

SDS

National Voice

2021

The quality approach

Focusing on quality to close the implementation gap



**Self Directed
Support Scotland**
the organisation of choice

#SDSNV21

Welcome

Welcome to SDS National Voice 2021: the quality approach, our fourth SDS National Voice event! Today is all about bringing people together to focus on how quality can play a part in closing the Self-Directed Support (SDS) implementation gap.



Last month, February 2021, the Scottish Government released the findings and recommendations from the Independent Review of Adult Social Care in Scotland, and we are eager to see how the recommendations relating to SDS implementation will progress.

Today you will have an opportunity to hear directly from Derek Feeley, Chair of the Independent Review of Adult Social Care, as he discusses the findings and recommendations of the review. Following this, we will be hearing from Dr Dianne-Dominique Theakstone as she updates us on our My Support, My Choice research project which is being carried out with our partners at The Health and Social Care Alliance Scotland (the ALLIANCE), with funding from the Scottish Government. We also look forward to our final presentation of the morning from Social Work Scotland. Alisa McAllister will update us on the development of the National Framework for SDS Implementation, including the Standards for SDS. Before we break for lunch, we'll be joined by a panel of key players in Scottish social care for a fascinating discussion as they answer your questions.

As we focus on quality today, we are proud to demonstrate how our members have continued to deliver high-quality support to Disabled People throughout Scotland during the COVID-19 pandemic, adapting to meet the challenges this crisis has presented. The high-quality delivery of our member organisations, partners and key stakeholders will also be explored in this afternoon's interactive workshops.

SDSS actively supports the collaborative efforts that all delivery partners are making in order to ensure that SDS is the vehicle to more people realising their potential through independent living. The aim of today's event is to strengthen that collaborative approach, through open discussion and the launch of some innovative resources to help close the implementation gap.

The SDS Scotland team.

Programme

How can you influence quality and help close the SDS implementation gap?



9:30

Registration

10:00

Welcome and introduction

Donald Macleod, SDSS Chief Executive and Florence Garabedian, SDSS Chair

10:20

Scottish Government update

Jeane Freeman, Cabinet Secretary for Health and Sport, Scottish Government

10:25

SDSS Members' response to COVID-19

10:30

My Support, My Choice

Dr Dianne Theakstone, Michael Pillans and Donald Macleod, SDSS

10:55

Break

11:10

A National Framework for Self-Directed Support Implementation

Ailsa McAllister, Social Work Scotland

11:35

Independent Review of Adult Social Care

Derek Feeley, Chair of the Independent Review of Adult Social Care

12:00

Expert panel Q&A and discussion

Submit your questions in the chat

12:45

Lunch

13:15

Welcome back

13:20

An inclusive musical performance from Paragon Music – All Over the World

13:30

Workshops

Please check what workshop you selected and head to the Breakout Rooms

14:30

Break

14:45

Online Communities and Support

Exciting announcements from Jeremy Adderley, SDSS Operations Manager

15:15

Summary and close

Use #SDSNV21 to share your highlights

Speakers



Donald Macleod
SDSS Chief Executive

Donald is SDSS' Chief Executive and leads on SDSS delivery and strategic vision. He works closely with the SDSS Chair, Trustees, membership and staff team in the formulation of strategy and objectives. Donald brings over 27 years of diverse experience in social care, primarily leading organisations working in learning disability. More recently he led on the implementation of the Scottish Strategy for Autism and comes to SDSS after developing his own Autism consultancy.



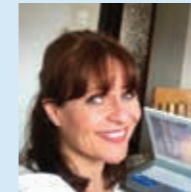
Florence Garabedian
SDSS Chair and former CEO at Lothian Centre for Inclusive Living

Florence Garabedian was the Chief Executive of the Lothian Centre for Inclusive Living (LCiL) between 2008 and the end of February 2021. She will soon step down from her position as Chair of Self Directed Support Scotland. Florence's experience is rooted in community development and user-led organisations working with minority groups at local, national and international levels. Through LCiL and SDSS she was actively involved in the Independent Living Movement and, in the last fourteen years, an active supporter of major policy developments and changes in the field of health and social care.



