



A National Care Service for Scotland Consultation

Adult Support & Protection Committee
13th October 2021

Feedback collected and reported by



on behalf of the Scottish Government



Adult Support & Protection Committee – Full Scope

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 14 attendees participated in the session which included members representing Education and Children’s Services (Fife Council), NHS Fife, Alcohol & Drug Partnership, Adult Support & Protection Team (Fife Council), Workforce Development (Fife Council). The session covered the full scope of the consultation.

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.

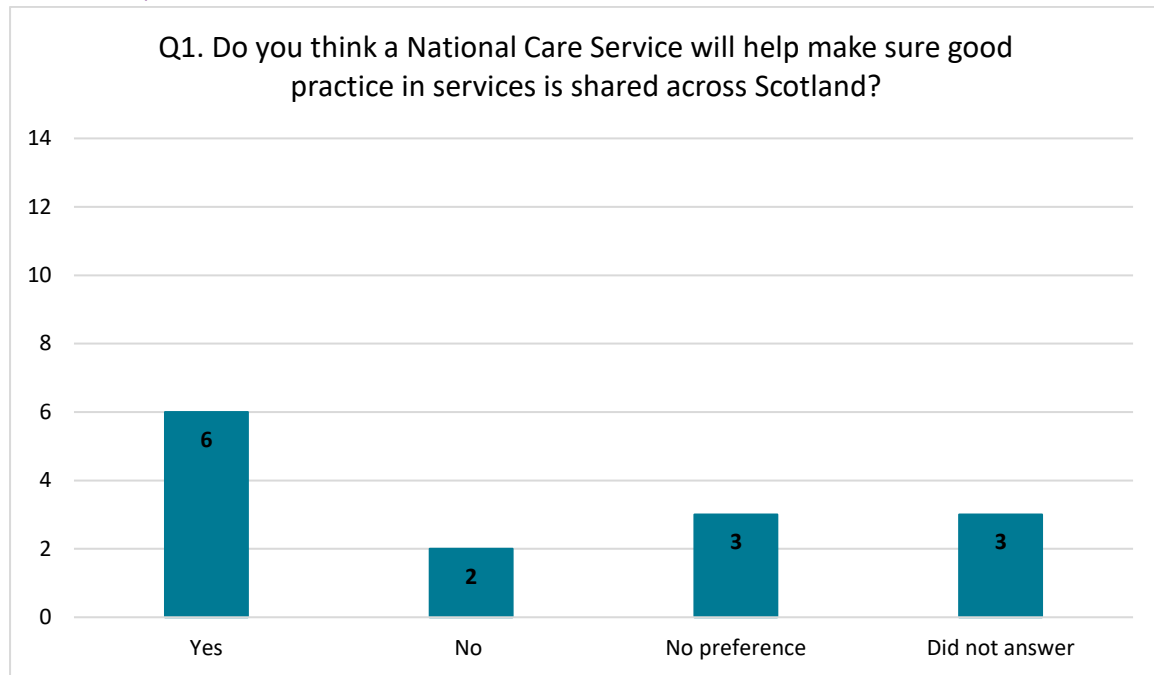
Chapter 1 – Improving Care for People

General Feedback

- A lot of issues we currently have are due to funding
- There must be more detail before people can respond appropriately
- The entire centralisation agenda is a massive risk
 - Look at Police Scotland as an example
 - Now subject to VAT which is costing them a lot of money
- Assumption that things will improve with no evidence to back it up
 - The whole agenda is currently around localities and local planning and we are now talking about centralisation
- Concerns there will be a loss of ability to be flexible and to meet local needs
 - Fife is very flexible and creative, and this could be lost
- An example in other service areas at the moment is that we have organisations that apply already for funding then are awarded that funding.
 - How is that an effective system within the care sector!
 - How do we prioritise when we don’t know what has been funded elsewhere?
 - Seems to be creating more defragmentation



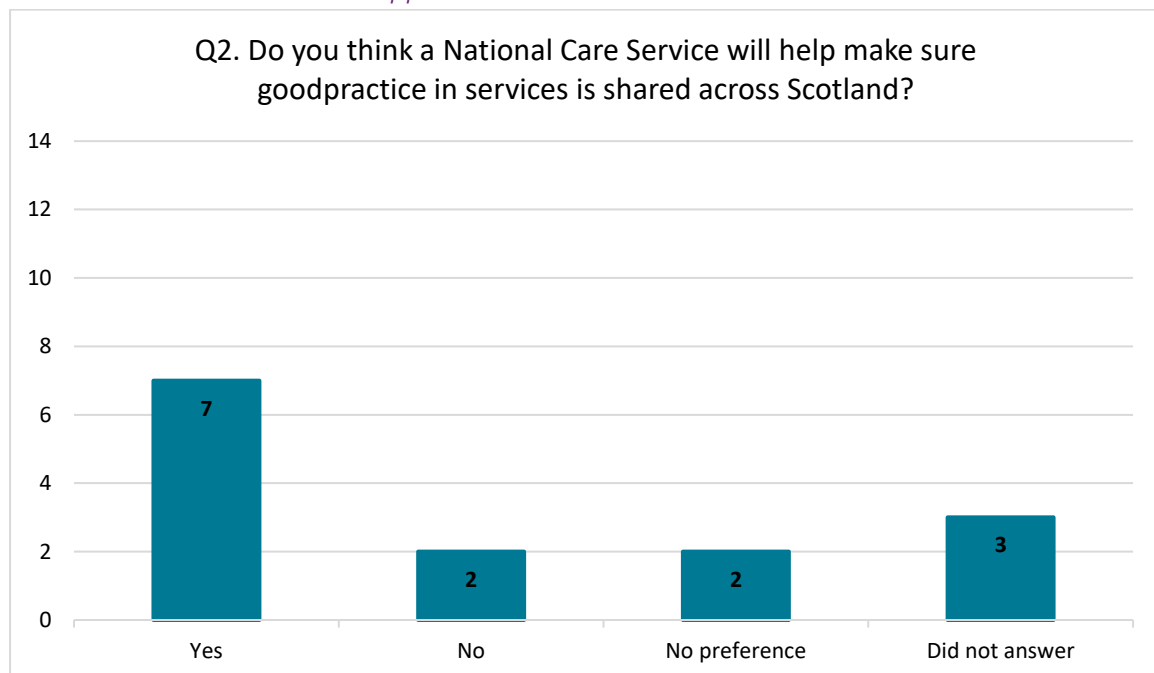
Theme: Improvement



Additional feedback:

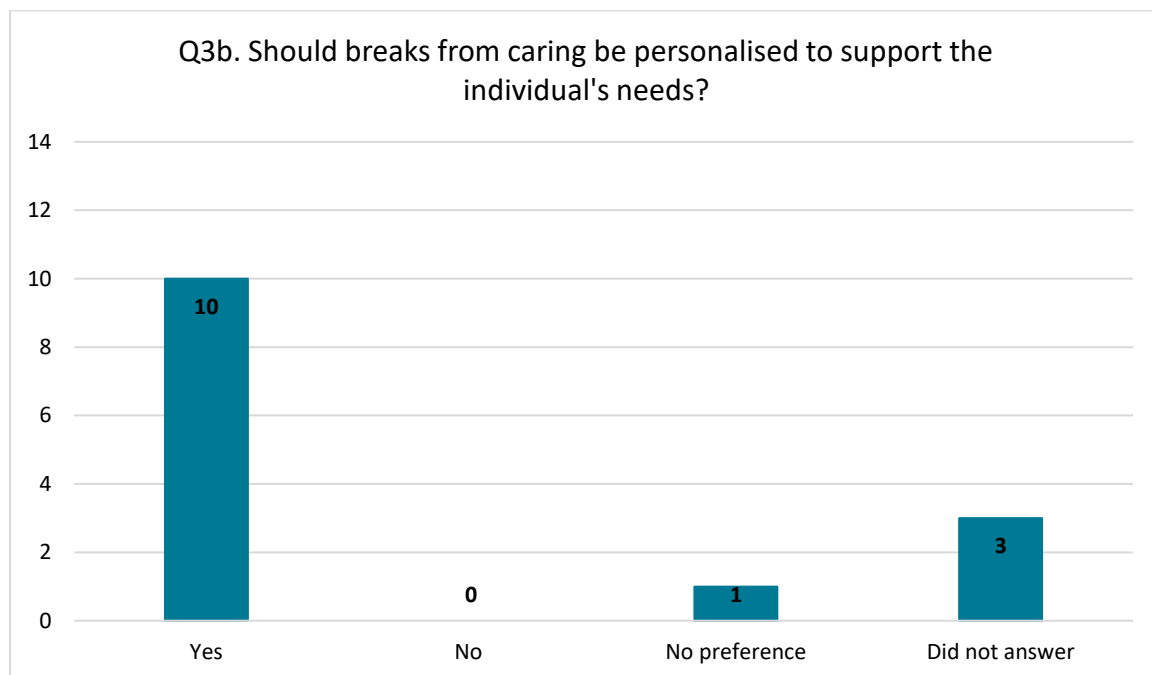
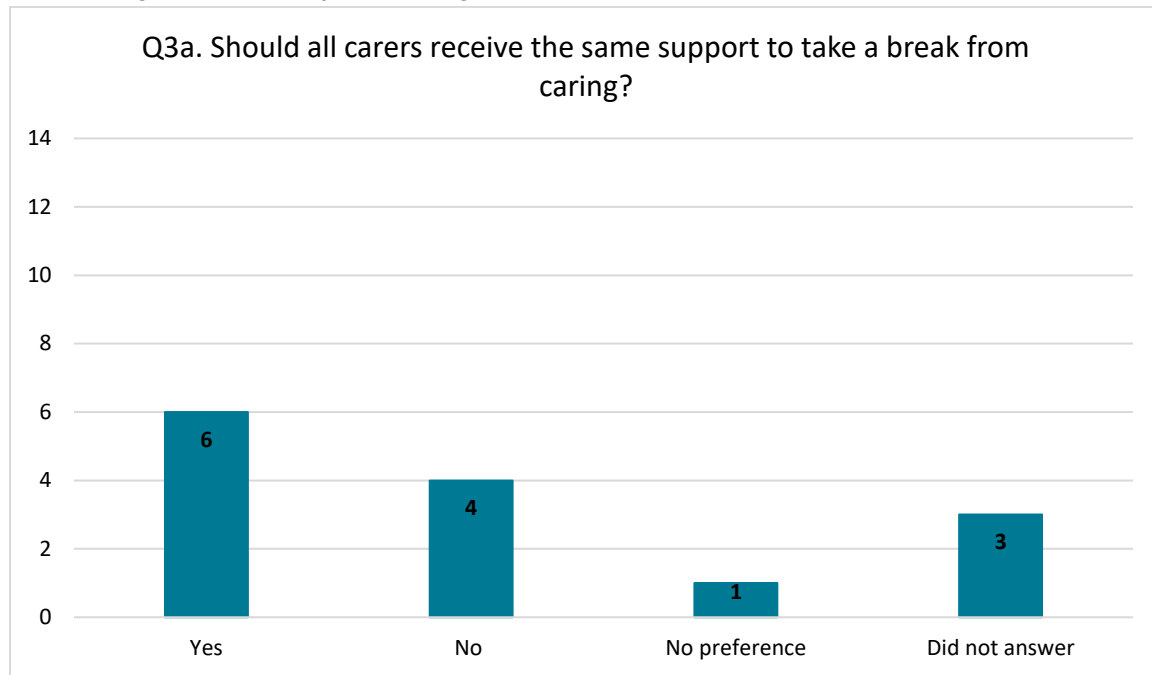
- This type of question is unanswerable as not enough information is available as it stands, and we don't know if a national model will make a difference if any
- Sharing good practice is great but also comes with risk
 - What is good practice from local authority to another?

