



Neighbourhood Networks

Peer Support Networks in South Lanarkshire

Evaluation and review of the effectiveness and impact of the
East Kilbride and Lanark Neighbourhood Networks

July 2020

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INTRODUCTION

This is an independent evaluation of the Neighbourhood Networks in Lanark and East Kilbride. Neighbourhood Networks asked Outside the Box to evaluate and review the effectiveness and impact of the two peer support networks in South Lanarkshire. The work was carried out during July 2020.

The aim of the evaluation is to assess the effectiveness and impact of the networks on network members and how they live their lives, and for their families and carers.

About Neighbourhood Networks

Networks are generally made up of around 9 to 12 people. Everyone in the network tends to live within the same community, often within walking or easy travelling distance of each other. People who are part of the network are called members because they are part of the network. Members may have a learning or physical disability, mental health issue or other support need. Members choose to be part of a network - their involvement is voluntary.

The aim and purpose of the network is friendship and mutual support. Each member is encouraged to use their skills to help and support other members of the network. Neighbourhood Networks Mission, Vision and Values Statement says:

"Through local networks of mutual support, we will work with people in their neighbourhoods to deliver the support they require to live independently in their own homes, and to contribute to their communities."

Each network is supported by a Community Living Worker (CLW), who also lives in the same area as the members. The role of the Community Living Worker is to support the network and its individual members. It is also to connect members with their community, increase activities that they are involved in, their circle of friends and connections and reduce social isolation.

Network members tend to be people who are at the edge of services, or transitioning into adulthood, or may have perhaps previously had more intensive help but are now at a stage where they need some support but don't necessarily need a service or regular support with a set number of hours.

Each network decides amongst themselves how often and where they meet and the activities they engage in.

Each network is a genuine partnership and coproduction between the individual members, the CLW and Neighbourhood Networks.

About South Lanarkshire Networks

In 2019 South Lanarkshire Council commissioned two networks, one in East Kilbride and one in Lanark, primarily aimed at young people aged 16-25 years living with a mental health, learning disability or social isolation problem. The networks are funded by the National Lottery with additional funding from the Robertson Trust and South Lanarkshire Council.

The East Kilbride Network established itself quickly with referrals for young people.

'East Kilbride got off to a really good start. The young people in East Kilbride participate well in group activities, offer peer support to each other freely and have become good friends. They are continuing to flourish, via online connections during Lockdown.'

In contrast, the Lanark Network 'got off to a slower start' with fewer initial referrals in the relevant age group. The network now covers a wider rural area and age range has been extended to all ages. The large rural area and the lack of public transport as made it far harder for network members to meet up easily and independently. The network had begun to meet regularly and develop some activities and meetups before just before Lockdown started. The main members in Lanark have not been so keen to use digital technology to make connections with each other. The new CLW had only just started when Lockdown began and had not met any of the network members.

Both Networks have had changes in staff with new Community Living Workers starting in February and March of 2020, as well as a new manager.

About the evaluation

The aim of the evaluation is to evaluate and review the effectiveness and impact of the two peer support networks in South Lanarkshire.

The sources of information that the evaluation has drawn on are:

- Informal telephone conversations with members of the peer support networks in East Kilbride and Lanark
- Telephone conversations with family members of network members
- Discussions with staff and managers at Neighbourhood Networks
- Telephone and email conversations with South Lanarkshire Social Workers
- Neighbourhood Networks Values and Mission Statements
- Neighbourhood Networks Annual Reports and Blogs
- Social Services in Scotland – A shared vision and strategy 2015-2020
- Self-Directed Support Strategy 2010-2020
- Care Inspection Report January 2020
- South Lanarkshire Service Specification
- Taylor Nisbet - Establishing the financial case for Neighbourhood Networks 2018/19

Within Neighbourhood Networks it also draws upon:

- Neighbourhood Networks Charter of Rights
- Member Planning Wheel and Action Plan
- Key Performance Indicators
- Support Planning policy and procedure
- Members' Newsletters
- Information leaflets

We also used ethnographic methods, such as observing and participating in activities to evaluate the impact of the networks on members and family members. We collect and organise the observations and experiences from the activities into an evaluation tool called Magic Moments. More information about Magic Moments as an evaluation and analysis tool can be found at this link www.jrf.org.uk

We used Magic Moments to highlight small but significant changes in people's lives. They are a snapshot of individuals' experiences that collectively show the differences in people's lives because they are for example a member of a network or group, participate in activities or are supported well. In this evaluation, due to the pandemic lockdown and short timescale, the Magic Moments are a collection of quotes, comments and notes from activities and conversations.

We were delighted to participate in three digital quizzes including a Marvel film quiz hosted by East Kilbride Network members. We also observed the cooking sessions with Maureen on Facebook live and the exercise sessions with Jo.

These sessions provided a way for us to get to know Network members, a taster of activities enjoyed by people, and some insights into people's personal situations and ways in which they can be supported by other network members and by the CLWs and other Neighbourhood Networks staff. Many of these insights have been incorporated into Magic Moments.

We had telephone conversations with two family members and five network members across both networks. We devised a question set for each group based on the Service Specification of the Networks and the Planning Wheel used with members. This began with some general questions about strengths and weaknesses of the Networks, then with more specific questions around areas of independence, skills and confidence. To determine degree of connection to community or isolation, questions were also asked about engagement in activities. Family members were asked additional questions about degree of participation in other activities, and around any challenges encountered by the Network. They were also given the opportunity to give any other relevant information or comments.

Magic Moments

The Magic Moments have been collected from the digital activities we observed and participated in, and from conversations we had with staff, network and family members and stakeholders. They are a snapshot of individual experiences that collectively show the positive in member's lives and the support they give and receive as network members. The Magic Moments highlight small but significant changes in people's lives.

The themes in the Magic Moments are linked to the Network Outcomes.

Life skills and independence	
Person	Magic Moment
Network member	"During lockdown I'm learning to cook with Maureen on Facebook"
Staff member	Asking if people liked the music and asking for their musical choices for the exercise session. Lady Gaga was requested by a member
Network member	Following the discussion on Facebook cooking sessions one member shared an offer they had seen for toilet rolls
Network member	"I'm using large bags of pasta as weights instead of buying them - Jo gave me this idea"
Staff member	Talking about the most up to date coronavirus advice and what this means and checking members understand
Staff member and network members	Sharing experiences of queuing in shops and wearing masks and encouraging and supporting each other
Staff members and network members	Checking everyone has a mask and knows when and how to wear it. Members sharing their experiences of wearing masks with each other to encourage and support each other
Network member	"The best for me is the group meet ups, the chat, the conversations and the planning."
Network members	"The digital stuff - is strange but good. We are getting used to it now and the weekly quiz we have is really good."

