide care for them.

During this session we would like to work with you to better understand:

- what information you would like to include in your care record how you would like that information to be shared
- the best way we can explain to people about how we share information about them.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team

Argyll and Bute Regional Forum – Making sure my voice is heard

From: [redacted] On Behalf Of National Care Service Design

Sent: 19 July 2023 17:10

To: National Care Service Design <NCSdesign@gov.scot>

Cc: NCS Communications <NCSCcommunications@gov.scot>

Subject: National Care Service: more information about your "making sure my voice is heard" session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Making sure my voice is heard

Date: Wednesday 26 July 2023

Time: 4.30pm to 6.30pm

Where: Corran Halls, 54 Corran Esplanade, Oban, Argyll and Bute, PA34 5AB

Please arrive 15 minutes before the start of the session.

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

We look at experiences of:

- wanting to make a complaint
- getting support from an advocacy service
- accessing social care support
- eligibility for social care support
- being assessed for social care support.

During the session, we will ask you to:

- help us understand what we learned from our previous research
- share suggestions on how we can improve the things that are not working for people now
- help us decide what we should focus on in future sessions.

We have sent you some of our research as an attachment to this email. We will be discussing this on the day. Please read through the research before the session.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

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The National Care Service team

Skye Regional Forum – Realising rights and responsibilities

From: [redacted] On Behalf Of National Care Service Design

Sent: 25 July 2023 16:15

Subject: National Care Service: more information about your 'Realising rights and responsibilities' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Realising rights and responsibilities

Date: Tuesday 1 August 2023

Time: 10.30 to 12.30

Where: An Crùbh Community Café, Duisdale Beag, Sleat, Isle of Skye, Inverness-Shire, IV43 8QU

We're looking forward to seeing you and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

We'll show you some early drafts of the National Care Service charter of rights. We'll ask for your views on which parts work well, and what we could do better.

We'll explain what you need to do and support you through it.

The session will last about 2 hours and will include discussion in smaller groups.

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The National Care Service team.

Skye Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: 25 July 2023 16:15

Subject: National Care Service: more information about your 'Keeping care support local' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local

Date: Tuesday 1 August 2023

Time: 2pm to 4pm

Where: An Crùbh Community Café, Duisdale Beag, Sleat, Isle of Skye, Inverness-Shire, IV43 8QU

Please arrive 15 minutes before the start of the session.

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- to look at our 'approach to community health' and ask you what you think about it (we have attached it with this email for you to review before the session, if you wish to do so)
- to look at some descriptions of made-up patients and ask you to tell us what is working well and what is not working well when you are trying to organise and provide care for people like these

The session will last about two hours and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

Email: NCSCcommunications@gov.scot

Phone: 0808 196 1507

This phonenumber is free and is open:

- Tuesdays 9am to 12pm
- Thursdays 1pm to 4pm

Survey about your background and experience

We would like to understand more about the background and experience of people who will be attending these events.

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How to claim expenses

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- travel costs
- social and respite care
- a translator

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What to do if you have any questions

If you have any questions before, during or after the session, please contact our design team.

Email: NCSdesign@gov.scot

Phone: 0808 196 1507

This phonenumber is free and is open:

- Tuesdays 9am to 12pm
- Thursdays 1pm to 4pm

Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team.

Skye Regional Forum – Valuing the workforce

From: [redacted] On Behalf Of National Care Service Design

Sent: 25 July 2023 16:15

Subject: National Care Service: more information about your 'Valuing the workforce' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Valuing the workforce

Date: Tuesday 1 August 2023

Time: 4:30pm to 6:30pm

Where: An Crùbh Community Café, Duisdale Beag, Sleat, Isle of Skye, Inverness-Shire, IV43 8QU

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- about the National Care Service
- what we'll do on the day
- what to do if you have accessibility requirements
- a survey about your background and experience
- how to claim expenses
- what to do if you have any questions

About the National Care Service

The Scottish Government is working with people and organisations across the country to improve community health and social care support in Scotland.

We want everyone to have access to consistently high-quality social care support across Scotland, whenever they might need it.

That's why we're introducing the National Care Service. It's being shaped by people who have experience of accessing and delivering community health and social care support.

The purpose of regional forums is to find out more about the unique nature of community health and social care support in your local area and discuss what you'd like to see in the future National Care Service.

Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

This session will focus on support allocation and care planning and agreement.

We will also be exploring how these insights might shape the future workforce as part of a National Care Service.

The aims for the co-design sessions are to:

- better understand how roles work alongside each other in social care support
- identify how different roles and professions impact each other
- recognise where challenges, successes, and opportunities for change exist
- share what would support the workforce to feel more valued

During the session, we will ask you to:

- work with us to capture your experiences of delivering social care support
- share suggestions on how we can improve things that are not working for people now

The session will last about 2 hours and will include discussion in smaller groups.

These sessions have been designed to engage with people who are paid to work in roles related to social care support. This is to support honest and open conversations to happen in a safe space.

We kindly ask that only those who are part of the workforce attend these sessions.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

Please let us know if you have any accessibility needs to support you to engage during the sessions.

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What to do if you have any questions

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Email: NCsdesign@gov.scot

Phone: 0808 196 1507

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team

Strathpeffer Regional Forum – Keeping care support local

From: [redacted] On Behalf Of National Care Service Design

Sent: 01 August 2023 16:19

Subject: National Care Service: more information about your 'Keeping care support local' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Keeping care support local

Date: Tuesday 8 August 2023

Time: 2pm to 4pm

Where: Strathpeffer Community Centre, School Road, Strathpeffer, Inverness-Shire, IV14 9AG

Please arrive 15 minutes before the start of the session.

We're looking forward to seeing you and learning more from communities across Scotland.

In the meantime, we're emailing you some important information before your session:

- about the National Care Service
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- what to do if you have accessibility requirements
- a survey about your background and experience
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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

During this session we want to understand people's social care and community health needs through a local lens. We would like to know:

- how people's experience of accessing social care support and community health services is affected by the local area they live in

- how people would like to participate in decision making about social care support services in their local area
- people's hopes for how the National Care Service will meet their local needs

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

We want to make sure you can participate at this event in a way that's right for you.

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Phone: 0808 196 1507

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- a translator

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What to do if you have any questions

If you have any questions before, during or after the session, please contact our design team.

Email: NCSDesign@gov.scot

Phone: 0808 196 1507

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team

Strathpeffer Regional Forum – Information sharing to improve care support

From: [redacted] On Behalf Of National Care Service Design

Sent: 01 August 2023 16:20

Subject: National Care Service: more information about your 'Information sharing to improve care support' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Information sharing to improve care support

Date: Tuesday 8 August 2023

Time: 10am to 12pm

Where: Strathpeffer Community Centre, School Road, Strathpeffer, Inverness-Shire, IV14 9AG

Please arrive 15 minutes before the start of the session.

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The purpose of regional forums is to find out more about the unique nature of community health and social care support in your local area and discuss what you'd like to see in the future National Care Service.

Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

In this session we would like to hear from people with lived experience, specifically those people who need health and social care support and their friends and family who provide care for them.

During this session we would like to work with you to better understand:

- what information you would like to include in your care record how you would like that information to be shared
- the best way we can explain to people about how we share information about them.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team

Strathpeffer Regional Forum – Making sure my voice is heard

From: [redacted] On Behalf Of National Care Service Design

Sent: 01 August 2023 16:20

Subject: National Care Service: more information about your 'Making sure my voice is heard' session

Hello,

Thank you for signing up to join our National Care Service summer forum event:

Name of session: Making sure my voice is heard

Date: Tuesday 8 August 2023

Time: 2pm to 4pm

Where: Strathpeffer Community Centre, School Road, Strathpeffer, Inverness-Shire, IV14 9AG

Please arrive 15 minutes before the start of the session.

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Over the next 18 months, we'll be engaging with people with experience of accessing and delivering care across the country to design the National Care Service.

What we'll do on the day

We look at experiences of:

- accessing social care support
- eligibility for social care support
- being assessed for social care support.

During the session, we will ask you to:

- help us understand what we learned from our previous research
- share suggestions on how we can improve the things that are not working for people now
- help us decide what we should focus on in future sessions.

We have sent you some of our research as an attachment to this email. We will be discussing this on the day. Please read through the research before the session.

For the safety and wellbeing of others, we kindly ask you not to attend this event if you're feeling sick or unwell.

