

Community Health

Draft for review - Approach to community healthcare

Community health is about relationships, person and family centred care and wellbeing support and provides the opportunity to access services in a range of settings; at health and care sites or agencies, in residential homes or peoples' own homes supported remotely by technology where appropriate.

People may need community health for many reasons, proactive care by a range of professions and services gives continuity that where needed wraps around the person throughout their life. The principles of Getting it Right for Every Child and Getting it Right for Everyone form the core approach of care provision for all ages including connecting people to other services and coordination with acute and specialist NHS services.

Community health services comprises at least 90% of all health contacts between people and the NHS. Many needs are identified, managed, or resolved within the community, making it one of the largest sectors of healthcare and one of the most crucial.

Community Health encourages shared decision making between communities, individuals and health professionals, combining personal and professional expertise to provide the most appropriate and best outcome for the person.

People often need more than one form of support at the same time and there is huge benefit by integrating services, ensuring a joined-up experience.

Most services that are accessed locally or are based in the community address the majority of health and wellbeing concerns without escalation and reduce harm by early identification of need through multidisciplinary team discussions. This helps multidisciplinary teams to support people living in the community with increasingly complex needs at any stage of life including care around death.

Group 3: Shaping the National Care Service

Green = this is clear

Red = this is not clear, or is not needed

Shaping the National Care Service: Feedback and Complaint

You have rights to:

- give the National Care Service positive or negative feedback through sharing your views and suggestions about the National Care Service and have these listened to
- make a complaint

Your views are important to us and this part of the charter will tell you how you can get more advice, give us feedback or make a complaint.

Making your views heard

We welcome your feedback to help us improve how things are done in the National Care Service. We are committed to being shaped by, and accountable to, the people who use it.

You can provide feedback or complain about any aspect of your National Care Service support or experience. This includes if the National Care Service is not meeting your rights in this charter. There are also National Health and Social Care Standards that tell you what you can expect from our services and you can complain if you think these standards are not being met.

Members of your support network, including unpaid, kinship, young and young adult carers can give feedback or raise concerns about the support you are receiving from the National Care Service. They can also make a complaint on your behalf.

How to give feedback

We want to hear both positive and negative feedback. We also want to hear your suggestions for what we should keep doing or change to make our support services better. Giving feedback through telling us about your experience of the National Care Service helps us make sure you and everyone else that we work with are getting the best support possible.

How to make a complaint

The National Care Service is committed to listening, learning and improving. We will always aim to provide the support that is right for you, but, if something goes wrong, we will try to help you right away and to make sure we do better next time.

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Legal advice and Judicial Review

All of the rights in the Charter have a legal basis in the law in Scotland. If your rights are not being met you may be able to ask for a judicial review.

Judicial review is a court process that allows you to challenge a decision or action in certain circumstances, including decisions or actions in the context of the National Care Service, because you think it is unlawful.

The review looks mainly at how the decision was made rather than what was decided. It is best to get independent legal advice if you want a decision or action to be judicially reviewed.

Should you wish to seek legal advice, you can do this at any time. To find out whether you are eligible for legal aid support and to find a solicitor go to [Find a solicitor - Scottish Legal Aid Board \(slab.org.uk\)](https://www.slabb.org.uk)

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Getting the best out of your relationship with the National Care Service

People accessing and providing National Care Service support make the National Care Service what it is. We know that good support is established through the development of good relationships and conversations between you and National Care Service staff.

We are committed to working with you to make sure you are able to access the best possible support. This section sets out information to support you and National Care Service staff to build strong and effective relationships.

Working in partnership to get the most out of your National Care Service support

The National Care Service is built on mutual respect, understanding and collaboration. We know that you are the expert in your own strengths, abilities and needs. We will work in partnership with you to meet the outcomes you want to achieve through your National Care Service support.

Guardians and people with power of attorney for people who access National Care Service support are encouraged to help the person they support to work in partnership with National Care Service staff, or to do so themselves where appropriate.

Valuing and respecting National Care Service staff

Our staff are very important to us. We expect them to treat you with dignity, respect and empathy and we ask that you treat them in the same way.

To help us protect the rights of our staff please know that abusive, aggressive or violent behaviour towards National Care Service staff, other people providing or accessing community health or social care support, or visitors is not okay.

If you're unable to treat others with dignity, respect and empathy the way your care support is delivered may have to change to ensure your wellbeing and the wellbeing of the people who are providing your support.

Group 1: Introduction and rights

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Introduction

Scotland's National Care Service (NCS)

The National Care Service delivers social care, community health and social work in Scotland regardless of your personal circumstances, your background, how much money you have, or where you access support in Scotland.

If you are not sure whether you should access community health or social care support you can call the National Care Service advice line on {xxxx xxxx}.

About this charter

This charter was designed and developed with people with experience of accessing and delivering community health and social care support. It sets out both the legal rights and the expectations you may have when accessing support provided by the National Care Service. You can also find out more about what you can expect from the National Care Service in the national [Health and Social Care Standards](#).

Who is this charter for?

