

A National Care Service for Scotland Consultation

Local Partnership Forum
14th October 2021

Feedback collected and reported by



on behalf of the Scottish Government



Contents

Introduction	3
Chapter 3 – Scope of the NCS	4
<i>Overall Feedback:</i>	4
<i>Theme: Children’s Services</i>	4
<i>Theme: Healthcare</i>	5
<i>Theme: Social Work and Social Care</i>	5
<i>Theme: Nursing</i>	6
<i>Theme: Justice Social Work</i>	6
<i>Theme: Prisons</i>	7
<i>Theme: Alcohol and Drugs Services</i>	7
<i>Theme: Mental Health Services</i>	8
<i>Theme: National Social Work Agency</i>	9
Chapter 5 - Commissioning.....	10
<i>Overall Feedback</i>	10
Chapter 6 – Regulation	11
<i>Overall Feedback</i>	11
<i>Theme: Regulations</i>	11
<i>Theme: Strengthening Regulation and Scrutiny of Care Services</i>	12
<i>Theme: Understanding the Care Market</i>	12
Chapter 7 – Valuing People Who Work in Social Care.....	13
<i>Overall Feedback</i>	13
<i>Theme: Fair Work</i>	13
<i>Theme: Workforce Planning</i>	15
<i>Theme: Training and Development</i>	16
<i>Theme: Personal Assistants</i>	17
Conclusions	19
Addendum	20



Introduction

The findings in this chapter are based on one online session which was chaired by the Public Engagement Team of the Fife Health & Social Care Partnership. A total of 16 attendees participated in this session. The session covered only Chapters 3, 5, 6 & 7 from the full consultation as these topics were identified as focal discussion points to these stakeholders. Attendees of this group represented the Local Partnership Forum.

The Local Partnership Forum (LPF) works in partnership with the recognised Trade Unions and Professional Organisations and the management of NHS Fife and Fife Council.

Feedback from this stakeholder group was collected through various methods including optional polls during the online session, the opportunity for open verbal discussion, use of the Teams chat box function to record any further comments, and all attendees were sent a link to an MS Form for written feedback. The feedback in this chapter brings together each of these methods.

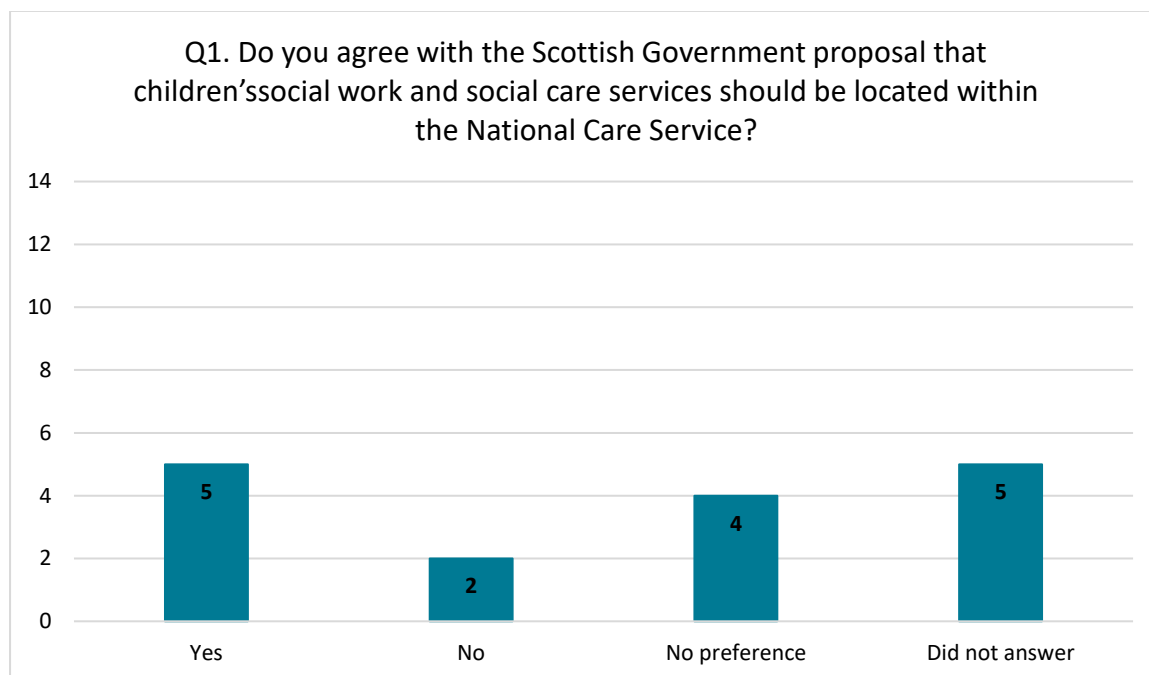


Chapter 3 – Scope of the NCS

Overall Feedback:

- The one thing that is missing is the fact that all the services users they live all in a home
 - That’s not a vocal point, that can cause a real problem if they don’t have a home
 - They must consider certain accommodations; private renting, care homes, council build, etc and maybe investigate building complexes for those who have the need for a more secure location of living
- The entire NCS agenda as information is lacking as it stands
- A lack of real joined work in all services within health on a local level
- At the moment all local government bodies are working together in a crisis to move resources as needed
 - If centralised, we won’t be able to do this in a quick and effective manner
 - Creating a national body will take away from the local resources and the idea of having a government control service to deliver local services in the community is frightening
 - Similar issues in the Police Service since their centralisation and the NCS is on such a bigger scale – we will see a lot of issues with it

Theme: Children’s Services

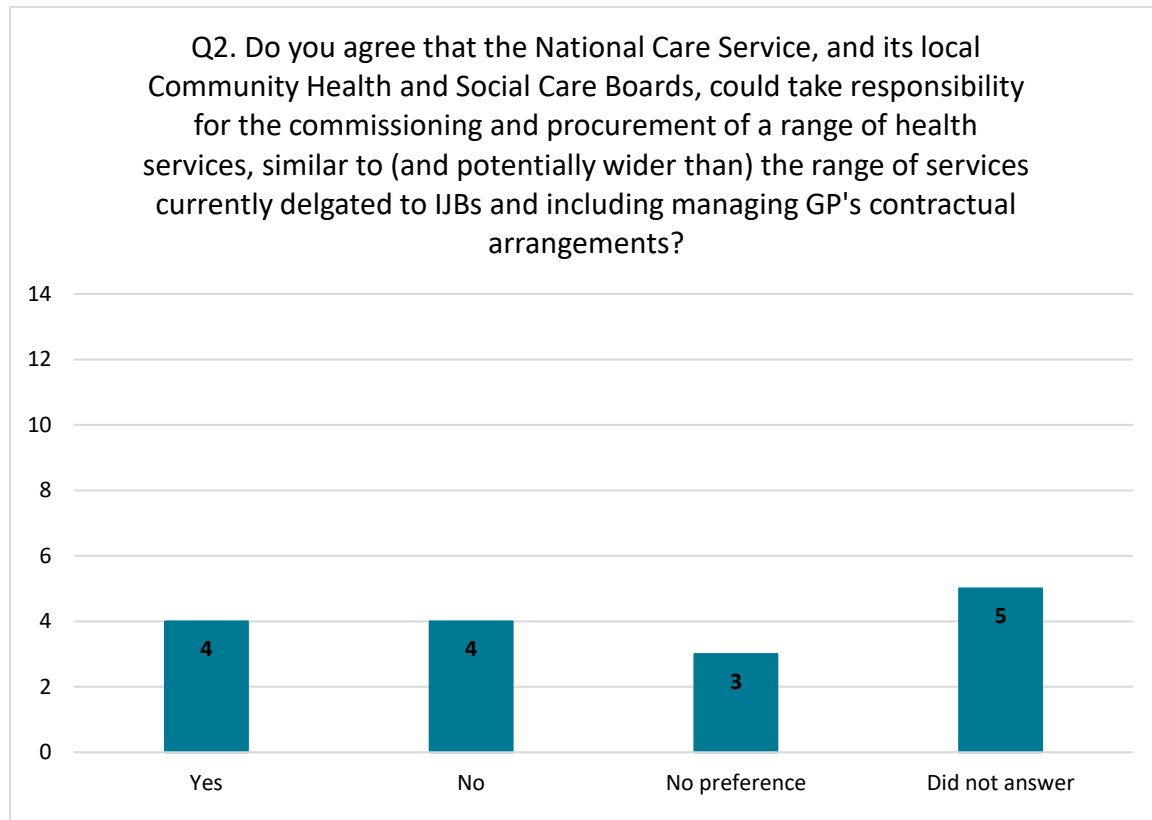


Additional feedback:

