



south ayrshire
health & social care
partnership

Draft Learning Disability Strategy 2017-23

Feedback from Engagement Events and Consultation



Introduction

Purpose of this Report

This is the report of the findings from two community engagement events held in Ayr on Friday 9th September and in Girvan on 12th September. The events were held as part of SCLD's work with South Ayrshire to develop the Learning Disability Strategy for the local authority.

The two events were held in order to give people with learning disabilities, their families and other people who support them the opportunity to share their experiences of what has worked well for them, what has not worked well and what they feel is missing in terms of services and opportunities for people with learning disabilities who live in south Ayrshire.

This report is intended to support the development of the Learning Disability strategy in South Ayrshire.

About SCLD

The Scottish Commission for Learning Disability (SCLD) is an independent charitable organisation. SCLD's is a strategic partner to the Scottish Government in the delivery of Scotland's learning disability strategy, the keys to life. SCLD is committed to finding new and better ways to improve the lives of people with learning disabilities.

About the Events

The two events were designed as an opportunity for people with learning disabilities, their families and their supporters to contribute their views on what existing services in South Ayrshire are like for people with Learning Disabilities.

Both events followed the same format except that due to fewer people attending the Girvan event we did not repeat the two sessions which were repeated in Ayr. Each was only held once in Girvan.

The agenda for Ayr was as follows:

A voting session using 'Clikapad' that asked people some questions about their experiences and opinions.
A film explaining Self-Directed Support was shown and some questions were taken.

The whole group split into three groups for the next parts, people were free to choose which session they went to. There were three choices in each time slot.

Session 1 options:

- Where you live: This was a discussion about people's homes and the support they get (either through equipment such as telecare or through direct support from staff). This session was repeated later in the day as it was relevant to everyone. In Girvan this session was held at this point and was not repeated later.
- What you do during the day: This was a group session where people drew or wrote what they did during the day and who helps them to do it. This gave people an opportunity to say if they had enough to do and if there were any barriers preventing them from doing what they want. This session was repeated later in the day as it would be relevant to everyone. In Girvan this session was not held at this point and was only held once at the later point in the day.
- About Jobs: In this session, participants watched two short film clips about people with learning disabilities and their experiences of work. A discussion followed of people's own experiences of work.

Session 2 Options:

- Repeat of 'What you do during the day'. (this was the only run of this in Girvan)
- Are carers getting the help they need to continue?: This session was only for carers and was an opportunity for the carers to talk about their own needs and experiences rather than those of the person

they care for. This session also looked at a draft of a new carer's assessment in order to gather views on this.

- Friendships and relationships: This session involved a film made by a self- advocacy group in England exploring the theme of friendships, how difficult it can be for people with learning disabilities to see their friends at times and the lack of support some people have to pursue romantic relationships or to stay out late at night if they want.

Session 3 Options:

- Being Healthy and Well: In this session, participants used a selection of pictures to indicate what they thought were important things to keep a person healthy and well. These pictures were ranked using a drawn 'barometer' and a discussion was had about the pictures and about what people needed to be able to do the things on the picture.
- Repeat of 'Where you live' (this session did not run in Girvan)
- Transitions: This session involved participants watching a film clip of a family talking about their experience of going through transitions with their son. It was mostly carers who attended these sessions and they spoke about how their experiences were similar or different to those of the family on the film

Following this, everyone joined back together for a short review of some of the questions from the opening 'clikapad' session, this was in the format of the game show Family Fortunes where attendees were asked to guess what they think the most chosen answer was from three of the questions asked in the opening session. This was only intended as a bit of a fun way to bring the event to a close.

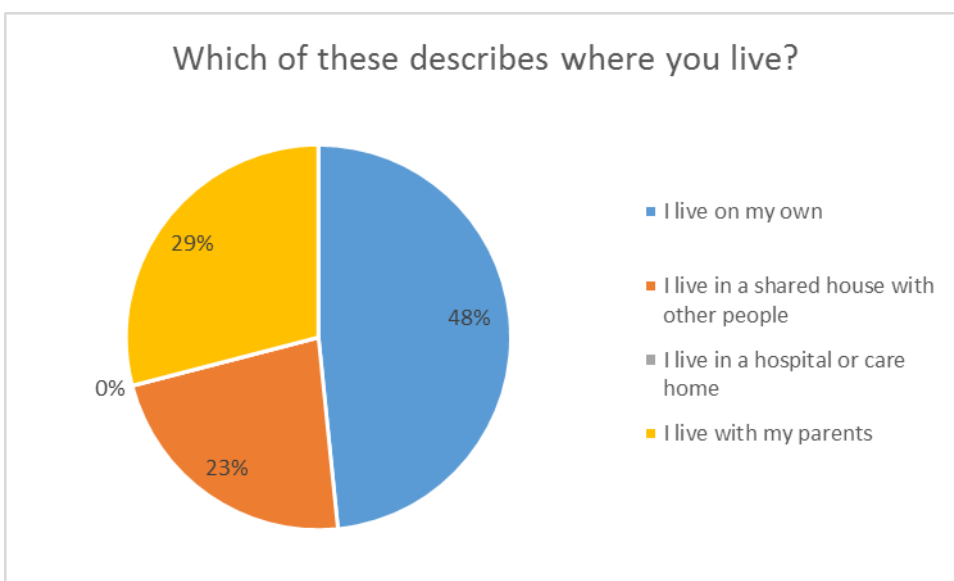
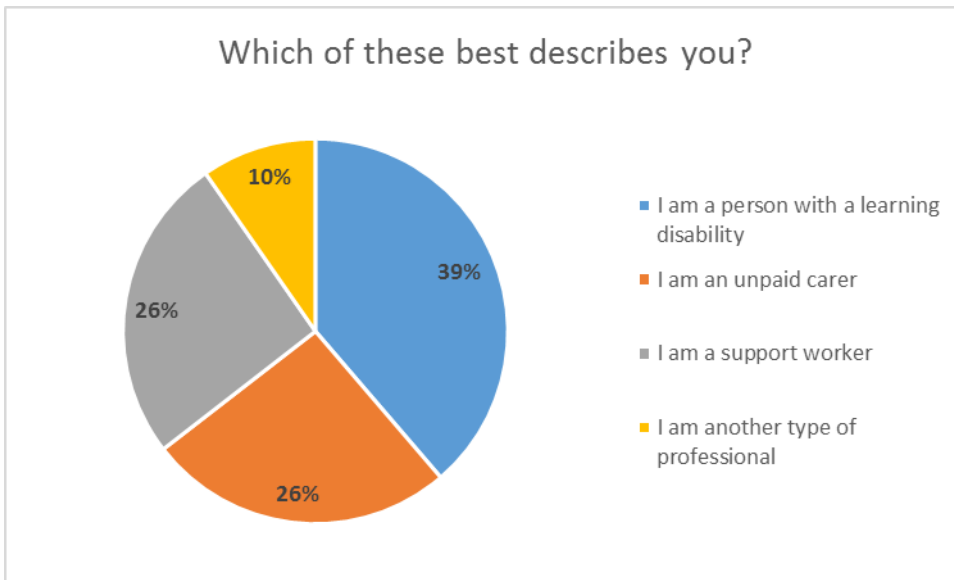
In addition to these sessions designed to gather people's experiences and views on particular aspects of their lives, there was a 'Wish Tree' set up in each venue. The tree is a simple tool where people tie tags with 'wishes' written on them onto twigs or artificial flowers. At these events the theme for the 'wish tree' was 'what one thing would you like to tell senior managers?' This allows people the opportunity to cover any topic the wish which may not have been covered in our themes.

Who Was There

We asked people for some information about their lives and about their views on some aspects of this. We used a voting system called 'Clikapad' to do this. These answers have been cross tabulated to show that where people live and how they are supported makes a difference to the levels of choice and opportunities that they have. More tables are included in relevant sections of this report.

Ayr:

In Ayr thirty two people attended the event, the breakdown is shown below. Note that except for the initial questions about who they were, people were asked to answer the questions as far as possible for the person with a learning disability that they support in either a paid or unpaid capacity.



Did you choose where you live now?	I live on my own	I live in a shared house with other people	I live with my parents
I chose where I live	10	3	1
I had some say	2	3	1
I did not choose	2	1	7

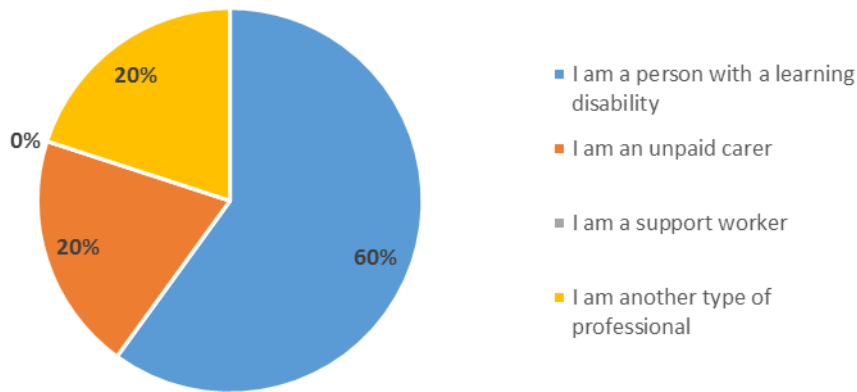
Are you happy with where you live?	I live on my own	I live in a shared house with other people	I live with my parents
I like where I live I want to stay here	10	6	8
I am happy just now but think I will want to move in future	2	1	1
I am not happy where I live	3	0	0

Are you involved in plans for your life?	Yes I manage my own budget	No I don't manage my own budget	Not sure
A lot	4	14	2
A little	2	8	0
No	0	1	0

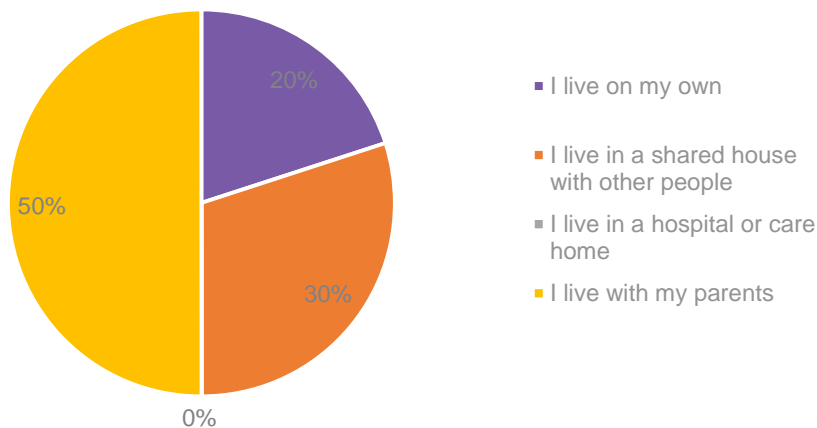
Girvan:

In Girvan ten people attended the event, the breakdown of who they were is shown in the graph below. Note that except for the initial questions about who they were, people were asked to answer the questions as far as possible for the person with a learning disability that they support in either a paid or unpaid capacity.

Which of these best describes you?



Which of these describes where you live?



Did you choose where you live now?	I live on my own	I live shared with people	I live in a house other	I live with my parents
I chose where I live	1	2		1
I had some say	0	0		0
I did not choose	1	1		4

Are you happy with where you live?	I live on my own	I live shared with people	I live in a house other	I live with my parents
I like where I live I want to stay here	2	2		3

I am happy just now but think I will want to move in future	0	1	2
I am not happy where I live	0	0	0

Are you involved in plans for your life?	Yes I manage my own budget	No I don't manage my own budget	Not sure
A lot	1	5	1
A little	1	2	0
No	0	0	0

What Was Said

Support at Home

People who attended the events lived independently to different degrees there didn't seem to be any particular themes, most seemed to be happy with the level of support they got at home.

At the event in Ayr, there were two women who live in a shared house with others. The number of staff available was noted as being something that did limit people's chances to do whatever they want, when they want. One of them spoke about travelling by bus on her own. She uses her bus pass to get around by herself. She is quite independent and is happy where she lives. She gets to make her own choices and manages to get out more now. Her ability to travel independently and the bus pass allows her an element of freedom that some of her house mates would not have.

People in the shared house are given a lot of support to manage their day to day lives, for example, they can help choose what meals they would like and a menu plan is made on Saturdays. Residents are encouraged to help to prepare the meals and to help with the washing up. If someone is out when the meal is ready something is always kept for them.

Both residents who were in attendance said they get enough support and that the staff are friendly and helpful. One said she would like to be more independent with her housework and be able to do the ironing herself. She does her own laundry but can get help if she needs it.

Others who attended either event lived more independently, either on their own or with a family member and in one case with a spouse.

One has had his own tenancy since September 2009. He used to have sleepovers where a member of staff would stay over but he cancelled this. His mum and dad wish he still had this. It is now outwith his budget. He is not allowed to cook by himself and gets support to cook between Tues and Friday. On a Saturday he gets a takeaway. He can do laundry but usefully does it as a team with his support worker. He gets 39 hours of support per week. Help with his shopping, house work and to do activities such as going to the cinema or cycling.