This charter is for you if you are accessing National Care Service support, including if you are on a waiting list to access support. This charter is also for you if you have a personal interest in the wellbeing of someone accessing a National Care Service (NCS) service, such as:

- unpaid or kinship carers
- advocates
- friends and family members of people accessing National Care Service support.

The charter will also be used by people providing National Care Service services to support them to deliver on your rights.

Group 1: Introduction and rights

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Your rights

The National Care Service will do all that we can to provide services that support you to realise your human rights. This page sets out some of your rights when you access National Care Service support.

Equality, dignity and respect

You have rights to be treated equally.

You can expect the National Care Service to treat you with dignity, respect, warmth, and compassion.

Involvement and choice

You have rights to:

- be listened to and have your opinions respected and responded to
- be given relevant information to make informed decisions about your National Care Service support in a way that you can understand
- be as involved as possible in planning and decisions about your support
- easy access to the personal information we hold about you and be informed about how your information will be processed.

We recognise that you are the expert in your strengths and support needs. You can expect the National Care Service to work with you to help you get the best support available to you.

Your support network, community and independent advocacy

You have rights to:

- get support from the National Care Service in a way that respects your private and family life
- involve your support network in your National Care Service support
- get information on how to access independent advocacy services

Group 1: Introduction and rights

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The National Care Service will support you in a way that looks after the relationships that are important to you and help you to be part of your community. This part of the charter explains how you can involve your support network in decisions on your support and how to access independent advocacy.

Shaping the National Care Service: advice, feedback and complaints

You have rights to:

- give us positive or negative feedback and have your views listened to
- make a complaint

Your views are important to us and this part of the charter will tell you how you can get more advice, give us feedback or make a complaint.

When you give us feedback or make a complaint we will:

- listen to what you tell us
- reply to you quickly
- tell you what we're going to do next

Group 1: Introduction and rights

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Equality, dignity and respect

You have rights to be treated equally.

The law gives you protections against being treated unfairly due to your:

- age
- disability
- race
- sex
- sexual orientation
- gender reassignment
- marriage or civil partnership status
- religion or belief

There are lots of things the National Care Service can do to make sure you are treated fairly, such as:

- ensuring your support enables you to observe religious, spiritual or cultural practices
- supporting you to express your sexual orientation or gender expression through respecting your choices and how you wish to be addressed
- providing translations in other languages or providing accessible versions of documents, such as Easy Read, to ensure that you can understand your support
- making changes to the physical environment to make sure it is accessible for you

You can also expect us to treat you with dignity and respect. This means different things to each of us. It can include respect for your:

- identity
- opinions
- choices
- lifestyle
- views on how you want your support to be delivered

Group 2: involvement and choice

Green = this is clear

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Involvement and choice

You have rights to:

- be listened to and have your opinions respected and responded to
- be given relevant information to make informed decisions about your community health and social care support in a way that you can understand
- be as involved as possible in planning and decisions about your support and how it is delivered
- easy access to the personal information we hold about you and be informed about how your information will be processed.

How you should be involved in assessing your needs and planning your support

National Care Service staff will work in partnership with you to understand your strengths and support needs.

The National Care Service may invite you to an assessment to find out what support you need. Your assessment is a chance for you to work with us to design the best support available for you. It is not a test.

You'll be able to express your views and have them listened to when any decisions are being made. We'll advise you about the different options for organising your support. You'll have the chance to ask questions about anything we talk to you about.

You can involve a member of your support network in your assessment and planning discussions. Your support network could be an unpaid carer, including a young or young adult carer, a kinship carer, relative, friend or independent advocate. With your consent, we'll consider their views about the best way to support you.

The National Care Service will also involve you as far as possible in planning your support, including opportunities to choose the right support for you from relevant options available through the National Care Service.

There may be times when you are unable to make a decision for yourself. We'll still support and encourage you to be as involved as possible in decisions about your care and treatment. National Care

Group 2: involvement and choice

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Service staff who have to make decisions about your care may also consider:

- what is the best option for you
- what you have said in the past about how you want to be treated
- how you want to communicate with us
- the views of people in your support network
- the views of anyone who has the legal authority to make a decision for you

Information

You have rights to relevant information about the support available so that you can make the best decision for you about your National Care Service support.

We will explain what each of the options are and what your choice could mean. If your circumstances change you should be given this information again. Some examples of information you might expect to receive include:

- if you are accessing adult social care you should be given information on Self-directed Support (SDS)

You have rights to have information given to you in a way that you can understand. This can include:

- through translation into a language you can understand, including British Sign Language
- in an audio format
- in Braille
- in Easy Read or other formats
- through an interpreter or communication support worker where appropriate

The National Care Service Information and Advice Service

Sometimes you might need advice to support you to make a choice or someone to help you express your views. The National Care Service will provide any assistance that is reasonably required to enable you to express your views during the planning and assessment for your care support.

Group 2: involvement and choice

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Your rights over the information the National Care Service holds about you

You have rights to easy access to the personal information we hold about you and be informed about how your information will be processed. The National Care Service needs to hold personal information in order to provide you with appropriate and consistent community health and care support. This information is kept safe in the digital integrated health and social care record.