Dr Dianne-Dominique Theakstone
SDSS Research Officer

Dr Dianne-Dominique Theakstone completed a Doctorate in Applied Social Science at the University of Stirling where her comparative research examined disabled peoples' access to Independent Living in Scotland and Norway. This also highlighted the important role that user led Centres for Independent Living play in developing the ethos of independent living. She has over five years' experience of co-production research focusing on social care and accessible/adapted housing for disabled people. Dianne was a key player in the 2020 research project 'My Support, My Choice', which examined peoples' experiences of Self-Directed Support across Scotland. Dianne is due to return to Self Directed Support Scotland this April (2021) to assist with local authority feedback sessions/community engagement around the 'My Support My Choice' research findings.



Ailsa McAllister
Social Work Scotland, SDS Project Manager

Ailsa heads up Social Work Scotland's SDS project. Sponsored by Scottish Government and hosted by Social Work Scotland it forms part of the Adult Social Care Reform Programme. Ailsa has been seconded from Dundee Health and Social Care Partnership into this role and has 14 years' worth of experience working as a Senior Officer in the Strategy and Performance Section of the partnership. Her roles have been mainly focused around data analysis, project management and strategic planning covering; homelessness, frailty, Adult Protection and Self-Directed Support. In 2016 Ailsa completed an MSc exploring, how personalised social care services are delivered. Her findings highlighted not only examples of good practice but also some of the barriers to how Self-Directed Support had been implemented since the introduction of the 2013 Act.



Derek Feeley, CB, DBA
Senior Fellow at the Institute for Healthcare Improvement

Derek Feeley, CB, DBA, is a Senior Fellow at the Institute for Healthcare Improvement. He joined IHI in 2013 and was its President and Chief Executive from 2015 to 2020. In that role he was responsible for driving IHI's mission and strategy to improve the quality of health and health care worldwide. Prior to joining IHI, Derek was the Director General for Health and Social Care in the Scottish Government and the Chief Executive of NHS Scotland. In that position, he was the principal advisor to the Scottish Government on all health and social care policy matters as well as having leadership responsibility for the work of NHS Scotland's 140,000 staff. In 2013, Derek was made a Companion of the Order of the Bath by Her Majesty the Queen in recognition of his contribution to health and health care.



Jeremy Adderley
SDSS Operations Manager

Jeremy is the Operations Manager at SDSS and focusses on our organisational sustainability and effectiveness for our membership and stakeholders. Jeremy has a background in senior business and third-sector finance, people and operational management. At SDSS he contributes strategic, project and income development skills and designs streamlined online user resources, finance, marketing, stakeholder management, research and reporting systems.



Panel members

Florence Garabedian

SDSS Chair and former CEO at Lothian Centre for Inclusive Living

See speakers section above.



Professor Ian Welsh OBE **The Health and Social Care Alliance Scotland**

Ian Welsh OBE is Chief Executive of the Health and Social Care Alliance Scotland and has extensive experience in the public, private and third sectors. Ian sits on a range of Scottish Government Programme Boards, and most recently, he was appointed by the Cabinet Secretary, Jeane Freeman MSP, to sit on the Advisory Panel for the Independent Review of Adult Social Care.



Dr Pauline Nolan **Inclusion Scotland**

Dr Pauline Nolan is Director of Leadership and Civic Participation at Inclusion Scotland. This includes leading a department that incorporates their People-led Policy project which has been co-producing adult social care support reform with disabled people, unpaid carers, Scottish Government and other stakeholders.



Ashley Drennan **Performance Advisor,** **Inspiring Scotland**

Ashley has spent more than 20 years working with the voluntary sector, specialising in grant funding. In her current role at Inspiring Scotland, she is part of the team managing the Support in the Right Direction funding programme on behalf of Scottish Government. With this funding, 31 projects across Scotland are providing independent support to people and carers, supporting them to have choice and control over their social care.



