

# **SOCIAL CARE SUPPORT**

## **An investment in Scotland's people, society, and economy**

PROGRAMME FRAMEWORK EASY READ

A partnership programme to support  
local reform of adult social care

**June 2019**

# **Social Care Support**

## **An investment in**

### **Scotland's people, society**

#### **and economy.**



### **Programme framework (the blueprint)**

The blueprint is the big plan which all the smaller work plans called work streams feed in to.

About this document.

This documents sets out how we build the plan for the reform of adult social care support programme.



We will use this to make sure the programme is on track and the activities are helping to change the system.

There are three parts to the blueprint:

- Programme priorities

- Programme work streams
- Programme vision



## Part one: Programme priorities

Priorities are things that people say are most important to them.



The programme priorities are the things that people who use social care support and people who work across the system have said must be included in the process so that change can happen.

They are:



- Have a shared agreement on the purpose of social care support. Focus this on human rights and a process that is person-led.
- Focus on social care support that fits around a person, how they want to live their life, and what is important to them.
- This includes living independently, or as far as possible or they want to. It includes the freedom to move to a different area of Scotland if they want or need to.



- Focus on the same high quality of experiences and the same expectations about support across Scotland.
- Change attitudes towards social care support, so that it is seen as an investment in Scotland's people, society and economy.
- Value the people who work in social work and social care support.
- Include and co-produce with people who use social care support, unpaid carers, and wider communities. Make local and national co-production work better.



- Look at investment in social care support, and how it is funded and paid for in the future.



- Check and record what is working well and what is not. Learn from data and experiences.

## Part two: Programme work streams



The programme work streams, or work plans, describe the work needed to make the changes.

There are seven work streams.

They are:



- The purpose and value of social care support and self-directed approaches

- Consistent experience and expectations



- Models of care and support



- Workforce conditions and skills



- Investment in care and support
- Commissioning and procurement



- Communities, care and support

## The main workstream

### 1. The purpose and value of social care support and self-directed approaches

At the beginning, this is likely to focus on:



- A public chat about the what social care support is there for and its value to the economy and society
- Training and knowledge sharing across the public sector about the purpose and value of social care support.







**Self Directed Support**  
My Support My Choice



- Leadership and champions for adult social care support at local and national level. This will include making sure the plan to make self-directed support better happens.

- Making sure that the kind of national data and evidence we collect tells us properly about the value of social care and whether it is doing what it is supposed to for people. Data means information. Evidence means facts or examples.



- Linking national and local ways of working to the shared vision for adult social care support. A **vision** is a plan that you want to see happen.

2020

2021

The workstreams about designing new ways for the future

## 2. Consistent experiences and expectations



This means that you should expect and have the same quality and level of support wherever you are in Scotland, even if it is done differently by different Councils.

At the beginning, this is likely to focus on:

- making a plan of the things that are important for how adult social care support is run across Scotland. Then agreeing the best ways of doing these.

This will include:

- sharing learning about good ways of planning



and doing adult social care support



- making it clearer and easier to understand processes and the reason for decisions that are made. This will include how money for support and any charges are decided



- deciding on what words to use to describe the different parts of adult social care support



- making sure social care assessments everywhere in Scotland are about people's outcomes. This will also make it easier for people to move between different Councils and still be supported.



- ways to make sure people experience what the Health and Social Care Standards say they can expect



- looking at how people can make appeals on adult social care support decisions that they do not agree with, now and in the future.



### 3. Models of care and support

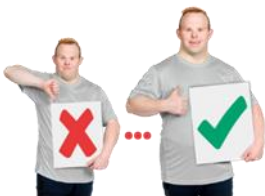
Models means different types of care and support.

At the beginning, this is likely to focus on:

- making it easier for support options to be flexible and creative, and to make sure that people can access these options.



This will include looking at:



- models of care and support that are happening now
- the money put in to create new ways of doing social care support and other changes
- the role of housing
- the role of transport
- new ways of doing things that are better
- how staff and services are registered



- how support services are planned and bought by Health and Social Care partnerships and councils



- how organisations work together



- how decisions are made and who is involved



- how we use technology better both to support people and also staff

**The work streams about changing or improving parts of the current system**

#### **4. Workforce conditions and skills**



Workforce means all the different people who work in or provide adult social care support. This includes Personal Assistants. The conditions and skills are about how well they are supported at work and how well they are trained.

