

Health and Social Care Alliance Scotland

'A Watershed for Social Work in Scotland?'

Event report

November 2016



'A Watershed for Social Work in Scotland?'

was jointly held between the ALLIANCE and other third sector and statutory organisations.



Event Podcast



Listen to a podcast for this event, produced by Iriss, at
<https://soundcloud.com/iriss-fm/158-a-watershed-for-social-work-in-scotland>

Introduction

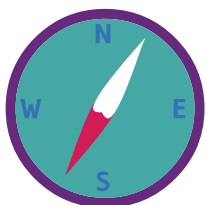
Audrey
Birt



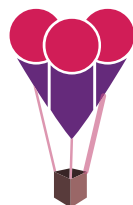
Associate Director, Health and Social Care Alliance Scotland

Audrey Birt, Associate Director at the ALLIANCE, chaired the event exploring Audit Scotland's report into the state of social work in Scotland. The report looks at the current capacity of social work services around Scotland to meet the growing demand for support in a personalised and equitable way. It also highlights the potential risks that could reduce Social Work Departments' ability to meet this need and makes recommendations for the delivery of support and services that work for everyone.

Audrey invited delegates to consider the report's recommendations and provide their thoughts and options on how Social Work could be delivered in the future. This was presented in the context of the **5 Provocations for Health and Social Care** developed by the **Health and Social Care Academy**. These are:



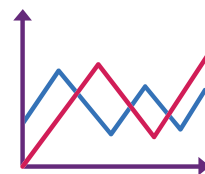
**Courageous
Leadership**



**Emphasising
Humanity**



**Nurturing
Transformation**



**Target
Culture**



**Ceding
Power**

Audit Scotland presented their report on Social Work

Dr John
Lincoln



 AUDIT SCOTLAND

Challenges facing social work

- Budget pressures – council budgets have fallen by 11% in real terms since 2010/11 – but social work budgets have increased slightly.
- Demographic change.
- Legislative change – Self-Directed Support (SDS), Children and Young People Act, Carers Act, etc. – all of which will add to financial pressures and demands on management and staff.
- Organisational change – health and social care integration.
- Skills and staffing shortages in several areas of social work and social care.



3rd sector H&SC team
[@3rdsecHSC](#)



Challenges facing social work: budget pressures, demographic change, legislative change, organisational change
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Risks of continuing with the current approach

- Low pay and high staff turnover could have an impact on service quality.
- Increased risks of provider failure.
- Tightening eligibility criteria could inhibit the development of preventative services and lock money into current service models.
- Care home service providers become reliant on people paying for their own care – potentially leading to a two-tier system.
- More delayed discharges (and costs) - unless integration can redirect resources.



The ALLIANCE
@ALLIANCEscot



What are the risks continuing in current approach? Low pay & turnover can have a risk on service quality/delayed discharges
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What needs to happen?

- Investment in prevention – and measure the effectiveness of these initiatives.
- Improve commissioning and involve providers, people who access services and unpaid carers in developing this.
- Improve community resilience.
- Remodel and redesign services to better meet the requirements of the local community.
- Elected members need to lead this process locally.
- The Scottish Government has a key role to play in a national conversation on social work priorities.

Personal story of engaging with social work

Lynn Williams



The ALLIANCE
@ALLIANCEscot



Lynn talks open and honestly about her experiences of caring for her husband. Care is mixed across Scotland
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Debate about future of Social Care is vital

- Carers often describe being brought to their knees by a system so complex and flawed, that money is wasted on challenging carers rather than covering the cost of the care package needed in the first place.
- Self-Directed Support has not brought about the transformational change hoped for, nor does it seem to be securing the outcomes envisaged by the legislation and guidance – as Learning Disability Alliance Scotland (LDAS) have pointed out in a recent report. Carers are being directed towards particular SDS options or are not offered choice at all. Some are allowed relatively free rein in how they use personal budgets; others in the same area are not. Postcode lotteries exist within local authority areas.



H and SC Academy
[@HandSCAcademy](#)



SDS has not been [#transformational](#) we hear at [#socialworkscot](#)

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- We see the loss of valued services such as day care and respite facilities, which have served to destroy the social connections enjoyed by many people with disabilities. As services become more limited, people are treated as second-class citizens – they are not provided with nutritious food; they are unable to have a regular shower, or are left in bed with incontinence pads. Others continue to fight significant budget cuts even where the needs of their loved one have not changed or have deteriorated.
- Integration of health and social care is the panacea if we are to believe political rhetoric – but at the moment all it seems to have done is create more bureaucracy and reduce any accountability to service users and carers. There is even less chance of carers being able to shape the very services which so profoundly affect our lives and those of our loved ones.