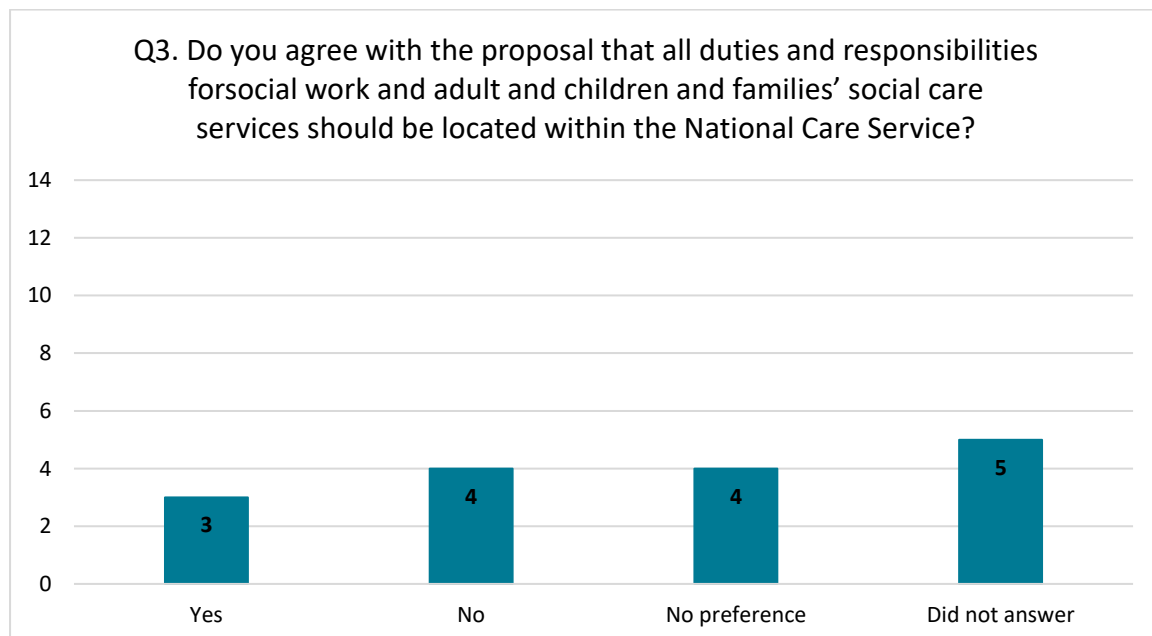
- A lot of Children’s services is led by education members – how will this work?
 - It creates a lack of control and there is less scope to utilise resources in a crisis