Family member	"The Network is a little thing in a global sense but it's made such a massive difference to our daughter."
Network member	Making plans and developing ideas. One member suggested they make a film to tell the story of the lockdown and how neighbourhood networks had helped them.
Network member	"Jo's session - It's better than PE with Joe Wicks PE"
Staff member	"We have now video called a few times and each time it is getting longer. Last time we talked for 20 minutes. It is such a big and positive step for her."
Family member	"He has started taking the calls himself and responding to the messenger chats as well. And that's great because I used to have to help him. It gives him so much more independence and he has become the Network rep."
Network member	"The quiz has been really good and cemented friendships because we can all join in and we have taken it in turns to ask the questions."
Family member	"Being part of the network has increased her independence in that she can go out supported by people other than her family. She has got her own space - that's really important for everyone but especially young people."
Network member	"The shop is starting back soon. I'm not sure what I think about working there yet. So I'm going to think about it this weekend"
Stakeholder	"The difference since I began working with him around 18 months ago has been really positive. That's him now moved into his own tenancy and is no longer in temporary accommodation. That in itself is a huge accomplishment."

Friendships and Connections

Person	Magic Moments
Network member	"I'd not had friends for a while, since leaving school, but now I have people who know me and know my name and ask me to join in."
Network member	"I like having friends"
Network member	"I've got a good group of friends and I can be myself – it's good"

Family member	"It's good to see the friendships develop and members sharing their interests with the others"
Staff members	Reminding everyone about all the activities that are available, when they are on and how to connect.
Stakeholder	"I think the main areas where I have seen improvements in part due to Neighbourhood Networks involvement are in his Friendship and Connections, his Health and Wellbeing and in his Independence and Life Skills."
Staff member	Talking about the Stay Up Late party on a Friday night and explaining how to join using zoom rather than Facebook which they have used for most of their get togethers.
Staff and network members	Wishing members Happy Birthday during Facebook live sessions and everyone else joining in
Network member	"I really like that the Network is my thing that I go to on my own away from my family. I do a lot with my family but the Network and the friends I have made are mine. They all have friends and now I do too. It's just more grown up and I like it."
Family member	During a quiz session one mum popped in to say she was on her way out for a bit. Everyone waved and said hello and bye to her.
Network members	During the quiz everyone waited and chatted when one of the members phone battery ran out.
Network member	"I've put in a Disney question 'cos I know she likes Disney."
Network member	"I think some of the questions are difficult so I made them A B or C so if you don't know the answer some guesses can be made"
Network member	"Keep the bonus question until the end in case it goes to the wire like last week"
Network member	"Wow winning twice – that's brilliant – well done"
Network member	"Thank you it was great to see everyone again."
Family member	"I can feel a sense of family, safe space and community where members can join in and be themselves"

Confidence and Self Esteem	
Person	Magic Moment
Network member	"I just love the meet ups and going to different places. I have really missed it. We need to start meeting up again soon."
Network member	"Have been a member for nearly one year now. The difference is amazing – I now have people to meet up with and can get out of the house. Such a positive experience!"
Family member	"He has been in a relationship now for some time and I can see that his confidence is growing all the time in his interactions, and how he deals with others."
Network member	"The Chase is on." At the start of the quiz.
Staff member	Using her own experience to share how exercise makes her feel confident, strong and well. She encouraged the group to share what other ways they like to exercise. Members talked about riding bikes, walking and running.
Family member	"There is nothing for young adults her age to do around here. So this is her life line, it's given her a sense of self and we have seen her grow in confidence."
Network member	"I think some of the questions are difficult so I made them A B or C so if you don't know the answer some guesses can be made"
Network member	'Keep the bonus question until the end in case it goes to the wire like last week'
Staff and network members	Facebook live cooking sessions. Members shared photos of their cooking. People commented on each others photos using likes and comments like 'well done! And 'they all look so yummy' and people commented when Maureen was cooking 'yum yum, your sauce looks lovely'

Health and Wellbeing	
Person	Magic Moment
Network member	"Jo's session - It's better than PE with Joe Wicks PE"
Staff member	Using her own experience to share how exercise makes her feel confident, strong and well. She encouraged the group to share what other ways they like to exercise. Members talked about riding bikes, walking and running.
Staff member	Ensuring that the exercise session is for everyone offering different variations and for members to choose what suits them best.
Staff member	Demonstrating that exercise is good for mind as well as body. And using opportunity to learn about different muscles in the body.
Network member	"Jo's fitness is excellent - I don't always get up for it but it's 100% brilliant."
Stakeholder	"Neighbourhood Networks have been one of the only constants in his life during my time supporting him [as a social worker] and I hope we can continue to share good practice."
Family member	"She gets out more now and engages with people which improves her wellbeing. She has her own friends and activities. Her mental health is also better because she's more positive."
Stakeholder	"I can see that his confidence is growing all the time in his interactions, and how he deals with others. This has contributed to his overall health improving somewhat, particularly in relation to his mental health. As previously stated, he has just coped admirably with a house move there and stated only this morning that his 'depression is better'."
Stakeholder	"Whilst he may always need some support around him in his life, Neighbourhood Networks have helped enormously in putting some of the building blocks in place for him to lead a fulfilling life."
Staff member	'I think even reclusive people are finding it harder now – it has had an effect on everyone's wellbeing. But my role is to support members to 'get back' gradually and work on ways in which we can do that. Socially distanced walks have been very helpful."

Managing Money	
Person	Magic Moment
Network member	"I've always had a bank card and my own money so being a network member hasn't changed anything for me."
Network member	"I've found it really helpful to talk about budgeting and looking out for special deals. We tell each other if we have seen something good. It helps my money go further and now I have some meals I can cook its even better."
Network member	"I'm getting better at this now. I have my own place so it's important."
Network member	"I'm using large bags of pasta as weights instead of buying them - Jo gave me this idea"
Network member	Following the discussion on Facebook cooking sessions one member shared an offer they had seen for toilet rolls
Staff member	Facebook live cooking sessions Maureen suggested that as the chocolate was going to be melted for Rocky Road, members could use cooking chocolate, and this would be cheaper.
Volunteering and employment	
Person	Magic Moment
Network member	"I've been helping out for years. I really enjoy it and it's been so great that its continued on Zoom through the Lockdown. I get a buzz from seeing everyone and I would have really missed it."
Network member	"I'm waiting for this to be all over, so I can do some volunteering and check out some ideas. I would like to meet more people who live near me."
Network member	"This definitely something I want to do."
Network member	"I'm thinking about what I want to do next and when it will be safe to be out amongst people again. I hope it won't be too long."

