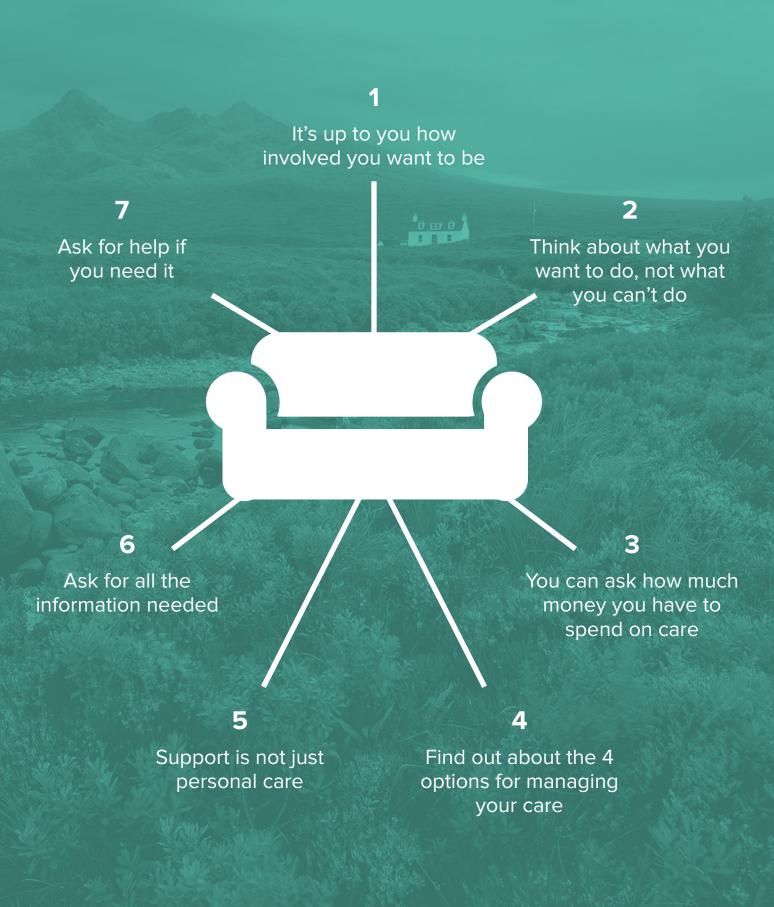


SDS ADVICE FROM THE SOFAS OF OLDER PEOPLE IN HIGHLAND



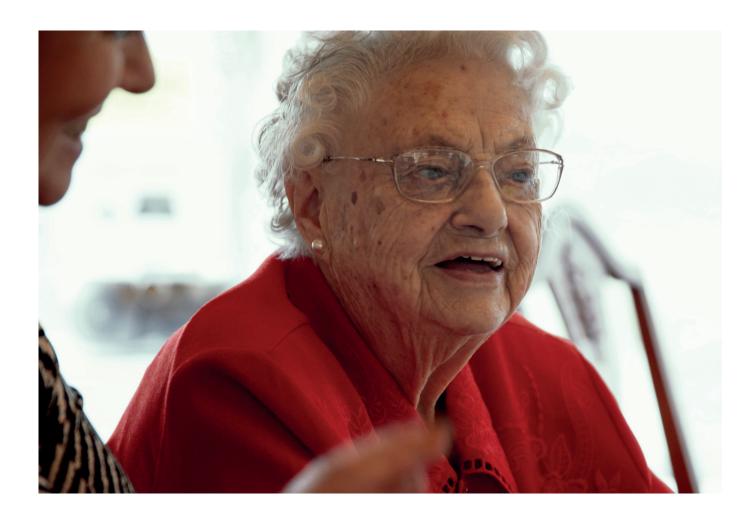
our story

Self-directed Support (SDS) is the term that is used to describe the ways in which social care services and support are offered. SDS is all about giving people freedom of choice so they can get the kind of support they want, where and when they want it.