Theme: Healthcare

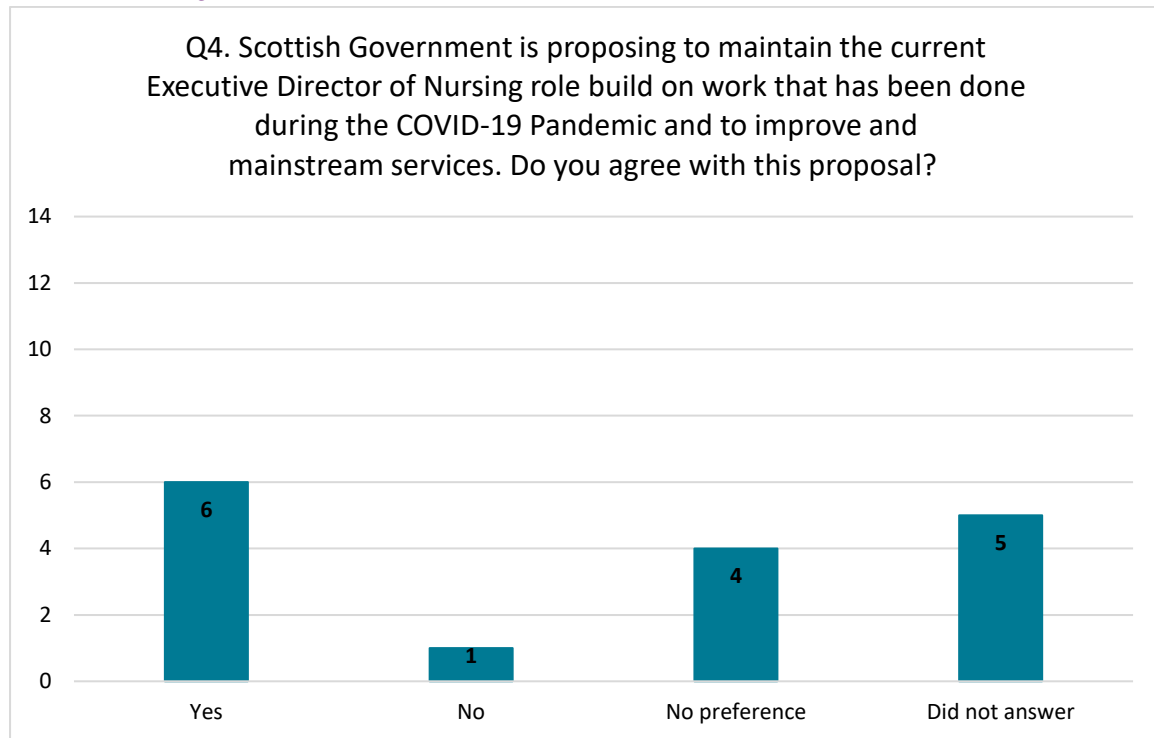


Theme: Social Work and Social Care

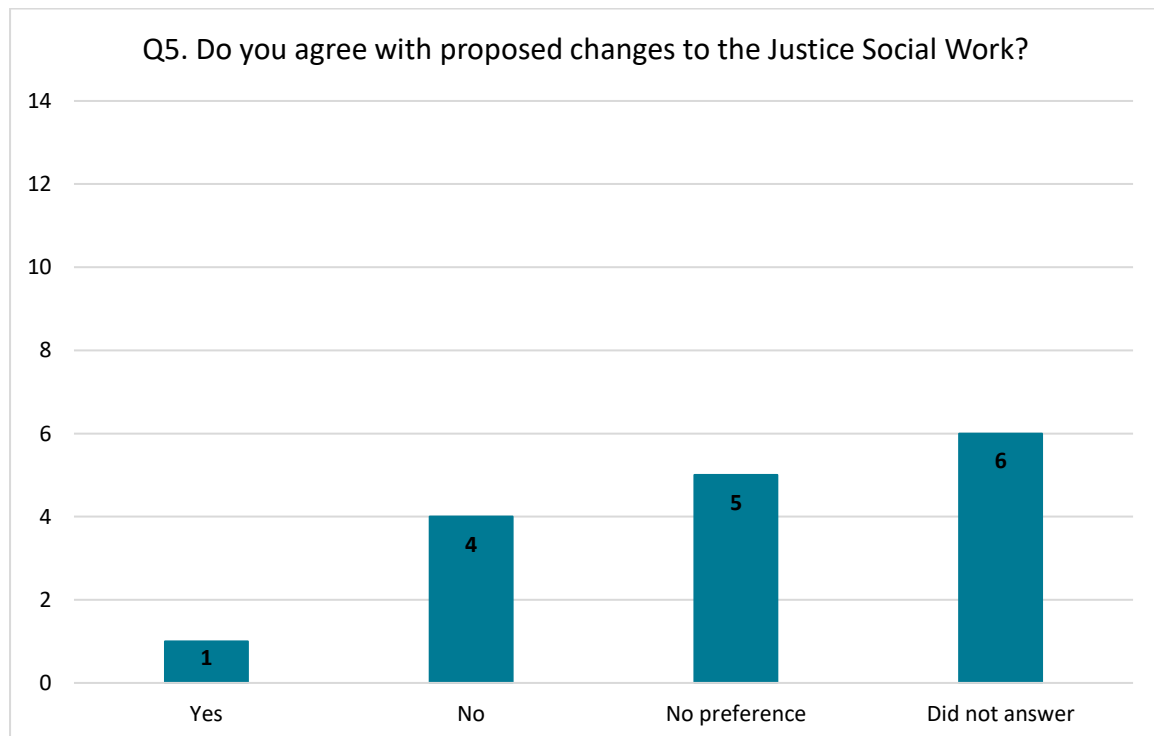




Theme: Nursing

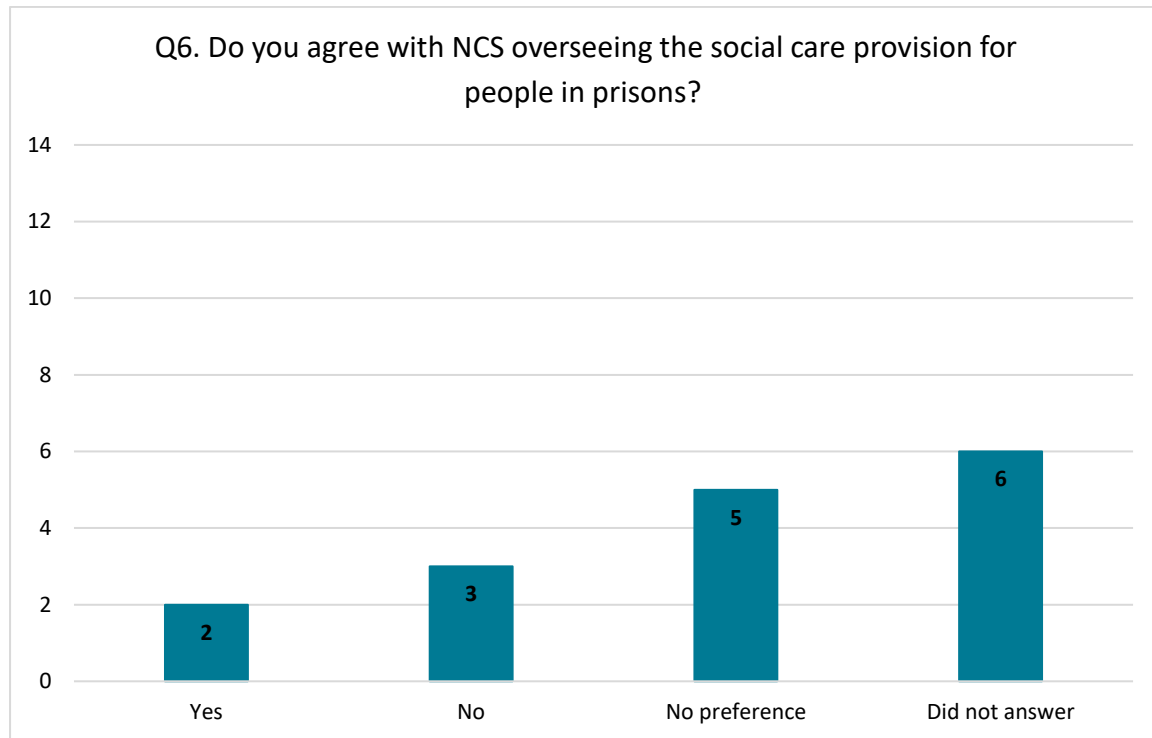


Theme: Justice Social Work

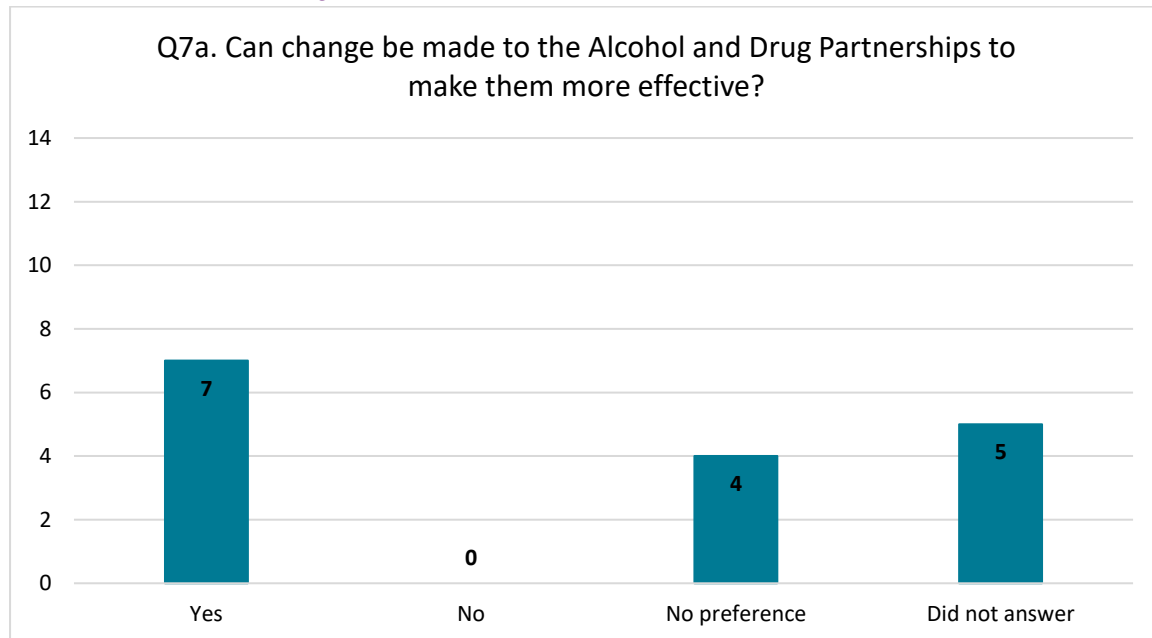


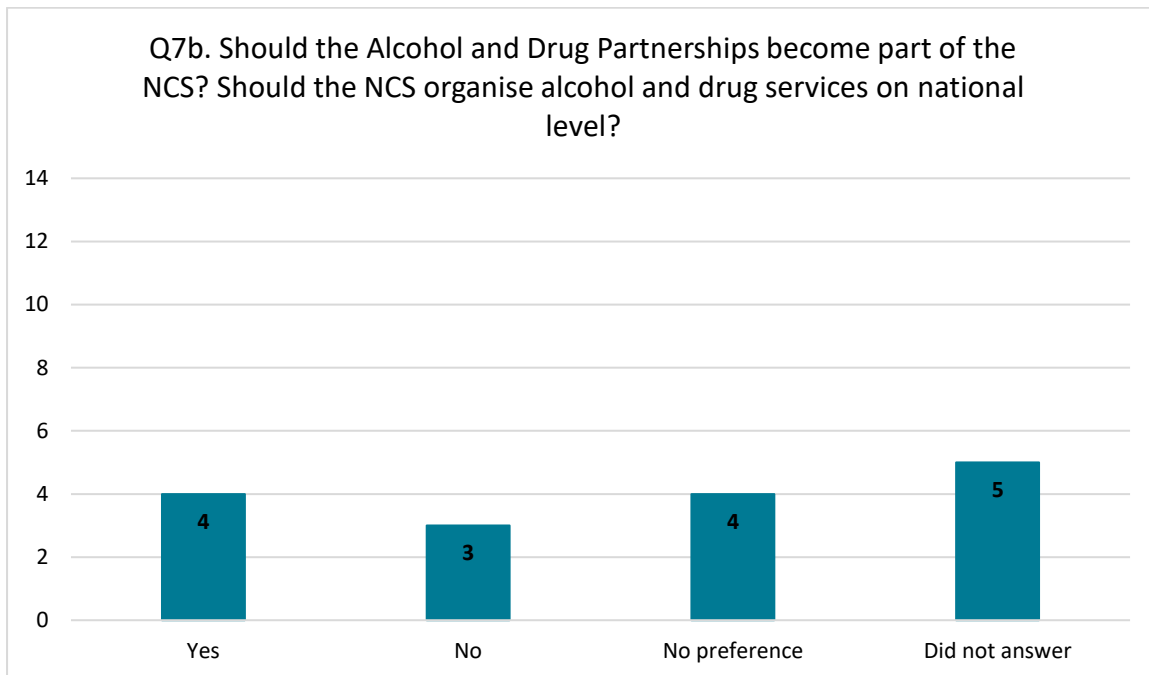


Theme: Prisons

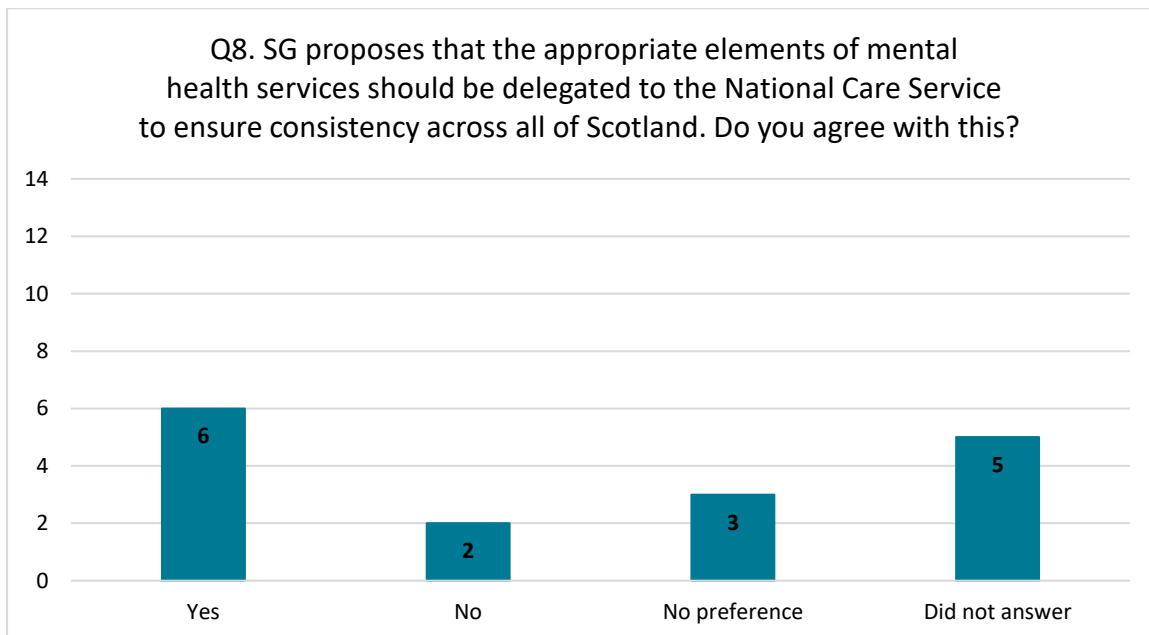


Theme: Alcohol and Drugs Services



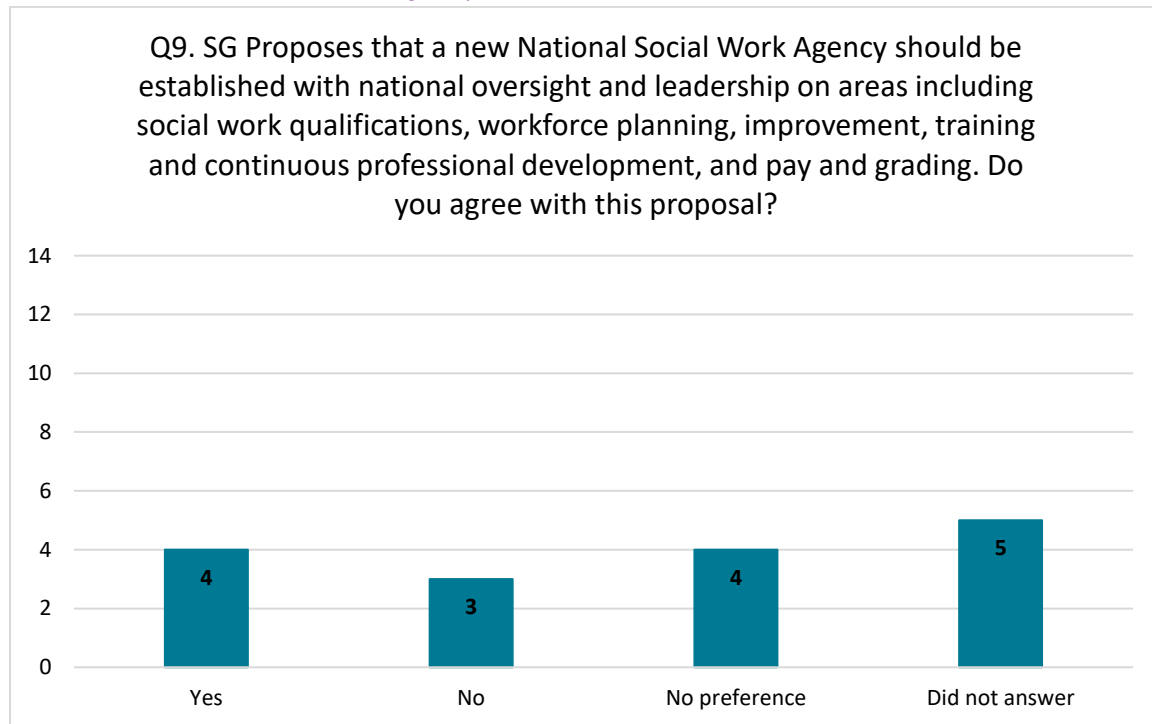


Theme: Mental Health Services