Toria Fraser

Remobilisation, Recovery and Reform Division (social care support), Scottish Government

Toria has worked in Scottish Government for many years. While she is now at the heart of social care policy, her previous posts were in languages in schools, and in rural economic development. When her children were small, she worked in local government and also ran her own businesses in the Highlands. In social care she has been involved in embedding Self-Directed Support as Scotland's mainstream approach to social care, and leads on work around independent support and the Support in the Right Direction Programme.



Donna Bell

Director of Mental Health and Social Care,
Scottish Government

Donna is Director of Mental Health and Social Care at Scottish Government. She has previously led on a number of Scottish Government policy areas: Response to COVID-19 in Health and Social Care; Mental Health; Police; Improvement, Attainment and Wellbeing in Learning; Early Years; Youth Justice; and Finance. Educated at Glasgow and Edinburgh Universities and the University of California, Berkeley, Donna initially worked in Financial Services, before joining the Scottish Government in 2002.

Ailsa McAllister

Social Work Scotland, SDS Project Manager

See speakers section above.

Workshops (13:30-14:30)

Breaking down walls –

working together in Highland

NHS Highland and Community Contacts,
Carr Gomm

No one likes it when big powerful organisations make decisions without us and for us. So, join NHS Highland and the Highland Council as they share how they are resetting the Satnav and are breaking down walls by working collaboratively with citizens and third sector partners to realise the spirit of the SDS legislation. Exciting times are ahead as we embrace the new Social Work Standards for SDS and the Review of Adult Social Care, and in Highland we are working together for shared SDS strategy. Please join us as we work together towards making the dream of SDS a reality.

Community Brokerage in Action

Community Brokerage Network

Join Community Brokerage Network as they explore the community model of brokerage and share some examples of this in practice, highlighting the impact it has made on the lives of individuals who have been supported. You'll also learn more about the SQA Brokerage Award and its successes.

Moving forward together to promote greater quality and consistency of social care and support in Scotland

Social Work Scotland and SDSS

Join the Social Work Scotland Team and Dr Dianne Theakstone as they explore the recommendations from 'My Support My Choice' and the draft Self-Directed Support Standards. Have your say in how we can, together, move towards rights-based

practice, ensure greater consistency in implementing Self-Directed Support within local authorities and improve people's experience of social care and support across Scotland.

SDS – Releasing the potential for dementia care

About Dementia, Age Scotland Dementia Training and the STAND Group

SDS has the potential to improve quality of life for people living with dementia, but we routinely hear about barriers to access SDS. When SDS is offered, there is little choice and people living with dementia struggle to obtain creative and specialised care. We'll highlight the work About Dementia are doing to improve access to SDS. We'll also share the Dementia Training Team's work about SDS, which aims to empower unpaid carers to access their rights. To close, a member of STAND will share their lived experience of being denied SDS as a person living with dementia.

Please join us as we work towards making independent living a reality for more people through SDS.





What matters to you? – Community-led Support
Healthcare Improvement Scotland and National Development Team for Inclusion

Scotland has been on a journey to change the conversation from 'What's the matter with you?' to 'What matters to you?', and to improve the quality of life people can have when the conversation is changed. Join this session to hear how nine Health and Social Care Partnerships have embarked on this journey through a values and principles based approach called Community-led Support. You will hear great examples of the difference it makes when we really focus on what is most important to people and provide the right support to help people live their best life.

Quality Streets – all postcodes!
ILF Scotland

ILF Scotland believes it's important that a high-quality approach is consistent across the country.

Join ILF Scotland to explore the importance of high-quality interactions, relationships and outcomes and understand how their Quality Standards have helped them achieve a high satisfaction rate for their approach to quality. There is also the opportunity to explore a new ILF Policy around what ILF can fund.

See my support, see my choice, see me
See Me Scotland

Join See Me Scotland to explore foundational mental health inclusion elements of Self-Directed Support in light of the "My Support, My Choice" report from SDSS and the ALLIANCE. We will explore practical and systematic ways of reducing mental health stigma and discrimination in the delivery of Self-Directed Support.