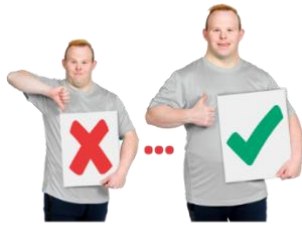
At the beginning, this is likely to focus on:



- making a central point to look at the issues for social work and social care staff.



For example, this might be a group of people with experience and knowledge and that can make changes.



This group will look at the issues and what changes are needed in the whole system to make things better.

It will take into account other work on making systems and processes better and using technology better.



Key issues to be looked at are:

- staff pay and rules of contracts



- staff voices being heard as part of big group



- support for leaders
- making sure staff can make the decisions they need to so that they can support people well



- training
- equal access to learning new skills



This workstream will also look at:

  
Carers (Scotland) Act  
2016



- making sure the plan for the Carers Act to support carers happens.
- a media campaign to show the value of working in social care support and social work.



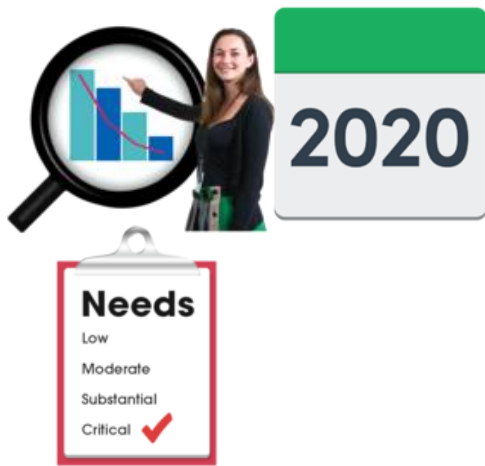
### **5. Investment in care and support**

Investment means money put into something. It also means people think it is a valuable thing to put money into.

At the beginning, this is likely to focus on:



- research to get a better understanding of the full cost of social care support across the whole system. This will include charges.



- research to get a better understanding of future need for social care support and complexity of needs.
- working together to think about, design and try out new ways of funding and paying for adult social care support.



This needs to make sure there is money for support for people with different levels of needs.



This means people with a lot of needs, as well as people with fewer needs or people who need support to stop things from happening.



## 6. Commissioning and procurement

This means how Health and Social Care Partnerships and Councils plan and buy adult social care support services.

At the beginning, this is likely to focus on:



- expectations and practical support for Health and Social Care Partnerships and communities for buying in flexible and creative services and support

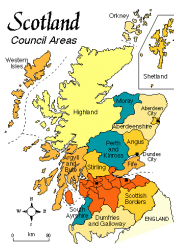


- supporting ways of planning and working together for social care support providers



- making sure contracts between Health and Social Care Partnerships and social care support providers support people's personal outcomes

- making sure contracts between Health and Social Care Partnerships and social care support providers support good working conditions for staff



## 7. Communities, care and support

This means how the community is involved in supporting people and having a say on the types of adult social care support in their area.

At the beginning this is likely to focus on:

- creating links with people who work in community learning and development to support more adult social care support choices in the community
- supporting decision makers in local areas to use the best ways to involve people who need social care support when deciding what adult social care support looks like and how to provide it



## The enablers

These are the things that need to happen for the work streams to be successful and make things change nationally.

They are:



### a) Investment in reforms

This is money for the projects and activities in the workstreams and for making the system better.



### b) Removing barriers to reforms

Learning about things that are making it difficult for the changes to happen and removing or changing them. For example, this could be parts of laws, national and local policies, the words we use, as well as other things.



### **c) Aligning national policies**

Making sure we make the right connections between policies when the changes are planned and started.

### **d) Self-directed support**

All of the work from the national plan for self-directed support will be in the work streams.



**Self Directed Support**  
My Support My Choice

## How we will work



The work streams are what we will do.

People with different knowledge and experiences, especially people who use support and services, will be involved in the work and decision making. This is sometimes called co-production.



People who use social care support, carers, people who work in social care, and the organisations responsible for care delivery and policy, and others with relevant knowledge and experience will be involved.



## Part three: Programme vision

The programme vision describes what the system will look like to achieve the shared vision for adult social care support.