Theme: National Social Work Agency

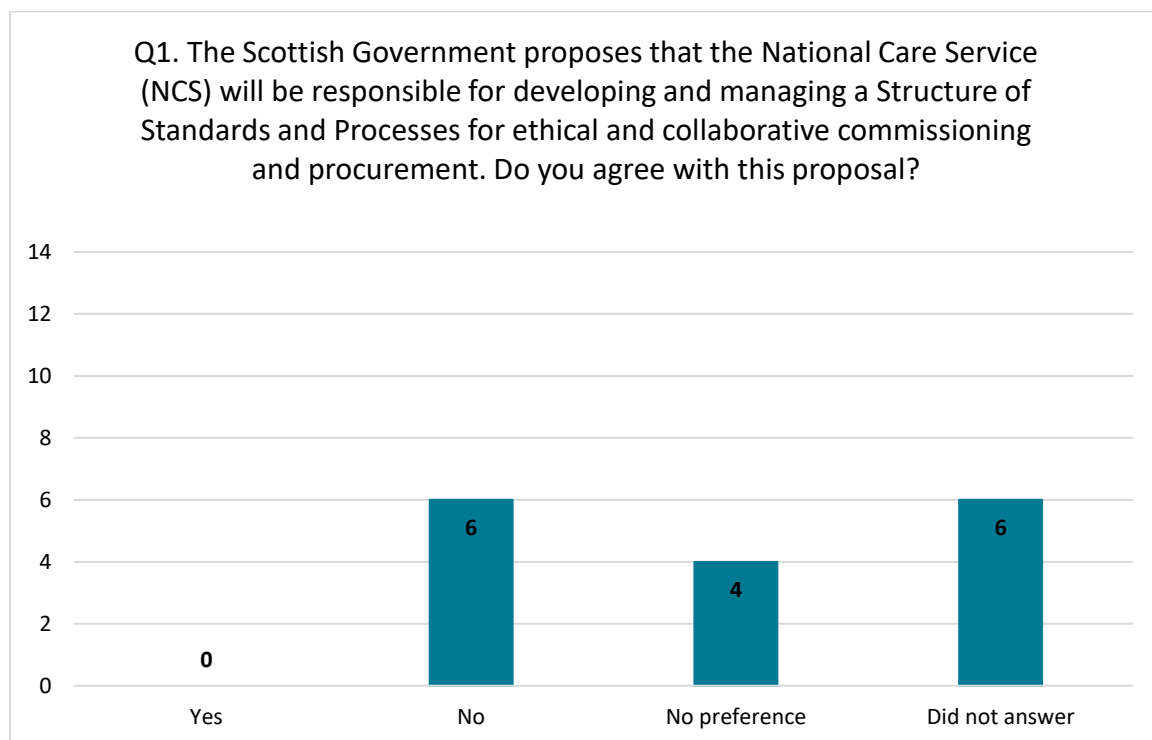




Chapter 5 - Commissioning

Overall Feedback

- There are areas in procurement and commissioning that can tided up
 - For me this is privatisation through the back door
 - We will be looking at something like Virgin Care coming into our health partnerships coming in
 - You will have a group concentrating only on cost, it will be main thing they will concentrate.
 - Concerns that people will get paid a lot of money to do very little