Over the last year a Scottish Care Project called Getting It Right With Older People (GIRWOP) has been listening to people who are involved with SDS in Mid Ross and hearing about their thoughts and experiences of SDS. Older people told us about the challenges of receiving SDS; "you have to fight for it"; and for some, the huge improvement it has made to their lives; "makes you feel YOU can do something".

We heard of the many difficulties people experienced finding out about SDS, understanding what it is and how it works; "none of it is easy" but that it is; "worth the fight" as, "you can be in charge, decide what suits you best and what you want to do".

This is the advice they gave to others who are new to SDS....



one it's up to you how involved you want to be

"You can choose how involved you want to be. Self-directed Support is all about you having as much choice and control of the support you receive as you want."

There are all sorts of things that you may be able to have a choice about:

- Choosing your care workers
- The times you receive care
- The types of activities you do
- Knowing who is going to be coming to provide care for you
- If you get the money to pay for your support directly
- Employing your own staff (there is help with this, you don't have to do it on your own)

The Social Care Self-directed Support (Scotland) Act 2013 introduced new legal duties that mean older people have the right to as much involvement as they want in the way that their support is planned and delivered.

Practitioners must 'have regard' to the following principles when engaging with all individuals who are assessed and who require support:

- ✓ DIGNITY
- ✓ INVOLVEMENT
- ✓ INFORMED CHOICE
- ✓ COLLABORATION
- ✔ PARTICIPATION

two think about what you want to do, not what you can't do

If you think that you need support then you should contact your local NHS Highland Integrated Team who, if they feel you meet the criteria, will arrange for you to have a Personal Outcome Plan (POP) completed. You can also ask someone else to refer you, such as your doctor, health visitor or relative.

Your POP should involve a conversation with you about the kind of things you would like to do if you had the support you need. A worker will sit down with you and talk about what you want out of life. This is your chance to talk about all your hopes and dreams; the things you want to do such as where you want to live and what do you want to do with your time. They will also speak with your permission with other people in your life who know you well. This is what is known as your assessment and your worker will fill in a form called a Personal Outcome Plan (POP) as you do it.

"THE SUPPORT IS PLANNED BY HAVING A **MEANINGFUL CONVERSATION** ABOUT **WHAT YOU WOULD LIKE** TO DO, NOT WHAT YOU CAN'T DO.

THIS IS THEN RECORDED IN A **PERSONAL OUTCOME PLAN**"



three you can ask how much funding is in your budget

Everyone who is eligible for support is entitled to an SDS budget. You can ask how much money is available to buy the support you need before you decide how you want your support to be provided.

Once your budget is agreed, you and your worker will talk about the four options and decide how you want to spend your money. You might decide to take control of it yourself, or to have a broker look after it for you.

THE PROCESS 4 STEPS TO RECEIVING A PERSONAL BUDGET

- **1.** Your needs are assessed and a Personal Outcome Plan (POP) is completed.
- **2.** Your worker will create an Indicative Budget (an estimated budget).
- **3.** The Personal Outcome Plan and Indicative Budget then go to a Resource Allocation Panel who need to agree with the things you have put in your POP, and who will decide how much money you are eligible for.
- **4.** Once your budget is agreed by the Panel, you and your worker will talk about the four options and decide how you want to spend your money.



four finding out about the four options in receiving support

You can choose between 4 different ways of receiving your support. **Not having a choice is not one of the options.**

If you are eligible for support, NHS Highland has a duty to offer you four options in how this is provided. If you choose option three, NHS Highland organising support on your behalf, that is still a choice.

OPTION 1: DIRECT PAYMENT - A cash payment to let you buy all your support yourself. This gives you the greatest level of control and choice over your support. However, it also involves you having the responsibility of being an employer (though help is available with this).

OPTION 2: INDIVIDUAL SERVICE FUND - You choose your own support services but NHS Highland or a provider of your choice manages the money. This option supports those who want greater choice but don't want the responsibilities of a direct payment.

OPTION 3: TRADITIONAL SERVICES - NHS Highland arranges support on your behalf to meet your outcomes. This option supports those who do not want to choose their own support and are happy with everything being organised by NHS Highland.

OPTION 4: A MIXTURE OF 1,2 AND 3 - This option is suitable for those who want to choose some of their support but also have some of it arranged for them.

