

6th Dbl European Conference on Deafblindness
August 2-7, 2005 | Presov | Slovakia
Making the invisible **visible**

Service Users' Influence on Service Development

Megan Wilson and Bill Wood

Sense Scotland

6th August 2005

Services we have developed in Scotland

- **Care homes**
 - groups of people together
- **Housing Support + Personal Care**
 - Individuals or groups
 - Same housing rights as general population
- **Holidays**
- **Day Services**
- **Enabler services**
 - Alternatives to traditional day centres

Services we have developed in Scotland

- **Respite**
 - Children and adults
 - Home and centre based
- **After school support**
- **School holiday support**
 - Centre based
 - Community based

The context in Scotland

- **Scotland**

- Scottish Parliament
- Scottish Executive
- 32 Local Authorities
- Scottish Commission for the Regulation of Care
- Scottish Social Services Council

- **Funders**

- 32 Local Authorities
- 15 Health Boards
- Direct Payments (Local Authority)
- Independent Living Fund (National)
- Service User

Influence at all levels

- **Scottish Parliament**

- Legislation contains principles requiring involvement

- Scotland Act 1998 imposes duties on Ministers in relation to Human Rights issues (also contained in UK wide Human Rights Act 1998)
 - Adults with Incapacity (Scotland) Act 2000 states that decisions must: “take account of the adult’s wishes.....” and “restrict the adults freedom as little as possible.....”

Influence at all levels

- **Scottish Executive**
 - Indirect involvement:
 - Housing
 - Education
 - Direct involvement:
 - Services for young people
 - “Same as You”
 - “Sensing Progress”

Influence at all levels

- **32 Local Authorities**
 - Consultation groups
 - Example: Perth & Kinross
 - Transport
 - Libraries
 - Leisure access
- **Scottish Commission for the Regulation of Care**
 - Service User enabled to participate directly in one of working groups to set national standards for services to people with physical disabilities
- **Scottish Social Services Council**
 - Code of conduct stresses individuality of service users

Influence on Sense Scotland's approach

- **Context and Sense Scotland values place individual at centre of service development**
- **Example: Housing Support Services: Rights (with support)**
 - National Care Standards
 - To choose and change service provider (ie organisation)
 - To choose staff
 - Housing Legislation
 - To retain accommodation even if service provider changes
 - Incentive to provide what service user wants and needs

Influence on Sense Scotland's approach

- **Direct participation**
 - Service User Consultation Group
 - Range of needs
 - One to one support to attend
 - Meet regularly in one another's home areas
 - Share experiences of services
 - Raise areas of concern
 - Act as consultants to staff researching and developing areas of work
 - Represent views to policy makers
 - Socialise
 - Still learning about possibilities for group

Influence on Service approach

- **Indirect Participation**
 - Monitoring Groups
- **Service / staff team is potentially strongest area for influence**
 - Production of materials in accessible formats
 - Tenancy (housing agreement)
 - Selection of staff
 - Involvement in induction / training of staff
 - Review / design of individual's service following from:

Influence on Service approach

- **Personal Profile**
 - Provides base line
 - Trigger questions
 - Service implications
 - Staff skill requirements
 - To be updated regularly
- **Can lead to re-design of service**
- **Increased control**
- **New living arrangements**
- **All full time services are developed for known individuals**

Areas of difficulty

- **Influence depends on:**
 - Skills of staff in recognising communication as comment on service quality
 - Recognition by staff of need to promote understanding of rights
- **Conflict between:**
 - Service users' views and their carers' views
 - Representing own issues and:
 - Having sufficient information to represent others
 - Needs of different groups of deafblind people

Areas of difficulty

- **Areas of national and local policy:**
 - Not always consistent
 - What funders claim as values, and what they will actually pay for
 - Different Scottish Executive departments don't always share values
 - Funding for Service Users' Consultation Group hard to identify

Questions for Sense Scotland

- **How do we build on the current level of service users' influence on our services?**
- **How can we assist our Service User Consultation Group members to be more representative of other service users?**
- **How do we balance aspirations of service users, and those of their families?**

End of Presentation

bwood@sensescotland.org.uk
mwilson@sensescotland.org.uk