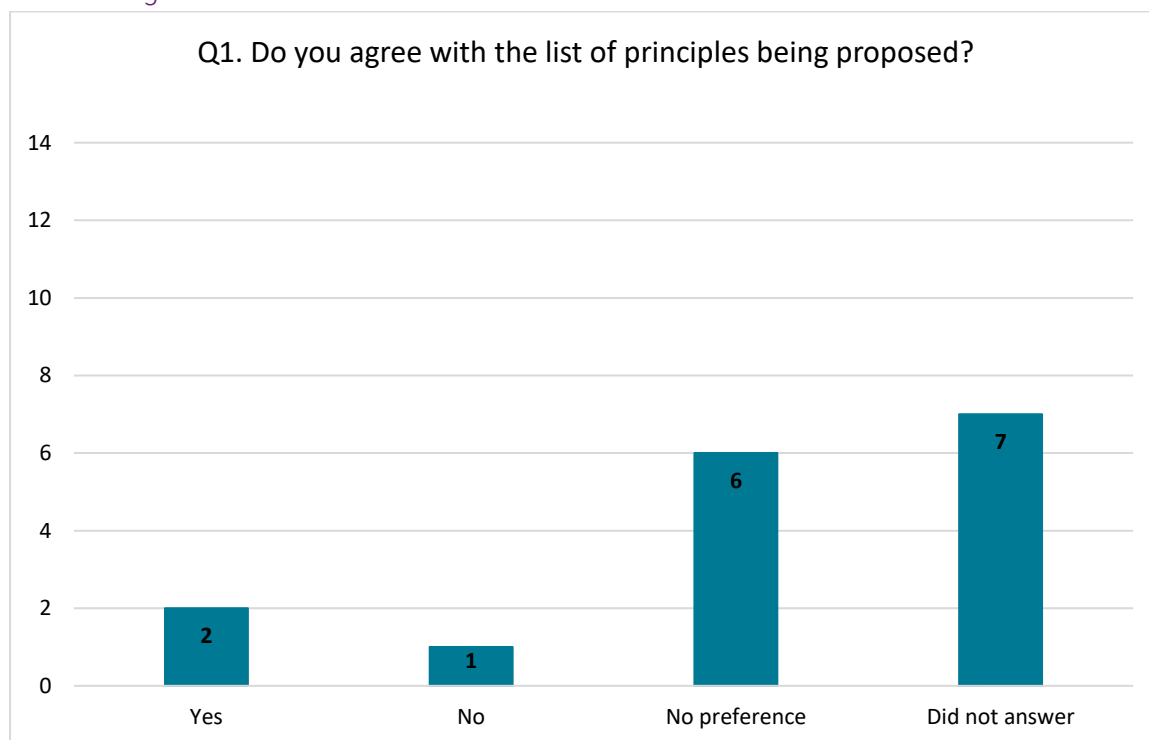


Chapter 6 – Regulation

Overall Feedback

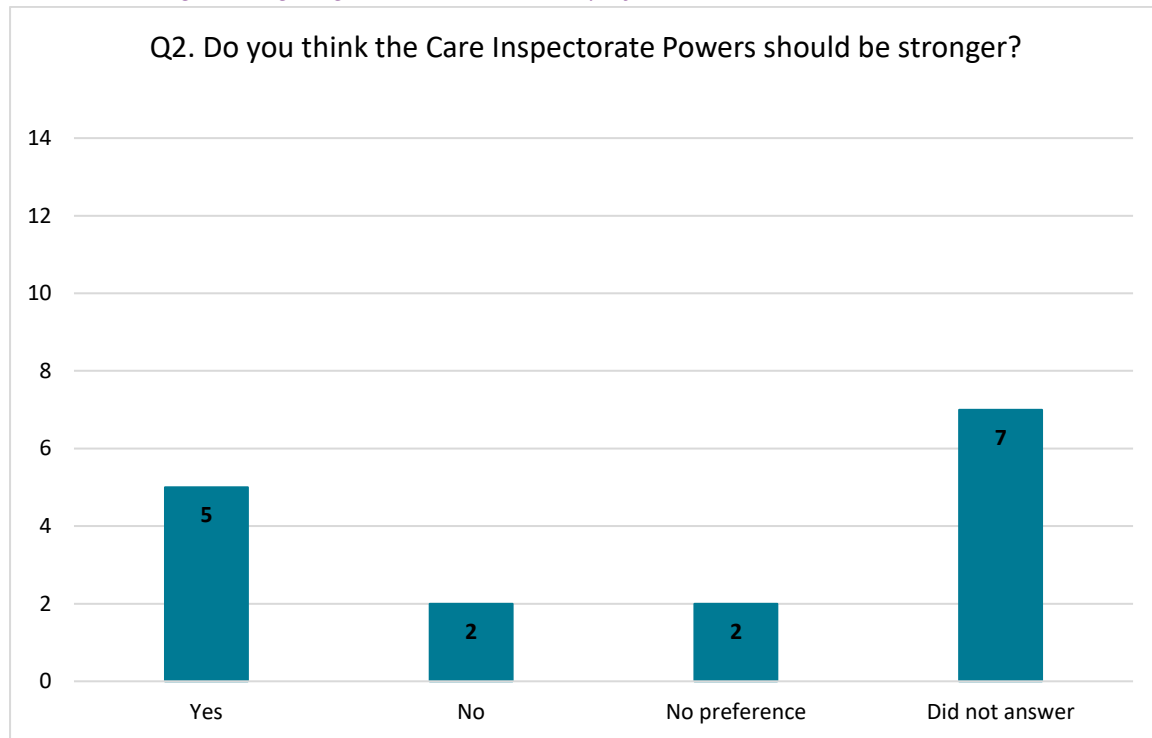
- The core principles are already undertaken within the partnership, health and with local authorities – where there are issues relating to any care provider/individual services the ability to deal with that is already there
 - Taking that and putting it to a national level means there is no overview on a local level and community level
 - How will it be kept consistent over the whole country?
- Giving the SSSC any more powers than they already have is quite scary
 - There are some cases where they have too many powers and maybe don't work well with employers
 - They are focused on the individual rather than a set of circumstances or the full story
 - If I want care, I want it delivered by people who know the area and know the problems I don't want it supplied by someone who is faceless
- Focusing on centralisation of services is a key concern – the devil is in the detail, but we don't have the detail right now
 - It's about local accountability and democracy- for the public it's about what is happening to them and people they can trust – I am not convinced it can be done through centralisation – it's a real worry