The session will last about 2 hours and will include discussion in smaller groups.

Accessibility requirements

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Thank you

We really appreciate your time and willingness to take part in designing the National Care Service. We look forward to working with you soon.

The National Care Service team



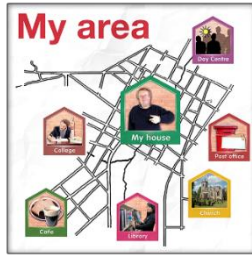
National Care Service



More information about your
'Information sharing to improve care
support' session



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This is for people taking part in the 'Information sharing to improve social care' session.



It has information about the National Care Service and what to expect on the day.

About the National Care Service



The Scottish Government is improving **community health** and **social care support** in Scotland.



Community health services are person and family centred care that allow health needs to be met within a community. E.g. in people's own homes, residential homes etc.



Social care support are services that support people with daily living so they can be as independent as possible.



We want everyone to have good social care support across Scotland, whenever they might need it.

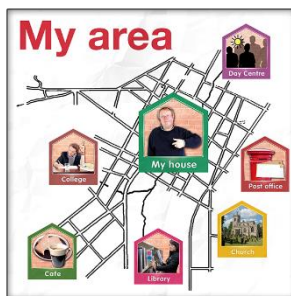


That is why we are asking people who use and deliver care support to help us decide how the National Care Service should work.



We will **co-design** the National Care Service with people who have lived experience of **community health** and **social care support**.

Co-design means everyone working together to understand each other's needs and make sure we design the right thing.



We're planning these events so we can better understand **community health** and **social care support** in your local area.



We also want to understand what you would like to see in the future National Care Service.

We will keep working with people across Scotland over the next 18 months to **co-design** the National Care Service.



About the 'Information Sharing' session



We want to **co-design** with you something we are calling the **record**.



This would contain information about both your health and social care support.



We want to use this to make it easier for you to see information about your own health and social care.



It would also make it easier to share important information about you with:



- people who provide you with health care



- people who support you or care for you



For example, this could include details about how you like to communicate. Or the people who are important to you.



At the session you are coming to, we want your thoughts on how this should work and look.



We will also ask you to do some activities. This will include writing.



This will also include sorting and sticking bits of paper.



We will give you instructions on the day to help you take part.



We can help you with these activities during the session if needed.



If you think you will need some help, please tell us on the day.



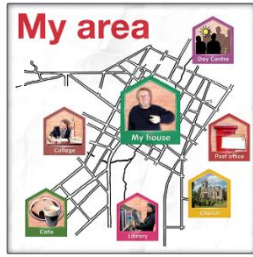
National Care Service



More information about your
'Keeping care support local' session



Copyright images © Photosymbols



This is for people taking part in the 'Keeping care support local' session.



It has information about the National Care Service and what we will do today.

About the National Care Service



The Scottish Government is improving **community health** and **social care support** in Scotland.



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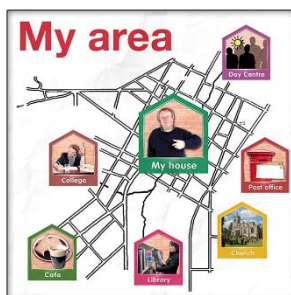


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Co-design means everyone working together to understand each other's needs and make sure we design the right thing.



We're planning these events so we can better understand **community health** and **social care support** in your local area.



We also want to understand what you would like to see in the future National Care Service.

We will keep working with people across Scotland over the next 18 months to **co-design** the National Care Service.

About your 'Keeping care support local' session



In this session, we want to understand your experience of **community health** and **social care support** in your local area.



We will work together in small groups.



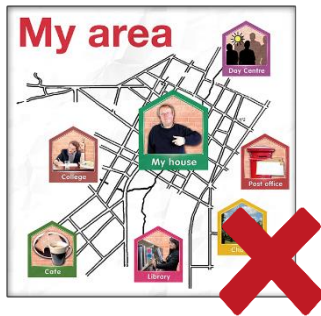
We will share some things we have learned from people with experience of **community health** and **social care support**.



Then we will ask you some questions. This will help us better understand your thoughts and experiences.



What we have learned



We have learned from other people that **social care support** and **community health** services do not always meet their local needs.