Neighbourhood networks and Community Living workers	
Person	Magic Moment
Stakeholder	"Neighbourhood Networks have been one of the only constants in his life during my time supporting him [as a social worker] and I hope we can continue to share good practice."
Family member	"There is a 'black hole' of support and opportunities for young people with moderate support needs like my daughter. It was just by chance that I heard about neighbourhood networks, asked the social worker about it and was referred. It has made such a difference to all our lives."
Stakeholder	"Whilst he may always need some support around him in his life, Neighbourhood Networks have helped enormously in putting some of the building blocks in place for him to lead a fulfilling life."
Stakeholder	"Neighbourhood Networks are just brilliant. They focussed totally on him. His wellbeing and the practical steps that he needed in this situation. Without Maureen and Jo, he would have got lost in the emergency needs of his mum."
Stakeholder	"Jo and Maureen were excellent - totally professional to work with and got things done, all during a pandemic. I can't speak highly enough of them and Neighbourhood Networks. They made my work easier and really helped the young man."
Stakeholder	"They also supported him when his gran went into hospital for a short stay too."
Stakeholder	"Neighbourhood Networks are absolutely integral to his health and wellbeing. The practical steps and support they gave him, got best outcome for him in a complicated, messy, difficult fraught situation for his mum."

INTERPRETATION AND ANALYSIS

The evidence gathered in this evaluation shows that the Networks in South Lanarkshire have a positive impact and are effective in achieving positive outcomes in members' lives.

From the different data gathered and analysed we have gained an overall view of the impact of the Neighbourhood Networks on different aspects of the members' and their families' lives. We have broken this down into themes which reflect the programme outcomes, as well as any additional or unexpected outcomes.

What people liked about the Network

Members liked the positive impact the Network was having on their day to day lives and many emphasised how things had improved for them because they were part of it.

The key aspects members liked most were:

- Being part of a group and having activities and things to do together
- Having something just for themselves outside of their families and the fact that the Network was not a service
- Having plans and ideas that they could work on with others to make happen

Members liked having a community living worker with whom they have an individual relationship but who is also part of the group.

The friendships and connections that people made as Network members were also very important to people. Members also mentioned difficult experiences they had had with people in the past and how being part of the Network was very positive for them.

Stakeholders said the most important part of the Network for them was the focus of staff on the members, making sure their wishes and interests were heard and acted upon.

Staff members talked about the uniqueness of the Networks in both the approach to supporting people simply and well, and also that each Network had its own character and style forged by its members.

"The best for me is the group meet ups, the chat, the conversations and the planning."

"The digital stuff - is strange but good. We are getting used to it now and the weekly quiz we have is really good."

"Jo's fitness is excellent - I don't always get up for it but it's 100% brilliant."

"During lock down I'm learning to cook with Maureen on Facebook"

"I really like that the Network is my thing that I go to on my own away from my family. I do a lot with my family but the Network and the friends I have made are mine. They all have friends and now I do too. It's just more grown up and I like it."

"There is nothing for young adults her age to do around here. So this is her life line, it's given her a sense of self and we have seen her grow in confidence."

"The Network is a little thing in a global sense but it's made such a massive difference to our daughter."

"I can feel a sense of family, safe space and community where members can join in and be themselves"

"Neighbourhood Networks have been one of the only constants in his life during my time supporting him [as a social worker] and I hope we can continue to share good practice."

"There is a 'black hole' of support and opportunities for young people with moderate support needs like my daughter. It was juts by chance that I heard about neighbourhood networks, asked the social worker about it and was referred. It has made such a difference to all our lives."

Life skills and independence

The Networks have had a positive impact on members and their life skills. The CLWs managed the different skills and support needs of members very well. The members also have different levels of support offered by their families. Some examples of skills being developed included:

- Taking part in the cooking sessions on Facebook live with Maureen
- Fitness sessions with Jo – with the focus on looking after health and getting stronger
- Jo checking out with members that they knew about the latest advice and rules around Covid and what that meant for them
- Making decisions around what to cook and which items to buy
- Making decision around activities they wanted to do as a group and who would take on which tasks
- Sharing experiences and things that worked well
- Members setting up and using Facebook pages, WhatsApp and messenger to chat and keep in contact in between sessions
- Taking phone calls and talking about the impact of the network with people you don't know
- Beginning to use video calls to talk with CLW and also talking with other members of the network

“Jo’s session - It’s better than PE with Joe Wicks PE”

“We have now video called a few times and each time it is getting longer. Last time we talked for 20 minutes. It is such a big and positive step for her.”

“He has started taking the calls himself and responding to the messenger chats as well. And that’s great because I used to have to help him. It gives him so much more independence and he has become the Network rep.”

“The quiz has been really good and cemented friendships because we can all join in and we have taken it in turns to ask the questions.”

“Being part of the network has increased her independence in that she can go out supported by people other than her family. She has got her own space - that’s really important for everyone but especially young people.”

“The shop is starting back soon. I’m not sure what I think about working there yet. So I’m going to think about it this weekend”

“The difference since I began working with him around 18 months ago has been really positive. That’s him now moved into his own tenancy and is no longer in temporary accommodation. That in itself is a huge accomplishment.”

‘Soupathon’

One of the very popular activities and practical skill developments has been the innovative cookery sessions led by Maureen on Facebook live.

‘Well this was a first for Neighbourhood Networks a Soupathon. We hope everybody enjoyed the soup packs that were delivered. For some members this was the first time they had made soup and they were able to learn a new skill. For other members it was a chance to spend some time with family sitting down to a lovely bowl of soup or for people on their own an activity to beat the boredom.’

From June 2020 Newsletter

The cookery sessions have covered many practical skills including

Budgeting and money management

Making choices and decisions

Looking after health and eating well

Checking out Covid updates and understanding

Weighing and measuring – when it needs to be accurate and when a rough idea is OK

Sharing and celebrating good food

Friendships and connections

The networks have increased social friendships, connections and interaction for members. It has increased the number of friends, and the number and range of activities that members participate in. Everyone recognised the importance of friendship and valued being part of a group of friends that support and help each other.

The Covid lockdown has presented challenges in maintaining friendships and connections for members and for staff.

Staff have worked very hard, and creatively, to support members to get online, exploring different digital platforms, checking in with families and carers around options and online safety for the young people.

A crucial part of this has been working with members, to develop and deliver a programme of varied activities based on the activities and interests of members. This has been achieved at an organisational level and by East Kilbride network.

Most of the members of the East Kilbride network have been participating with digital activities, such as the weekly quiz sessions and also the Facebook live sessions for the whole network - cooking with Maureen is very popular.

Lanark Network members have had less contact as a group during the lockdown. The members are more dispersed geographically and the Network had been widened to include a wider age range. They enjoy physically meeting up and are not interested in connecting digitally.

The Lanark CLW started in post just as the Covid Lockdown began. She told us that 'It's been hard to maintain relationships with people you have never met, and many people can be anxious about speaking on the phone in the first place, never mind to someone you have never met.'

However, despite Lockdown she has made connections with members and has engaged in socially distanced walks, getting to know individual members and she has been able to play a facilitating role in supporting members to recognise boundaries and social etiquette within friendships.

"I'd not had friends for a while, since leaving school, but now I have people who know me and know my name and ask me to join in."

"I like having friends"

"I've got a good [group] of friends and I can be myself – it's good"

"It's good to see the friendships develop and members sharing their interests with the others"

"I think the main areas where I have seen improvements in part due to Neighbourhood Networks involvement are in his Friendship and Connections, his Health and Wellbeing and in his Independence and Life Skills."

During the quiz the members also made plans for the future – planning to celebrate some birthdays and also to make a film about the Lockdown and how Neighbourhood Networks had helped them. This was a great example of the members taking ownership of their activity choices and the ways they want to communicate to others about their experiences.

The quiz gave a real sense of the camaraderie and relationships built up within the group:

"I've put in a Disney question 'cos I know she likes Disney."

"I think some of the questions are difficult so I made them A B or C so if you don't know the answer some guesses can be made"

"Keep the bonus question until the end in case it goes to the wire like last week"

"Wow winning twice – that's brilliant – well done"

"Thank you it was great to see everyone again."

Confidence and self-esteem

The network has also had a positive impact on members' confidence and self-esteem. What has helped members is having a friendship group, people to do things with, being part of other people's lives, supporting, caring and sharing things. Members also talked about the activities giving a structure to the week and then fitting everything else around it.

The members who have not been able to see people during the pandemic have really missed it.

For some members the newly acquired digital knowledge and equipment has also had a positive impact on confidence and self-esteem. It's also been an opportunity for others to share their knowledge and skills with friends to help them get online and stay online. Skills have been utilised and new skills practice and developed.

"I just love the meet ups and going to different places. I have really missed it. We need to start meeting up again soon."

"Have been a member for nearly one year now. The difference is amazing – I now have people to meet up with and can get out of the house. Such a positive experience!"

“He has been in a relationship now for some time and I can see that his confidence is growing all the time in his interactions, and how he deals with others.”

“The Chase is on.” At the start of the quiz.

Health and wellbeing

Members were very clear that being part of the network was very effective in keeping them well and had a positive impact on their health and wellbeing. Most members also understood what things helped their health and the things they needed to do to look after themselves.

The exercise sessions provided an obvious boost to physical wellbeing but at the same time Jo made a point of mentioning how beneficial physical exercise is for mental wellbeing as well. Jo also talked about different muscles and how they worked. She was careful to encourage people to work where they were comfortable and within their own ability range, offering alternative versions of exercises.

It was also clear during the exercise sessions that the participants were not living in a protective bubble – they were fully aware of the Covid-19 pandemic and the risks involved. There was open discussion about practical issues around shopping, queuing and the general advice and restrictions and what these meant for people. The mutual peer support aspect is clearly for everyone with examples on many occasions of members offering advice to Maureen and Jo in their sessions.

“I can see that his confidence is growing all the time in his interactions, and how he deals with others. This has contributed to his overall health improving somewhat, particularly in relation to his mental health. As previously stated, J has just coped admirably with a house move there and stated only this morning that his 'depression is better'.”

“Whilst he may always need some support around him in his life, Neighbourhood Networks have helped enormously in putting some of the building blocks in place for him to lead a fulfilling life.”

“She gets out more now and engages with people which improves her wellbeing. She has her own friends and activities. Her mental health is also better because she's more positive.”

The Lockdown has had a negative impact on everyone's health and wellbeing. Some members have found it very hard and have been at risk of self-harm. Their risk has reduced due to the support of the CLW and Network manager and it has also reduced the potential impact on other health and social care services.

Practical suggestions were discussed around ways to support good mental wellbeing at difficult times and staff and members made practical suggestions. Using social distanced walks as a way of getting used to the changing rules with the benefits of having longer conversations with people, getting outside and enjoying a walk were suggested.

‘I think even reclusive people are finding it harder now – it has had an effect on everyone’s wellbeing. But my role is to support members to ‘get back’ gradually and work on ways in which we can do that. Socially distanced walks have been very helpful.”

Managing money

The cooking sessions gave an excellent example of managing money, and ways of saving money by substituting cheaper ingredients or looking out for special deals. Members also offered peer support by sharing knowledge about current special offers with one another.

The exercise sessions also provided an opportunity to discuss budgeting, with Jo offering tips on improvising with everyday household items – for example using tins and pasta packets as weights.

“I’ve always had a bank card and my own money so being a network member hasn’t changed anything for me.”

“I’ve found it really helpful to talk about budgeting and looking out for special deals. We tell each other if we have seen something good. It helps my money go further and now I have some meals I can cook its even better.”

“I’m getting better at this now. I have my own place so it’s important.”

Volunteering and employment

Members had different experiences around employment and volunteering. Some members had established volunteering activities they participated in and some are keen to have volunteering or work opportunities in the future. The CLW support members to gather information about the things they would like to do and to begin to plan how they would go about it. For some members, the pandemic has reduced their opportunities for volunteering because so many activities temporarily closed. But for some the activities and their involvement has continued online.

“I’ve been helping out for years. I really enjoy it and it’s been so great that its continued on Zoom through the Lockdown. I get a buzz from seeing everyone and I would have really missed it.”

“I’m waiting for this to be all over, so I can do some volunteering and check out some ideas. I would like to meet more people who live near me.”

“This definitely something I want to do.”

“I’m thinking about what I want to do next and when it will be safe to be out amongst people again. I hope it won’t be too long.”

Community Living Worker

A key part of the network for members is the role and support provided by the Community Living Worker.

'The role of the Community Living Worker is key to the development of the Network and has to strike a balance between ensuring the right amount of support at the right time and avoiding the danger of encouraging an over-reliance or dependency on staff support.'

South Lanarkshire Service Specification

Both CLWs have developed individual relationships with network members and have responded and supported members to be part of the Network and in other aspects of their lives.

One example from East Kilbride was when a family member was taken into hospital as an emergency admission, leaving the Network member living in very difficult circumstances. It was a fraught, messy and complicated situation that would have been difficult at any time and was exacerbated by the Lockdown. The CLW supported the Network member, his grandmother, hospital staff and social workers to ensure that the individual's needs were not overlooked in the crisis about his family member. They also helped the grandmother get her home ready for the Network member to move into, including sorting out furniture.

"Neighbourhood Networks are just brilliant. They focussed totally on him. His wellbeing and the practical steps that he needed in this situation. Without Maureen and Jo, he would have got lost in the emergency needs of his mum."

"Jo and Maureen were excellent - totally professional to work with and got things done, all during a pandemic. I can't speak highly enough of them and Neighbourhood Networks. They made my work easier and really helped the young man."

"They also supported him when his gran went into hospital for a short stay too."

"Neighbourhood Networks are absolutely integral to his health and wellbeing. The practical steps and support they gave him, got best outcome for him in a complicated, messy, difficult fraught situation for his mum."

OVERALL ASSESSMENT AND CONCLUSIONS

The assessment of the impact of the South Lanarkshire Networks is based on how the network is achieving its own aims and objectives, and how it reflects wider social care policy and practices.

All the feedback in this report points to networks that are high quality, well respected and valued by members, family members and stakeholder organisations in South Lanarkshire.

The comments from members, family members and stakeholders show that the peer support network is highly valued and has made a huge difference to the lives of the people who are involved.

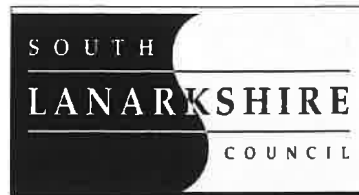
The support and contact from the Community Living Workers is crucial to the ongoing success of both the networks. The CLW and Network manager deliver, person centred, strength based, sensitive, responsive and high-quality individual and group support. They are also clearly passionate about the members, their work and the difference it makes in people's lives.

The way the team has responded to the challenges of lockdown has been creative, innovative and collaborative - working with members and families – to create trust, and to build safe fun digital ways to interact and learn.

The feedback in the report shows that the network's aims outlined in the introduction are being met, and that this is resulting in a high- quality mutual support networks with good outcomes for the individual members.

There are four areas where the networks have the biggest impact. These are

1. The networks help members with every day activities developing and reinforcing life skills and independence, increasing friendships and connections with network members and the wider community.
2. They provide essential personalised practical and consistent support to members, that wouldn't be there otherwise, and is especially needed when life gets complicated and difficult, and in emergencies. This not only helps individual members but also assists and reduces the impact on other health and social care partners delivering services.
3. The networks are flexible, adaptable and responsive to individual and group needs and also to changing circumstances. Neighbourhood Networks staff and members have continued to offer a creative and collaborative range of activities (both digital and nondigital) and individually tailored support during a 21st century pandemic.
4. The networks offer excellent support and space for families and carers. The CLW spend time building relationships and trust with families to support young people to be network members and to participate safely. The networks allow families to see that the young people can be independent and have their own life, activities and friends.



Print Date: 29-SEP-20

IMPACT ASSESSMENT REPORT

Policy Title	Assessment Date
Adult and Older People Day Service Review 2019-2020	16-JAN-20
Status	Assessment Number
INCOMPLETE	836
Lead Officer Name	Lead Officer Job Title
Michelle Lynn	Community Living Manager
Resource Name	Service Name
Social Work	Adult and Older People Services
Completed By	Recommendation
Michelle Lynn	Introduce
Actions Required	
0	

Group Members

Michelle Lynn (Community Living Manager)
 Annmarie Malloy (Acting Resource Manager)
 Ciana Stewart (Operations Manager)
 Advocacy Representation
 Finance rep (TBC)
 HR rep (TBC)

Aims, objective, purpose and intended outcomes

The aim of the Adult and Older People Day Service Review (DSR) is to review of the current model of service delivery for an extensive range of day services provision to adults and older people. This will include in-house provision as well as commissioned services.

Any subsequent redesign of the delivery of day services should realise improved outcomes for service users through creating more flexible choices.

Best value should be realised where there may be efficiency savings.

Who was involved in the development of the policy

The following groups have been involved in initial consultation and will continue to be involved in consultation throughout the life of the DSR:

Service users, their family members and carers
 Employees within adult and older people day services
 Advocacy partners
 NHS Lanarkshire partners
 Locality teams
 Care Inspectorate
 Trade Unions
 Locality community groups
 External day service providers

Q1. Who will be affected by the policy?

The service users who access day services may be affected by this policy, as might the staff and management who work within the Service. In addition, family members or carers of those attending day services may be affected. The specifics of any service redesign or changes are as yet not defined.



IMPACT ASSESSMENT REPORT

Q2. Who will be/has been involved in the consultation process?

The following groups will continue to be involved in the consultation throughout the life of the review:

Service users, their family members and carers
Employees within adult and older people day services
Advocacy partners
NHS Lanarkshire partners
Locality teams
External regulator
Trade Unions
Locality community groups
External day service providers

Q3. Please outline any particular needs/barriers which equality groups may have in relation to this policy, what evidence are you using to support this and whether there is any negative impact on particular groups.

Age - What Effect/Difference will the Policy have on people

This policy will effect adult and older people service users from 18 years upwards. It is intended that any resulting changes to service design following the outcome of the Day Service Review (DSR) will provide greater equitable access to services with a focus on individual outcomes without limitation of age restricted opportunities

Age - How Do You Know That

All of the adult and older people day services within scope are registered with the Care Inspectorate with age restricted registration criteria of those over 18 years. Recent age profiling work has been undertaken as part of the DSR background activity.

Disability - What Effect/Difference will the Policy have on people

All service users who access day services have a condition which could be classed as having additional support needs or a disability. This is due to the service user population being either of older age with frailty and/or a dementia condition or because they have a learning and/or physical disability. Therefore, individuals with a disability are more likely to be affected by this policy.

Disability - How Do You Know That

Day services are registered with the Care inspectorate and the conditions of registration indicate the scope of service which can be delivered and to whom. Condition and disability profiling work has been undertaken as part of the DSR background activity during the last quarter of 2019.

Gender Reassignment - What Effect/Difference will the Policy have on people

There is no evidence to suggest that anyone affected by this policy falls into this protected characteristic and it is therefore not envisaged that there will be any specific effect for this group.

Gender Reassignment - How Do You Know That

Currently there is no reliable base line data available in relation to the transgender population in South Lanarkshire however, however, the Council is taking steps to amend monitoring to include this characteristic. There is no accurate data to show how many people identify as trans or transgender in the Council area.

Marriage & Civil Partnership - What Effect/Difference will the Policy have on people

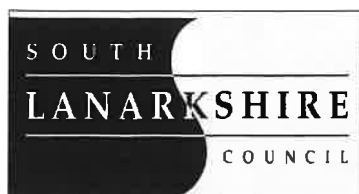
There is no specific effect or difference in impact on this group

Marriage & Civil Partnership - How Do You Know That

There is no barrier to these services in relation to marriage and civil partnership.

Pregnancy & Maternity - What Effect/Difference will the Policy have on people

There is no specific effect or difference in impact on this group



IMPACT ASSESSMENT REPORT

Pregnancy & Maternity - How Do You Know That

There is no barrier to these services in relation to pregnancy and maternity.

Race - What Effect/Difference will the Policy have on people

None known

Race - How Do You Know That

Any changes resulting from this policy will be planned in partnership with individual service users, their carer/family supports and their wider network of community support, irrespective of race.

Religion & Belief - What Effect/Difference will the Policy have on people

None known

Religion & Belief - How Do You Know That

Any changes resulting from this policy will be planned in partnership with individual service users, their carer/family supports and their wider network of community support, irrespective of race.

Sex (Gender) - What Effect/Difference will the Policy have on people

There may be a differential effect on the staff from this protected characteristic who may be affected by this policy. At this stage though, it is not possible to define any specific effect.

Sex (Gender) - How Do You Know That

The majority of staff employed within day services identify as women. The outcome of the review and any resulting proposals for redesign will provide clarity on any specific effect.

Sexual Orientation - What Effect/Difference will the Policy have on people

There is no specific effect or difference in impact on this group

Sexual Orientation - How Do You Know That

There is no barrier to these services in relation to sexual orientation.

Q5. If policy has a negative impact on an equality group, but is still to be implemented, please provide justification for this.

Any potential negative impact of this policy (the Day Service Review) will be minimal since day services will continue to be delivered. If redesign is considered appropriate once all the review evidence has been assimilated this may impact on some individuals however any negative impact will be addressed and monitored through individual review and consultation with service users and their carers/family members. The principles of Self Directed Support and the application of the South Lanarkshire Prioritisation Framework will ensure equity throughout the process.

Q6. How will the impact of the policy be monitored and reported on an ongoing basis.

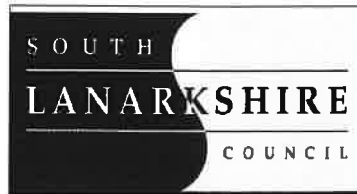
Any impact of this policy will be monitored through regular review with individual users and the monitoring of outcomes for individuals. Progress of the review will be reported through the Senior Management Team, Social Work Committee and the Integration Joint Board.

Any required Actions will be added to this assessment once any redesign proposals have been recommended and consulted upon.

Q7. What is your recommendation for the policy.

Reason for recommendation

However, this assessment concludes that there is likely to be a minimal impact on people with the protected



Print Date: 29-SEP-20

IMPACT ASSESSMENT REPORT

characteristics of age and disability (in the case of service users) and of gender (in the case of staff).

Individual service users will continue to receive a service which is guided by their personal outcomes and where their individual circumstances are taken account of.

The work of the DSR will provide an evidence base for any proposed changes or redesign of these services.

Adult and Older People Services

Day Service Review

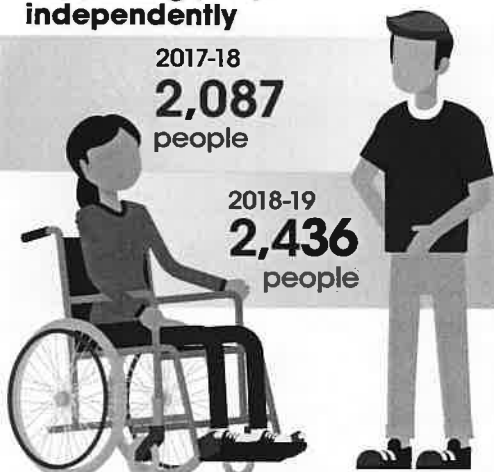
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Supporting people to live independently

2017-18
2,087
people

2018-19
2,436
people



Performance improving ✓

Over 60s attendances at leisure facilities (Activage)

Target - 470,000



2017-18
465,870

2018-19
504,160

Target met ✓ Performance improving ✓



South
Lanarkshire
Health and Social Care
Partnership



What is a Service Review?

A **Service Review** is the business framework which the Council uses to look at a particular area of services which are delivered to the citizens of South Lanarkshire.

A Service Review will identify all aspects of the service, including the different elements which make up the entire service and note the costs and staffing for each part of the service.

This Review of Adult and Older People Day Services will include the following:

- Council provided day care for older people

- Council provided day opportunities for adults with disabilities
- Services which the Council contract or purchase from other organisations to provide day services for adults and older people

A Service Review aims to identify if there are areas where improvements could be made.

Why are we doing the Service Review?

Early in 2019 the Social Work Resources Committee which is made up of local Councillors, asked for adult and older people day services to be reviewed. The Committee asked for this because there were a large number of vacant day service placements.

Day Services have remained largely unchanged over the past 20 years and there has been changes to legislation and policy for example; the Carer's (Scotland) Act 2016, Self-Directed Support (SDS) and the South Lanarkshire Prioritisation Framework. These require day services to demonstrate personalised outcomes for individuals. There is also a considerable change in the population who use these services where people with disabilities are living much longer and where there is a significant increase in the population of older people.

In response to the request from the Social Work Resource Committee, the Health and Social Care Partnership (HSCP) took a proposal to Committee in May 2019 and it was agreed that an evidence based Service Review would be undertaken to examine all areas of the service.

How will we undertake the Service Review?

Initial work has begun to gather information for the Service Review. There are a number of working groups already set up to find out more detail. These working groups are;

- Looking at building a profile of people who use day services
- Researching what is the best practice in day service design and how to deliver good outcomes for individuals who use day services
- Consulting with people who use services, carers, employees and other partners
- Looking at the impact of day service reform to ensure that people are treated equally and fairly
- Considering what skills are required now and into the future from the social care workforce within day services for adults and older people.

How can you be involved in the Service Review?

A range of focus groups and local consultation and engagement opportunities are being planned and your local Day Service Manager or a representative of the Day Service Review Team will keep in touch to advise you of dates for these opportunities.

If you are not able to be directly involved you could email your ideas or opinions to:

adult_and_older_people_
day_service_review
@southlanarkshire.gov.uk

Or you can write to:

**Adult and Older People
Day Service Review**
Secretary to the
Head of Service,
Floor 8 Council Offices,
Almada Street,
Hamilton ML3 0AA

Will anything in adult and older people day services change?

There will be no change at this stage to the way services are delivered. The Service Review will identify best practice in the delivery of day services and we will know more about what this means as the Day Service Review progresses. Currently, South Lanarkshire invests more than £10 million each year in Adult and Older People day services and the HSCP has a duty to ensure that this money is spent efficiently and effectively in order to meet the needs of all its' citizens who require support from day services.

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: equalities@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk

support
trust care
protect

Produced for South Lanarkshire Health and Social Care Partnership by Communications and Strategy. 052409/Nov19

What will happen next

We aim to have achieved initial consultations with service users and their family members and carers as well as those of employees and partner organisations by the end of 2019.

Based on the evidence found during the Service Review, a range of options will be put forward to the Social Work Resources Committee and the Integration Joint Board (IJB), and further specific consultation will take place with service users and their carers, employees and partner organisations on these options.

www.southlanarkshire.gov.uk

www.southlanarkshire.gov.uk/slhscp

This further consultation will be held in the early part of 2020. We will produce a regular Fact Sheet with information to ensure that you are kept up to date with progress. This will be available on the South Lanarkshire Council and HSCP websites as well as in leaflet form from your local Day Service.

***Working together to improve health and wellbeing
in the community – with the community***

Appendix 4

Appreciative Inquiry Feedback Summary

Day Service Managers – 15 January 2020

	Managers	Staff	Carers – Day Service	Carers - CST
What do we do well?/ What do you value most?	Good outcomes for service users Motivating staff	Communication Meeting outcomes	Achieves outcomes Stimulation Safe	Choice of activities Build confidence
What does doing well look like?	Relaxed Organised	Skilled staff Feeling valued	Happy Cared for	Learn new skills Takes stress away
What made this possible?	Knowing service users well	Forward thinking Motivated	Fully trained Compassionate staff	Consistent staff Good relationships
In order to do even better what do we need to do?	More involvement in assessment and review Administer medication	Be responsive Ensure adequate staffing	Transport to suit all needs Flexible service	More choice Flexibility
What is your one wish for the future of the service?	HUB – health clinics, voluntary sector Flexible use of buildings	Provide specialist service Improve community networking	More shared learning between agencies Guarantee day care will remain open	Short breaks More peer supports

APPENDIX 4

Service User Consultation Feedback - Appendix 5

What makes you happy?

	Older Events	Adult Events
Company	12	33%
Family	17	47%
Friends	3	8%
Food	5	14%
Music/ Singing/ Dancing	13	36%
Getting out	14	39%
Attending Centre	10	28%
	Older	Adult

What do you like best about day services? - Key Points

Meeting people/ Company	29	81%	10	21%
Friends	2	6%	20	42%
Getting out	8	22%	9	19%
Activities	14	39%	41	85%
Bus	2	6%	14	29%
Food	14	39%	10	21%
Staff	11	31%	16	33%
Music/ Dance	5	14%	18	38%
	Older		Adult	

What does day services do well? - Key Points

Staffing	24	67%	32	67%
Activities	18	50%	34	71%
Caring, Helpful and Supportive	14	39%	11	23%
Friends	12	33%	14	29%
Safe	2	6%	10	21%
Meals	7	19%	11	23%
Valued	5	14%	12	25%
Routine	3	8%	4	8%
Inclusive	12	33%	15	31%
Transport	4	11%	6	13%
Getting out	3	8%	8	17%
	Older		Adult	

When it's a really good day at day service, how do you feel? - Key Points

Happy	24	67%	43	90%
Excited	0	0%	16	33%
Good	17	47%	19	40%
Tired	4	11%	5	10%
Content	8	22%	3	6%
Thumbs up/ Smile	2	6%	9	19%
Relaxed/ Settled	8	22%	3	6%
Stimulated	10	28%	6	13%
Great	10	28%	3	6%
	Older		Adult	

What can we do better? - Key Points

Nothing	17	47%	6	13%
Gardening	1	3%	3	6%
Choices in menu	8	22%	2	4%
Alternative Activities	6	17%	22	46%
Outings	5	14%	9	19%
Music	1	3%	4	8%
More Sports	2	6%	8	17%
Better Transport	1	3%	4	8%
More time	1	3%	3	6%
New technology	0	0%	5	10%

Appreciative Inquiry

Adult and Older People Carers Consultation Feedback

When day services are at their best...?

...what do you value most about day services?	...what do day care services do well?
Safety –mum is looked after and cared for.	Extra eyes – staff tell us if they see any deterioration in SU health or if they suspect UTI etc, they spot things before most other people.
People get to participate in activities they choose and at their own speed.	Focus on individuals and mind their wellbeing
Gives me back my life for part of the day	Keeps mum safe and stimulated
Not left home alone, don't want to put mum in a care home so it supports me too	They just do a great job
Respite for me	Mum is smiling, laughing and her face lights up when she sees the bus
Couldn't manage at home without it	Helps mum deal with her dementia, stops her feeling depressed and isolated and puts variety in her life
Lots of stimulating activities with promotes wellbeing for my mum	Staff notice behaviour changes and understand peoples medical needs, they are well trained
Opportunity to try new things and get out and about	Daycare is mums happy place
Difference to life for both carers and service users.	It's a connection to community
Stopped service user from going into long term care	Staff have a positive attitude and are warm and pleasant to mum
Break from caring role	Service is second to none, would come every day
Needs are being met	Really happy with service, everything well
Safe environment	Delighted with care we have, lovely lunch – gained weight
Realises the burden on carers, takes pressure off the family.	Knowing service users and their needs
Less visits to ensure my mum is okay as she is at day-care.	Signposting
Staff go above and beyond Respite	Achieving outcomes
Stimulation	Everything, the whole package from transport, helping service users with their personal care needs, providing meals throughout the day. It has also helped my mum cut down in her smoking as she does not smoke when she is at day-care
Safe environment	Communication between Service users
Trust	100% safe
Socialisation	Trust
Staff/ Commitment	
Trust Meet Health Needs	
Base in a Hub/Safe Environment	

<p>Social Inclusion/Being Cared for</p> <p>Safe secure environment</p> <p>Structure and flexibility of the day for their family/carer</p> <p>Social Inclusion, enjoying time with friends Friendship</p> <p>Preventing Lonliness</p> <p>Variety of Activities</p> <p>Support mental and emotional wellbeing</p> <p>Allows me to be an individual</p> <p>Service users present as happy and have a positive attitude towards attending the Day Centre</p> <p>Reliability of service provision</p> <p>Structure and consistency of services provided</p> <p>The positive outcome it provides for my family and home environment</p>	<p>Respite</p> <p>Effective</p> <p>Communication Partnership Working, holistic approach to care.</p> <p>Fully trained, compassionate staff understanding needs of S/U's</p> <p>Hub/Base good group activities –avoiding isolation</p> <p>Good partnership working& communication between services – Holistic Care.</p> <p>Co-ordinating & reviewing services with family and all involved in package of care.</p> <p>Safe environment, good facilities ie personal care, food provided etc.</p> <p>Looking after Service Users</p> <p>Preventing Isolation</p> <p>Variety which family member could not sustain</p> <p>Quality of Staffing</p> <p>Continuity of care and service delivery</p> <p>Good communication</p> <p>Consistent, enthusiastic and committed team</p> <p>Offers a variety of activities which are fun but also support service users to develop skills and abilities</p> <p>Ensures the safety and wellbeing of service users.</p>
<p>...what does doing well look like?</p> <p>A nice clean environment</p> <p>Happy mum</p> <p>Mum is content</p> <p>Keeping mum comfortable and maintaining her continence needs</p> <p>Individual activities catered for, person rather than block activities</p> <p>Staff know people well, mum is happy to see staff</p> <p>Staff are mindful to us too, they are also helping carers</p> <p>Agencies involved ie social work are mutually supportive</p>	<p>...dream for the future of daycare?</p> <p>Service only 10-3, we could do with expanding times and being more flexible</p> <p>7 day service with more intergenerational work</p> <p>More staff so you can take more people into the service and offer more activities per day</p> <p>Have more volunteers</p> <p>Easier access to carers being assessed for budget, carers should be assessed at the same time as the person they are caring for</p> <p>Name change from day centre to day club</p> <p>Process want easy to get – long time, I asked, wasn't offered, highlight what it's like.</p> <p>A local day centre in each community</p>

