

## OSBIS launch edition

- OSBIS explained
- Service Providers: We need you!
- What are the benefits?
- How it works
- The Future

## Other news

- Government Respite Care Guidance consultation
- Carers consultation event

## Contact Us

### Shared Care Scotland

Unit 7, Dunfermline Business Centre  
Izatt Avenue,  
Dunfermline, Fife, KY11 3BZ

Tel: 01383 622462

[office@sharedcarescotland.com](mailto:office@sharedcarescotland.com)  
[www.sharedcarescotland.org.uk](http://www.sharedcarescotland.org.uk)

## SPECIAL EDITION

Welcome to this special edition of Breaking News the newsletter of Shared Care Scotland.

In this edition we update you on an important development – the launch of OSBIS stage 1 – Shared Care Scotland’s Online Short Break Information Service.

Easy access to reliable, up-to-date information on all forms of short break and respite services has been high on carers list of support needs for a long time. Today with the launch of OSBIS we take a major step forward to making this a reality.

Shared Care Scotland is a registered charity which aims to promote and support the development of short breaks and breaks from caring for carers and cared for people within all sections of society.

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## ...Whoosh...Bang!

### Shared Care Scotland’s Online Short Break Information Service launched

Monday 5<sup>th</sup> November marks the launch of the first stage in the development of a unique Scotland-wide online directory of short break and respite services. **OSBIS** (online short break information service) will contain information on all forms of service including: home-based and residential based respite, family placements, befriending projects, activity clubs, holiday breaks and more specialised guest houses and hotels. In time, we hope that OSBIS will become a one-stop-shop for carers, care recipients and health and social care staff searching for suitable breaks which meet individual needs and circumstances. As far as we are aware there is no online directory of this kind anywhere in the world.

In addition to our online directory we will also provide a telephone enquiry service for those that don’t have access to the internet and for those who can’t find what they’re looking for on OSBIS.



*If you would like your services included in this directory then please contact us on 01383 622462 and we will provide instructions on registering for an account. Please note there is no charge to promote your service.*

## **Stage 1**

Stage 1, launched today, involves the promotion of OSBIS to service providers, asking them to upload their service information on to the directory. Service providers will be given access to their own log on page where they will be able to add their records directly. All records will be checked by Shared Care Scotland before being published. Our aim is to have at least 300-500 records on OSBIS before going to stage 2.

## **Stage 2**

Stage 2 will happen in the spring of 2008. Stage 2 will mark the public launch of OSBIS when the directory will be accessible to everyone via a new website: [www.carebreaksscotland.org.uk](http://www.carebreaksscotland.org.uk)

### **Service Providers: WE NEED YOU!**

By service provider we mean organisations and facilities that offer short break, respite care or associated services for the benefit of unpaid carers and care recipients.

As explained, the purpose of this directory is to help carers, those receiving care and those acting on behalf of these people, to search for services which best match needs and circumstances. We are keen to encourage all providers to add their service(s) to this directory even if the service is local or for very specialist care needs. The information we collect will enable providers to be very specific about referral conditions and the care needs/ages catered for.



### **How do I promote my service on OSBIS?**

Firstly contact us and we'll provide you with a link to the OSBIS website. (The site is currently on a restricted server.)

The process is then very simple:

- Go to the Service Provider log-in page and read the Inclusion and Data Protection information and tick the 'agree' box
- Register for a new account - this will take you to a short form which will ask you for contact details
- (After registering you'll receive an email from us to confirm your account.)
- Log in using your username and password
- Enter your service record using the help/tip notes as necessary
- Confirm and save your information