One lady said that she has just moved to Girvan in the last 3-4 weeks. She is married and lives with her husband. He is her carer and looks after her. She doesn't receive any external care services. She sees her social worker every few weeks just to check in with her and see if she's ok. She has a chairlift for the bath to help her get in and out and an adapted toilet. Her social worker helps her to get involved in local services.

One man lives on his own but his nephew stays over during the week. He used to live with his mother.

A number of people stated that they had used telecare to support them in the home and that it had not helped them. It takes a long time to respond and people don't come out they just phone your family. People said they didn't feel that this helped them to live independently. Many people use community alarms to give them reassurance if they live alone but if you press it no one comes, they are far away.

It was felt that it is very important to plan for change. To know what to do if something unexpected happens. Part of an individual's plan should look at what people want to happen if a change or emergency happens. This is important as people get older or their parents/carers get older.

Social and Leisure Activities

During the session using the 'Clikapad' voting system we asked people a number of questions related to how much they felt that they were occupied during the day and about how much say they have. The answers will relate to any type of activity including work, not just social and leisure. They are included below cross tabulated to show the difference made by factors such as managing one's own SDS budget, who supports people and what type of accommodation they live in.

Responses from Ayr 'Clikapad' Cross tabulated.

Do you have enough to do during the day?	Yes I manage my own budget	No I don't manage my own budget	Not sure
Yes	2	10	2
Sometimes	3	11	0
No	1	2	0

Do you have enough to do during the day?	Paid staff	Both	No one
Yes	12	1	1
Sometimes	8	6	0
No	0	3	0

How much choice do you have in what you do during the day?	Paid staff	Both	No one
A lot	11	4	1
A little	9	6	0
None	0	0	0

Girvan responses

Do you have enough to do during the day?	Yes I manage my own budget	No I don't manage my own budget	Not sure
Yes	2	5	1
Sometimes	0	2	0
No	0	0	0

Do you have enough to do during the day?	Paid staff	Both	No one
Yes	7	1	-
Sometimes	0	2	-
No	0	0	-

How much choice do you have in what you do during the day?	Paid staff	Both	No one
A lot	5	1	-
A little	2	2	-
None	0	0	-

Gaps in support to participate

Some individuals in the group were supported to engage in a range of activities from volunteering, taking part in learning disability members groups as well as leisure activities like shopping and bowling. However, there did appear to be a gap between those who were well supported to engage and those who were not. On the other side of this, there were individuals who felt they required support to go places and required befriending services. One individual also highlighted the need for activities and groups which directly engaged with those experiencing visual impairment.

A lot of people only spoke about activities they do in the home, all of their social or leisure activities seemed to centre on their own homes and tended to be solitary activities. For some this was due to lack of availability of support workers for going out to participate in more community based activities. This was particularly true in Ayr where in Girvan people seemed to be able to get out independently more readily but the activities they participated in were mostly in the community centre or college. Examples were a person in a shared house has her own room with a TV and a Nintendo Wii. She plays games on it in her room. She does colouring books and listens to music in her room. Another person stated that she enjoys knitting.

One person said that he would like the opportunity to do some volunteering and to socialise more, he felt he would need to be able to access something quite structured or have support available in order to do this. He gave an example of 'The Sunday Gang' which is an organised social club that he attends. Sometimes he meets up with an old support worker in Glasgow.

One person said that she would like a befriender to do activities with. Another goes out with his brother and family. He'd like to go out with friends more but it is difficult to get a time that suits everybody. He does not like to go out by himself. He needs to go out with someone that he knows.

Limited activities in Ayr

The group highlighted that there was no joined up thinking across areas and services. They highlighted that some areas had one service while other areas (including Ayr did not). For example there was a performance group (Centre Stage) working well in Kirkintilloch but not in Ayr.

Limited access to night time activities

One individual who cared for her son highlighted that there was nothing to do on a Friday night in Ayr for him. Another carer commented that there was a disco locally, it was run by a parent but only happened once a month. A suggestion was made that Ayr might benefit from starting a club that replicated the 'Beautiful Octopus Club' run by Heart and Soul who are an award-winning creative arts company and charity who run creative arts activities for people with learning disabilities.

Another person stated that at night time they stayed at home and listened to music in their room. When asked about night time activities no one in this group spoke about activities out in the community. Instead there was a focus on activities within supported housing including a pool table and computer room. One person expressed an interest in going to the local theatre but had no support to do so.

Two individuals in Girvan stated that they did not go out at night. One said going out at night was "too wild" and went to their bed every night at 9pm. The other stayed in and watched TV at night time and sometimes could not settle. This person did not want to go out in the evening because they were scared. They stated

this was a result of abuse experienced in their past. Both individuals said they sometimes went to night time activities at the community centre but no activities outside of the centre at night were mentioned.

A parent said he thought the video about friendships made a good point about people being restricted as to what they could do at night due to staff rotas and shifts etc. He thinks SDS can give people more autonomy to manage their hours of support and determine what they do and when and where. A support worker responded by saying that people have meetings with their key workers to adapt shifts according to what they want to do in a particular week. The parent said that this was likely to be less spontaneous. "You'll have less flexibility if you're with a shift worker". SDS can allow support to be more person centred and ensure people have support at the right places and right times.

In Girvan all activities based on the community centre

Both individuals who contributed to the 'What You Do during the Day' session in Girvan indicated that all their daily activities were based around the centre. One had been on a trip to Ireland with the centre. They went on trips on the centres bus to Ayr Centre and to the swimming pool. One individual showed us their timetable of activities at the centre. Very few activities for these individuals seemed to take place without the support of the centre.

No suitable services for young adults

One carer highlighted that a difficulty surrounding transitions was what was available for young people after they had exceeded the age limit for youth clubs. She stated her son had attended a youth club up until he was 25. Now that he was over 25 the only groups that were open to him were targeted at those over the age of 65. She highlighted a desire for a group which catered specifically to young adults.

Social events tend to centre on organised groups and clubs

One person goes to an art groups and meets up with people. Some go to a Wednesday club where they see people they know.

One person has been to the Sunday night 21 social inclusion club for young people with additional support needs but didn't really feel it was his type of thing. It was "too noisy and crowded" in certain areas.

Some people attend a social night once a month or other organised events such as tribute or party nights.

Social work is trying to get a database together of what social activities are available in the area.

Parent carers liked the idea of organised groups and day centres

Carers highlighted a desire for a centre/ hub where they or their children could go for activities and advice about what services and activities they could access.

Attendees were asked to use the 'Wish Tree' to write one thing they wanted to say to senior managers in the council. Two carers separately wrote:

- "A fabulous centre for adults with severe LD. Safe, stimulating, consistent".
- "Youth club type venue and activities for over 25s who are physically active".

Keeping Healthy and Well

During the session on 'Being Healthy and Well' people placed pictures representing health and wellbeing onto a 'barometer' to indicate the level of importance they placed on different elements of health and well-being.

- Feeling Safe - This was put at the top after some discussion. People were persuaded that if you don't feel safe then you are more likely to suffer ill health or mental health problems such as anxiety or depression.
- Medication – this was considered to be slightly higher than other things because for some people they have to take it every day.

The following were considered all to be equally important;

- Learning Disability Nurses. People said that they were a great help at reminding people of appointments and supporting people to attend. Having someone that can make sure that what is said at the doctors or hospital appointment is understood and to support the person to communicate if needed is really important to people.
- Money. People felt that if they don't have enough money to buy good healthy food they end up eating stuff that is poorer quality. People also noted that having money is often necessary to take part in exercise. People also were aware that stress and anxiety about not having enough money can have a detrimental effect on health and wellbeing.
- Doctors. Doctors were the first thing to be pulled from the bag and was considered by all to be important, the other pictures were then placed according to how important they were in relation to the doctor.
- Exercise. People said that exercise was important to keep you healthy and strong. People also said that exercising gives you a "boost in your mood".
- Eating Healthy. Along with exercise these were deemed important in the sense that they could help to prevent ill health.
- Planning. Having a good plan was considered to be important to keep people healthy. People needed to have support (either from family or paid support) to help them with different tasks related to keeping well such as cooking and keeping appointments, some people also need to be supported to take part in physical activity.
- Brushing your teeth was placed lower than other items on the barometer. Many of the people taking part already had false teeth and didn't see that anything worse than losing your teeth could happen.

In Ayr, no barometer was used as the room layout did not lend itself so easily to working together round one piece of paper but the following were noted as being important:

- Family, (interpreted as family and people who support us) "sometimes you ask family sometimes you ask support workers"
- People who help (medical staff for example)
- Dentist and looking after our teeth
- Exercise. Makes us feel good and healthy. We had a conversation about the mood lifting benefits of exercise.
- The great outdoors. Going outside into the countryside is a great mood lifter.

Further discussions and comments made in the other group discussions which relate to health and wellbeing have indicated that there are a number of themes.

Support for Health and Wellbeing

In a shared house the residents used to make all their own meals but the staff now prepare evening meals because it is healthier. People make their own breakfast and supper.

Everyone agreed they would not be able to manage without help from someone. People listed family and friends, support staff, day centre staff, advocacy workers and learning disability nurses as being among those who help them.

One person said that her family has "too much say in my life".

People need support to get out and success the countryside. "Even if it's a good day and I feel good I don't go out without support".

People living in a group home have to share staff and therefore don't get out when they want only when it is their turn. This meant that they couldn't take advantage of good weather to go out and enjoy being outdoors.

A few people raised concerns that staff in sports centres don't understand learning disabilities or specific health needs. People need support from people who understand fitness and their other needs.

Some people who are quite independent said that there are not enough staff around in leisure centres and that this means they feel anxious about trying to find someone if they need it.

Mental Health

One individual highlighted that at times when they had experienced poor mental health as a result of bereavement they had found it hard to take part in activities. At these times they were able to engage because of help from their social worker and support from the staff at the centre.

One person has experience of having had anger before and not being able to deal with a situation which had made her angry and in the past has run away. She now has agreement for staff who support her and members of her family that she should phone them when she feels this way and talk through her feelings and come up with a solution together.

Availability of Sports and Activities

One person would like to do more after school P.E. classes.

The lack of swimming pool in Girvan was raised as an issue for people who would want to use that as a way to exercise.

Access to Therapies

Specifically mentioned was hydrotherapy. It is hard to access due to staff numbers. Staff are not replaced when they leave and this reduces the availability of slots for hydrotherapy.

Information and Communication

One person had been in hospital for a while and changes to his support provider had been made for his return home. These changes had happened without him being consulted or informed. When he left the hospital he felt annoyed and frustrated because he didn't know he would have changes to the times he gets support and to who would be giving him support.

Everyone agreed that "We need good communication and enough information".

People said that they need support and advice to budget and to make sure that they are getting the right benefits. Having money was already noted as being important to ensure that people could afford good food and to access sports and exercise opportunities. Having enough money also helps to reduce stress.

That few people could say why brushing your teeth would be important indicated a lack of information that people could understand about the reasons why you should look after your teeth.

Problems with Telecare

A number of people stated that they had used telecare to support them in the home and that it had not helped them. It takes a long time to respond and "people don't come out they just phone your family". People said they didn't feel that this helped them to live independently. Many people use community alarms to give them reassurance if they live alone but "if you press it no one comes, they are far away".

Friends and Relationships

Responses from Ayr:

How do you feel about the amount of friends you have?	I live on my own	I live in a shared house with other people	I live with my parents
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I have the right amount of friends for me	7	6	5
I have some friends but I would like more	6	1	4
I do not have any friends	1	0	0

Responses from Girvan

How do you feel about the amount of friends you have?	I live on my own	I live shared with people	in a house with other	I live with my parents
I have the right amount of friends for me	2	2		3
I have some friends but I would like more	0	1		1
I do not have any friends	0	0		1

The Importance of Friends and Family to do Things With

One individual highlighted the importance of their family and friends to support them to take part in activities. For example, going to the town centre to go shopping and going to the drama class held within the local community centre.

One carer commented that her son felt unable to participate in a lot of activities because he did not have friends to take part in these activities with. Other people in the group had friends from school they could go to activities with.

Limited Opportunities to Make or See Friends

One person used to live with her parents and enjoyed her respite visits. She had friends there. Now that she lives in a shared house with support she no longer gets to go on respite and therefore no longer sees these friends.

One person goes to a Sunday morning group she said she sees her boyfriend there. It sounded like, but was not totally clear, this was the only opportunity she got to see her boyfriend.

Another person said that she goes to church on a Sunday. She enjoys meeting her friends there. She went on holiday recently with her support worker.

One gentleman goes out with his brother and family. They play golf sometimes. He'd like to go out with friends more but it is difficult to get a time that suits everybody.

One person is in 5th year at school. He mostly meets people at breaks and lunch time. He hope to be able to travel to college with his friends. He and his friends walk around Girvan together. He has been to the

Sunday night 21 social inclusion club for young people with additional support needs but didn't really feel it was his type of thing. "It was too noisy and crowded".

He feared losing friends when going through the transitions of leaving high school. He stated he had the same friend since Primary one and would not feel comfortable not doing the same things as his friend. Some people asked for more opportunities to make friends or to socialise. Befriending was mentioned as an area of need to allow people to take part in social activities or to do things they enjoy.