Theme: Regulations

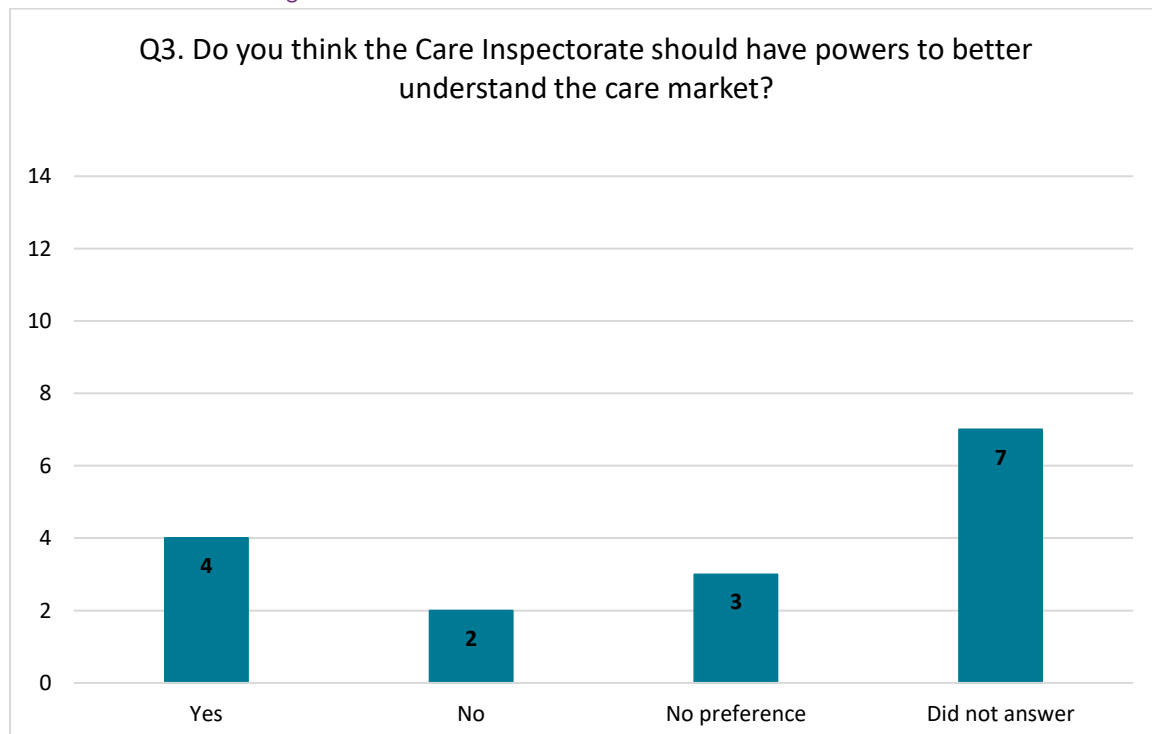




Theme: Strengthening Regulation and Scrutiny of Care Services



Theme: Understanding the Care Market



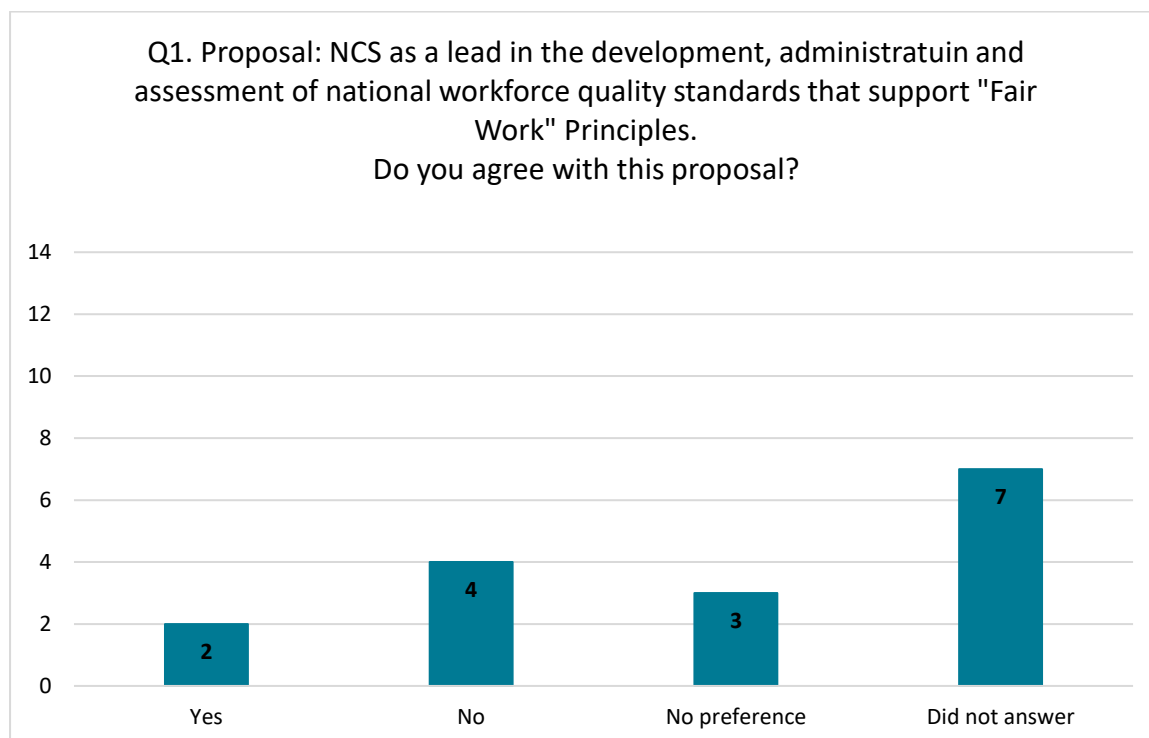


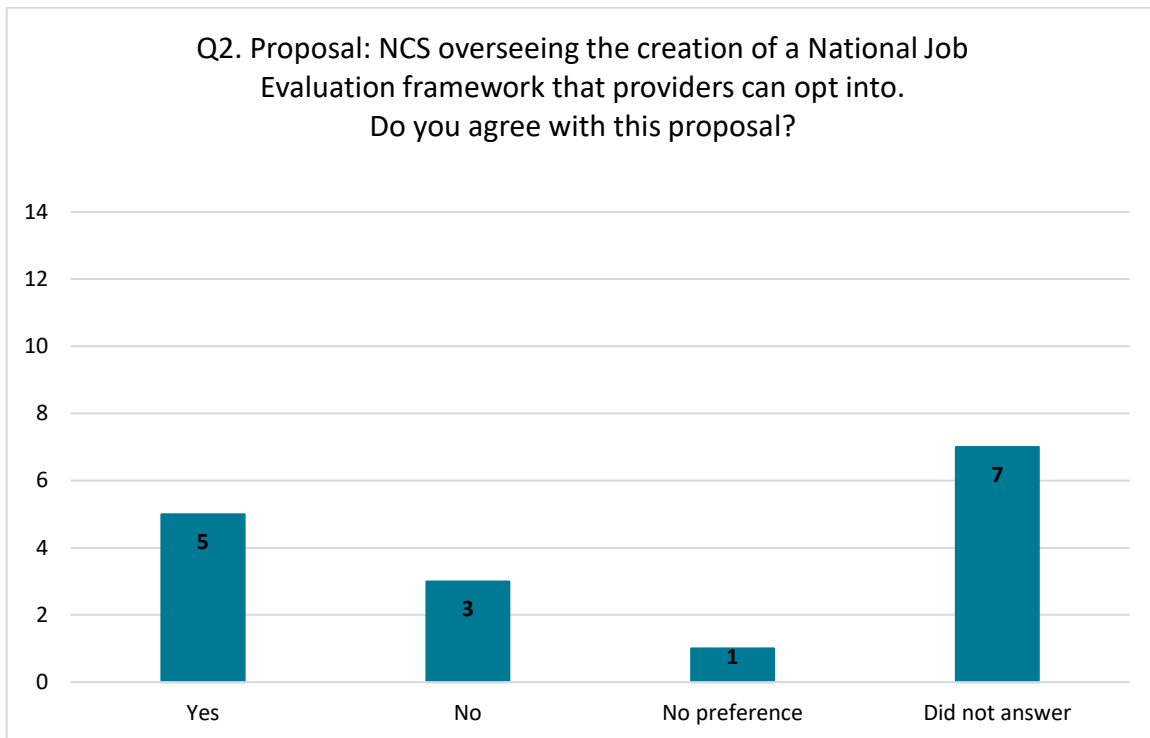
Chapter 7 – Valuing People Who Work in Social Care

Overall Feedback

- Concern about some of the questions that have been asked – some of us may not have understood the full implications of the questions
 - Some of the responses may not be fully guided by not being fully informed – that’s a real concern – if we can’t understand it the public aren’t going to understand it
- The questions I have seen and voted on are very subjective
 - There is a lack of real understanding on some of them
 - There is a duty there for us all to have the same understanding so when we are asked to submit our views, we absolutely know what we are commenting on

Theme: Fair Work



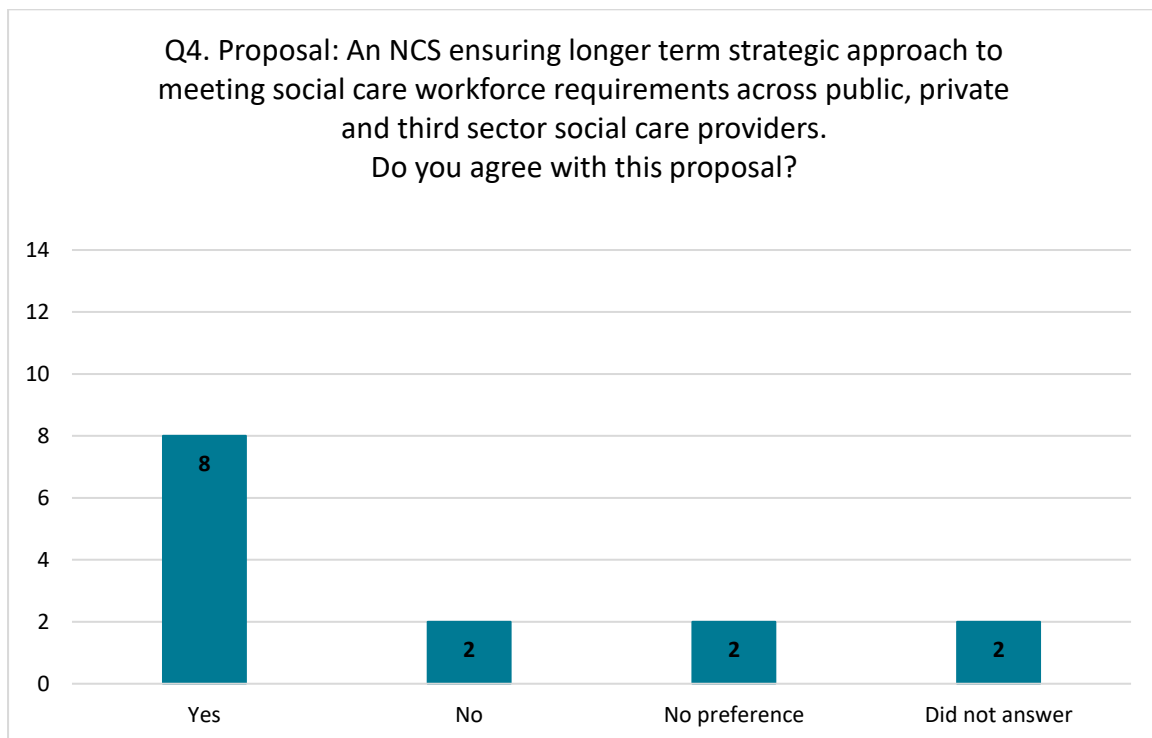
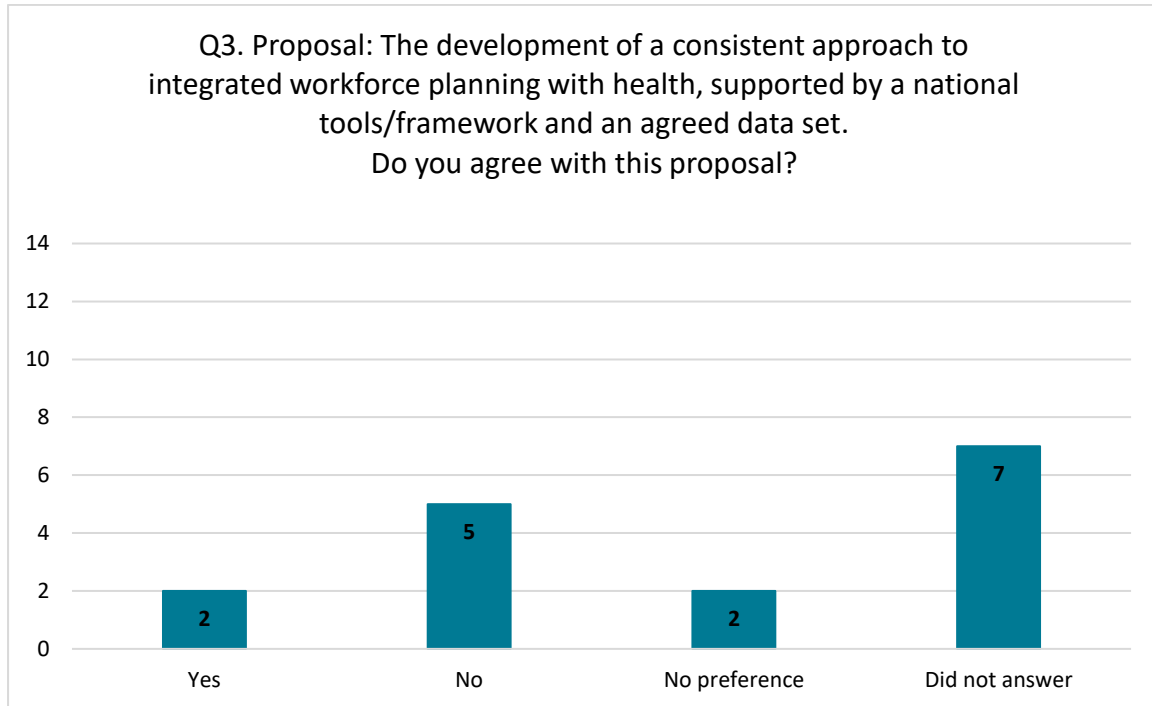


