

Shared Care Scotland AGM and Have Your Say event Dunoon, 29th October 2009

Dynamic Discussions

The following notes are a summary of the morning discussions. Four groups were each asked to identify the key challenges facing the development of high quality short break provision and how these could be overcome.

Discussion Group A

The Challenges

- Provide accurate and full information to Carers and Users. Info on direct payment/support to set it up and manage it. To create a personalised service.
- Review of cumbersome and costly systems. Audit of how money spent/identify money wasted and make best use of resources.
- Create quality/flexible/different services – which carers and service users will have greater confidence to use.

Potential Solutions

- Simplify systems and procedures – taking less time costs less – better training for paid care workers to provide personalised service.
- Put people in place to provide information and co-ordinate services (like local area co-ordinators) to have all oversight and can make best use of resources. Like one to one support could be two or three service users doing things together.

One Change That Should Be Made Now

- Improve advocacy for carers to help them receive the service they need – and be informed of all options. Better communication between authorities and services.

Discussion Group B

The Challenges

- Limited specialist resources - more needed.
- Carers! Limited access to information leads to exclusion.
- Transition between various age groups.

Potential Solutions

- Individualisation – special, tailored solutions.
- Improved knowledge and awareness of respite – greater publicity.
- Phased transition between age groups. Improved and communication between services leading up to and over transition stages.

One Change That Should Be Made Now

- Local efforts to improve knowledge, understanding and awareness of respite

Discussion Group C

The Challenges

- Variable access to provision throughout Scotland – need to move away from traditional forms of respite.
- Cultural attitudes to accepting care
- Promoting services – promote and encourage Direct Payments.

Potential Solutions

- Person centred approaches to service planning
- Use Single Outcome Agreements to specify targets. Scottish Executive to be more specific in their requirement of all LA's.
- Greater accountability from LA's on how money is used to promote, enhance and develop short break services.

One Change That Should Be Made Now

- Effective communication which involves consultation with users, carers and all agencies.

Discussion Group D

The Challenges

- Flexible approach – flexible funding that can provide an individual approach - more needs to be done to tackle over dependence on block purchase
- Establishing a one stop shop/bureau/brokerage
- Forging links with business community and being creative in using places like hotels and other resources.

Potential Solutions

- Take control of Direct Payments money out of council and give to another agency to run (move faster)
- Cut out bureaucracy to get access – improvement of clear community.
- A mobile care company dedicated to “respite”.

One Change That Should Be Made Now

- Appointing a respite “expert” champion - that could take forward developments across the area. A single point of contact for advice, information and support.
 - A set rate for services.
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