Sexual Relationships

In terms of sexual relationships a member of staff said they need to ensure the person is safe. Another support worker said that sex can be a taboo subject when it comes to people with learning disability. Personal safety often tends to be the biggest concern.

Making Choices

The people who attended our events had limited opportunities to make choices about their lives. Some due to the lack of available activities and opportunities some due to the availability of staff.

People in both locations mentioned a lack of things to do. In Girvan the options tended to focus on the college and day centre.

One individual stated they got to choose what activities to take part in at the centre. The same person highlighted that the activity they enjoyed most is community gardening. The individual did this one day a week but would like to do it two or three days a week. This person was told by staff at the centre they had other things to do. It did not seem to be possible to find a way for him to spend more time at the community garden.

One of the Ayr attendees attends a gardening group at Hansel where he grows plants. He used to do some admin/paper work here. He doesn't enjoy it that much but his support worker says it the only way he can get his full 39 hours of support a week.

A parent said he thought the video about friendships made a good point about people being restricted as to what they good do at night due to staff rotas and shifts etc. He thinks SDS can give people more autonomy to manage their hours of support and determine what they do and when and where. A support worker responded by saying that people have meetings with their key workers to adapt shifts according to what they want to do in a particular week. The parent said that this was likely to be less spontaneous. "You'll have less flexibility if you're with a shift worker". SDS can allow support to be more person centred and ensure people have support at the right places and right times.

In the shared house they have residents' meetings where people can make suggestions of changes they would like to see. The recently got the house decorated and new curtains.

The staff rota system means that sometimes people don't get to see certain support workers for quite a period of time. This was not considered to be ideal.

One person said that her family has "too much say in my life".

Feeling Safe

One person reported having had some problems with harassment from his neighbours who play loud music and have antisocial behaviours. He has decided to move into a private let as a result. This was because he would have had to wait too long to get another council place. His support worker thinks that the council could have made this process easier by making him more of a priority. He will move into his new place at the end of the month. He is looking forward to being able to invite friends round. It's a ground floor flat and near a bus stop. Hansel and his social worker have helped him find his new place.

One person had recently moved to Girvan she likes living there. She can relax more than where she was previously. "There is more community spirit".

Some people stated that they did not go out at night. One individual said going out at night was "too wild" and went to their bed every night at 9pm. The other stayed in and watched TV at night time and sometimes could not settle. This person did not want to go out in the evening because they were scared. They stated this was a result of abuse experienced in their past.

Work, Volunteering and Learning

People who attended the events had a variety of different experiences of work, volunteering and learning. Two people in Ayr and one in Girvan expressed an interest in paid work. No one in the Ayr group had experience of paid work, some people in Girvan who attended were in an older age group and had worked in the past but were not looking for work now.

One person in each group (Ayr and Girvan) commented that their parents did not want them to work. One specified this was because their parents were worried about how their benefits would be affected. One person just said they didn't want to work.

People had a variety of experience of work, either paid or voluntary. In the Ayr group this was often through organisations that specifically provide work experience for people with learning disabilities. In Girvan people tended to have gained their placement through personal connections. For example one older gentleman had experience of various jobs in the past he had said that he had known the managers /owners and approached them to ask for work. He said he had started in a voluntary capacity but was paid for some of his jobs.

Some people also had experience of attending college or applying to attend college.

Common themes around the themes of work, volunteering and education were as follows.

Limited Access to Engaging College/ Educational; Courses

Support staff within the group highlighted that individuals they had supported had lost interest in attending the local college. This was because the courses were repetitive. One individual in the group disagreed and said they enjoyed the computing class.

The support staff highlighted that they feel college staff did not understand that individuals had the capability to learn. They stated courses were not tailored to individual's needs and that the lecturers could be condescending to individuals with additional support needs. They also felt college staff did not have enough training regarding learning disability.

One person said that a gap in provision was that they would like "Better education courses for me to go to" This person had been looking for courses that were interesting, might lead to work and which would accept a person with learning disabilities.

On the 'wish tree' one person wrote that they would like to see "different college courses, very repetitive just now"

Limited Access to Opportunities

One individual highlighted that he had an interest in being a DJ. He went to the local radio station and was told they did not accept individuals with additional support needs. He expressed a desire to learn this skill at college but there were no courses available. Instead a social care provider was saving up for a DJ deck for him to use.

It was mentioned that there is a need for more employment opportunities for people with disabilities.

Wanting the Same Opportunities as Everyone Else

One person in attendance at the event in Girvan is still at school, he will be entering his final year next year. He said that school hasn't been preparing him well for what to do next. He is in a special educational needs unit in a mainstream school. The school is saying that after school he will go to college but there is very little information about what courses would be available.

He said he would "like the same options as mainstream pupils". He explained that the pupils who attend the part of the school for pupils with additional needs were not offered the same courses as mainstream pupils. For example there was an automotive course offered to mainstream pupils that this individual could not access. Also, this individual stated that in six-year mainstream pupils attended some classes at the local college but again this was not open to pupils with additional support needs.

He said that he would like to be a train conductor but has no idea how he would go about trying to get a job as such. The school has a careers officer but it is by appointment only. He has never been given an appointment; he thinks that it may be the case that only the pupils in mainstream education get offered appointments with the careers advisor.

Lack of Support to Find Employment Opportunities or To Do the Work Once There

A carer who was there spoke about her son's experiences. He has a "voluntary and unofficial" job working in the post office sorting office. He is helped by his support worker to do the job. It was also his support worker who had organised the placement through contacts that he had at the post office depot.

The manager at the depot has been off and the placement fell through. He now goes to a farm and his support worker continues to help him. It was again the support worker who had arranged this.

It was noted that there is quite a bit of luck involved in terms of having a support worker with the enthusiasm and contacts needed to be able to help a person to find this sort of meaningful activity. "If people don't have support they don't get these chances" Equally if people have support workers who do not have these same skills and connections then the person would miss out in that respect too.

There is a gap where it would be useful if there was someone whose role is to help people with learning disabilities find meaningful activities to do.

There is a worker employed by an organisation which used to be called 'STEP' people think the new name is 'Community Employment Support' the workers role is to support people with learning disabilities into work or volunteering.

A number of gaps were identified around the availability of support for employment. It was noted that there appears to be no employment support services for people over the age of 25. Some people with learning disabilities do not feel ready for work until they are older than that then they are unable to access the specialist support services.

No one who came to the sessions on employment was aware of there being any job coaches in South Ayrshire. Aside from specialist services or staff with the role of supporting people with learning disabilities specifically a number of people felt that there needs to be an improvement in levels of awareness of people's support needs in the work place from potential employers. This would enable more people to feel that they could work in mainstream employment rather than only in sheltered work places.

People Hope That Their Volunteering Opportunities will lead to Paid Work

One person is currently working voluntarily in a shop in Ayr which is specifically there to create training opportunities for people with learning disabilities. They hope to get a paid job using the skills and confidence gained from working in the shop.

One person is currently on a 24 week course with GalGael in Glasgow, doing woodwork, learning new skills he has a hope that he may get a paid job with them at the end of it or alternatively full time volunteering. He has enjoyed doing woodwork but he has also found that because the staff at GalGael are used to supporting people who have support needs and this has made him feel confident.

Volunteering is a Meaningful Activity Even if There are No Plans for Paid Work

One person works in a tea room and enjoys speaking to lots of different customers. A number of people in attendance at the event in Girvan are involved with the local community garden and view this as a great volunteering opportunity.

One parent commented that while work and volunteering opportunities are good for people who can manage but commented that “people who are less able, who need more support to do jobs need something too”.

The Cost of Working

If people need to have a support worker with them while they are at work, the need to pay for support would prevent them from benefitting financially from work.

Travel costs are considered to be a problem as people may not qualify for free travel anymore if they work, yet people do not expect to be able to get jobs that would pay enough to cover travel costs and to leave people with a decent amount of money to live on. Some people were worried about losing money in the form of benefit cuts if getting paid for work.

Experiences of Volunteering

One person had experience of volunteering at the WRVS café in the hospital but did not feel welcomed by the other volunteers. She said she doesn't have enough to do.

Gardening seems to be a common volunteering option for people, in Girvan one man said that he enjoys doing the gardening work at Girvan Opportunities. He has learned new skills and got a certificate. He grows flowers and vegetables. He says his gardening gives him something to look forward to. He is happy doing the garden but would like to be able to spend time on the community garden more often, this is not possible due to availability of staff.

In Ayr one young man says that he attends a gardening group at Hansel where he grows plants. He used to do some admin/paper work there. He doesn't enjoy it that much but his support worker says it the only way he can get his full 39 hours of support a week so in order to be supported, he has to volunteer somewhere that he would perhaps rather not be volunteering.

Benefits of Work

People gave a number of reasons why they wanted to work. These apply to both voluntary and paid work;

- “Something to do”
- “Independence”
- “Something important”
- “Friendships”
- “Interaction”

Carer's Views

On the ‘wish tree’ one carer wrote “to have a multi-disciplinary centre to continue learning (not college as not appropriate) socialise with others, healthy exercise (Independence) with chill out rooms available when needed. Bigger/similar to E Ayrshire/N Ayrshire” this indicates that there is also a lack of suitable opportunities for people for whom work is not a suitable option.

Short Breaks, Holidays and Respite

At both events there was a session specifically for carers which provided an opportunity for carers to talk about what they need in order to be able to continue in their caring role. At these sessions respite was a main topic of conversation.

One area of need that was identified was respite provision and short breaks for the individual who is cared for. This allows carers to have a break while ensuring that the person they care for is also having a nice time. The carers present at Girvan had very little knowledge of short breaks although they made the point they would have found this beneficial. Access to and information about short breaks would be beneficial.

The carers present in Ayr had experience of respite and had found it to be very beneficial to them in the caring role. Comments made were;

- “Respite Refreshes you”
- “Nice not to have every minute filled”
- “It’s nice to miss them”
- People spoke about how limited amounts of respite does not allow you to do anything enjoyable, just to rest. “If rest time is limited you need it just to rest. You need sufficient time to rest, then you can have time to have a life”.

The carers in Ayr all clearly valued having a break from their caring role and felt that it helped them to manage to keep on caring. It was noted however that the availability of respite decreases as the person gets older as there is less capacity for adult respite than there is for children. Criteria to receive respite has changed which means that some people used to get it but now no longer qualify.

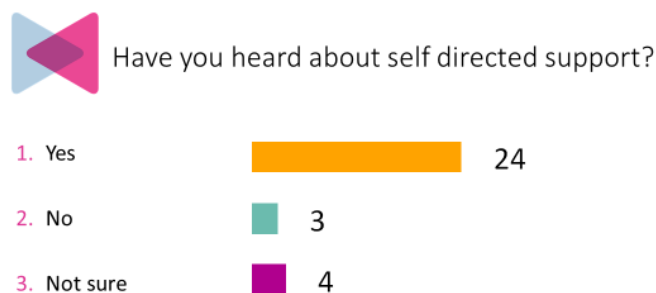
Carers also felt concerned that adult respite didn’t seem to be such a nice place as children’s respite, one person said that they had just started to look into adult respite services and had found that the adult respite leaflets are not so “jolly” as those for children’s respite. It was considered to be important that the person enjoy their time in respite so that the carer can enjoy their free time.

Carers thought that the processes for organising respite were too complex. Respite needs to be booked a year in advance but sometimes things come up within the year. Planning being needed so far in advance makes it difficult to deal with things that come up.

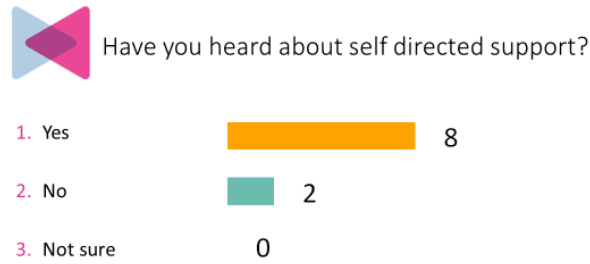
People with learning disabilities who attended the events didn’t talk much about holidays or respite. One person used to go to respite when she lived with her parents and enjoyed it, she made friends there. She now lives in a group home and no longer gets to go to respite, she would like to be able to see her friends. One person said that he has relatives that take him on holidays abroad.

Self-directed Support

Ayr Responses



Girvan Responses



At the start of both events we showed a film that explained the principles of self-directed support, it became clear because of the questions that people were asking that although people had heard about self-directed support they didn't really know what it is. People in the audience noted that there was a lack of information available for people and that the information wasn't clear. People wanted to have better access to information about the options in order to make their own choice about it.

Some specific comments were made about the benefits and problems associated with self-directed support.

A staff member from a group home setting who was in attendance at the Ayr event feels that SDS doesn't work so well for people in a shared environment.

A parent said he thought the video about friends and relationships made a good point about people being restricted as to what they could do at night due to staff rotas and shifts etc. He thinks SDS can give people more autonomy to manage their hours of support and determine what they do and when and where. A support worker responded by saying that people have meetings with their key workers to adapt shifts according to what they want to do in a particular week. The parent said that this was likely to be less spontaneous. He thinks that you'll have less flexibility if you're with a shift worker than if you were supported by someone you employ directly which would allow you to negotiate with the worker if you were out and wanted to stay out later than you had planned originally.