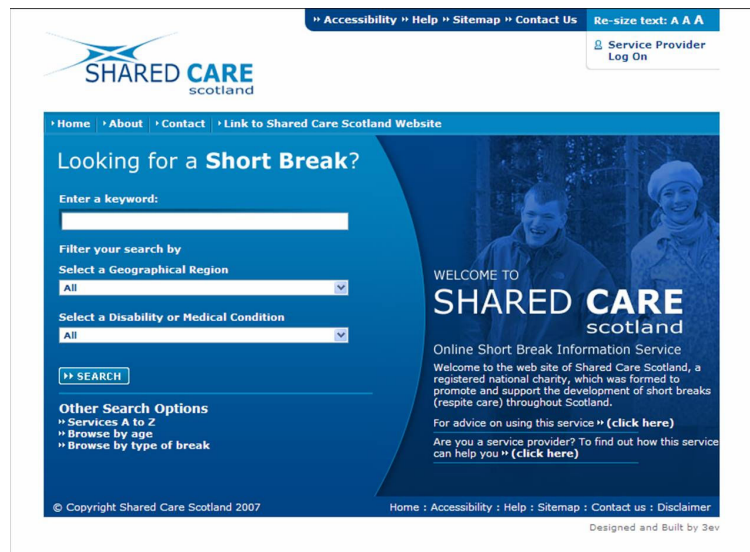
Shared Care Scotland will then check your record before publishing. If we have any questions at this point we'll get back to you.

Every 12 months service providers will be sent an email to ask them to check and confirm their records are still accurate. In this way everyone can be confident the information is reliable and up-to-date.

## What are the benefits of OSBIS?

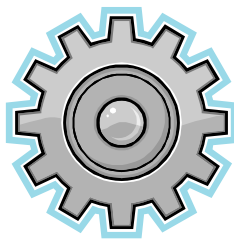
Carers and service users can use OSBIS to research various options for short breaks and respite which can then be discussed with care managers or social workers, with a view perhaps to agreeing a support package. Carer centres will be able to use OSBIS to compile their own print directories of local respite/short break services or simply search for services online on behalf of clients. Service providers will be able to promote their service to a wide audience.

Ultimately we hope OSBIS will stimulate new ideas and possibilities. We hope the wide range of opportunities on the directory will encourage people to push for greater choice, flexibility and control over their short break care package.



## How does it work?

We have put a lot of effort into designing OSBIS to be quick and simple to use. Surprisingly this means there's a lot of complicated programming running in the background! For



example, to ensure service information is only ever 12 months old we have a monitoring system that sends out automated update reminder emails to service providers a year after the record is published. An administration content management system here in Shared Care Scotland can tell us instantly which providers have not checked their details and an 'alert' symbol is placed on their record, which users will be able to see. In this way we can be confident the information available to you is accurate. Should anything slip through the net then OSBIS users can contact us either by phone or by using the feedback form provided.

The site has been designed for Shared Care Scotland by software development company 3EV (www.3EV.com) and we're very grateful to them for their efforts. We were very fortunate to link up with Grampian Care Data (www.grampiancaredata.gov.uk) who advised us on the initial technical specifications and guided us safely through the design process.

*Carers consultation event on the Respite Care Guidance. Glasgow, 28<sup>th</sup> November 2007.*

*Contact Shared Care Scotland.*

## The Future

We are committed to improving OSBIS as we go along, learning from the experiences of users. Inevitably there will be frustrations to begin with, particularly for those people that can't find the service they're looking for. We will of course be continually adding new services as we find them and we're very keen to enlist everyone's help in this process. As the directory expands, OSBIS will play an increasingly important role in monitoring the range and volume of services across the country. In this way we hope OSBIS will make an important contribution to future development of services.



**We are very grateful to the Scottish Government and the Lloyds TSB Foundation for Scotland for their support.**

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## Other News

### Respite Care Guidance Consultation

Between the 10<sup>th</sup> October and the 16<sup>th</sup> January the Scottish Government is carrying out consultation on its updated Respite Care Guidance.

Its main purpose is to help local service planners improve respite provision in line with the overall principles of enabling self care and working with carers as partners in care, by:

- improving respite planning;
- shifting the balance towards preventative support; and
- personalising support to improve outcomes both for carers and those with care needs.



The Guidance and related papers can be found on the Scottish Government website:

<http://www.scotland.gov.uk/Consultations/Current>

### Respite Guidance: carers consultation event

Shared Care Scotland and the Coalition of Carers in Scotland are joining together to host a consultation workshop on the guidance for carers, service users and carer organisations.

**Date:** 28<sup>th</sup> November 2007

**Location:** Central Glasgow

**Time:** 10.30am to 3.00pm

*If you would like to attend this event please contact Shared Care Scotland.*