Michelle Drumm
[@DrummondoLive](#)



Legislation and application don't marry up in social services support says [@Carer49](#) on her personal experiences as carer [#socialworkscot](#)

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- If we are to transform the lives of disabled people and unpaid carers so that they can participate fully in society, a frank and honest debate about the value we place on social work and social care is desperately needed. We must stop focusing on meeting crisis situations and start to view social care as being of inherent social and economic value.



3rd sector H&SC team
@3rdsecHSC



Some carer families reliant on food banks - need money to pay for caring equipment eg cutlery [#socialworkscot](#)

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The approach of providers to meeting social care demand

Dee
Fraser



Coalition of Care and Support Providers in Scotland (CCPS)

Dee Fraser, Assistance Director of the **Coalition of Care and Support Providers in Scotland (CCPS)**, gave an overview of the state of care providers' ability to meet the challenges of rising care needs throughout Scotland which has been impacted by the tightening of Local Authority budgets'.

How are providers and others responding to the pressures?

- When resources are scarce, control of financial budgets and available resources are increased, which perpetuates the cycle.
- 60% of respondents to the Business Resilience Survey 2015 conducted by CCPS have withdrawn from a procurement process due to it not being financially viable.
- 20% of respondents to the Business Resilience Survey 2015 conducted by CCPS have withdrawn from a current contract due to it not being financially viable.



HSCBN
HEALTH & SOCIAL CARE BENCHMARKING NETWORK
Realising Improvement in Health and Care in Scotland

HSCBN
@theHSCBN



Integration must be about a whole systems outcomes based approach [#socialworkscot](#)

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Using co-production to improve services

Josie
Vallely



Service Designer, Pilotlight Project (IRISS)

Josie Vallely, Service Designer for **IRISS' Pilotlight project**, discussed the approach of designing services through a co-production method of working with people who have had experience of dementia.

Co-produced projects

The process

- 1 - Discover, Understanding user needs
- 2 - Define, Defining initial ideas
- 3 - Develop, Developing and testing ideas
- 4 - Deliver, Delivering and implementing ideas

Pilot transformative change

- Collaborate with people with lived experience and pay them for their time.
- See what's already there so we don't duplicate.
- Being the change, help make that change happen.
- Break through, take the time to understand people's struggles.
- Change takes time and is always being developed.
- Engage the heart, be open, challenging and positive.

Collaboration, positivity and challenging power structures is at heart of Pilotlight [#socialworkscot](#)

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'The Shared Ambition for Social Care' report

Heather
Fiskien



Independent Living in Scotland(ILiS)

Director of the **Independent Living in Scotland Project**, Heather Fiskien presented on the recently published **Shared Ambition for Social Care** which was developed in partnership with disabled people to outline priorities and recommendations for reforming the Social Care system in Scotland.



Benjamin McElwee
@benjmce



@ILiSproject Integration agenda is in danger of causing regressive transformation - social care is about realising rights.. [#socialworkscot](#)

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Options for transformational change

- Protecting, promoting and ensuring human rights
- Social care support as a means to other ends
- Outcomes achieved with people, not done 'to' or 'for' people
- A nationally equitable but locally flexible approach
- A fairly remunerated, committed and sustainable workforce
- Reform and investment in Scotland's national infrastructure



Sarah Wardrop
[@sarahwardrop](#)



Cracking quote [@ILScot](#) on the social care budget 'the knicker elastic has been stretched; it cannot be stretched any more' 😂
[#socialworkscot](#)

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Table Discussions

Delegates were then invited to share their views on the learning from Audit Scotland's report. Responses included:

1. Following Audit Scotland's report, what should happen next?

- The third sector should urge the Scottish Government for a response to the Audit Scotland report.
- There should be a focus on prevention; start at earlier age, education at schools, look at all aspects (housing, health, etc.), communication of prevention at local level (planners), easier access to OT support and proactive services.
- There needs to be a national debate about the value and role of social care in Scotland with a view to ensuring it is properly resourced, can meet demand equally, and upholds the human rights of those requiring support and those working with them.

2. Given the recommendation in Audit Scotland's report, how can local communities support social work departments and social care in their area to be transformational in their approach?

- Encourage meaningful participation of people using services and unpaid carers in decision making processes.
- Make information better available through the use of local forums - websites need to be accessible and information easier to find and available in other formats.
- Co-design local services with people who live in the local area in order to target appropriate support to meet the demand, with aim of improving preventative support. This must include scope for constructive criticism.



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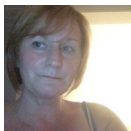


Integration will take time, but [#courageous](#) leadership needed to take it forward to care for those who need it [#socialworkscot](#)

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3. What role can providers and representative bodies in different sectors play in addressing the challenges faced by social work departments across Scotland?