One support worker said that the difficulty with traditional services is that they are time orientated. Elderly parents and carers sometimes prefer traditional services because they don't want to manage their own budget.

Travel

Ayr Responses:

Are you able to get where you want to go?	I live on my own	I live shared with people	in a house other	I live with my parents
Yes	11	6		4
Sometimes	3	1		5
No	0	0		0

Girvan Responses:

Are you able to get where you want to go?	I live on my own	I live shared with people	in a house other	I live with my parents
Yes	1	2		3

Sometimes	1	1	1
No	0	0	1

One individual highlighted the difficulties they faced in getting to events as they need to travel by themselves. This was because they did not have enough support hours available to get a worker to travel with them. Also the same individual highlighted that they would have liked to have accessed Dates N Mates. There was no Dates N Mates service in Ayr and they would have to travel to Kilmarnock which they were unable to do, especially in the evening.

One individual highlighted that they were not comfortable with travelling at night.

Staff

Ayr Responses:

Do you get enough support to do what you want to do?	I live on my own	I live in a shared house with other people	I live with my parents
Yes	7	4	2
Sometimes	5	2	4
No	2	1	3

Do you get enough support to do what you want to do?	Supported by staff	Paid staff	Both paid staff and parents	No one
Yes	9	3	1	
Sometimes	9	3	0	
No	2	4	0	

Girvan Responses:

Do you get enough support to do what you want to do?	I live on my own	I live in a shared house with other people	I live with my parents
Yes	1	0	1
Sometimes	1	3	4
No	0	0	0

Do you get enough support to do what you want to do?	Supported by staff	Paid staff	Both paid staff and parents	No one
Yes	2	0	-	
Sometimes	5	3	-	
No	0	0	-	

People at both events spoke about how important it is to have people who can support them. Sometimes this is the support staff but sometimes this is people in other job roles who can support people with particular tasks or goals.

Support to keep Healthy and Well

During the sessions on being healthy and well people spoke about the importance of having people in their lives who can help them to manage things like doctors' appointments, cooking healthily etc. Everyone agreed they would not be able to manage without help from someone. People listed family and friends, support staff, day centre staff, advocacy workers and learning disability nurses as being among those who help them.

In the 'Being Healthy and Well' session in Ayr people talked about how beneficial it was for their wellbeing to be able to get out for a walk in fresh air and that people need support to get out and success the countryside. "Even if it's a good day and I feel good I don't go out without support" Many people said that they did not always have support available and may not be able to take advantage of good weather or 'having a good day' if they did not have staff available to help them that day.

At the Girvan event a number of people spoke positively about the role that learning disability nurses play in supporting people to attend and understand what is happening at healthcare meetings. People said that they helped to make things clear especially when doctors used complicated words.

Support to Understand

People also spoke about the support they get from either family or support workers, if something goes wrong or they don't understand. "Sometimes you ask family, sometimes you ask support workers"

Everyone agreed that "We need good communication and enough information".

People said that they need support and advice to budget and to make sure that they are getting the right benefits.

Support to Live a Good Life

In Girvan two people were involved in a conversation about 'what you do during the day' those individuals highlighted the importance of the support they received from staff at the day centre/college. Both were in agreement that "staff at the centre are tremendous". However, one individual highlighted that when staff at the centre move on they felt unsettled and did not what they would do during the day anymore.

People living in a group home have to share staff and therefore don't get out when they want if they need one to one support only when it is their turn.

The Importance of Staff in Public Buildings Understanding Learning Disability

A few people raised concerns that staff in sports centres don't understand learning disabilities or specific health needs. Some people who are quite independent said that there are not enough staff around in leisure centres and that this means they feel anxious about trying to find someone if they need it. They also felt that the staff who were there did not seem like they were understanding of people's needs.

One person said you would want your support worker or your family to come with you but others said that it was also important to have someone who understands fitness as well as them being able to communicate well with a person who has a learning disability. People need support to exercise from people who understand fitness and their other needs.

Some support staff who attended the event in Ayr highlighted that staff in Ayr College did not seem to understand that individuals had the capability to learn. They stated courses were not tailored to individuals needs and that the lecturers could be condescending to individuals with additional support needs. They also felt college staff did not have enough training regarding learning disability.

Gaps in Staff/ Job Roles

A number of issues were mentioned which highlighted a gap in the availability of staff in certain roles or of having people who have knowledge and skills to help people with a particular task.

It was identified that there is a gap where it would be useful if there was someone whose role is to help people with learning disabilities find meaningful activities to do.

Similarly there was an identified gap in the availability of job coaches and employment support services, specifically for people over the age of 25 who do not qualify for the existing services.

A number of people mentioned the lack of advocacy services in South Ayrshire. There appears to have been a gap for a while and a new organisation has been awarded the contract but the information about this has not been widely promoted.

Befriending was also highlighted as being a gap which people would like to see filled. This was talked about during the discussion sessions but in addition, one person wrote on the wish tree about the lack of both advocacy and befriending.

Specifically mentioned was hydrotherapy. It is hard to access due to staff numbers. Staff are not replaced when they leave.

There is a worker employed by an organisation which used to be called 'STEP' people think the new name is 'Community Employment Support' the workers role is to support people with learning disabilities into work or volunteering.

One person wrote on the 'wish tree' "Get more support workers in my flat. The support are very good to me all the time". This suggests that the standard of support is good but that staff are not available as often as the person would like.

Further Comments from the Wish Tree Relating to Staff

- "Senior staff take on board the recommendations of their own managers regarding facilities, capacities of day centres and respite"
- "Have say in giving training to managers and staff"
- "Training for staff"

These comments suggest that some people feel that staff training is not sufficient.

Transitions

The transitions sessions at both events were predominantly attended by carers, in Girvan one young man who was about to start the transitions process attended the session too. The session started with a film clip showing a family talking about their experiences of going through transitions with their son.

Comments on the Film Clip

One carer in Ayr commented that their child had not yet been through a transition but after seeing the video they were disappointed. It was commented that preparing for transitions was like "preparing for battle" as a carer/ parent can sometimes need to fight to get the services the individual and family need. There was agreement in the room that those present were able to fight for the person they cared for. However, there would be people who would not be able to fight to get the right services.

The idea of transitions as a battle created an anxiety among parents and carers around transitions. They commented that one way to deal with this might be meeting staff who will be involved in a transition before it takes place.

The video of Tom's family promoted a strong response from the carers in Ayr who had experienced transitions. One person's initial response was that the family in the video "could have been us". The individual then went on to discuss their experience of a social worker who did not listen to the family about their needs during the transition period. They highlighted that their social worker at that time had made inappropriate suggestions for their child during this time. For example the social worker has suggested that since they had once seen their son folding towels he could fold napkins in a hotel or restaurant.

The two carers in the group in Girvan were able to identify what experiences they shared with the family in the video. For example, the video made reference to always making sure information from meetings with social work and health care providers is written down and recorded as this is the only way to make sure that necessary services will be provided. One carer in the group agreed with this saying she had never taken notes and as a result was never able to remember what had been agreed at previous meetings. She stated she wished she had kept notes.

In Girvan the group spoke of experiences being passed around between health, social care and education departments and that there was no evidence of partnership working between the three departments. Being passed from "pillar to post" was an area of concern highlighted by the family in the video. One carer in the group shared the experience of the family in the video of having to push for services. This carer was not receiving respite support and had enquired with social work services but had never had a response. In contradiction, the same carer never felt they needed to push or fight to get support from health services.

What Staff you Work with Impacts the Transition

Carers noted that what staff you had impacted the transition period. If those providing the support did not understand the needs of the individual or the family this could have a negative impact.

Specifically in reference to the transition from school into adult hood one carer said they are waiting for a social worker to be allocated. What was felt was needed was

- "Consistency"
- "Clear answers"
- "Advice and support"
- "Someone to guide through the process"
- Staff changes make it difficult to maintain a relationship and for the knowledge of the person and their needs to be built on.

The Individual Does Not Change

A carer highlighted that "it is not the person who is getting support whose needs changes" during a transition but rather it is the services which change. Transitions start because a person has had a birthday and is now of age to transfer from children's to adult services. Transitions do not start because the needs of the person have suddenly changed though over time the needs of anyone will change to some extent.

"Hard grind" & Parental Mental Health

A shared theme across the video and with the families was that transition periods cause stress and anxiety amongst carers. For example, they spoke of how the transitions period was a "hard grind" and that not getting the right support / having to fight to get the right support had a negative impact on a carer's mental health.

A Good Transition

Those parents providing care highlighted some key areas which for them would help to provide good transitions. This included making sure their children were "not forgotten", that services were made with the individual "receiving them at heart", that "your child and you got the services you were entitled to", that you did "not have to fight to get services" and that there were opportunities and activities available to those who after school are not able to attend college or get a job.

Comments made by carers during the 'carers' session in Ayr that relate to Transitions were:

- “Managing transitions is difficult”
- “One day to the next then it suddenly changes. The fun stops you are an adult now”
- Could young adult be considered a separate category?
- “A transition team would be good”
- “Better flexibility around age ranges”. If young adults are kept too separate it creates a second transition stage.

Lack of Information

One other person in attendance at Girvan is still at school, he will be entering his final year at school next year. He said that school hasn't been preparing him well for what to do next. He is in a special educational needs unit in a mainstream school. The school is saying that after school he will go to college but there is very little information about what courses would be available.

He said that he would like to be a train conductor but has no idea how he would go about trying to get a job as such. The school has a careers officer but it is by appointment only. He has never been given an appointment he thinks that it may be the case that only the pupils in mainstream education get offered appointments with the careers advisor.

Wish Tree Comments About Transitions

- “To have a guaranteed suitable place for our kids to go once they transition to “adulthood” that have the same hours as school hours. As a parent it is a real worry for the future”.
- “With a 17 year old approaching transition, we feel very (unclear word here looks like bind. Possibly blind?) about what is going to be available after school, disappointingly. We are fearful of the fight ahead”.

Need for Information

Carers spoke about a need for information and support to ensure that they got all of the benefits they would be entitled to for both themselves and the person they care for. They wanted this information to be consistent and available to them from a central point/person rather than being passed around services asking questions.

One person had been in hospital for a while and changes to his support provider had been made for his return home. These changes had happened without him being consulted or informed. When he left the hospital he felt annoyed and frustrated because he didn't know he would have changes to the times he gets support and to who would be giving him support. Everyone agreed during this discussion that “We need good communication and enough information”.

People said that they need support and advice to budget and to make sure that they are getting the right benefits.

During the initial discussion in Ayr following the film about self-directed support it became clear that although lots of people had said that they had heard of self-directed support people did not actually know what it was or understand all of options. Carers who were present said that they would like to have all of this information in one place.

Two comments on the Ayr wish tree were specifically about self-directed support

- “Make families aware of alternatives to SDS services (Circles of Support)”
- “When can I get SDS?”

The first comment further indicates the need for information about self-directed support by seeming to not understand the concept.

Other comments from the wish trees about information being required were as follows:

- “Getting the right information”
- “Sharing information”

Supporting the Caring Role

At both events there was a session specifically for carers which gave carers the opportunity to speak about what was needed to help them to continue in the caring role.

Carers Assessments

During these sessions the new carer's assessment draft for South Ayrshire Council was looked at. The carers in attendance had not had assessments carried out before. New legislation will lead to a change in this that carers will have to have an assessment of their own needs as carers carried out. Previously, although it was offered, many carers (those present included) might have said it was more important to look at the needs of the person they care for. During discussion of the draft document some carers who had not had an assessment did mention that it would have been beneficial in their role as a carer. They would have had an opportunity to find out what services could be available to support them in their role if this had been discussed with them during the assessment/review stages.

In Ayr families who had not had a carer's assessment said that they:

- "Wish I'd asked ages ago for more"
- "Relying on families is difficult"

Language of Outcomes is Difficult to Understand

In Ayr when looking at the assessment draft comments indicated that people were unfamiliar with the concept of outcomes. This caused a lot of confusion, in addition the personal outcomes would need to be measurable so that it is possible to look at whether the outcomes have been met or not when it comes to time to review the assessment. People commented that the language used was difficult to understand.

The stated outcome of 'Having a Life of my own' was described as "not possible".

Respite

One area of need that was identified was respite provision and short breaks for the individual who is cared for. This allows carers to have a break while ensuring that the person they care for is also having a nice time.

The carers present in Girvan had very little knowledge of short breaks although they made the point they would have found this beneficial. Access to and information about short breaks would be beneficial.

People spoke about the need for an 'emergency fund' that could be used when needing short term extra support. This could be for emergencies or for non-emergencies but things that are one offs such as an invite to a wedding.

The processes to allow you to be able to arrange things like this are too complex. Respite needs to be booked a year in advance but sometimes things come up. Planning being needed in advance makes it difficult to deal with things that come up.

It was noted that if the situation "is an emergency the council will try to accommodate this at short notice".

Peer Support

Peer support for carers was identified as an area where there is a need. It is helpful to learn from others who have been in a similar situation but some felt that the existing carers groups could be "a clique that didn't make everyone feel welcome".