Theme: Access to Care and Support



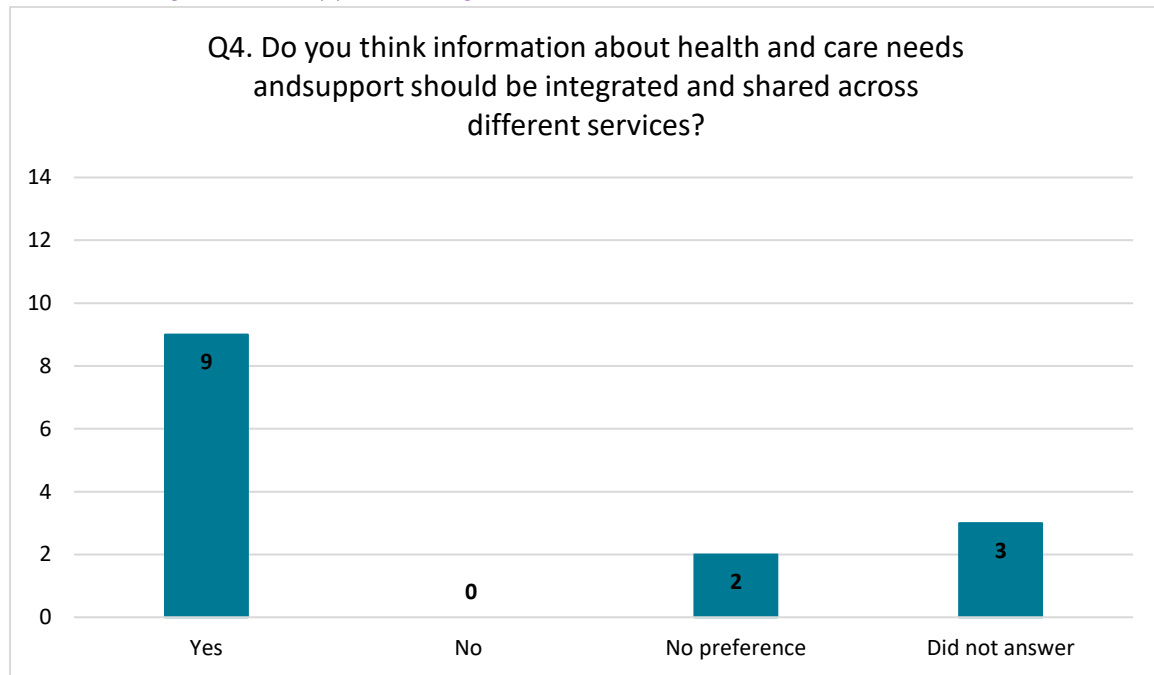


Theme: Rights to breaks from caring

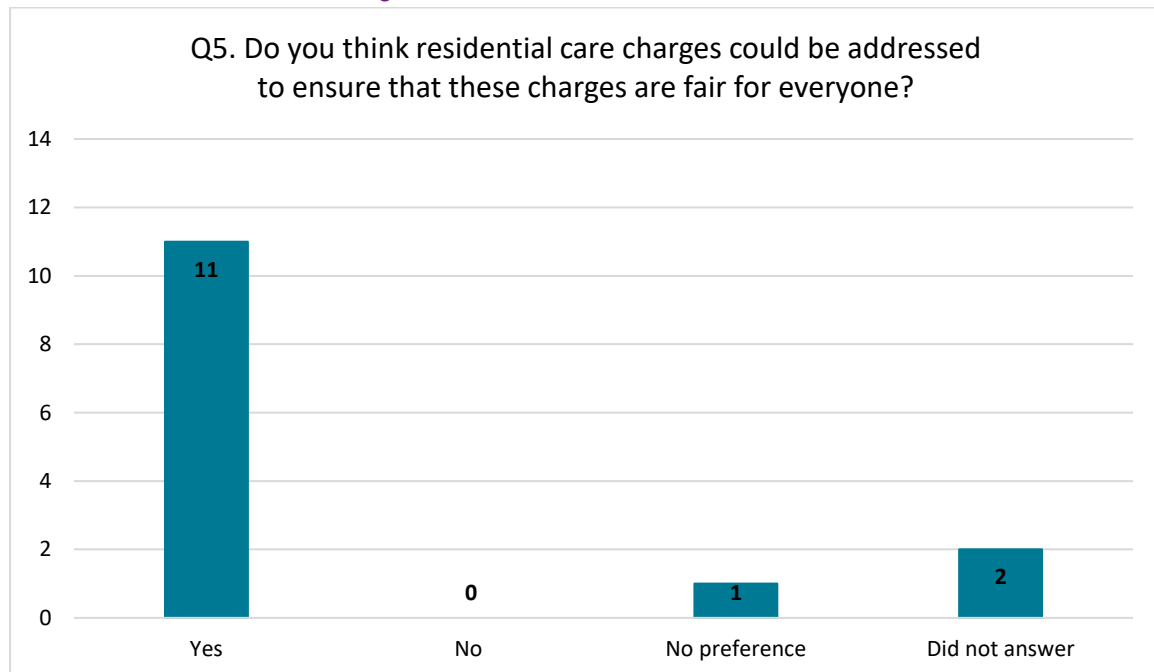




Theme: Using data to support caring



Theme: Residential care charges



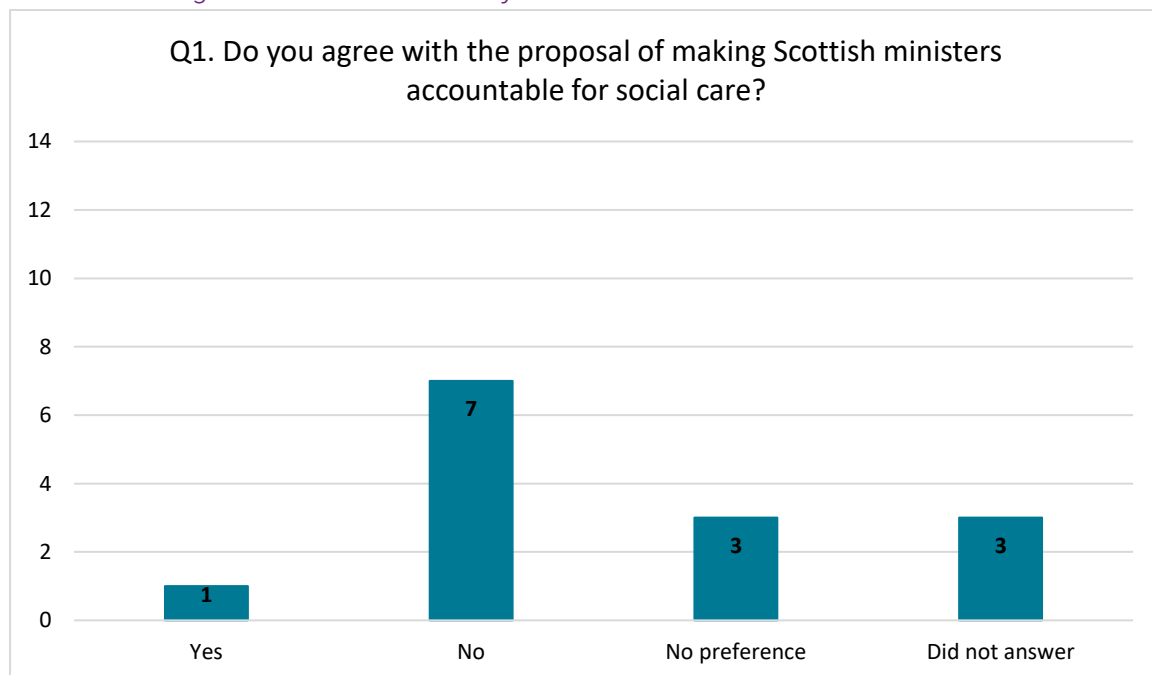


Chapter 2 – Making Ministers Accountable for Care

General Feedback:

- Scottish ministers being accountable who would not have in depth knowledge of individual agencies and how these work together
 - Making decisions based on circumstances that are not fully understood could cause difficulties and issues for front line staff
- Ministers/politicians priorities and responsibilities often change around voting times
 - What would the impact be on the priority of the NCS?
 - Changes of ministers over periods of time – would the priorities and agendas change?
- These questions are far bigger and more complex than a simple agree/disagree
 - Questions are leading
 - More information is needed to answer some of these questions
- How will the voices of local communities be heard?