Additional feedback:

- It comes across that SG is saying “we want control of everything but on the basis of pay whether you opt in/out won’t make any difference” – this will set a good foundation for pay claims – huge concerns for setting a framework – what we need is a system of collective bargaining which would make the sector a lot more of a sector that people want to work in

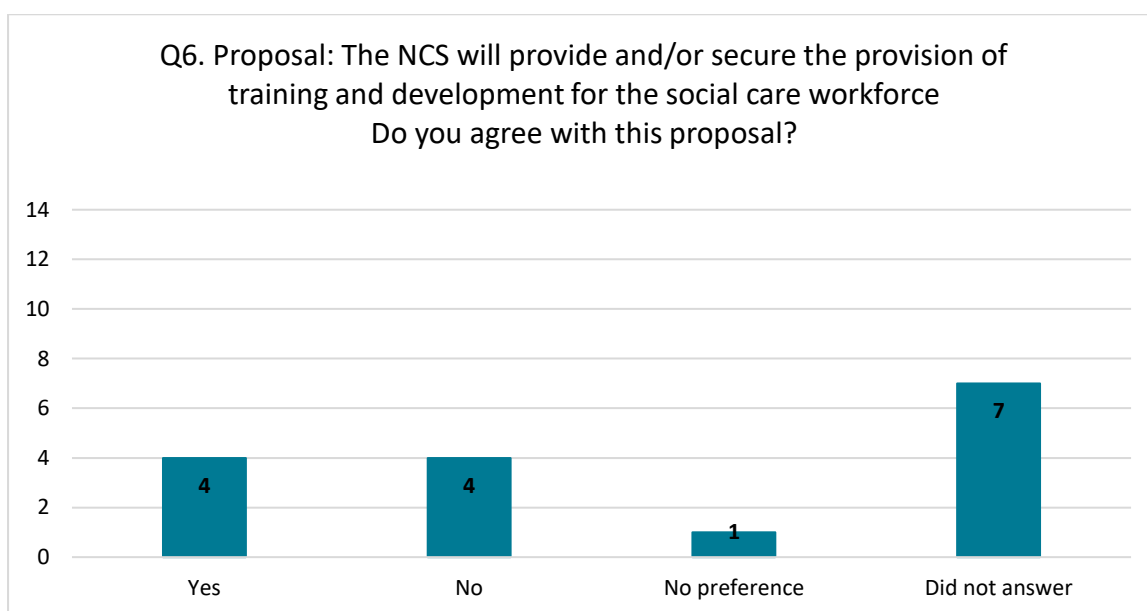
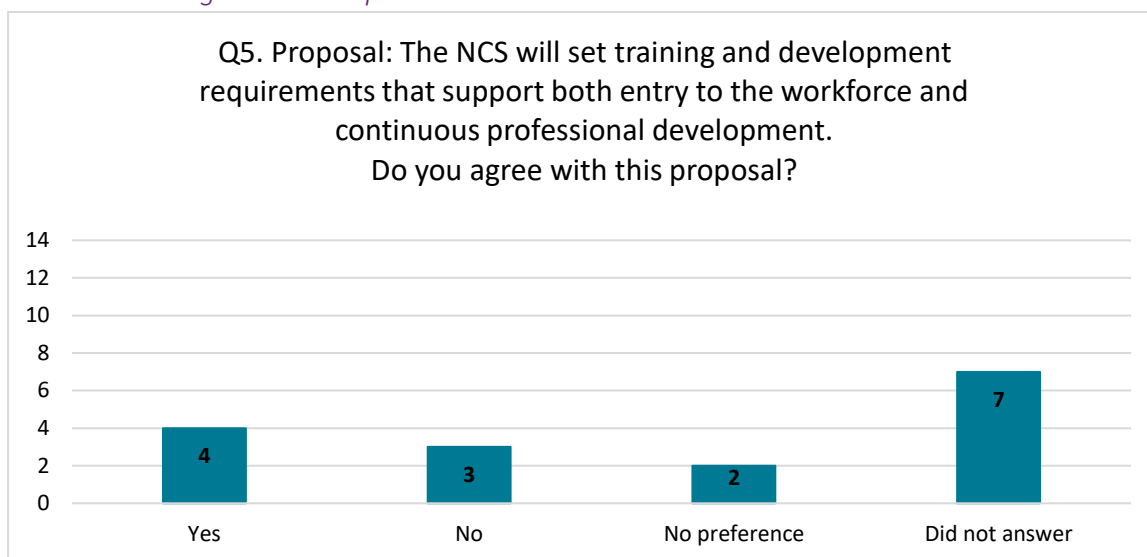


Theme: Workforce Planning





Theme: Training and Development

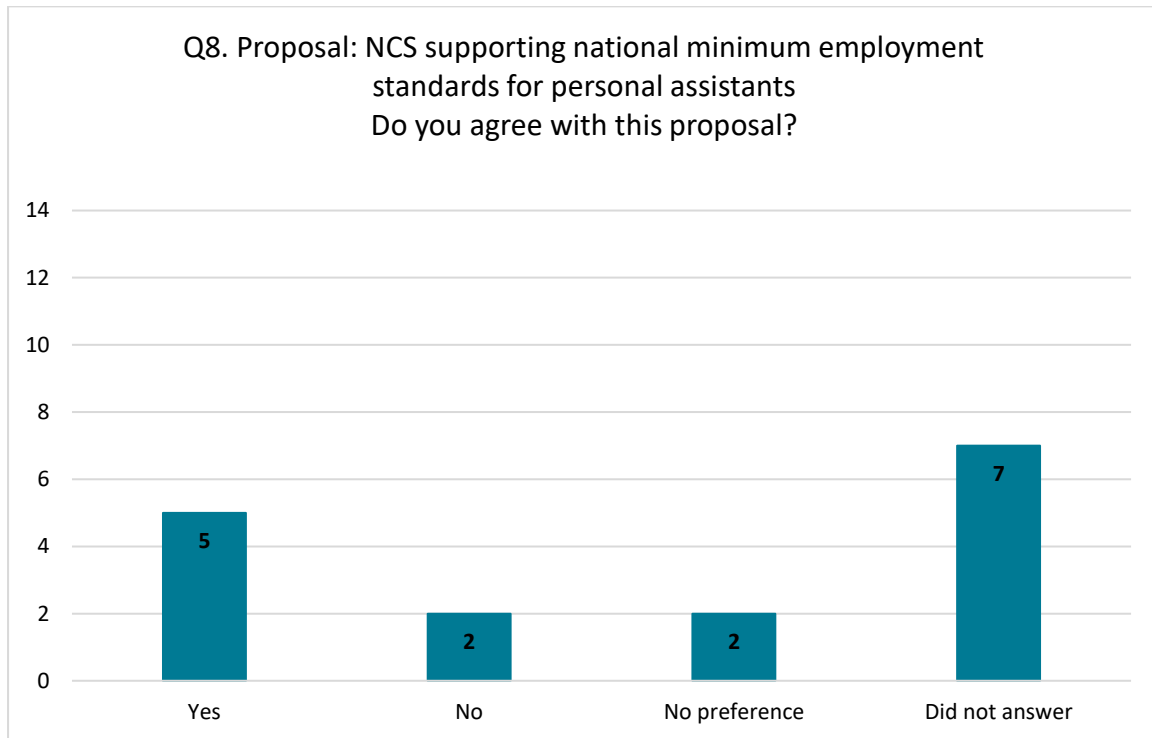
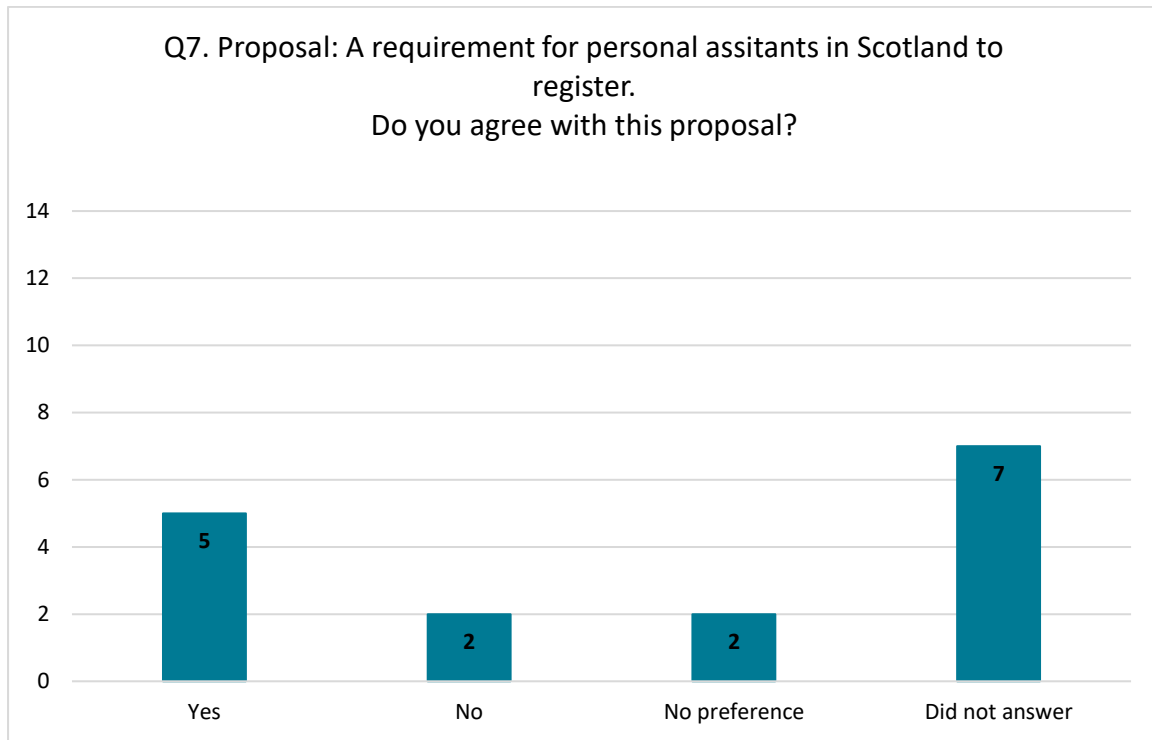