It was raised that there is gap at the carers centre as the age of the cared for person is the criteria for the service from the carers centre.

Having a Life of My Own is Not Possible

In Ayr people spoke about why the stated outcome of 'having a life of my own' was not considered to be possible. Most of the carers agreed that this is not possible if:

- they don't get a chance to go out often or didn't in the past it means that their children/adults get too dependent and get upset about their parents going out if they do get the chance.
- "you have someone living with you and the care package isn't there"
- "If the council expects adults to live at home without support then it's hard to have a life as a carer".

Further Comments from the Wish Tree

These comments have not been recorded elsewhere in the discussions as they did not specifically link to any of the themes.

Girvan responses

- "Closer Links with services users"
- "Great Service always welcoming"
- "For money for school support unit" (meaning "I would ask for money for the school support unit", this had some up during discussions earlier in the day)

Ayr responses

- "Provide services and bases to similar standards of East Ayrshire"
- "A better range of accommodation options"
- "Talking mats to be utilised more"
- "Hydrotherapy needs to be increased open longer more staff"
- "The world"
- "For social work not to make decisions behind my back"
- "Can we have the same joined up services they have in North and East Ayrshire?"
- "Get the NHS sorted out for folk with disability problems and social worker as well".
- "We wouldn't choose this venue for this type of event"
- "I live in South Ayrshire and want to stay in South Ayrshire I don't want to have to move to East Ayrshire to get great service for my son and I"

Key Findings

Although there were differences between the experiences reported on between the two locations there were many similarities between the two. The main themes were:

- Lack of choice, though this is not always perceived to be the case by individuals
- People feel uninformed
- Focus on traditional types of service provision specifically for people with learning disabilities rather than community based activities with a broader clientele
- Negative experiences and poor information about telecare

Lack of choice was highlighted at both events; in Ayr people mentioned that there is a lack of choice and that sometimes the things people want to do are not available in Ayr and that travelling can be difficult, particularly in the evening. Examples given were that Dates n Mates holds events in Kilmarnock but not in Ayr.

In Girvan, people did not so often express that they feel there is a lack of choice but when talking about what they do all of the activities take place within the day centre, people enjoyed these activities but were only able to choose within the options available in the centre. One person really enjoys the community garden and would like to go more often but this is not an option that is available.

Carers in particular mentioned that they feel that there is a lack of information available to them. Many said they did not know about self-directed support or they did know of it but really did not understand how it would change the way the support package is provided to the person. In Girvan, during the carers session there was discussion about respite and the carers present did not know much about respite or how to get it.

An example was given from a young man who will enter his final year of school next year. He said he has been given very little information about what options are available to him post-school.

The activities that people participated in tended to be based either in day centres or within the home, particularly within the shared house.

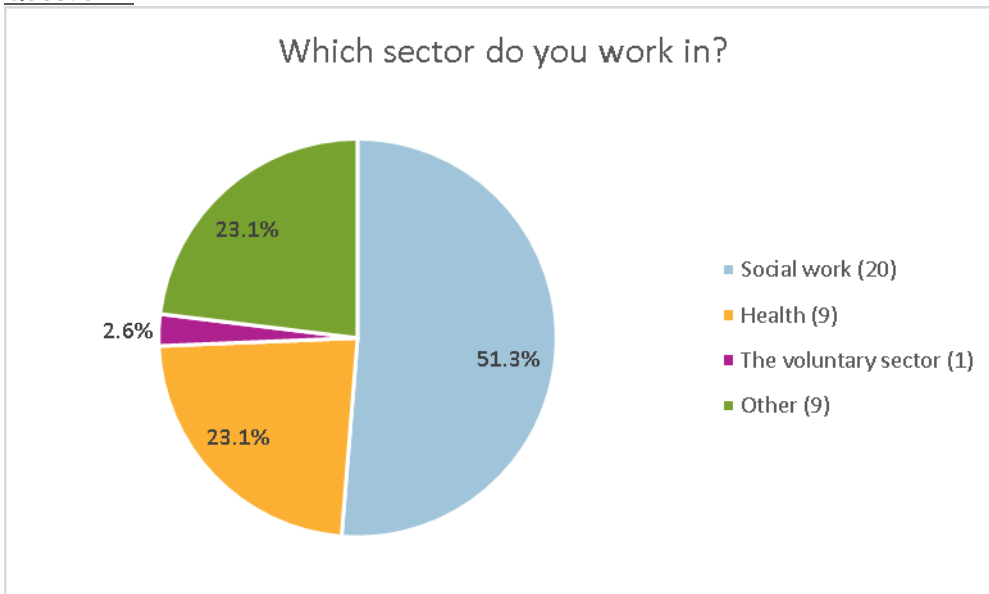
Self-Directed support and telecare are both ways to allow people to live good independent lives and can prove cost effective for the local authority. In the Ayr group lots of people felt very negatively about telecare. People felt that the fact that the system is designed to contact family members before calling staff prevents people from living independently. For many people with learning disabilities living independently means not relying on family members for support. What the community alarm system currently provides does not match with what people are looking for it to provide.

Survey Responses

Frontline Staff Survey Responses

There were 39 responses to the Frontline Staff Survey. Below is the quantitative analysis of the survey with qualitative analysis of the comments to follow shortly.

Question 1

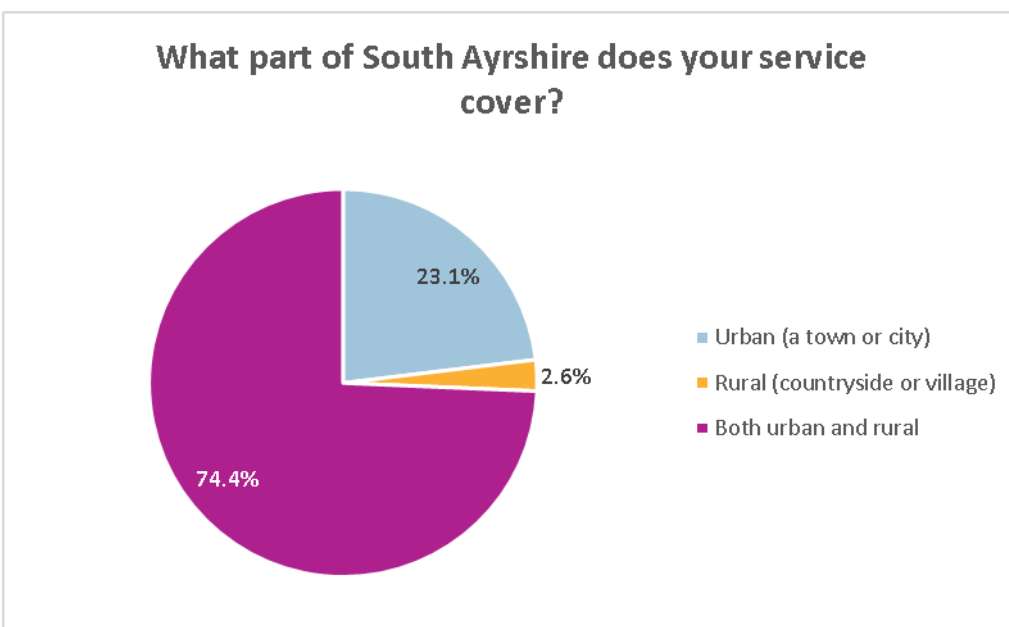


Over half of respondents (51.3%) worked in Social Work. Nearly a quarter of respondents (23.1%) worked in Health and the same number of respondents said they worked in a sector not listed above. Only 2.6% of respondents said they worked in the voluntary sector. Of those who stated that they worked in a different sector, seven of them worked in Education, one in Social Care and another for a children's charity.

Question 2

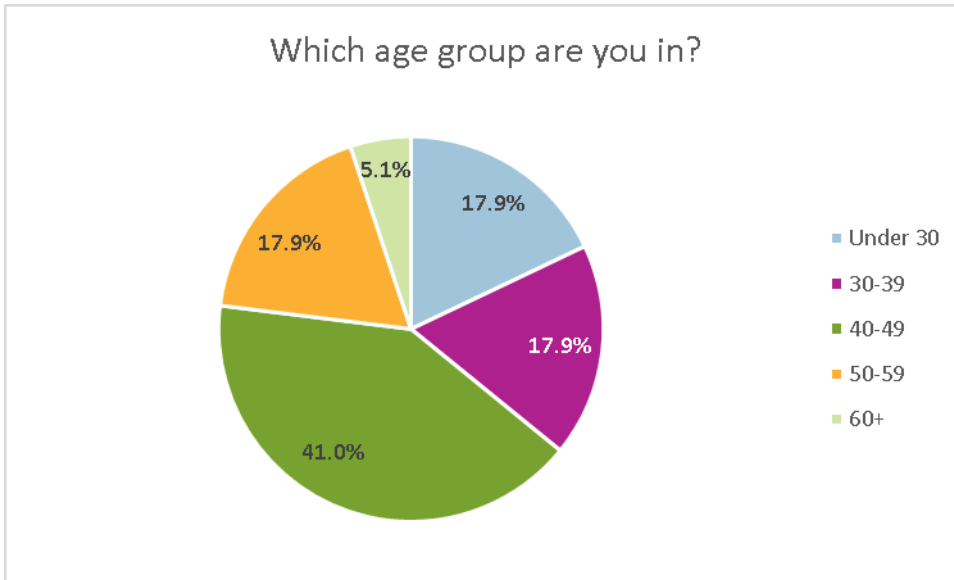
Question 2 asked respondents their job title; no additional analysis will take place with this data.

Question 3



Nearly three quarters of respondents (74.4%) worked across both urban and rural areas; given the makeup of South Ayrshire, this is perhaps unsurprising. Only 23.1% worked solely in an urban area and 2.6% worked solely in a rural area.

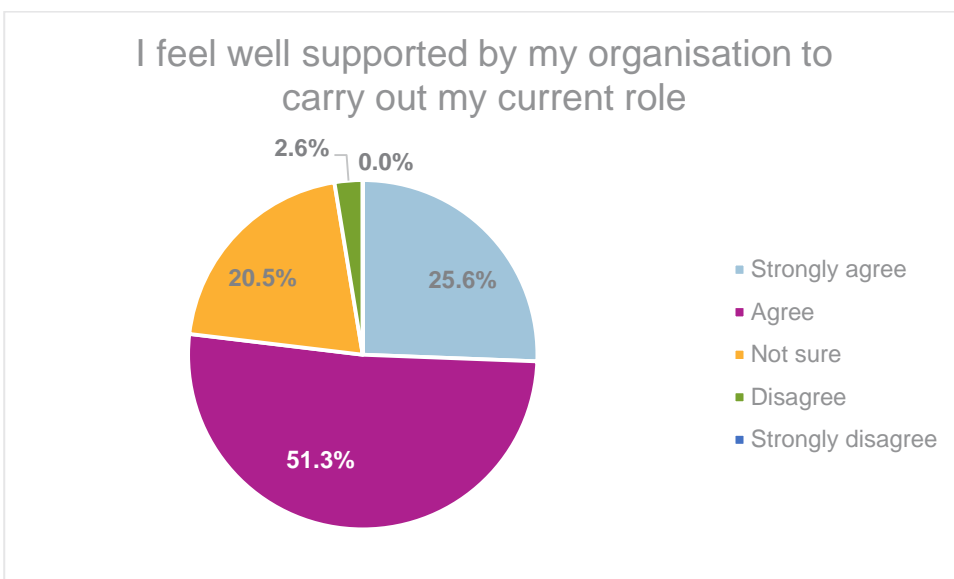
Question 4



Nearly two thirds (58.9%) of all respondents were aged between 40 and 59. A further 17.9% were aged under 30 and the same amount were aged between 30 and 39. Only 5.1% of respondents were aged over 60.

The following five questions were a series of statements that respondents were asked to choose how much they agreed or disagreed with on a five point Likert Scale.

Question 5

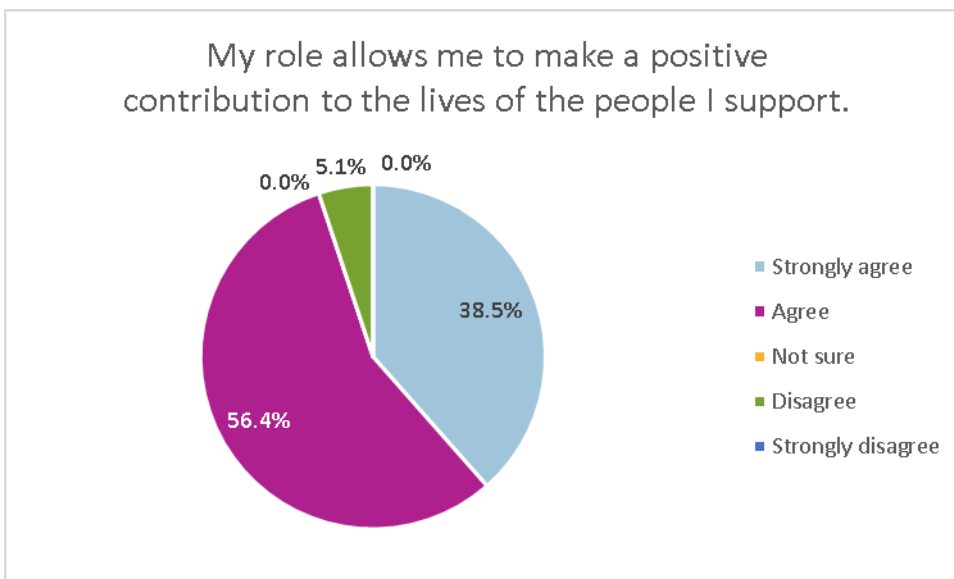


76.9% of respondents agreed (responded 'strongly agree' or 'agree') to the statement that they felt well supported by their organisation to carry out their current role. Just over a fifth (20.5%) stated that they were unsure whether they agreed with the statement and 2.6% indicated that they disagreed with the statement.

