

National Care Service: Supplementary summary of findings from the regional forums 2023

Easy Read Version

January 2024

National Care Service: Supplementary summary of findings from the regional forums 2023

Easy Read Version

Prepared by The Scottish Government



 Scottish Government
Riaghaltas na h-Alba

Introduction



The Scottish Government is working to make health and social care support better in Scotland. They are working with people and organisations across the country.



We want everyone to have access to high-quality local services across Scotland. People should get them when they need them.



We held events across Scotland in the summer of 2023 as part of our work to make a National Care Service. These happened in places all over Scotland.



We worked with people in towns and cities. We also worked with people in the countryside and island communities.



Reports were published in September 2023. You can read them here: www.gov.scot

We organised more events. This report talks about feedback we got at these events.

Follow up events

Information Sharing



We held an extra event in Edinburgh. It had a particular focus on the **workforce**.

Workforce means staff who work in social care support and healthcare.



We talked about:

- access to information
- things that prevent sharing information
- pressures that make delivering social care and support hard for staff



At the session we talked about the **Integrated Social and Health Care Record**. An **Integrated Social and Health Care Record** could store social care and health care information. People would be able to add their information to it. This could be shared to support a person's care.



Talking about access to information helped us understand that people feel that:



- the quality of information shared can affect how staff are judged



- staff may not always have access to the process of collecting information



- an integrated record should let staff update information in an organised and safe way



- information about supported people may not always be available to relevant staff



- information should be displayed clearly to relevant staff



Talking about things stopping information sharing helped us understand that people feel that:



- there is sometimes too many people involved



- staff in different professions work at different hours of the day. This can make sharing information hard



Discussions about ways we can help share information helped us understand that people feel that:



- face-to-face conversations can be important

Please fill in this easy read form

Your name

Address

Phone

- the integrated record must have a **non-digital** way to record information



Non-digital means ways to record information without using a computer. For example, over the phone or face-to-face.



- information must be available at all hours



Talking about pressures that make delivering social care support hard for staff helped us understand that people feel that:



- information can be missed because staff are rushed



- bigger workloads might mean staff feel undervalued



- the high number of people who need social care support cannot be met by the current system



- staff sometime may not have enough time to complete their tasks



- staff are not given enough time for training

Making sure your voice is heard



We held an extra event in Hawick and 2 online events. They focused on 'making sure your voice is heard'.



People who came to these sessions were:

- staff from health and social care support
- unpaid carers
- people accessing support



We talked about:

- complaints
- **independent advocacy**
- **eligibility criteria**
- support planning



Independent advocacy means getting support from another person to help you express your views and wishes.



Eligibility criteria is the way your council decides whether you can receive social care support.



Talking about complaints helped us understand that people feel that:



- some people need support to provide feedback and make a complaint



- they want positive feedback to be recorded and celebrated more



- they want to have a conversation about their complaint instead of a standard answer



- it would be better to have staff whose job is answering complaints



- they want to be told what can be done to fix their complaint



- they want to know what will be done to make the service better because of their complaint



- they need services close to where they live



Talking about independent advocacy helped us understand that people feel that:



- people want information about advocacy earlier



- they want social care support staff to be aware of and support independent advocacy



- they want other types of independent advocacy support to be considered in the National Care Service



- they want standards in place for independent advocacy services



- they want a clear description of what independent advocacy means

Talking about eligibility criteria helped us understand that people:



- do not understand what eligibility criteria means



- want social work staff to explain what eligibility criteria means

Talking about support planning helped us understand that people feel that:





- they do not know about the support planning process. There is not enough information about the decisions



- they want more communication with their social worker



- unpaid carers may not feel heard in the support planning process

Valuing the workforce



We held two extra events in Edinburgh and two online.

We spoke to staff who deliver community health and social care support.



We talked about:

- training
- integration of services
- trust
- career paths
- communications



Talking about training helped us understand that:

- new social care staff may need more basic training
- experienced staff would like a way to share what they have learned with new staff
- staff would like more in-depth training specific to their job



Talking about integration of services helped us understand that people feel that:

- **agency staff** have limited training



Agency staff are staff who are employed by a private social care support provider

- there is a need for more understanding of roles across health and social care



- it is important for adult and children services to be more joined up



Talking about trust helped us understand that people feel that:

- staff need to know they are trusted





- there needs to be enough staff to feel safe at work



Talking about career paths helped us understand that people feel that:

- they need to understand there is support in an apprenticeship to reach a qualification



- social care staff should have ways to specialise in their job



Talking about communications helped us understand that people feel that:



- staff want people to understand what they can and cannot do



- it is important for staff to help people understand their rights

For example, understanding how to get social care support.

Realising rights and responsibilities



We held an extra event in Hawick.



This event focused on the National Care Service **charter** of rights and responsibilities. The **charter** will help people understand their rights and what to expect from the National Care Service. It will provide a clear way to get further support and advice or how to make a complaint if rights are not met.



We spoke to:

- staff who deliver community health and social care support
- unpaid carers
- people who receive support

People felt:



- positive about the rights in the charter



- worried the rights cannot be delivered



- worried the charter is focussed on adult social care and residential care



- that they want more information about what we mean by support networks and how they help make decisions



- that the charter should give more information on health and social care standards



- that the charter should include a timeline for a response to complaints

Keeping care support local



We held an extra event in Aberdeen.



This event focused on the workforce and people who receive social care support.



People felt:

- communication in easy read and plain English should be more common



- information sharing between staff and people who receive social care support could be more effective



- that they want choice and control when receiving social care support services



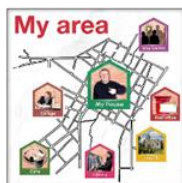
- that the same Self-directed Support options should be available everywhere



- that the same services should be available everywhere



- that the system should be flexible



- that moving between councils can sometimes make things difficult



- that more voices from people with lived experience need to be heard



- worried about if there were enough staff with the right training

What is next for the National Care Service



The Scottish Government is committed to delivering a National Care Service. It will make the quality and consistency of social care support in Scotland better. We are now working to improve the social care support system.



Events will help us to make the National Care System, its policies, and the National Care Service (Scotland) **Bill** better.





A **Bill** is a proposed law that needs to be passed by the Parliament before it could become a law. The Scottish Parliament will vote on the National Care Service (Scotland) Bill in January 2024.



We will continue co-designing the National Care Service.



We will involve people who have accessed social care support. We will also involve groups of people whose voices currently are not being heard.



We will keep improving the social care support sector for the already existing staff and to make it a good profession to work for.

Getting Involved



We want to hear from you to as we develop the new National Care Service. If you would like to share your experiences you can join our [Lived Experience Expert Panel](#).



If you join the panel, you will be invited to take part in different things like:

- surveys
- interviews
- discussions

For more information about the National Care Service, visit gov.scot/ncs

Copyright images © Photosymbols



© Crown copyright 2024

OGL

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at www.gov.scot

Any enquiries regarding this publication should be sent to us at
The Scottish Government
St Andrew's House
Edinburgh
EH1 3DG

ISBN: 978-1-83521-691-0 (web only)

Published by The Scottish Government, January 2024

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS1390154 (01/24)

w w w . g o v . s c o t