Theme: Making ministers accountable for care



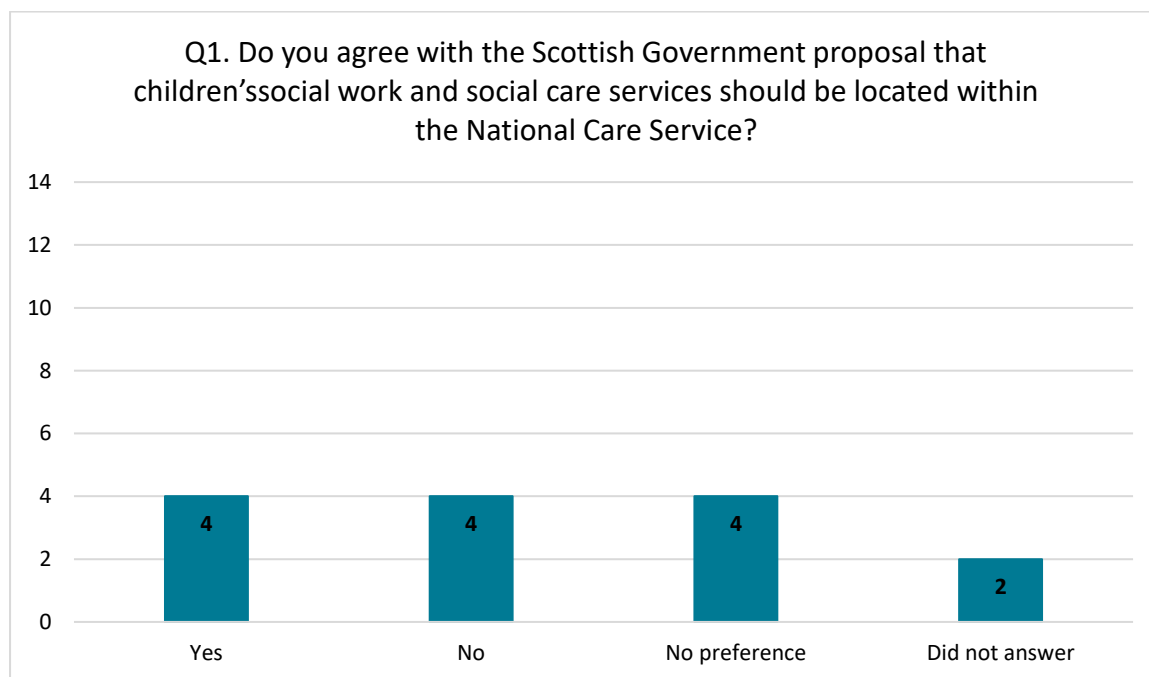


Chapter 3 – Scope of the NCS

Overall Feedback:

- Not enough evidence or information to answer these questions yet
- Additional scrutiny is required to support recommendations being suggested
- Current strains are due to the stretching of services not being properly or adequately funded
- Agree that the whole remit is interlinked
- A lot of the questions are assumptive that current services are not working well and require improvement, but this isn't necessarily the case
- Innovation doesn't happen through centralisation; it happens through communities and local areas pulling together and sharing good practice and recognising qualities

Theme: Children's Services

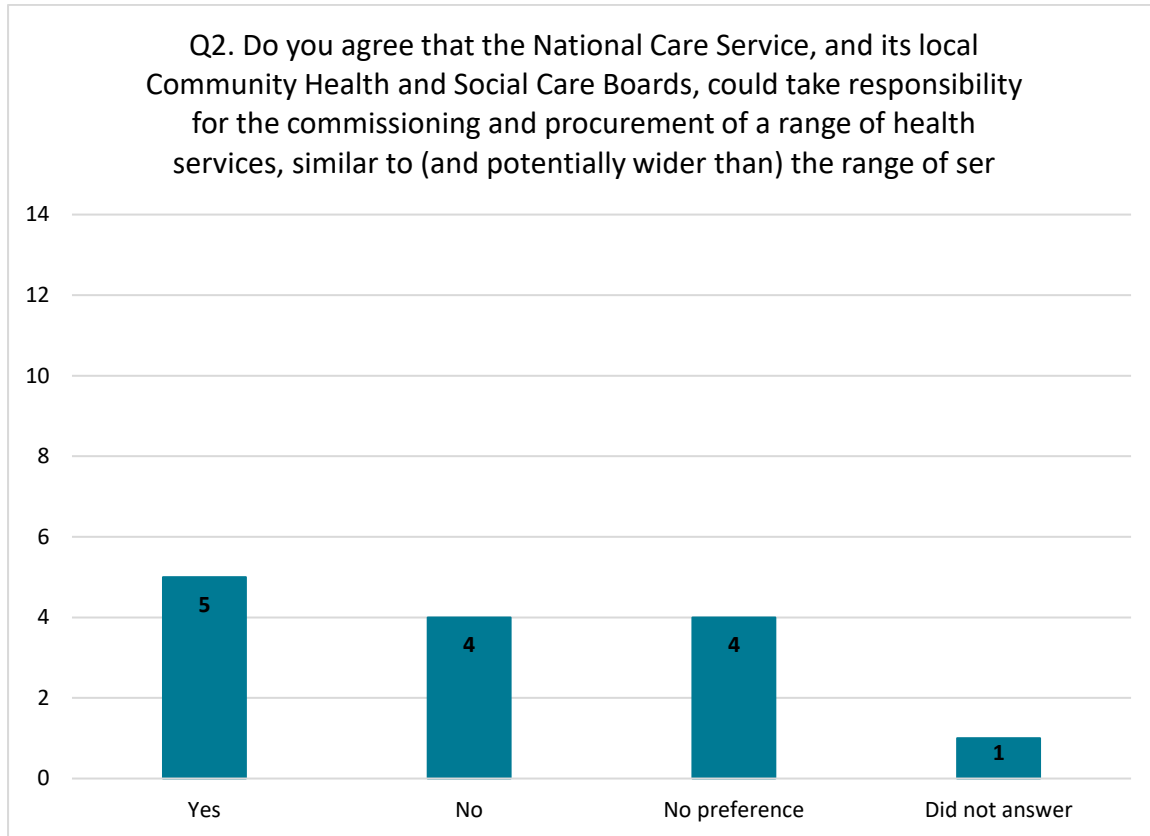


Additional feedback:

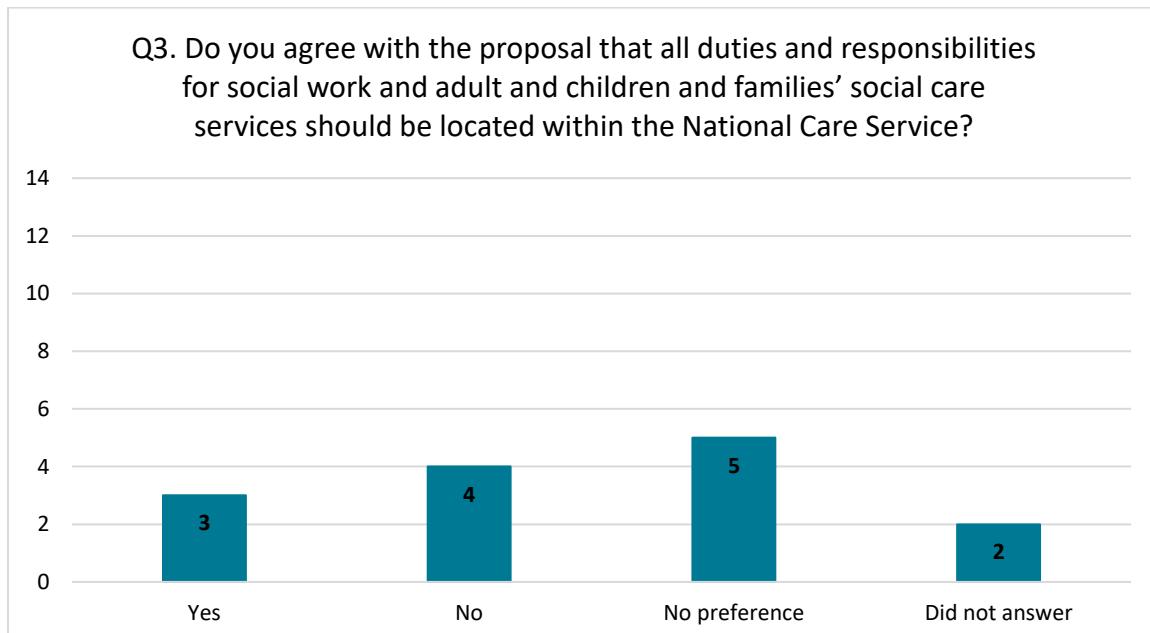
- No evidenced business case for putting Children's services into the NCS
 - Appears to be a last minute add on