Question 5 Comments

<p>I feel well supported by my organisation to carry out my current role</p> <p>Currently short staffed due to vacancies which have not been filled. Three vacancies caused by retirements - so known about and planned. One vacancy caused by member of staff leaving for another job. Currently sharing TI support with two other teams, so unable to delegate as many clinical and other tasks.</p> <p>My hours are such that I can't access LD team meetings so I can feel a little isolated</p> <p>I have been in my job for almost 3 years and continue to be temporary contract on 6monthly basis, this is despite being part of a team who is continually under staffed at times and regularly recruiting.</p> <p>I feel supported by my team but feel that there is often a lack of understanding when decisions are being made regarding how my work has to be undertaken as these decisions are often being made by individulas who do not have experience of how to manage the changing and increasing demands. Much of this frustration comes from the ever increasing demand for paperwork. I understand there is a need for effective recording, however the ever increasing demand for this has an impact on my ability to carry out my current role in terms of service user contact and the invaluable role this has in undertaking effective assessments.</p>

Question 6



94.9% of respondents agreed with the statement that their role allows them to make a positive contribution to the lives of the people they support; with 38.5% of them strongly agreeing with the statement. 5.1% of respondents disagreed with the statement and nobody was not sure about the statement.

Question 6 Comments

My role allows me to make a positive contribution to the lives of the people I support.

I provide advice for support staff to help improve the health of the people I see, this can be challenging at times depending on the knowledge, skills and attitude of carers to health promotion

We are currently very short staffed and have an increased volume of new referrals, and increased demands for rehabilitation due to early and not always well co-ordinated discharges from hospital. This means that it is not always possible to offer the level of service our clients require.

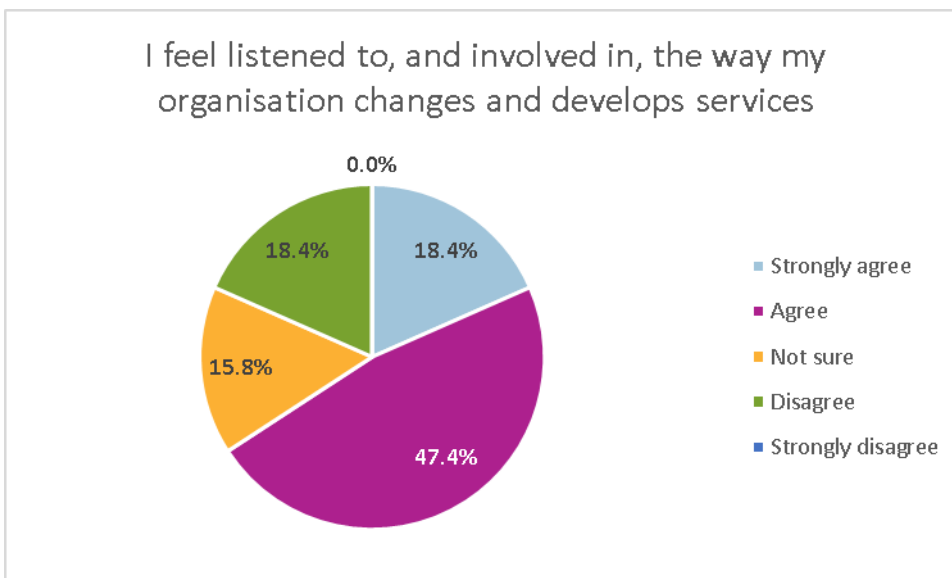
To the means of the budget and management of our available staff we all work hard with the people whom we support being at the centre of all we do and aim to achieve.

I feel we are understaffed

The job I do is becoming more paper heavy which makes it difficult to have face to face contact with the people I support which I feel is disadvantageous when trying to undertake accurate assessments.

This is not a regular feeling but very worthwhile when it can be seen in the lives of people we work with.

Question 7



Nearly two thirds of respondents (65.8%) agreed with the statement that they felt listened and involved in the way their organisation changes and develops services. 15.8% of respondents were unsure whether they agreed with the statement and 18.4% disagreed with the statement.

Question 7 Comments

I feel listened to, and involved in, the way my organisation changes and develops services

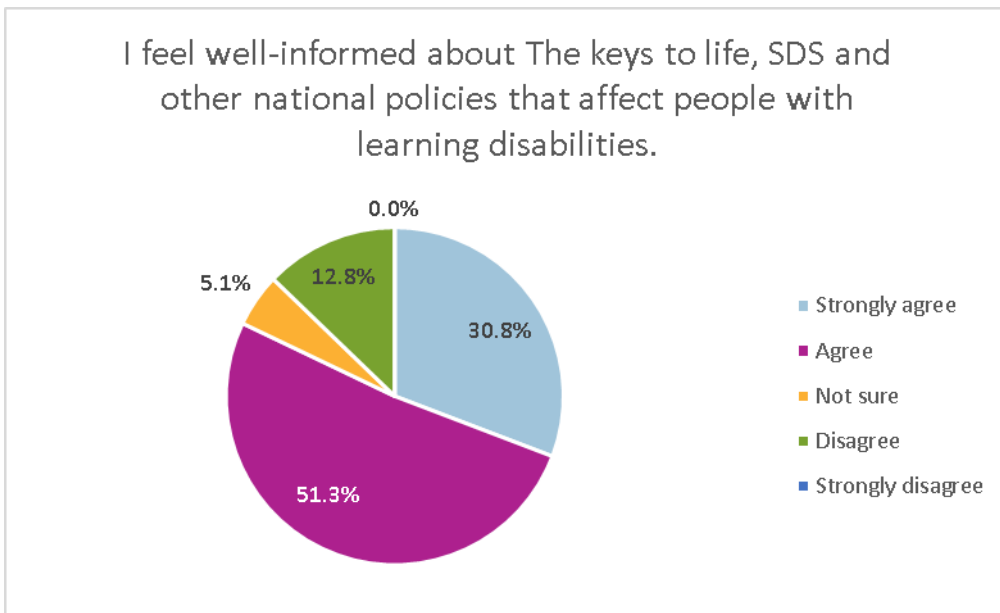
Any positive or negative issues by myself have always been listened to by my organisation

I think we often have to react to change and get on with it as its often out with our managers control and a result of external factors such as policies funding and so on.

It is extremely difficult to be heard or be taken seriously and often despite our own line manager being in agreement to our suggestions the decisions that are made can only be contested if we take out a grievance, leaving us feeling a negative vibe to anything we wish to contribute. Being met with such negativity in any attempts to offer suggestions seems absurd, we want the service to be sustainable for our own job security, therefore our input surely deserves more, if not most consideration. Those making these "difficult decisions" are all still in a job when the deed is done.

There are some opportunities to become involved in groups to look at services, however it is diffiucult to commit the time to attend and be truly proactive in these types of groups.

Question 8

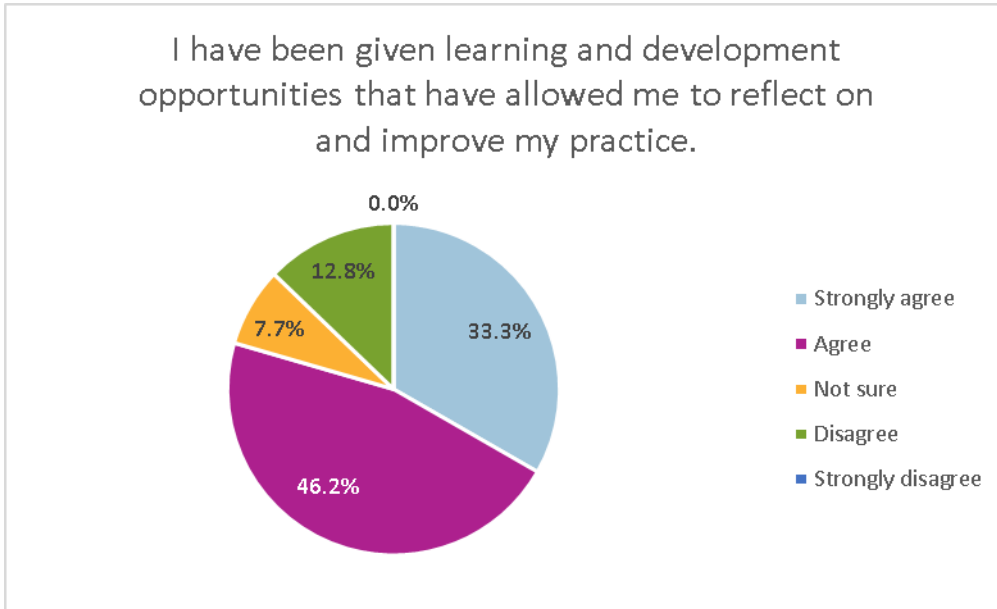


82.1% of respondents agreed with the statement that they felt well-informed about The keys to life, SDS and other national policies that affect people with learning disabilities; of this 30.8% strongly agreed with the statement. 5.1% of respondents were not sure whether they agreed with the statement and a further 12.8% disagreed with the statement.

Question 8 Comments

No comments were made for this question.

Question 9



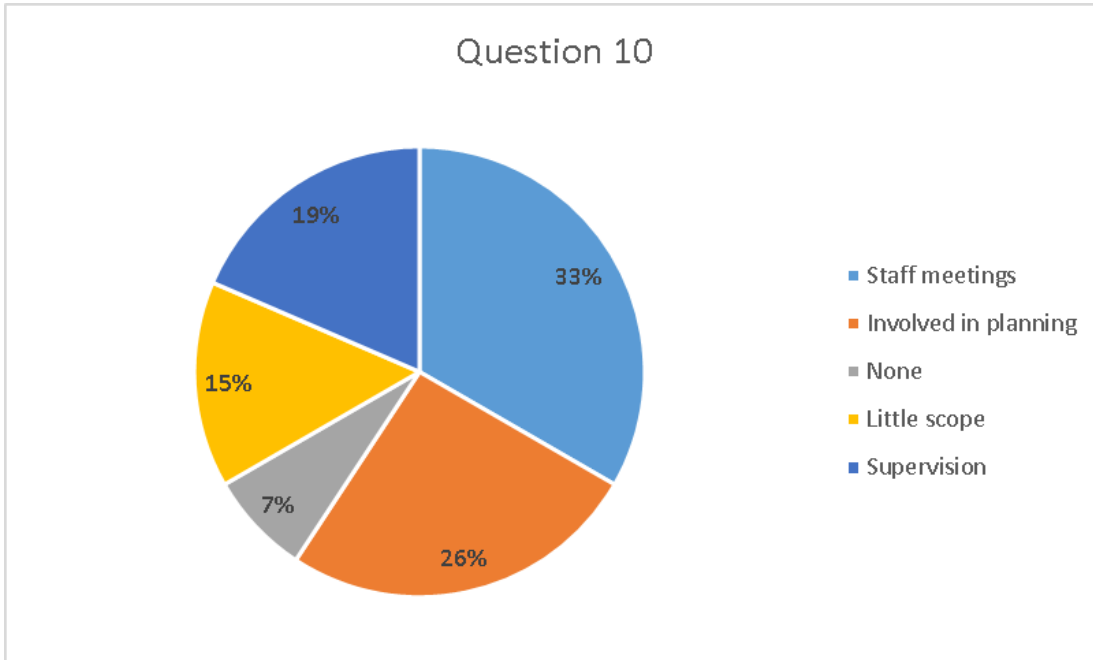
Over three quarters of respondents (79.5%) agreed with the statement that they had been given learning and development opportunities that have allowed them to reflect and improve on their practice; of this a third (33.3%) strongly agreed with the statement. 7.7% of respondents were not sure about whether they agreed with the statement and 12.8% of respondents disagreed with the statement.

Question 9 Comments

I have been given learning and development opportunities that have allowed me to reflect on and improve my practice.
Plenty of training opportunities
I think there should be more in the way of clinical supervision. This is being addressed by our department
Not a lot of development opportunities, only training and some of this is refresher only, supervisions should be more positive and are far too generic.
I have asked to be put on 2 courses, one of which I have been waiting more than a year and the other several years.
Have taken part in a variety of CLPL opportunities.
Discussion with team members has been a helpful aid with this.
No just mandatory courses nothing creative or help reflect on my practice.
this can be very difficult to fit into my diary.