- Encourage/lobby for greater transparency and wider participation in informed decision making e.g. people with lived experience, unpaid carers etc. not just local authorities.
- Utilise the experience and expertise of members and staff to influence the decision-making within organisations and government
- Work in greater partnership with Local Authorities and COSLA to improve the consistency of approach towards engaging with the third sector and increase the engagement with people with lived experience.



Lynn Williams
@Carer49



[#socialworkscot](#) must reflect humanity over bureaucracy.

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Reflections

David Formstone, Community Care Standing Committee (SWS), Alan Baird, Chief Social Work Advisor (Scottish Government), and Tim Parkinson, Professional Officer (SASW) ended the event with some reflections on the discussions and potential future of social care in Scotland;

- The current crisis in Scotland's social care system has brought a realistic view of the social care situation and what can be achieved with the resources available.
- Health and social care structures in the new framework of integration need to be more equal in order to appropriately distribute resources to the most effective areas of need and demand.
- Social work should be underpinned by human rights principles, ensuring that people are treated with respect and dignity, carers are valued for their contribution, and the quality of life is all upheld.

Conclusion

It became clear that the main question posed at this event – as to whether social work in Scotland is at a watershed – resonated with the contributions of presenters and delegates alike. The conversation acted as the catalyst towards further analysis and action to encourage the reform of social care services in Scotland. In the new framework of health and social care integration, the comments made throughout the event gave pause for thought in order to ensure that health and social care are effectively resourced and truly person-centred.

Audrey Birt closed the event calling for a national conference to be held in 2017 to broaden the conversation about the future of social care in Scotland. Delegates were invited to continue engagement with the ALLIANCE and the Academy, who would facilitate the sector's approach in Health and Social Care improvement.

Event Partners



References

Audit Scotland, 'A watershed for Social Care in Scotland?', 2016

<http://www.audit-scotland.gov.uk/report/social-work-in-scotland>

'Business Resilience Survey', 2015

<http://www.ccpscotland.org/wp-content/uploads/2016/02/Business-Resilience-Survey-2015-large-file.pdf>

ILIS, 'Our shared ambition for the future of social care support in Scotland', 2016

<http://www.socialcareambition.co.uk/>

Contact

Colin Young, Senior Policy Officer (Self-directed Support)

Colin.young@alliance-scotland.org.uk

Andrew Strong, Assistant Director (Policy and Communications)

andrew.strong@alliance-scotland.org.uk

0141 404 0231

www.alliance-scotland.org.uk

Appendix A

Partner organisations

Health and Social Care Alliance Scotland

The ALLIANCE is the national third sector health and social care intermediary. It brings together over 1,800 members to ensure the voice of people who are disabled or living with long term conditions and unpaid carers, and the expertise of the third sector, are influential in shaping policy and practice. Members include people who are disabled, living with long term conditions, unpaid carers, large national support providers and small local volunteer-led groups. Many NHS Boards and Health and Social Care Partnerships are associate members.

Health and Social Care Academy

The Academy aims to drive fundamental change in health and social care in Scotland. Activities use the lens of lived experience and look at relational, rather than organisational aspects of change. It is intended as a much-needed cross-sector platform and focal point for activity, a support for all those driving it, and a space for the more radical and emergent ideas.

Third Sector Health and Social Care Support Team

The Third Sector Health and Social Care Support Team has been commissioned by the Scottish Government to:

- Increase the third sector's capacity to engage in and contribute to health and social care integration generally, and its strategic decision making processes specifically; and
- Increase Health and Social Care Partnerships' capacity to work effectively with the third sector and to plan and implement solutions that enable this.

Audit Scotland

Audit Scotland provides the Auditor General and the Accounts Commission with the services they need. They give independent assurance to the people of Scotland that public money is spent properly, efficiently and effectively.

CCPS

CCPS is the Coalition of Care and Support Providers in Scotland. Its mission is to identify, represent, promote and safeguard the interests of third sector and not-for-profit social care and support providers in Scotland, so that they can maximise the impact they have on meeting social need.

Iriss

Iriss is a charitable company that promotes positive outcomes for the people who use Scotland's social services, by enhancing the capacity and capability of the social services workforce, to access and make use of knowledge and research for service innovation and improvement.

SSSC

The Scottish Social Services Council (SSSC) is the regulator for the social service workforce in Scotland. Their work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce. They protect the public by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development. Where people fall below the standards of practice and conduct they can investigate and take action.

Scottish Care

Scottish Care represent the largest group of independent sector health and social care providers across Scotland, delivering residential care, day care, care at home and housing support. They are committed to ensuring that the voice of those who access social care and those who provide services is at the heart of national debate. Their aim is to ensure the highest quality care is available to all who need it.



ALLIANCE

HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre