

Care and Connect *for families*



June 2026 Issue #51



Welcome!

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- Read about the upcoming **Scottish Learning Disability Week**
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- Join the **Dundee MSP workshop**
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Friends and Families Survey

Your experiences and feedback are vital in helping us to shape and improve the social care services we provide to families like yours. Last year, we received just under 100 responses to our Friends and Families Survey - something we truly appreciated, but we know many more voices are out there, and we are keen to hear from everyone. Through the survey, we invite you to share what we're doing well and what we could do better, so we can continue to grow and deliver high-quality support.

As a small thank you for your time, everyone who takes part will have the chance to be entered into our prize draw for a £50 Tesco voucher. Your input really can make a difference—thank you for helping us improve.

The survey asks you to comment on your experience of the service between 1st April 2025 and 31st March 2026. **You can access your survey by scanning the QR code in your local news section (below) with a smartphone or, if you prefer, you can ask for a copy in a different format that suits you.**

For every question, we asked you to respond using a 1 – 6 scale with 1 being unsatisfactory and 6, excellent. This scale is used by the Care Inspectorate to grade care and support.

The areas with the most positive responses were:

“My relative is treated with dignity and respect” with an average score of 5.7.

“Staff include me in important decisions about my relative’s care (where appropriate)” with an average score of 5.5.

“Staff know my relative well and what is important to them” with an average score of 5.5.

We are continuing to build on this strong positive feedback by:

- Introducing new courses for staff on topics including Equality, Diversity and Inclusion, and Trauma Informed Practice. These courses have helped to build greater understanding and promote respect.
- Having our teams experiment with new approaches to involve people we support in the review process. This has included using animation, external venues and comic books to gather views and opinions. The learning from these approaches has been shared with other managers and services.
- Having our service managers participate in training delivered on guardianship and welfare rights to improve our ability to advocate for the people we support.

The areas with the least positive responses were:

“Invoices are sent out regularly and charges are explained clearly to my relative” with an average score of 4.9.

“Managers contact me regularly and ask about the support being provided to my relative” with an average score of 5.

“My relative gets appropriate support from other health and care professionals...” with an average score of 5.1.

We recognise these as our areas for development and have various initiatives already underway to address these such as:

- We have made some changes to the systems we have in place for reporting service usage to the Finance team. We believe this information has improved the quality of the invoices issued so we look forward to seeing your responses this year.
- Merging our Management Accounting and Financial Accounting teams to form one overall Finance team. This has improved internal communication and again has helped to improve the accuracy of our invoicing.
- Encouraging our managers to undertake self-evaluation and to use feedback from people we support, their families, our staff and professionals to create service improvement plans.
- We have begun a programme of management training in improvement science to help us build our capacity for listening to feedback and checking if our changes actually do create improvement.
- Through our quarterly Professional Development Forum, we have been creating stronger links with health colleagues including health improvement, occupational therapy, and learning disability teams. We hope to use these connections to improve outcomes for the people we support and again look forward to hearing whether these are positive changes for you in your feedback this year.

Again, please consider filling in our survey for this year in the ‘News From Your Service’ section below. Any feedback you have will be a huge help.

Scottish Learning Disability Week

This year, Scottish Learning Disability Week - a national week-long celebration of inclusion - will take place between 7 - 13 September 2026. It's a chance to break down barriers, challenge unfair attitudes, and build a Scotland where everyone belongs.

This year's theme, chosen by people with learning disabilities, is "I am here... to be seen." Being seen means more than being visible - it means being listened to, included, valued, and respected. People with learning disabilities deserve their voices to be heard, their strengths recognised, and their rights realised in everyday life.

Scottish Learning Disability Week is coordinated by the Scottish Commission for People with Learning Disabilities (SCLD). You can pre-order SCLD's free Scottish Learning Disability Week activity pack, full of ideas and resources, at bit.ly/SLDW-26-pack.

Disability Summer Holiday Programme

This summer, sportscotland is hosting a disability summer holiday programme in Glasgow, allowing for P1 – S6 pupils with additional support needs to enjoy a variety of sports and games. The events will take place at Rosshall Academy, Smithycroft Secondary, and Maryhill Leisure Centre throughout July and August, and are open to pupils with additional support needs who actively attend a school. To sign up for the programme, visit bit.ly/sportscotland-summer-programme-2026.