Question 10

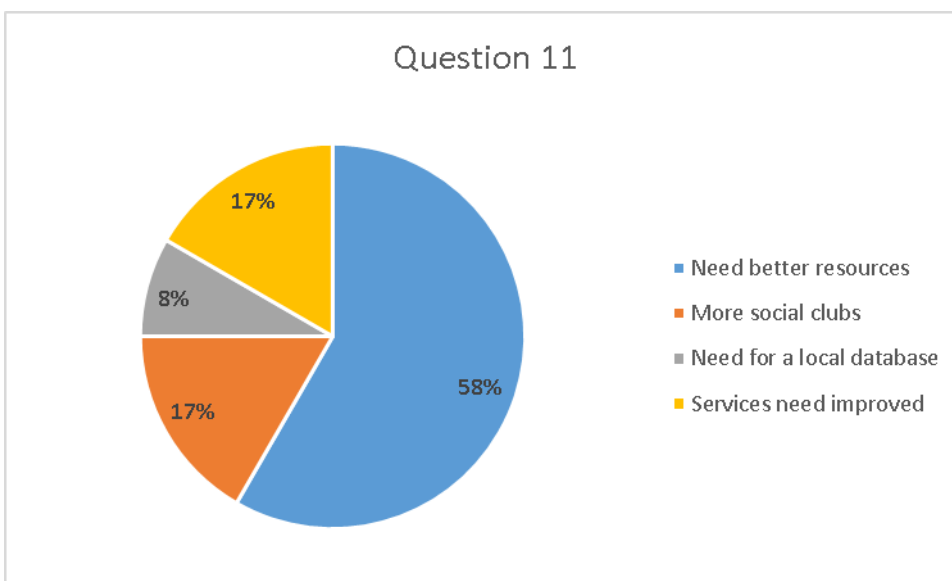
What opportunities do you have to influence and change the way local services are delivered that would provide greater benefit to people with learning disabilities and their families (e.g. making suggestions to your line manager that are listened to and implemented)?



A third of respondents felt that staff meetings were the best or only opportunities they had to influence local services. Only 7% commented that they felt they had no opportunity to influence local services but 15% felt they had little scope to influence local services.

Question 11

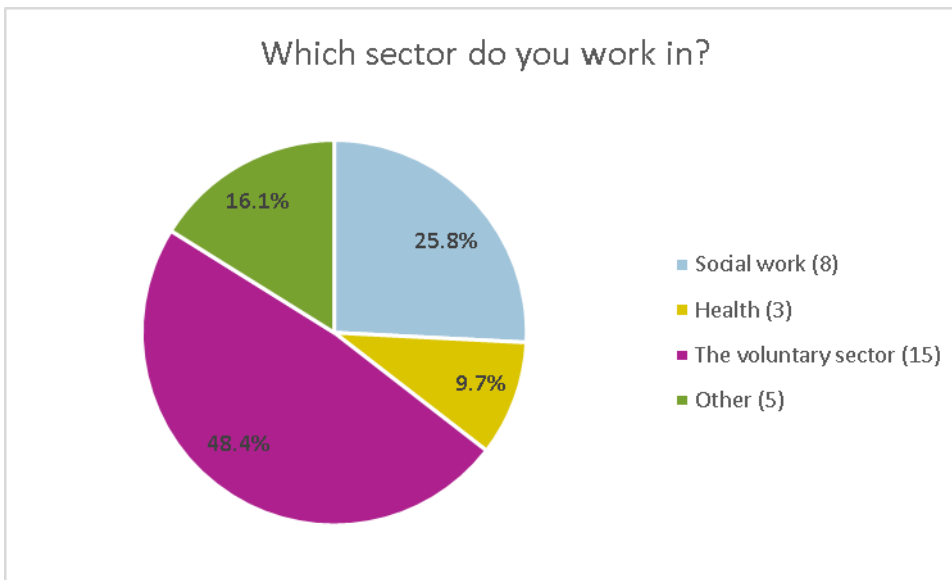
Is there anything else you would like to tell us about services for people with learning disabilities in South Ayrshire?



Manager or Team Leader Survey Responses

There were 31 responses to the Manager or Team Leader Survey. Below is the quantitative analysis of the survey with qualitative analysis of the comments to follow shortly.

Question 1

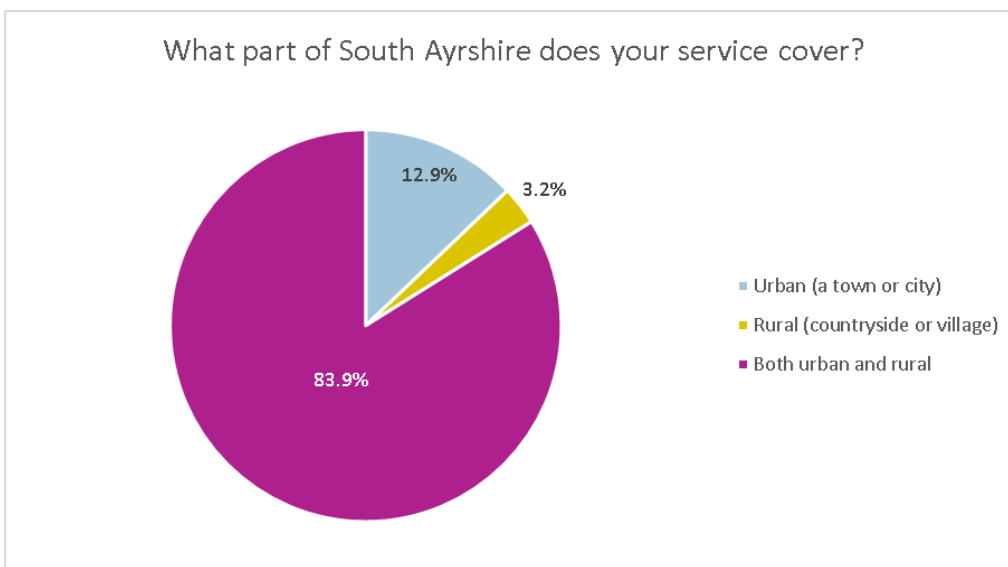


Nearly half of all respondents (48.8%) were in the voluntary sector. A further quarter (25.8%) were in Social Work and 9.7% were in Health. The remaining 16.1% stated they worked in a different sector and were given the opportunity to specify which sector. Of the five people who stated that they worked in a different sector, two were in the third sector, two were in Social Care and one was in Education.

Question 2

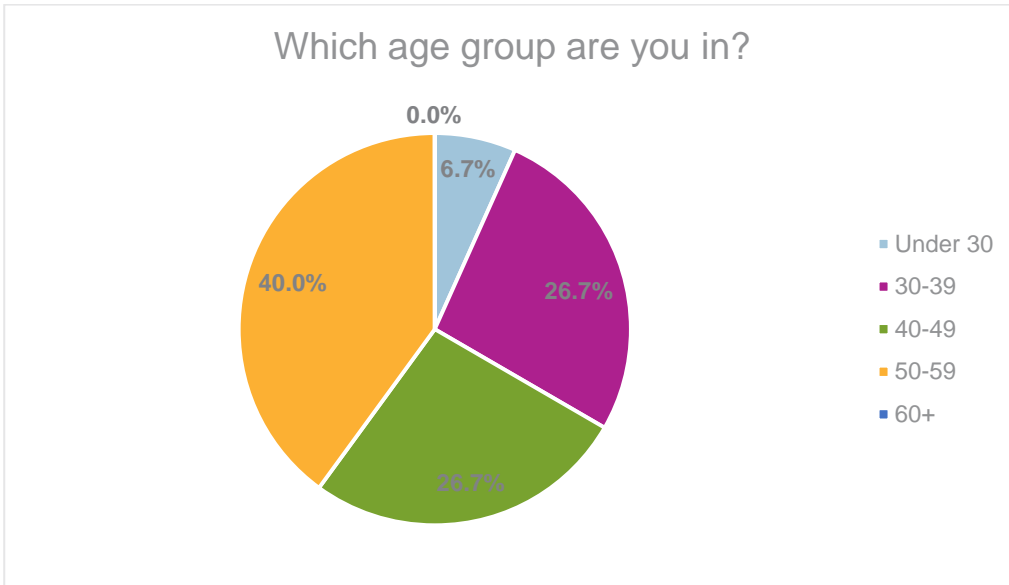
Question 2 asked respondents their job title; no additional analysis will take place with this data.

Question 3



The overwhelming majority of respondents (83.9%) worked across both urban and rural areas; given the makeup of South Ayrshire, this is perhaps unsurprising. Only 12.9% worked solely in an urban area and 3.2% worked solely in a rural area.

Question 4



Over two thirds (66.7%) of respondents were aged between 40 and 59. Only 6.7% were aged under 30 and roughly a quarter were aged between 30-39. There were no respondents aged over 60.

The following five questions were a series of statements that respondents were asked to choose how much they agreed or disagreed with on a five point Likert Scale.

Question 5

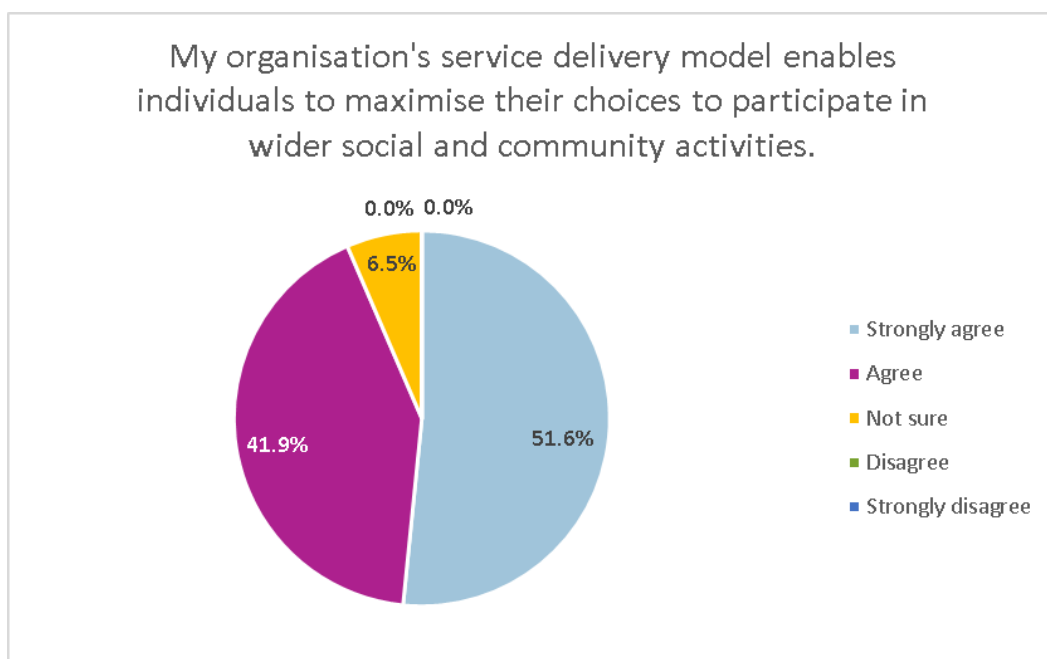


All respondents stated that they agreed (responded 'strongly agree' or 'agree') with the statement that the service their organisations offers is individualised to achieve personalised outcomes for everyone. Of this 60% strongly agreed and 40% agreed.

Question 5 Comments

The service my organisation offers is individualised to achieve personalised outcomes for everyone.
As a team we work hard to ensure every package reflects the needs and wishes of the person being supported and that outcomes are monitored
We offer the opportunity for people to co-design how they would like their support from us. Sometimes this isn't as flexible due to processes and constraints from our commissioners
Our service in the main supports individuals with autism without a learning difficulty but has the understanding, knowledge and skill to support people with a learning difficulty.
service users have personal outcomes as part of their support plans and these outcomes are reviewed 6 monthly
The company was founded on the principles of working in an individualised way.
We do work with ISF, but need to ask ourselves to look closely at overhead costs for offices, etc.
we try to individualise service with in SDS and also traditional service are still in place
Rules and regulations can prove a barrier to innovation.