New routes home
In Control Scotland and Radical Visions

New Routes Home is a partnership of individuals and organisations committed to ensuring that everyone is able to achieve their right to live in their own home with support that makes sense to them. Sadly, for too many people with a learning disability or on the autistic spectrum placed away from home or in institutional settings, this is still not the case. In this workshop we will share what New Routes Home aims to achieve, the resources we have developed, how you can get involved and how we can support you.



You will hear great examples of the difference it makes when we really focus on what is most important to people and provide the right support to help people live their best life.



Maintaining Quality – How we moved service delivery online
Lothian Centre for Inclusive Living (LCiL)

The Lothian Centre for Inclusive Living will share their learning from the past year. Join us to hear how we moved from being an in-person service to a fully online service in response to the Covid-19 pandemic. We will share how we now deliver peer support groups, online sessions and training, 1-1 support, information service, benefit checks and a payroll service fully online and what our learnings have been in this major transition for us as an organisation and our service users.

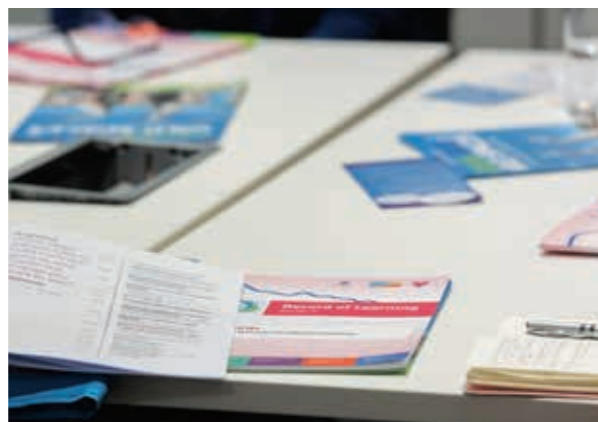
Applying legislation to SDS Civil Rights First and SDSS

Join Civil Rights First as they support you to gain a greater understanding of how to apply the SDS legislation and guidance to these issues, either for yourself or for someone you are supporting.

Civil Rights First is a legal rights-based charity, who deliver an advice service and approach to Scotland's most vulnerable members of society. They are making a real difference with their SDS Advocacy project providing a wide range of support services to informal carers and those in receipt of social care at all levels. This rights-based project supports social care users to realise new rights and entitlements conferred by the Social Care (Self-Directed Support) (Scotland) Act 2013. It is aimed at individuals entitled to SDS, empowering them to live their best lives.

Linda's Journey of Self-Directed Support SDS Collective

Join the SDS Collective as they provide a personal and professional journey of both working in the care field and becoming someone who uses SDS. The workshop will look at the different attitudes and developments in working with people with varying disabilities over the past 50 years.



Supporting organisations:

Paragon Music
www.paragon-music.org

NHS Highland
www.nhshighland.scot.nhs.uk

Community Contacts, Carr Gomm
www.carrgomm.org/community-contacts

Social Work Scotland
www.socialworkscotland.org

Age Scotland
www.ageuk.org.uk/scotland

Independent Living Fund Scotland
(ILF Scotland)
www.ilf.scot

See Me Scotland
www.seemescotland.org

In Control Scotland
www.in-controlscotland.org

Lothian Centre for Inclusive Living (LCiL)
www.lothiancil.org.uk

Civil Rights First
www.civilrightsfirst.co.uk

SDS Collective
www.facebook.com/groups/sdscollective



Self Directed Support Scotland (SDSS) is a membership organisation. The focus and direction of our work reflects the needs and priorities of our membership in their role in supporting people across Scotland.

If you are interested in joining a network of organisations who are committed to supporting the implementation and development of Self-Directed Support (SDS), then please contact mark@sdsscotland.org.uk



SDSS is funded by the Scottish Government.
Company registered in Scotland SC371469. Scottish Charity No SC039587.
Norton Park, 57 Albion Road, Edinburgh EH7 5QY

0131 475 2623

Thank you to our SDSS membership and partners who helped shape the 2021 SDS National Voice. We'd also like to thank all delegates for their support, and we look forward to seeing you all at our future events: www.SDSScotland.org.uk/Events