Here are some of the things we have learned so far:



- When people use **social care support** and **community health** services, they prefer the first person they speak to, to be someone they know



- People cannot find out or are not told clearly what support is available for them.



- Getting information online can be hard or impossible for some people.



- It can take a long time to get support in place and that can make things getting worse for people and their families.



- The way **social care support** and **community health** is given is different from one area to another.



In the first half of the session, we would like to ask you:



1. In what ways would you expect your **social care support** to be affected if you moved to a new local area? Or if you have moved, how were they affected?



2. Is it important to you that organisations providing care are based locally? Why?



In the second half of the session, we would like to ask you:

1. What role would you like to play in **making decisions** about your **social care support** at a personal, community, and national level? How might we support people like you to do so?



Making decisions means giving your views about how things should work when decisions are being made.



2. **National guidance** sets out rules for how things will work across Scotland. What things should **national guidance** cover to help improve services in your local area?



3. How can we learn about what works well in **community health** and **social care support** in your local area and apply it to the National Care Service?



4. **Community health and social care support** services are currently managed by:



- local authorities (sometimes known as 'councils')
- NHS boards
- **integration authorities**



Integration authorities are responsible for making sure health and social care services work well together.



In your opinion is this the best way of organising social care support? Why?



Are there other ways to improve **social care support** for people?



National Care Service



More information about your

'Making sure my voice is heard' session



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This is for people taking part in the 'Making sure my voice is heard' session.



It has information about the National Care Service and what to expect on the day.

About the National Care Service



The Scottish Government is improving **social care support** and **community health** and in Scotland.



Community health means health services near where you live. For example Occupational Therapists, GPs or dentists.



Social care support are services that support people with daily living so they can be as independent as possible.



We want everyone to have good social care support. This should be the same for everyone in Scotland, whenever they might need it.

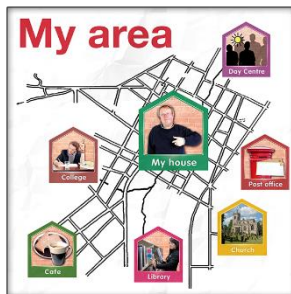


That is why we are asking people who use and deliver care support to help us decide how the National Care Service should work.



We will **co-design** the National Care Service with people who have lived experience of **social care support** and **community health**.

Co-design means everyone working together to understand each other's needs and make sure we design the right thing.



We're planning these events so we can better understand **social care support** and **community health** in your local area.



We also want to understand what you would like to see in the future National Care Service.

We will keep working with people across Scotland over the next 18 months to **co-design** the National Care Service.



About your 'Making sure my voice is heard' session

We have done some research we want to share with you.



We have reviewed what people told us during the **Independent Review of Adult Social Care.**



The **Independent Review of Adult Social Care** was a review into what is and is not working in social care support in Scotland.



We have looked at other reports and documents that tell us about people's experiences.

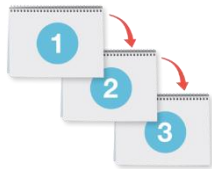


What we think is going well



Anyone can make a **complaint** about **social care support**.

A **complaint** is a way of telling someone your experience was bad.



There is process in place to make sure all **complaints** are heard.



The process tries to make sure that **complaints** are fixed as soon as possible.



People can make **confidential** complaints to the **Care Inspectorate**.

Confidential means no one will know who made the complaint.



Care Inspectorate is the government **regulator** for care in Scotland. A **regulator** makes sure things happen in a legal way.



We have learned that people who used an **independent advocate** felt supported to make a complaint.

An **independent advocate** is someone who helps explain your options and help you tell others what care you would like.



There are a good number of advocacy services across Scotland.



What we think is not going well



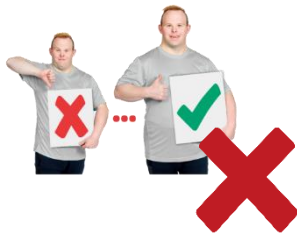
Some people do not get a response until they make a formal complaint.



Some people find it difficult to find out how to make a complaint.



Some people are worried their support might be taken away if they complain.



Some people's complaints did not improve their care or other people's care as they had hoped.



There is not an agreed way to record people's complaints.



It is hard to understand the number and types of complaints people have made.



Some people do not know about **independent advocacy services** and what support they can provide.