You can find out more about the National Care Service privacy policy by visiting [xxxxx] or by calling [xxxx].

Group 2: involvement and choice

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Your support network, community and independent advocacy

You have rights to:

- have your National Care Service support delivered in a way that respects your private and family life
- involve your support network in your appointments and the assessment, planning and implementation of your National Care Service support
- information on independent advocacy services.

We want to support you in a way that looks after the relationships that are important to you and help you to be part of your community.

Your support network might include members of your community, some of whom may be involved in providing your care support. These might include personal assistants, friends and neighbours, family members, spiritual or religious representatives, an independent advocate or unpaid carer, including kinship, young or young adult carers.

Community means different things to different people and we respect this. Community might include a spiritual or religious community, a cultural, ethnic or national community, a local community, your prison community, an LGBTQI+ community, or a professional community linked to your work. We will work to support you to be included in your community.

You can find out more about the rights of unpaid carers, including young and young adult carers and some kinship carers in the [Carer's Charter](#).

Accessing Independent Advocacy

Independent advocacy ensures that people know and better understand their rights, their situation and systems. Independent advocates help people to speak up for themselves and speak for those who need it.

An independent advocate is someone who helps build confidence and empowers people to assert themselves and express their needs, wishes and desires.

It may be helpful in some instances to seek advice from an independent advocate to understand your rights, information given to you by the

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National Care Service, or choices about your social care support and the impacts these can have.

An independent advocate can support you to make your views heard during a needs assessment, when planning or reviewing your care and support, if there are changes to your support or when making a complaint.

National Care Service Regional Event

What We Will Be Talking About

Thank you so much for your interest in this event. We wanted to let you know the main things we would like to discuss with you, so you have some time to think about them before the event.

We would like to understand your experience of **social care support and community health**.

- Social care support means services that support people with daily living so they can be as independent as possible – for example living in a care home or having a care worker come to your home.
- Community health means health services near where you live. For example, occupational therapists, GPs or dentists.

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 access social care support and community health services, they prefer their first point of contact 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 lead to things getting worse for people and their families.
- How community health and social care is delivered varies a lot from one area to another.

In the first half of the session, we will discuss the following questions with you:

1. What services in your local area have worked well or not well in supporting your needs (or needs of the person you support)?
2. And what was your experience if you have moved to a new local area?
3. Have you found it easy or hard to access services locally? Why?
4. Is it important to you that organisations providing care are based locally? Why?

In the second half of the session, we will discuss the following questions with you:

1. How do you think people with experience of getting or giving social care support should be involved in making decisions about how support services are provided in your local area?
 - Being involved in making decisions means giving your thoughts 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?



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.

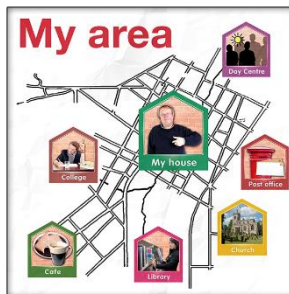


That is why we are asking people who use and deliver care support to help us decide how the National Care Service should work.



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.

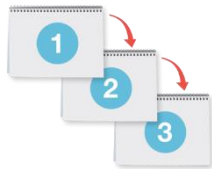


What we think is going well



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



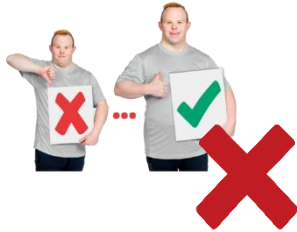
Some people do not get a response until they make a formal complaint.



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
'Making sure my voice is heard' session.



This session is about support planning
and eligibility.



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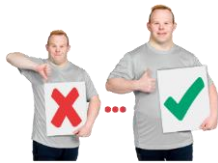
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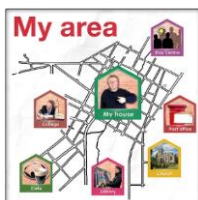


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We have also worked with organisations who help to support people in **social work**, **social care** and **community health**.

Social work are people who plan community health and social care support.



What we think is going well



Some people use **community link workers**. A **community link worker** helps people find the information they need.



Social care community hubs can give people help to find **social care support** in their area.

Carers centres also offer information and help to **unpaid carers**.



An **unpaid carer** is someone who gives support and care to another person, but not as a paid job.



Some local authorities are having conversations with people to ask what support they need, instead of doing **assessments**.



An **assessment** is asking questions and finding out about you. This helps understand and plan what support and care you need.



What we think is not going well



Not everyone knows how to get social care support.



The way people **get social care support** is different in different parts of the country.



When organisations do not work together, it can cause long waiting times for people trying to get **social care support**.



Sometimes people have to reach a crisis point before they can get support.



The rules around who gets support are different in different parts of Scotland. This can mean that the support someone can get is different, depending on where they live.



Assessments sometimes leave people feeling judged.



People are often not told about the different **self-directed support** options.



Self-directed support is the way social care support is delivered in Scotland.



Sometimes people who are carrying out assessments do not know about different **self-directed support** options.