A system is things that work together. It is also how they work together.

The programme vision has the same five sections as the shared vision. It is also made up of statements under each of these sections.

The sections are:

- The way we value and understand social care support
- The way people access support
- The way people are supported



- Our systems, processes and decision making
- Our support across Scotland



## The way we value and understand social care support



- The public, the system and the people in charge of making national and local changes see social care support as an investment in Scotland's people, society and economy.

Economy is the word for how the government makes and spends its money.



- Social care support is about meeting needs and also a good quality of life. This respects and protects people's human rights. Needs are about a person's whole wellbeing. For example social, physical and mental wellbeing.



- Social care support is a mix of formal and informal support.



- Public health messages help us manage our own conditions as well as getting support from others.



- The messages focus on people's strengths.



- They focus on staying connected with our communities because it's important for our wellbeing



- Everyone plans for their future care and support needs.



- We show how much we value social workers and social care support staff through more equal opportunities and better ways of working for them



- Unpaid carers are valued and well supported and have an equal voice to paid carers.



- There is the right level of funding for social care support as part of the whole system. We plan well how to use the money so it lasts for a long time.



- How social care support is paid for is right for meeting people's outcomes.

## The way people access support



- The system plans and works together for people to get help early on or to help stop problems happening. This looks at all parts of a person's life that help them to live well.



It is called **prevention** when you plan ahead to stop problems happening.



It is called **early intervention** when you take action quickly to stop problems getting worse for someone.



- People have access to support (formal/informal) before reaching crisis.



- Assessments happen in good time, and at times and in places that are helpful for people.
- Assessments focus on the outcomes for someone and use questions and ways that we know work best for people.
- People are actively involved in the decisions and processes that affect them and lead the decision making about their social care support.
- People have access to useful information, advice and support to make decisions about their social care support. This includes creative

support options. They are told about how to get this information, advice and support.

- The information is clear and easy to understand.



- People know how much their personal social care support budget is. They can use their budget in different and creative ways.



- Care and support teams include people who work in different jobs in health and social care support. They have the right range of skills to support people and carers to make decisions about their care. They are respectful and kind.



- All social care support is personalised. Personalised means that the support is planned around the needs, strengths and goals of the person.



- All social care support budgets are personalised, no matter how they are managed.
- People know about new and different kinds of support. These kinds of support are valued and people using or needing support can access them.





- Staff work with the supported person, their strengths, carers, other supports, family, and friends, to find the best possible arrangements for social care support. This include formal and informal supports and services.



- If someone is supported by an unpaid carer, it includes asking for and taking into account the carer's views.



- People are trusted to know what is right for them.



- The arrangements work for how a person wants to live their life and what they want to achieve.



- They also recognise carers' needs and everyone's right to family life.
- People's care and support needs are reviewed, and support arrangements change as the person's needs do.
- Support plans are flexible, because what people can do can change over time.
- People are supported when they change between different kinds of supports and services, or when they take on more responsibility for their social care support.



- People, their unpaid carers and families, or their other social friendships and connections, have the right training and tools to manage their social care support in the way they want to.

- The social care support system is easy to understand and access for people with different background and has support options that work for them.



- People experience respect and kindness at every stage in the journey – not only when they are receiving social care support. Carers and people working in the system also experience respect and kindness at every stage.

| Outcomes                              |  |
|---------------------------------------|--|
| 1 <input checked="" type="checkbox"/> | 6 <input checked="" type="checkbox"/>  |
| 2 <input checked="" type="checkbox"/> | 7 <input checked="" type="checkbox"/>  |
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## The way people are supported

- Social care support focuses on people's outcomes. Outcomes are goals people want to achieve in their life. We say that social care support is 'outcome-focused'.



- People experience the best ways of doing social care support no matter where they live in Scotland.



- There is a good range of flexible and creative options for both formal and informal support.



- We value support options by how they support people to do what is important to them.
- There are options which involve communities and community assets.
- Commissioning and procurement processes promote this range of flexible and creative support options.

**Commissioning** is the word for how Health and Social Care Partnerships or Councils decide to buy a support service.

**Procurement** is the word for how Health and Social Care Partnerships or Councils buy a support service.



- Support options help people to fulfil their right to participate in their community and society, to live life in the way they choose, and to achieve their goals.



- Care and support fits with a person's needs at the different times in their life.



- People who work in adult social care have the right training, resources, time and level of decision making to be able to carry out self-directed approaches properly and support people in the right way. They feel good about what they do and are able to make decisions.





- Social care support jobs are well paid and long-term.



- Care and support teams include people with the range of skills that are needed to deliver social care support that is right for a person. They are respectful and kind.



- Technology supports people to be active in the community and to live independently or as far as possible or they want to.





- Technology is used to make sure that care is planned and run well. It is also used as part of people's care, and to prevent problems from happening or getting worse.



- Social care support includes people and technology.



## **Our systems, processes and decision making**

This means how things work.



- All people getting information, advice, care and support are respected and valued.
- Systems respond quickly and work well.
- They are set up in a way that makes it as easy as possible to make changes to a person's support arrangements when their needs or situations change.



- National and local policies, systems, and processes are created with people who use support, carers, wider communities, and people who work in social work and social care support.

- These people are involved in making decisions.

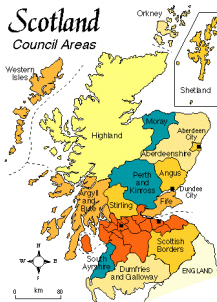
- This includes decisions about what the most important things are and how money will be used.

- Their voices and opinions are valued and taken seriously. This shows in the decisions that are made.



- Decisions are made using data and evidence. Data means information. Evidence means facts or examples.

- The data and evidence is about things as a whole. For example it is about both social and physical needs. It is also about how well the system is working and how long this will last.



- Decision making in local systems is shared, especially on how money is shared between different things and how money is spent. Staff who support people have the right level of decision making to be able to do their job.





- Decisions that are made nationally can be carried out practically in local areas.



- Supported people, carers, and people in communities are involved in decision making about how services are planned and bought, and in checking how well they are working.



- It is clear why decisions have been made. This is for both local and national decisions. This includes decisions on amounts of money and how they are spent. Systems and processes are also clear.





- People know what they can expect and how long it will take. Timescales are fair and consistent.
- It is clear who the people in the system are who are responsible for making sure things work in the right way. They make changes if something is not right.
- There are clear and fair ways for people to appeal a decision if they don't agree with it or to say they have concerns about something. These ways are consistent across Scotland.
- Appeals go to a different person or people from those that made the decision.



- There is independent advocacy for people.
- There are clear and fair ways to hold people or organisations who are responsible for things to their decisions and the results of them.
- The organisation and delivery of social care support is joined up with other supports and services. People organising and delivering social care support plan and work together with other staff, services and supports to get the best outcomes for people.



- This might include community workers, mental health practitioners, GPs, nurses, hospitals, therapists, and others.
- It also means communities and other supports like housing services, transport services, and others.
- It means both formal and informal supports.
- The skills and knowledge of social care and social work staff are valued and included in care and support teams.
- The different organisations in the system support and respect each other. They are working towards a common goal.





- There are good relationships between the health and social care organisations from different sectors. For example, the third sector, the public sector, and the private sector. This makes it easier for them to work together well.



## Our support across Scotland

- People's needs are recognised equally wherever they are in Scotland. These needs are recorded.



- People's experiences are consistent across Scotland. This means they get the same quality and level of support across Scotland even if it is provided differently in different areas.



- Systems and processes are designed to make it as easy as possible for people who use social care support to move to a different area in Scotland.



- Data and evidence is used to make the best investment decisions (how money is spent) and make services and supports work better.



- Data and evidence is used to improve how services and supports are joined up across the whole system.



- Everyone sharing and doing things the way evidence says is best means our system uses money better and works better for longer.



- Good organisation, networks, systems, and relationships allow the whole system of supports and services to change together to meet the changing needs of the people of Scotland and changes in the country. This happens at both local and national level.



Made with photosymbols.

The following partners have worked together to develop these documents

Care Inspectorate

Coalition of Care Providers in Scotland (CCPS)

COSLA

Health and Social Care Scotland

IHub at Healthcare Improvement Scotland

Independent Living Fund Scotland

Scotland Excel

Scottish Care

Scottish Government

Scottish Social Services Council

Social Work Scotland

People-led Policy Panel

Unison for Scottish Trade Union Congress