Question 6

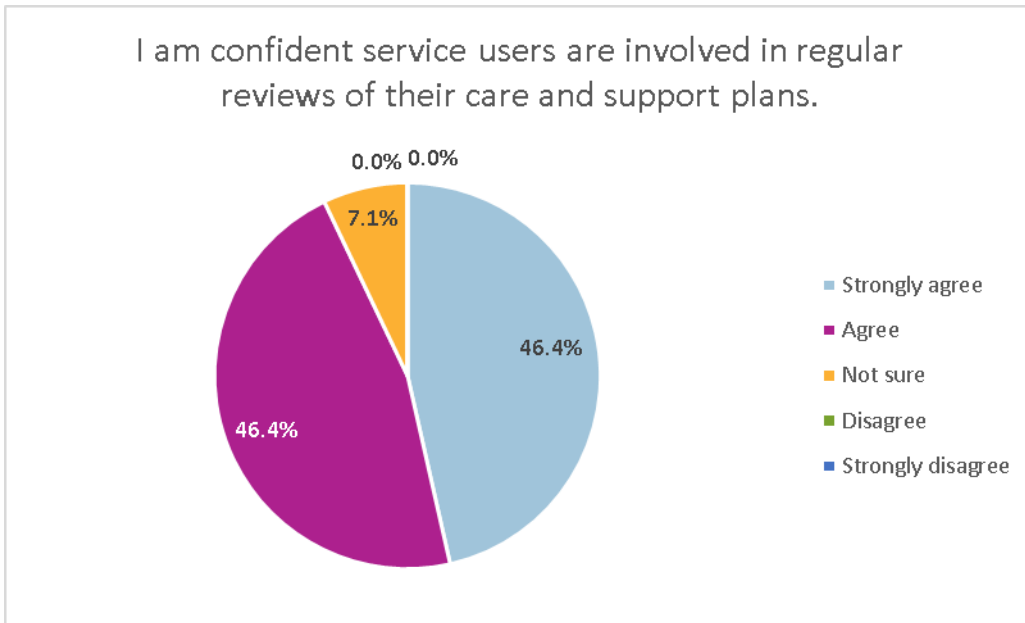


93.5% of respondents agreed with the statement that their organisation's service delivery model enabled individuals to maximise their choices to participate in wider social and community activities; with 51.6% of those strongly agreeing with the statement. 6.5% of respondents were not sure whether they agreed or disagreed with the statement and no respondents stated that they disagreed with the statement.

Question 6 Comments

<p>My organisation's service delivery model enables individuals to maximise their choices to participate in wider social and community activities.</p>
<p>Our service users access a wide range of community resources</p>
<p>Staffing sometimes makes this more problematic due to the needs of our pupils. Managers do their best to provide as many community activities as possible under these constraints.</p>
<p>We support some people for very small parts of their weekly life. We try our best to explore all ways to ensure each person has the best opportunity to connect with other people. However the inflexibility of commissioning arrangements sometimes presents a big barrier to achieving positive outcomes. I am aware that some of these people also feel stuck in council services for a range of reasons all of which reduce opportunities for real choice.</p>
<p>Our main aim is to support people to access a resources that they feel is equipped to support them and to recognise their own needs and how their autism impacts on them within day to day functioning.</p>
<p>we support community activities, volunteering opportunities, social nights</p>
<p>All staff are trained to the highest standard and are supported to network for the person they support to maximise their community activities.</p>
<p>We are all built around the person but is becoming hard as councils become tight for money.</p>
<p>this is an area we struggle to link Individuals to Community Activities inthere Area that welcome people With LD</p>
<p>Whilst there is a variety of options to choose from, they tend to be driven by the organisation rather than the people's choice.</p>

Question 7

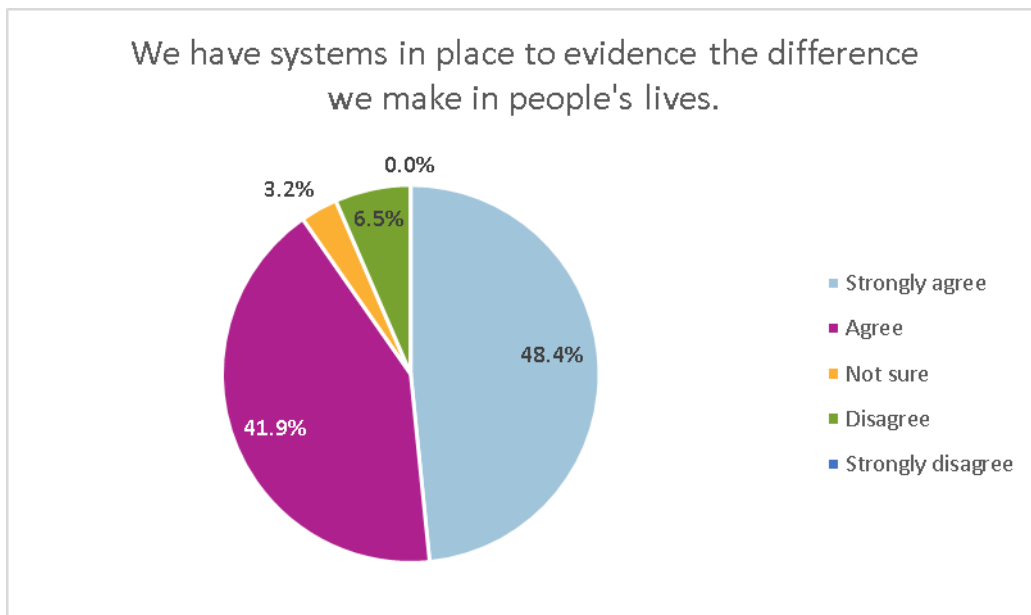


92.8% of all respondents agreed with the statement that they were confident that service users are involved in regular reviews of their care and support plans; of this 46.4% strongly agreed with the statement. 7.1% of respondents were not sure whether they agreed with the statement and no respondents stated that they disagreed with the statement.

Question 7 Comments

<p>I am confident service users are involved in regular reviews of their care and support plans.</p>
<p>Service users complete a monthly monitoring tool with keyworkers and have regular reviews</p>
<p>We are committed to meaningfully involving each person in a variety of ways so they can tell us how their needs have changed or how we can improve our support.</p>
<p>6 monthly but before if required</p>
<p>The person supported will have an annual planning day to review the year before and plan their goals for the year ahead.</p>
<p>Service users carers and families are, as a rule I do not think service users have as much influence over the service that is provided for them as it is commonly accepted.</p>
<p>While I think service users are involved their has been an erosion of involvement of the wider MDT in reviews over the past 5 years.</p>
<p>Where this makes sense for the person</p>
<p>Statutory timescales are adhered to and all service users are involves in their reviews unless they choose otherwise.</p>

Question 8

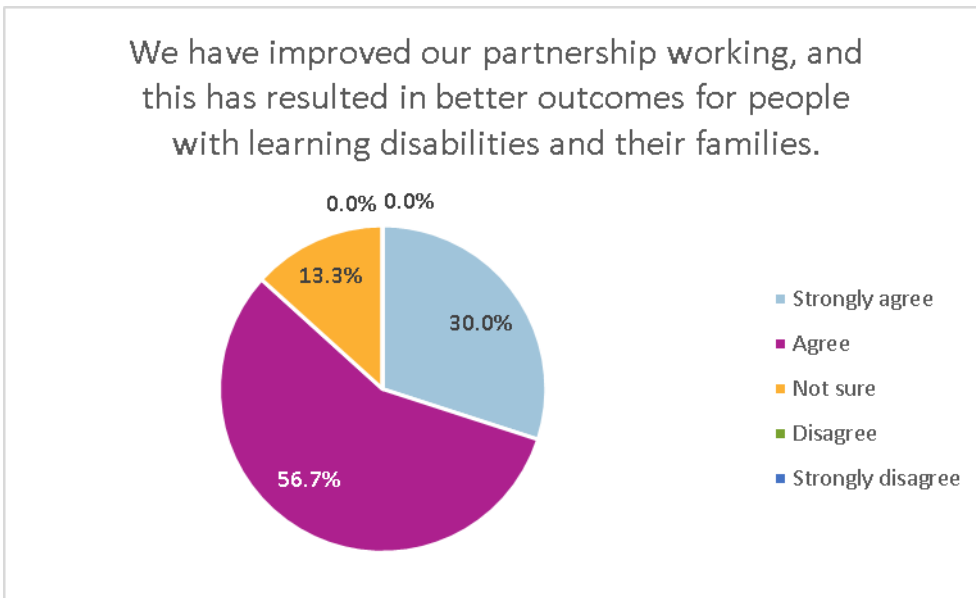


90.3% of all respondents agreed with the statement that they had systems in place to evidence the difference we make in people's lives; of this 48.4% strongly agreed with the statement. A further 3.2% were not sure whether they agreed or disagreed with the statement and 6.5% disagreed with the statement.

Question 8 Comments

We have systems in place to evidence the difference we make in people's lives.
We use outcome based support plans which clearly
We don't have systems..but we regularly involve each person in recognising their personal achievements. We use a variety of ways to record stories and empower people to share these. We learn much from this approach but need to be better at sharing the learning.
could still be better
We have annual planning days, social work reviews, team meetings to discuss the systems and techniques we have in place that we feel make a difference in peoples lives.
I don't think we have sufficient or robust data systems in place which provide both an individual and amalgamated picture to evidence both whether services make a difference and what the real differences are if any.
this is an Area we need to improve on
We could be stronger in this area
There needs to be a review of how this information is captured in line with the strategy.

Question 9



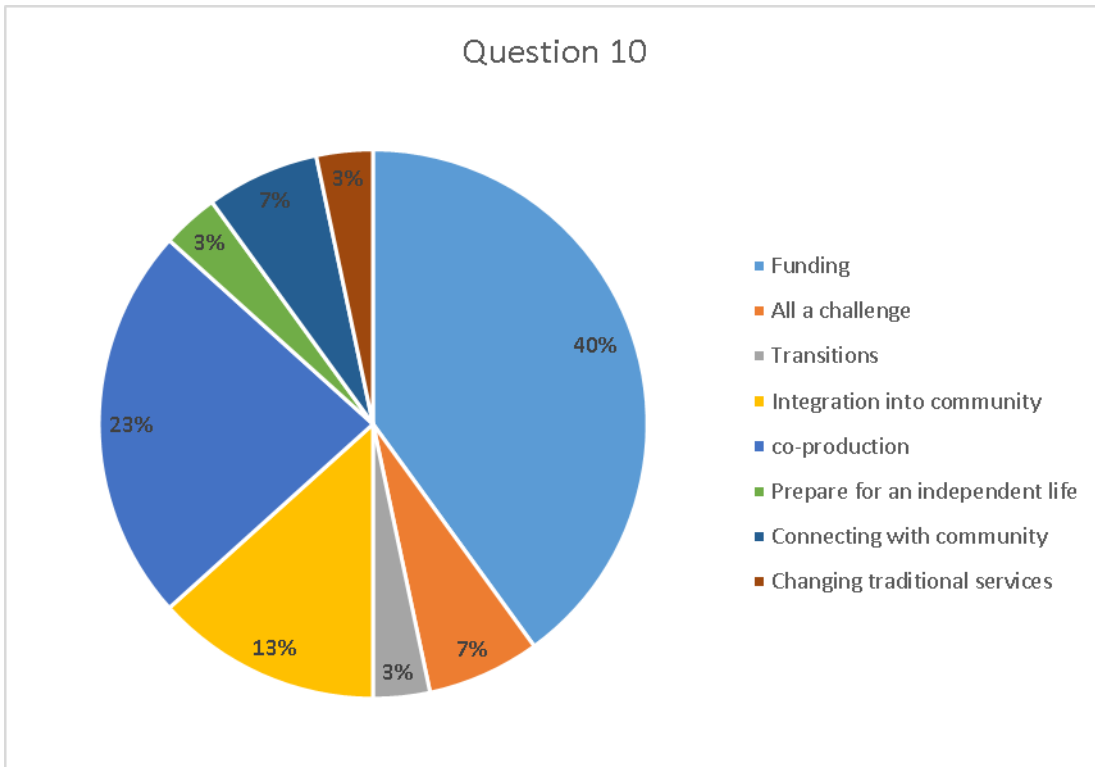
86.7% of all respondents agreed that they had improved their partnership working and this had resulted in better outcomes for people with learning disabilities and their families; of this 30.0% strongly agreed with the statement. A further 13.3% were not sure whether they agreed with the statement and no respondents stated that they disagreed with the statement.

Question 9 Comments

We have improved our partnership working, and this has resulted in better outcomes for people with learning disabilities and their families.
College cut backs have made this more difficult than in previous years.
We have always recognised the strength of collaborating with a wide range of agencies and people. We rarely do things in isolation.
good links with special needs school and attend any transition meetings
I've put not sure because the MDT have always worked in partnership in South Ayrshire and this has been improved in some area but not in others and in fact deterioration in partnership working has been evident due to certain professional groups not being official parts of the South Partnership but instead are aligned via the North or East partnership whilst front line clinically working in the South. This results in key professional groups not being invited to strategic planning meetings etc. See point above re outcomes. Outcomes are good for some people and not so good for others and this is related to multifactorial issues and not simply whether people are working as partners together. In fact I would probably say that the most complex people have highly evolved teams working in partnership together and the outcomes are sometimes not great which is more related to other factors such as addiction, distressed personalities and poverty rather than the team working in partnership together,
we work Closely with Health colleagues
Co location of the adult services has supported improvements, however transition is still an area where significant improvement is required.

Question 10

What challenges and opportunities do you see for your organisation to support the four strategic outcomes in The keys to life: People with learning disabilities enjoy the highest attainable standard of living, health and family life; People with learning disabilities are treated with dignity and respect, and protected from neglect, exploitation and abuse; People with learning disabilities are able to live independently in the community with equal access to all aspects of society; and, People with learning disabilities are able to participate in all aspects of community and society?



The first four codes are the challenges respondents felt they would face and the rest are the opportunities respondents felt were available. The largest challenge, and response overall, was about funding with 40% of the comments. The largest area of opportunity is co-production with 23% of the comments.

Question 11

Is there anything else you would like to tell us about services for people with learning disabilities in South Ayrshire?

