

Keeping Care Support Local

Part 1: Local Services

Easy Read version



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 better 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.

What we learned about local services



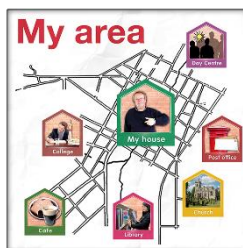
We got feedback from the events. Some of the most common things people told us were:



- How services are working now.
- How people want to be involved in decisions about services in their area.



- How services need to be high quality all over the country but also meet different local needs.



- What local means to people.



- What people want from the National Care Service.

How services are working now



People told us that services work well when there is a good relationship between people giving support and those getting it. They said:



Some health and social care workers give excellent care and support. This is because they are serious about their work and helping others.



But some people told us about problems with the way services work. They said that:



The support they get is only about their basic needs rather than their whole life.



Staff leaving and new staff starting was a big problem. This is because it takes time to trust and understand people getting and giving social care support.

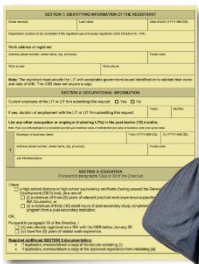
Waiting List



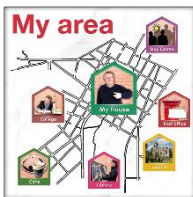
People said waiting lists are very long and staff are overworked. This means some people are not able to get the support they need.



We heard that things are even worse in countryside areas. There are not enough health and social care workers and there are issues with transport.



Some people said they had to fight for services.



Some people were afraid to move to a different council area. Different areas have different systems. They would have to start over again with trying to find care and support.

How people would like to be involved in decisions



People want more say in how services are run.



Some people said there should be lots of different ways to get involved. This would mean people could get involved in a way that suited them best.



This could include events, online sessions, and discussion panels.



People told us that getting feedback from people who use services and staff was important. This should be used to keep making services better.



Communities in all areas need support to be involved in making decisions.



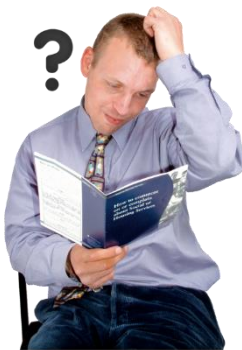
People want to be involved in decision making. They do not just want to talk about values and principles.



Online forums like Care Opinion were seen as a good way for people to give feedback. This means organisations must answer to the public.



Some people said it was hard to be a service user or unpaid carer on boards responsible for health and social care services.



They said board papers were too long and hard to understand. They also said that people with experience of services were not listened to.



Some people said there should be training and support for people on boards. This could include money, technology, or respite care.



It was suggested that a person's being on a board should be part of their care plan. This would make sure they got the right support.



Boards should include more people with experience of services. They should also include more people from a wider range of backgrounds.



People said it should be easier for service users and unpaid carers to get onto boards. People should only be able to be on a board for a certain length of time.

Making services available



Most people felt that some things about the care service should be the same everywhere in Scotland.

These included:



- who has the right to get social care services

- assessments



- the type of services available

- the level of care available



- the quality of services

- how much services cost



- how long a person has to wait for care

- what happens if standards are not met



Suggestions for how to make services to work well in the future are:



Better funding for community health and social care services.



Make care packages person-centred and support family links.



Make sure all local councils provide, deliver, or manage Self-Directed Support in the same way.



Getting decision-makers to think about different needs in different areas.



People also said that different areas have different resources and needs.



People said that services should be able to change in different areas to meet these needs. Local communities should be involved in making decisions about these services.

What local means to people



We know it is important for community health and social care to be in local areas. We wanted to understand what that meant to people.



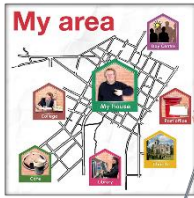
People said these things were important to them:



- feeling involved in the local community
- taking part in community groups or community leisure activities



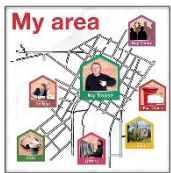
- using services and activities that are not just social care
- wanting better links between social care support and leisure, housing, and volunteering



We also heard that staff from local areas knew more about people's needs and made them feel more comfortable.



Some people in small communities might want a carer from outside the community. This could help protect their privacy.



Care support organisations do not need to be local. But the carers themselves should have local knowledge.



People said there were good and bad things about support being given over the internet. These included:



- people can be left out because of their age, disability or low income



- it can be hard to communicate properly with people on screen



- online services work well in some cases
- online services can help people access services in areas where there are not enough staff

What people want from the National Care Service



The National Care Service should help people to have a high quality of life for as long as possible.



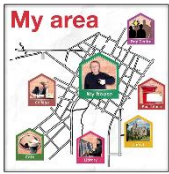
People suggested ways that the National Care Service could improve public health. These included support to engage with the natural world and change people's lifestyles.



People wanted to know what the National Care Service could do about some public health problems. These included air pollution and poverty.



Some people said that a change in society was needed. They said care support should be about communities coming together to help one another.



People also said they needed support to understand the health and social care system. They needed to know what support was available to them in their area.



Some people said the system might need to be more flexible. This would make it easier for people to take on paid caring roles for a few hours a week.



A clear and positive vision for the National Care Service will help bring change.

Next steps

What's next for keeping care support local



We will use what we have learned to help make local care services better. This will include:

- making sure people with experience of services can be more involved in local decision making
- making sure services are high quality all over the country and meet different local needs
- making better links between community health and social care



We will keep looking at what people have told us. We will make sure we understand what is working well or not working well. We will see if there are other areas we need to look at.



We will also work with people to come up with plans to fix the issues they have raised.

What is next for the National Care Service



The Scottish Government wants the National Care Service by 2026. We are now working to improve the social care 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.



Over the next 18 months we will continue 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 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



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