Independent advocacy services help explain your options and help you tell others what care you would like.



People might not be able to access face-to-face advocacy services if they live in rural or remote areas.



Some people are worried that **independent advocacy** services are not independent because they are paid for by a local authority.



There is no agreed meaning of **independent advocacy** in Scotland. Some people think it means different things in different parts of Scotland.



National Care Service



More information about your

'Realising rights and responsibilities'

session



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This is for people taking part in the 'Realising rights and responsibilities' session.



It has information about the National Care Service and what to expect on the day.

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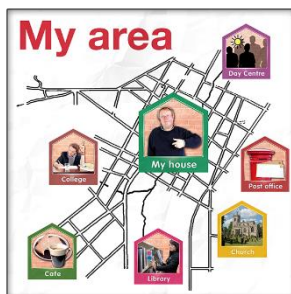
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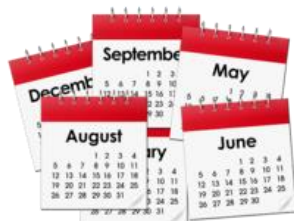


We will **co-design** the National Care Service with people who have lived experience of **community health** and **social care support**.

Co-design means everyone working together to understand each other's needs and make sure we design the right thing.



We're planning these events so we can better understand **community health** and **social care support** in your local area.



We also want to understand what you would like to see in the future National Care Service.

We will keep working with people across Scotland over the next 18 months to **co-design** the National Care Service.



About your 'Realising rights and responsibilities' session



We will ask you to read about 4 or 5 pages that we have written about your rights.



We will ask you to write your thoughts on the pages with coloured pens.



Then we will ask you to write down 3 ideas for how we could make the text easier to read.



You will have a chance to talk about what you have read with the other people who are there.



You do not have to talk if you do not want to.



We will give you everything you need to do the exercise. You will be able to ask questions and get help if you need it.



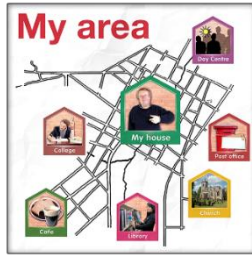
National Care Service



More information about your
'Valuing the Workforce' session



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This is for people taking part in the 'Valuing the Workforce' session.



It has information about the National Care Service and what to expect on the day.

About the National Care Service



The Scottish Government is improving **community health** and **social care support** in Scotland.



Community health services are person and family centred care that allow health needs to be met within a community. E.g. in people's own homes, residential homes etc.



Social care support are services that support people with daily living so they can be as independent as possible.



We want everyone to have good social care support across Scotland, whenever they might need it.

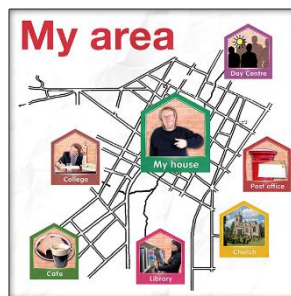


That is why we are asking people who use and deliver care support to help us decide how the National Care Service should work.



We will **co-design** the National Care Service with people who have lived experience of **community health** and **social care support**.

Co-design means everyone working together to understand each other's needs and make sure we design the right thing.



We're planning these events so we can better understand **community health** and **social care support** in your local area.

We also want to understand what you would like to see in the future National Care Service.



We will keep working with people across Scotland over the next 18 months to **co-design** the National Care Service.



About the 'Valuing the Workforce' session



These sessions will involve people from all different roles from the workforce. This is open to people working in the public, private and voluntary sectors.



We want to hear about what it is like to work in health and social care. What would help you to feel more valued in your job?



In the session we will use some scenarios to start our discussions. These have been created from what we have heard from people receiving care.



These scenarios are there to help us hear about your experiences as the workforce in these situations.

The scenarios for Dundee are focused on:



- A person who has started to get care support at home after a long delay after the assessment



- A person who had an advocate support them to resolve an ongoing social care issue



- A person who has complained about their social care support



At the session, we want your thoughts on how these could be improved to create a better experience for the workforce.



We will ask you to do some activities. This will include writing.



This will also include discussing your thoughts in a small group.



We will give you instructions on the day to help you take part.



We can help you with these activities during the session if needed.



If you think you will need some help, please tell us on the day.