You can change your mind in the future and should be offered all 4 options at every review you have.

five support is not just personal care

"You don't have to use your SDS budgets to receive 'care at home' or personal care. We used our SDS budgets to do things like; learning to use a computer, planting vegetables, help preparing meals.... Your budget can be spent on anything that meets the approved outcomes in your POP. This is an example of the outcomes from one of our POPs:"

What outcomes will this achieve?

- **1.** To have a wash and shower every day and put on day clothes when I feel well enough to do so
- **2.** To have the time to prepare some of my own meals
- **3.** To do normal everyday activities like ironing, vacuuming, even bake something now and again
- **4.** To be able to go shopping and meet people and animals
- **5.** When well enough, go out for a trip in my car 1-2 times a $\frac{1}{4}$ year
- **6.** To get out and try gardening in raised beds. Make a kitchen garden with old electrical items. Would like to grow herbs / vegetable and little plants out of them.
- **7.** Be able to do hand / mouth painting. Take photos of my world and then draw/paint my way.
- **8.** Learn how to use the laptop and use mouth stick when hands are not working.
- **9.** Need help setting laptop up and a course to understand how to use it
- **10.** Be able to do physiotherapy and exercises



six ask for all the information that you need

You must be given the information that you need to make decisions and have a choice.

There is a duty to provide information about Self-directed Support that is accessible and understandable. Included in the Act is the provision for information to be provided to individuals about the nature of SDS.

The process should be:

IMPARTIAL

BALANCED

WELL-INFORMED

NHS Highland has duties relating to the provision of information to ensure that individuals have the right knowledge and support to make decisions.

Everyone needs to be given information and the support they need to think about what they would like to achieve and the ways they would like to do this. Some people will make the choice to keep things the same, or to ask NHS Highland to manage the support on their behalf.

This is still a good choice if it is made on the basis of good information and an understanding of what is possible.



seven I wish I had known i could ask for help

"You are not alone. We found it very tricky to get our SDS package set up at the start and think that you should ask for help as soon as possible rather than struggling on alone."

YOU CAN ASK FOR ADVOCACY SUPPORT:

Advocacy Highland, 01463 233460, 2 Seafield Road, Inverness, IV1 1SG info@advocacy-highland.org.uk

Connecting Carers, 01463 723560, Glen Orrin House, High Street, Dingwall, IV15 9TF, carers@connectingcarers.org.uk

Currently people in Highland are using the following organisations to assist them in managing their Direct Payment:

LOCAL ORGANISATIONS:

Highland SDS - Cantraybridge College, 3 Cantray Square, Croy, IV25PP, Tel: 01667213136 http://www.highlandsds.org/hr-support

NATIONAL ORGANISATIONS:

SPAEN - Scottish Personal Assistant Employers Network, Suite 24, Evans Business Centre, Belgrave Street, Bellshill, ML4 3NP Tel: 0845 601 1156.

Fmail: info@spaen.co.uk www.spaen.co.uk

SDSScotland, 0131 475 2623, info@sdsscotland.org.uk www.sdsscotland.org.uk

NHS HIGHLAND SINGLE POINT OF CONTACT:

Mid Ross - 01349 860460

East Ross - 01349 853131

Caithness - 01955 606915

Sutherland - 01408 664018

Lochaber - 01397 709873

Inverness - 01463 888333

Nairn - 01667 812618

Badenoch and Strathspey - 01497 812618

Skye, Lochalsh and Wester Ross - 01471 820174



With thanks to....

This booklet is based on the wise advice and experience of older people in Highland in particular:

- Norma
- Roseanna
- Elsie, Heather, Ann, John and Fiona
- Highland Senior Citizens Network members



Before her SDS package was set up Norma spent much of her time in bed, with long hospital stays when her health deteriorated. Now she can access the specialist physiotherapy support she needs, get out in the garden, do some of her own housework and cooking, and hang out with the youths at the local skatepark!

To see a film of Norma talking about SDS Option 2 go to: www.scottishcare.org/guide-to-sds-support-in-highland-video



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