Dundee MSP Workshop

On Wednesday, 22 July, the Scottish Assembly East Region is hosting a workshop in Dundee, exploring the role of Members of the Scottish Parliament (MSPs) for people with additional support needs. It will be delivered in an accessible and fun way. Participants will have the opportunity to:

- Learn about the role of an MSP
- Find out about constituency and regional MSPs in the Dundee and East Region
- Understand how to contact and engage with MSPs
- To find out more and to book onto the session, visit bit.ly/dundee-msp-workshop-july-26.

Touching Base

The latest issue of Touching Base, our newsletter for professionals in health and social care, is out now! In this issue, learn about our work with the GROW programme, read our 2026 - 29 strategy, find out about PHEW Short Breaks, apply for Take a Break Scotland, read the latest issue of Loud and Clear, read CCPS' response to the new Scottish Government, and discover upcoming events.

You can read the latest issue at bit.ly/touching-base-spring-26.

Fundraising Opportunities

Sense Scotland is a charity. Many of our services rely on funding from trusts, foundations and the public. We need to raise at least £1million every year. Can you, your family, friends or employer help? To find out more about our fundraising activities and opportunities, please sign up to our fundraising newsletter at bit.ly/sense-scotland-fundraising, give the team a call on 0300 330 9292 or email us at fundraising@sensescotland.org.uk.

Psychic Night

Norah Howie is back! Join us on Thursday, 3 September at Glasgow's Grand Ole Opry (2-4 Govan Road, Kinning Park, G51 1HS) as Norah, one of the most celebrated psychic mediums in Scotland, delivers messages of love and comfort in aid of Sense Scotland. This event includes a floor show, raffle, and a chance to purchase products made by Mecoco, our charitable enterprise. Tickets are £20 per person, £110 for a table of six, and £150 for a table of eight. You can book now at sensescotland.org.uk/psychic-night.

Highland Fling

Our Fundraising team are excited to be offering an all-new event this year: the Highland Fling! On Sunday, 6 September, you can take on either the Killie Zip - zipping through the trees and across the River Garry in the stunning valley of Killiecrankie, Perthshire – or the Highland Swing - the first purpose-built, permanent swing platform from a bridge in Britain – while raising vital funds for Sense Scotland. For those of you outside of Perthshire, our team will be running a bus transfer from Glasgow on the day. To find out more and sign up, visit sensescotland.org.uk/highland-fling.

Sensational Lunch

Join us for our Sensational Lunch on Saturday, 3 October - another unforgettable afternoon at the voco Grand Central Hotel in Glasgow, complete with spectacular entertainment, live music, a fizz reception, a two-course meal, and activities that'll put the 'fun' in 'fundraising'.

This year, we're excited to welcome Trisha McCluney, AKA Essentially Cher, bringing the magic of the legendary Cher to life, delivering a breathtakingly authentic experience. We're also delighted to be welcoming back our very good friend Edward Reid, who will be bringing his iconic blend of cheeky banter, musical prowess, and fabulous outfits as he once again takes on hosting duties.

Book your tickets now at sensescotland.org.uk/sensational-lunch.

Upcoming Events

Connect and Play – TouchBase Lanarkshire – Saturday, 4 July

Join our Early Years team for a Connect and Play session at TouchBase Lanarkshire. Drop in any time between 10:00am and 1:00pm and take part in summer sports-themed activities. These sessions are suitable for children aged 0 - 12 with communication and sensory support needs, their siblings, and families. Book your ticket at bit.ly/connect-play-TBL-july-26.

Car Boot Sale – TouchBase Lanarkshire – Saturday, 1 August

Come along to TouchBase Lanarkshire (4 Leys Park, Hamilton, ML3 9EQ) between 9am – 12pm to grab yourself a deal at our car boot sale! If you're interested in booking a spot, get in touch with us on 01698 422280 or email GMcGrory@sensescotland.org.uk or BethMcDougall@sensescotland.org.uk.

Please let us know what you think of Care and Connect. Send your feedback to communications@sensescotland.org.uk.

You can find past issues at sensescotland.org.uk/care-and-connect.