<p>Happier, easier to get up, gives structure. Mood changes, would like to have more but distance to travel</p> <p>Something to look forward to</p> <p>Less stress as phone calls are not as frequent, of they didn't want to come you would know something was wrong.</p> <p>Reducing stress for Carer/Family member</p> <p>Service user being happy</p> <p>Service user being cared for</p> <p>Happy service users</p> <p>Relaxed</p> <p>Relieved</p> <p>Less stressed</p> <p>Relaxed/Piece of mind</p> <p>Provision of services available</p> <p>Happy/bit of respite for carer</p> <p>S/U keen to attend service and to participate, Feel satisfied.</p> <p>Working together, meeting personal outcomes and goals.</p> <p>Good worthwhile activities, good staffing levels</p> <p>S/U's enjoy attending daycare – positive body language etc and experiences/activities shared.</p> <p>Safe, secure environment, day service and transport.</p> <p>Successful outcomes, reviews with multi agency attendance.</p> <p>Bond with staff</p> <p>Consistency</p> <p>Happiness</p> <p>Happy relative which has a positive impact on family members and home environment</p> <p>Enthusiastic staff team</p> <p>Positive environment/Good communication</p> <p>Service users are happy and have a positive attitude towards attending the Day Centre</p>	<p>For everyone to access day-care, even if it was just for the company of others. Should be an option for everyone, and they could then choose if they wished to attend or not</p> <p>Better feedback from the daycare services</p> <p>Evidence of what might be stimulating while at day service (written down)</p> <p>Clearer feedback</p> <p>Phone call to prompt arrival to lessen activity</p> <p>Longer daycare hours</p> <p>Flexible hours</p> <p>Options to time of day</p> <p>One to one for service users, get to know person intensely</p> <p>Inclusive for everyone in community</p> <p>Continue to change lives of people attending</p> <p>Assessments to be completed quicker</p> <p>Not to have waiting lists in units</p> <p>Keep current service and facilities.</p> <p>Guarantee service provision – No closure of day services.</p> <p>Having flexibility to approaches.</p> <p>Keep the service/facilities going as it is</p> <p>Service to continue and evolve, serve our communities in rural areas, sense of community.</p> <p>Guaranteed future service/Daycentres.</p> <p>Services/centre to remain open and provide a more flexible service in terms of access to the centre – activities offered.</p> <p>To continue to provide the same good quality service.</p> <p>Proactive team – visible and approachable</p> <p>Good communication</p> <p>To continue to provide building based day support services</p> <p>Flexibility</p> <p>Activities which include skiing, go karting, pony trekking</p>
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<p>A consistent staff team who present as committed and enthusiastic.</p> <p>Consistency and range of activities</p>	<p>To offer experiences/opportunities to individuals which people without disabilities have in life.</p> <p>To have a menu of opportunities available to pick & choose.</p> <p>To work in partnership with social services</p> <p>A flexible Day Centre provision incorporating working in partnership with parents/carers and other providers to maximise access to resources i.e. Rebound Therapy at Touchbase</p> <p>SLC providing 1:1 support which will offer the same calibre and consistency of staffing resources as currently exists within the Day Centre</p> <p>Specialised training opportunities available to staff i.e. Autism specific</p>
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Appreciative Inquiry

Community Support Team Carers Consultation Feedback

When day services are at their best...?

...what do we do well?	... what would make day services even better?
Choices of activities	More choice about activities offered
Builds confidence	Flexible services
Includes everyone	Better information about activities that are available
Provides daughter with activities	Need to let people know that the services are there
Walking group, keeping healthy	Access technology
Shopping	Help with meal preparation
Group to prepare meals but only uses kettle, toaster and microwave and other meals are prepared by family	Driving to youth clubs
Builds esteem and positivity	Befriender
Has empathy	Befriending service
Groupwork	Trained staff
Day services builds confidence and self esteem	Structured care
Day services do everything well	For someone to care when I can't
Could be more matching of carers with service users for one to one support	A website with current information about activities
Carers have good relationships with service users	A befriending service
They exist	Better communication
Care for our kids as we do	Better communication
Report back to us any issues or positives	Same carers in the team
Annual reviews	More understanding from staff
Group opportunities	Follow care plan
Confidence in children	In day centre son had all care needs met
Day services help our child progress	Staff better qualified
Reassuring to know young person is being looked after	Staff training to individual needs

<p>Signposting to the right services</p> <p>Annual review – issues identified</p> <p>Increased confidence in service user</p> <p>Consistency of staff</p>	<p>Choices for holidays - Short breaks in Cambuslang has stopped – it is not only respite it is trust</p> <p>Continuity of care/core group staff</p> <p>Knowledge based staff</p> <p>Appropriate care plan</p> <p>Appropriate care providers</p> <p>More day opportunities</p>
<p>...what does it look like (or feel like)?</p> <p>More confident</p> <p>Learning new skills and using these in the art group and on the radio station</p> <p>Happy to be part of the group and meeting people</p> <p>Takes stress away from parents/carers</p> <p>Builds confidence</p> <p>Continuity of carers</p> <p>Having carers more aged with service users for certain activities such as football, pool, pub.</p> <p>Making person happy, continuous workers, stimulation</p> <p>Son comes home happy when not out with parents</p> <p>Daughter is contented</p> <p>Continuity building relationships</p> <p>My son is happy and in a good mood</p> <p>My daughter is content and not stressed</p> <p>Happy and safe adults</p> <p>Service user in good health – health is monitored</p>	<p>...one wish for the future of the service?</p> <p>To use the radio station and other technology to advertise groups and activities that are available for adults in the community</p> <p>Our young people want to spend time with friends that have similar disabilities</p> <p>To have things in place to support my daughter when I am no longer able to support her.</p> <p>Befriending</p> <p>Long weekends</p> <p>To have more holidays and social work to contribute to chosen holiday</p> <p>To have someone provide meals, time out etc. when we are on holiday</p> <p>Adults to have their own home with supported living</p> <p>Carer to offer services, activities in a group setting and access the local wider community</p> <p>Someone else I feel that would be able to take on the carer's role as I am now 74 years old</p> <p>Prompting voice aids</p> <p>Daughter to get married</p> <p>More time and understanding of needs, dreams, aspirations</p> <p>Emergency plan in place</p>

	<p>Trips away (long weekends) for people who live on their own</p> <p>Cluster accommodation with a support network</p> <p>Sharing care between people less one to one</p> <p>More peer support</p> <p>More information technology</p> <p>More links between police services</p> <p>More training for other organisations</p> <p>More community groups working together offering more opportunity - more opportunities for smaller groups</p> <p>Individual choices</p> <p>Care home for adults with learning physical disabilities - Safe housing with support when needed</p> <p>Know daughter will be safe maybe like Sense type living core group housing</p> <p>More group housing and parent knew young person was safe and secure and know that young person would be well taken care of</p> <p>Appropriate holiday choices</p> <p>Core group transport</p> <p>Appropriate planning</p> <p>Opportunities to access appropriate health services – physio, rebound, speech and language, dietician</p>
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