Theme: Healthcare

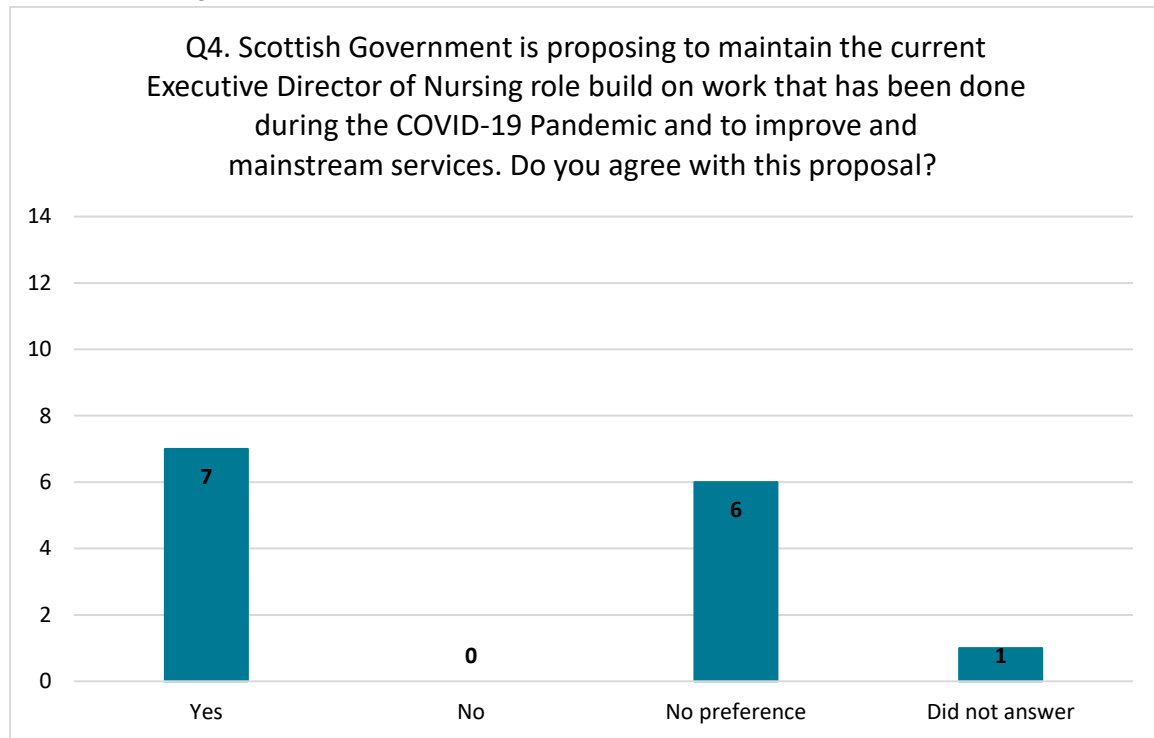


Theme: Social Work and Social Care

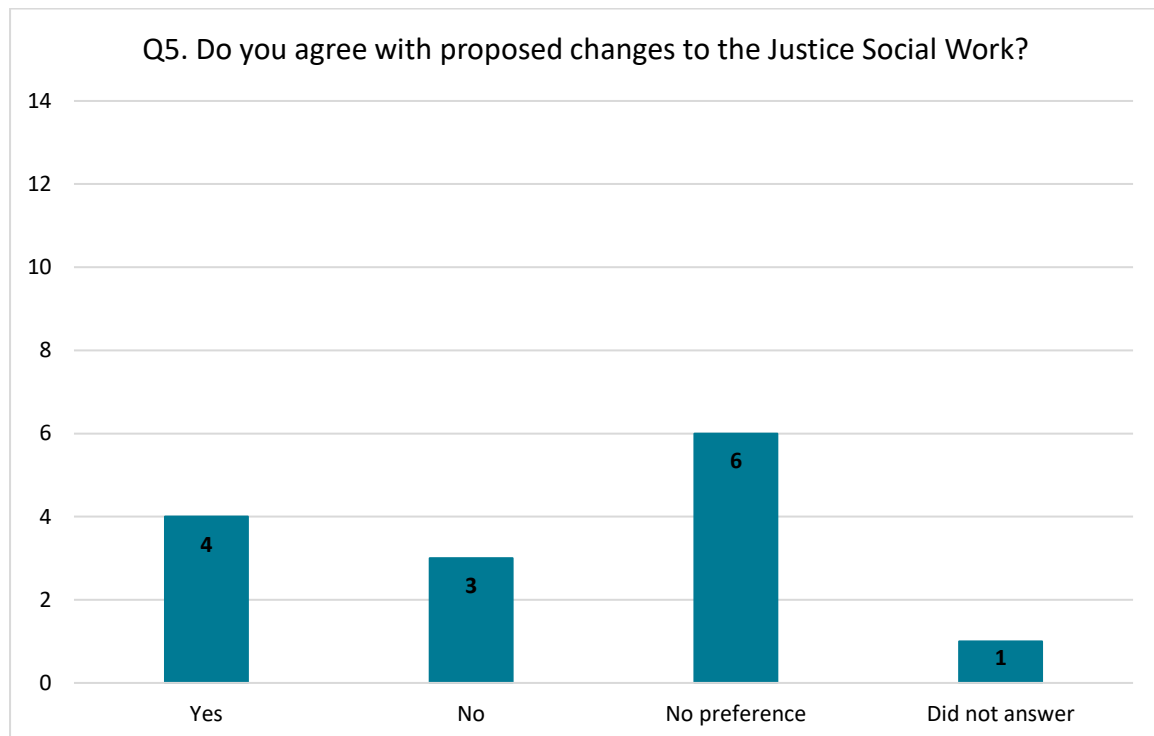




Theme: Nursing

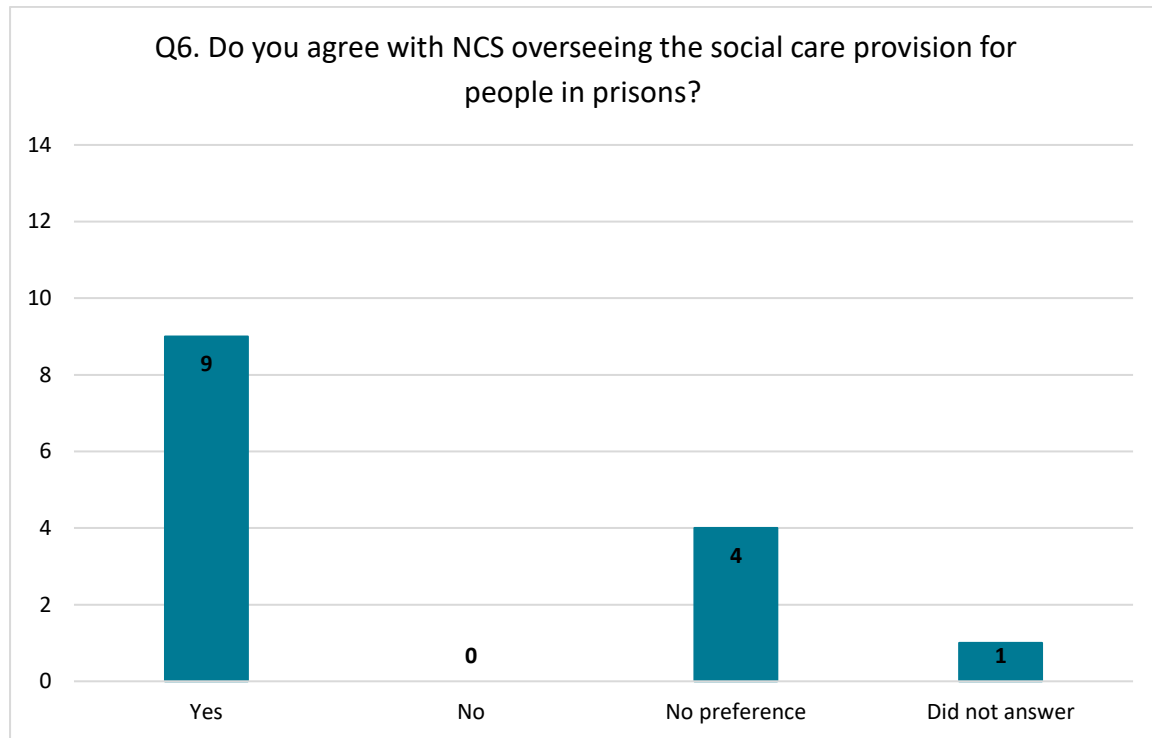