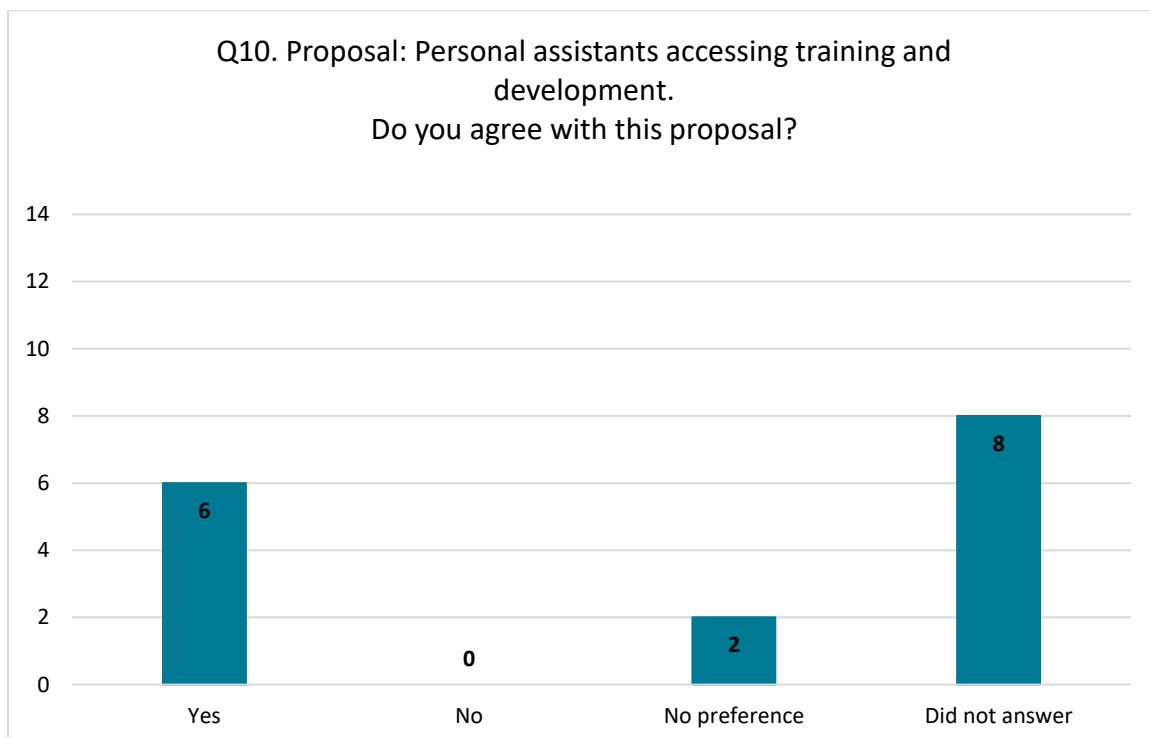
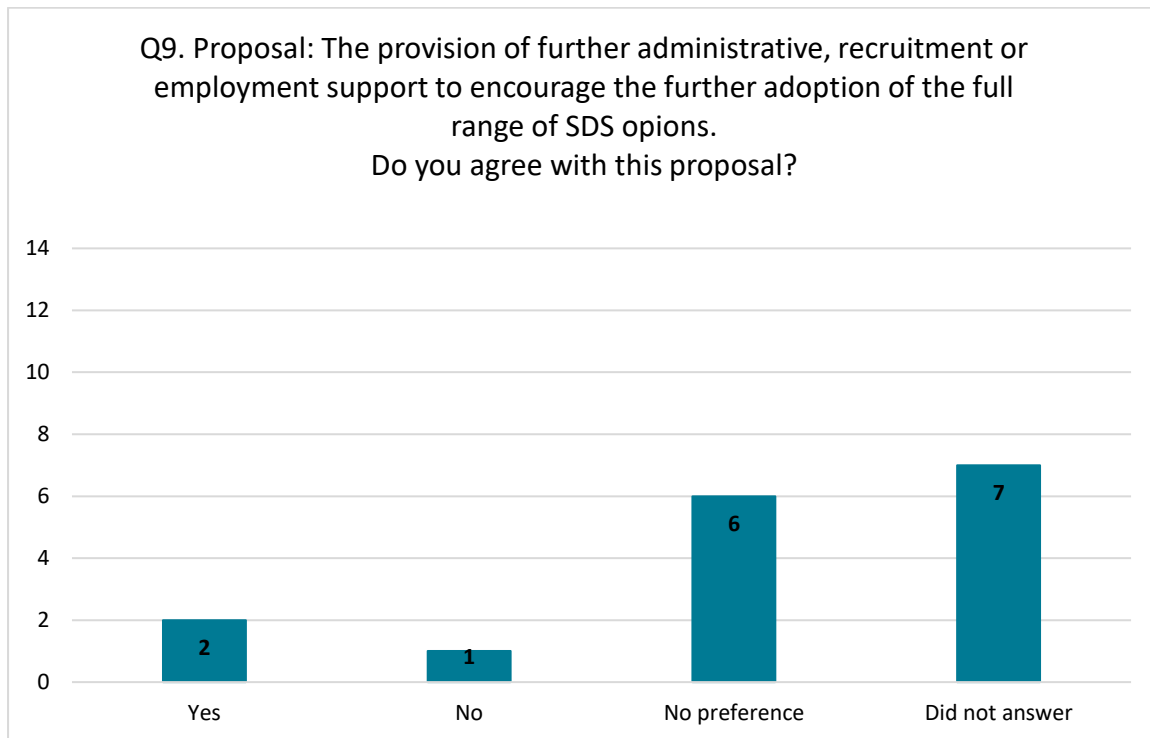
Additional feedback:

- I agree that people should have access to training to be able to develop – there are huge implications at the moment – some are getting paid more some are getting paid less for doing the same job potentially
- We should be driving the paying standards up, that will make the paying sector and that will make it as a sector where people wish to work
- A lot of home carers are working additional hours but not being paid for these whereas a nurse at a care home would get paid for this



Theme: Personal Assistants





Additional feedback:

- Carers can spend up to 12-16 hours out of their own home but only be caring and getting paid for 8 hours - this needs investigated and addressed



Conclusions

In summary the common theme throughout this session was that there is not currently enough information available to answer these high-level questions and many of the participants felt the questions were leading. A lot more details is required and explanation to stakeholders is needed as it was felt if people who work in these services do not understand the questions then some of the general public may not. This could lead to mis-informed responses and it is only fair everyone has the same knowledge.

A common theme throughout this session was the concern over the loss of local knowledge and experience in communities and that this would not be beneficial to services that would be included in the NCS. It was also suggested that given the current crisis in social care that local government bodies are working closely together to pull resources where they are required, and this would not be achieved if it was being run as a larger NCS.

A lot of discussion was held around the final Chapter, Valuing People Who Work in Social Care and the importance of training and development. Fair pay and working conditions were also brought up and needs to be addressed as a priority to make care a more appealing and financially viable job.

The example of Police Scotland being centralised and some of the issues that have been seen with this was also raised as a concern.

Overall, it can conclude that more information is required before being able to answer these types of question in detail and more explanation must be given for everyone to understand, not just those in the sector. Local accountability and knowledge are acknowledged as key and valuable and there are huge concerns over this being lost.



Addendum

Whilst it was recognised that the compilation of answers received in the report, we felt that this portrayed the inflexibility of the questions asked with no avenue to us other than to tick yes, no or don't know. None of these accurately represented the trade union and staff side views.