Theme: Justice Social Work

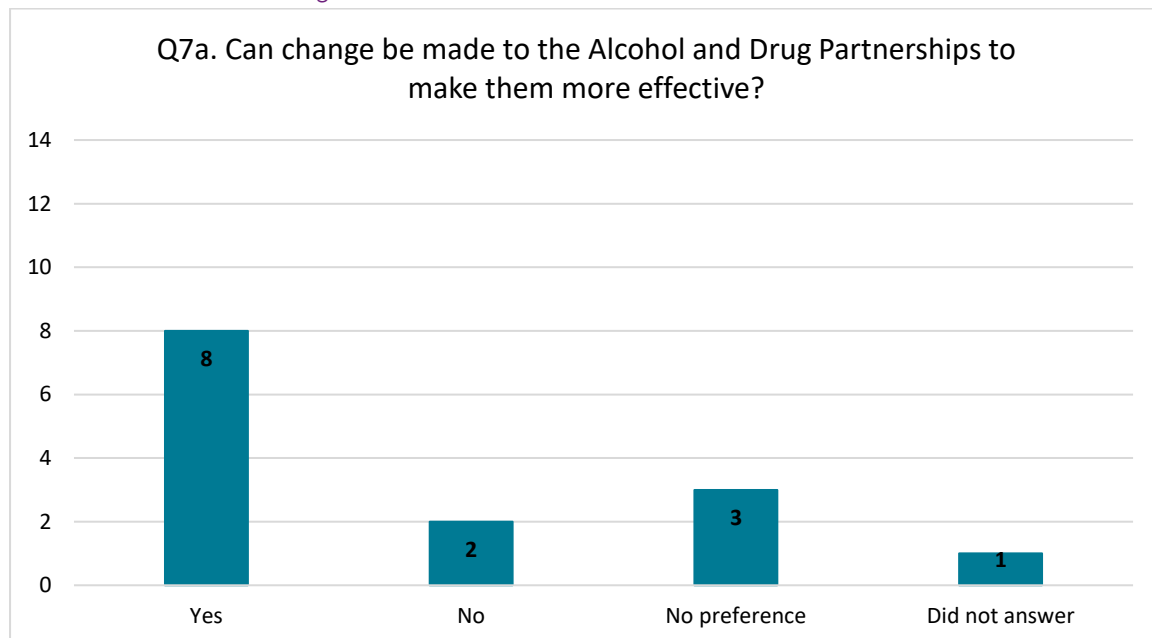


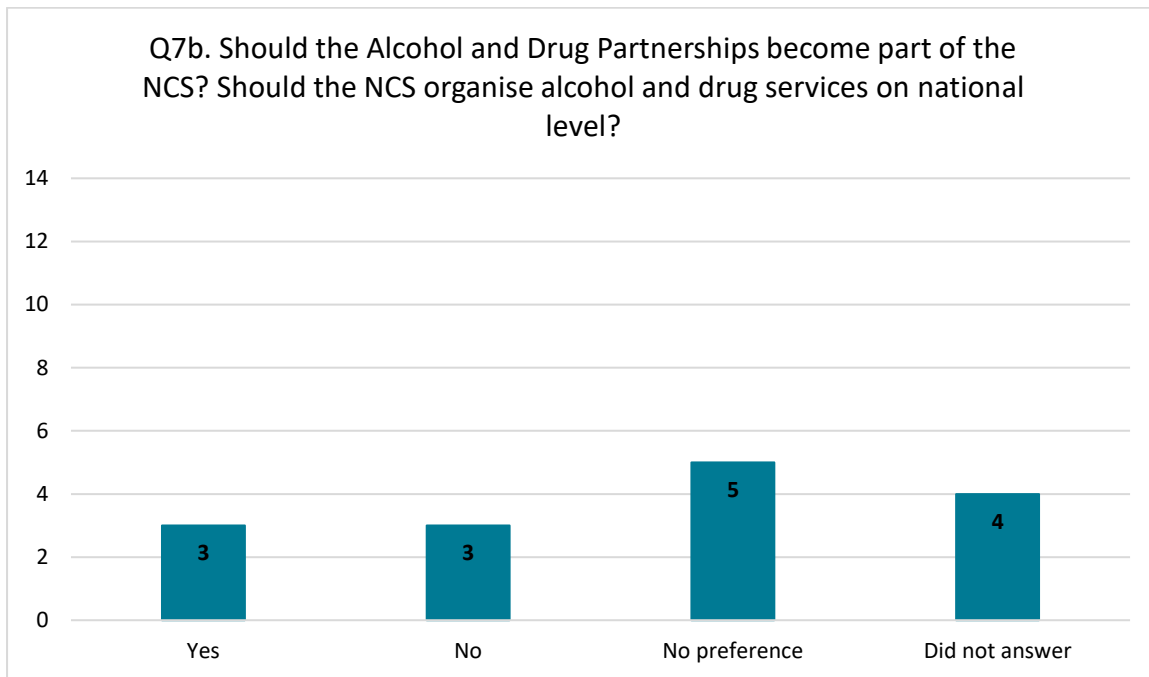


Theme: Prisons

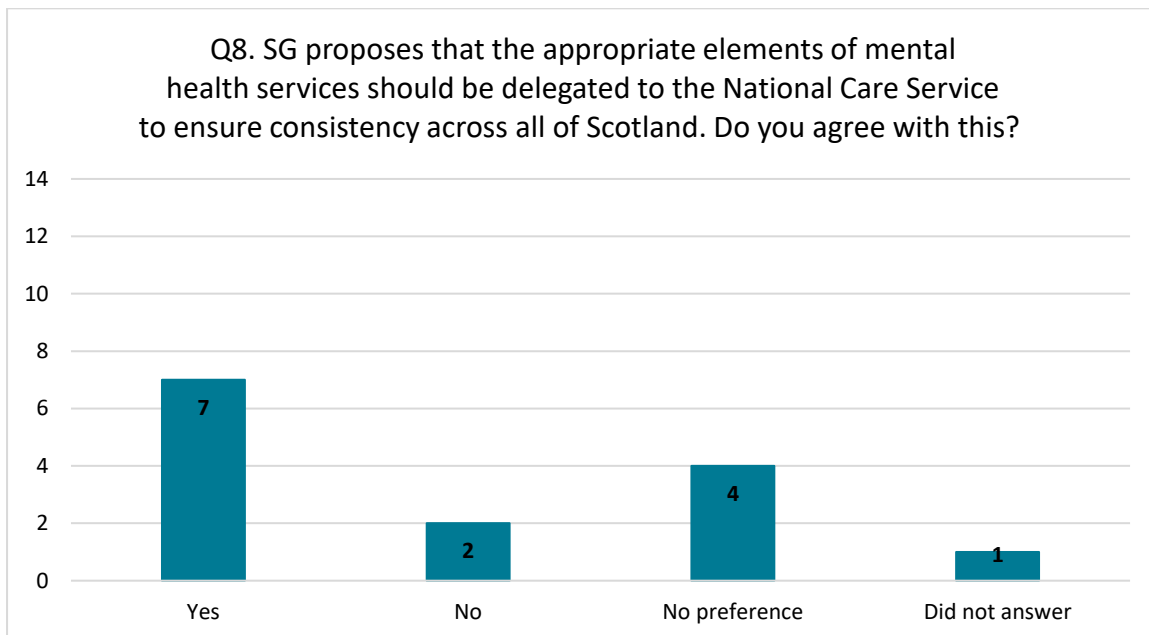


Theme: Alcohol and Drugs Services



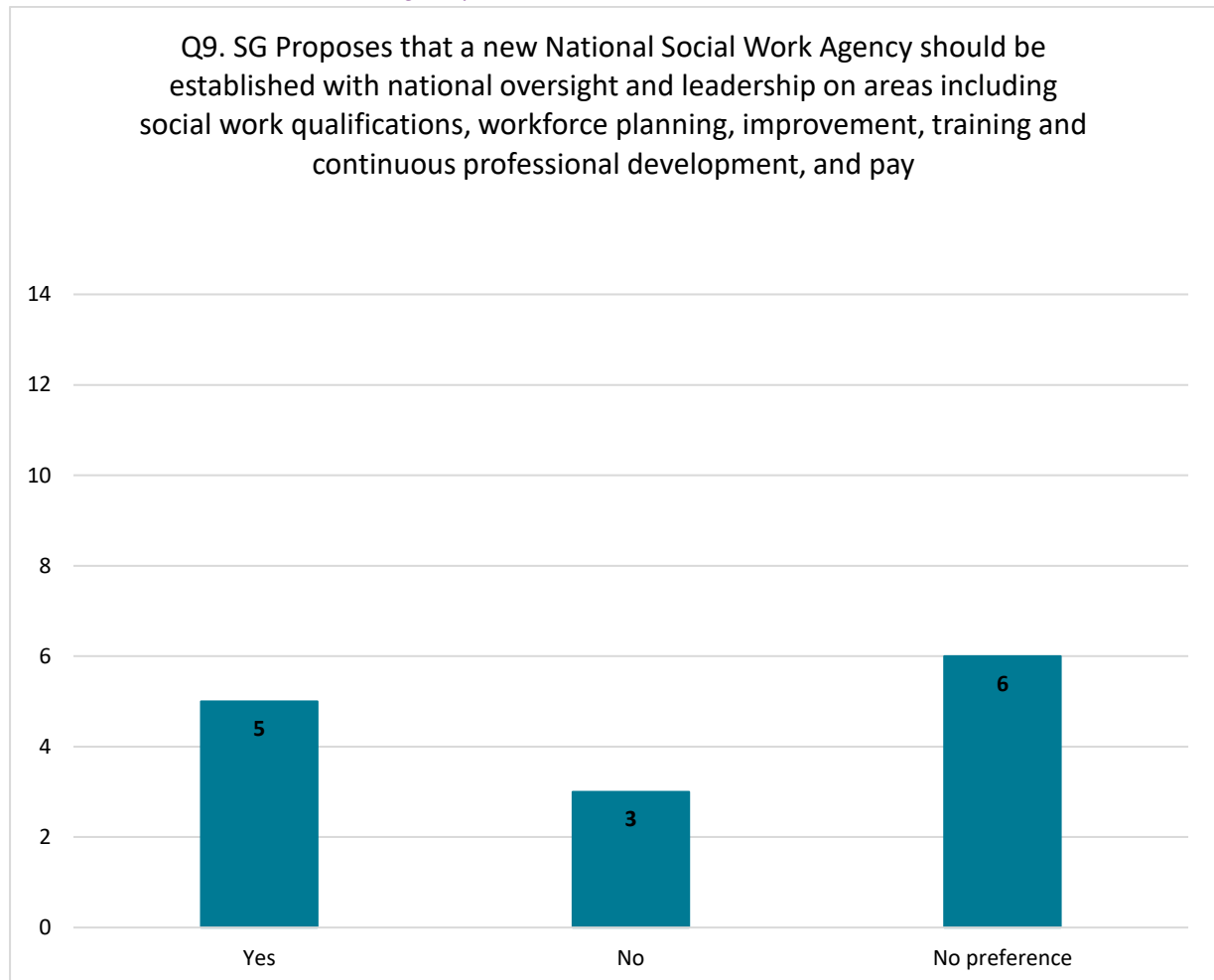


Theme: Mental Health Services





Theme: National Social Work Agency



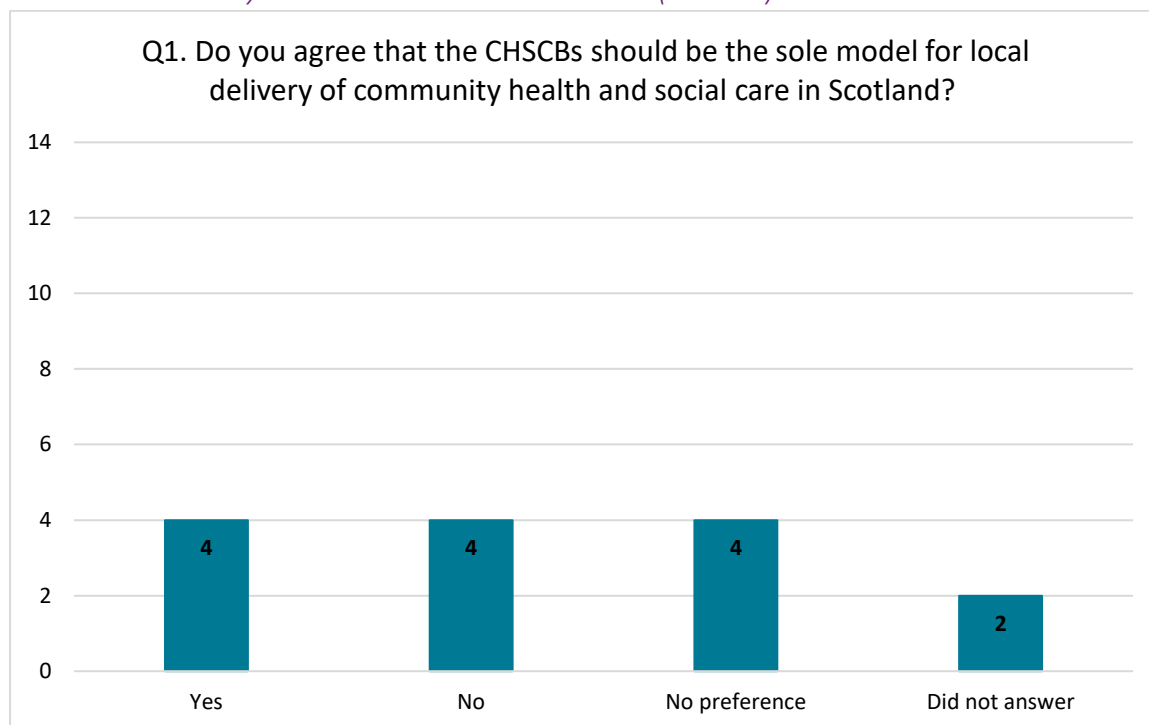


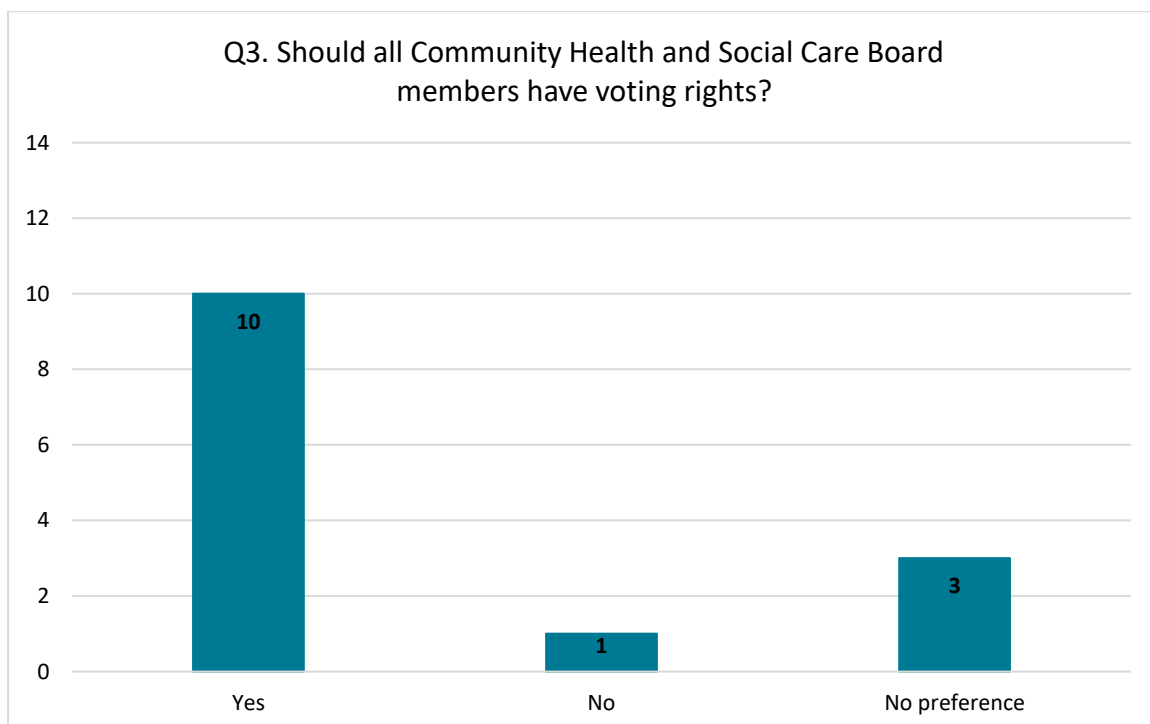
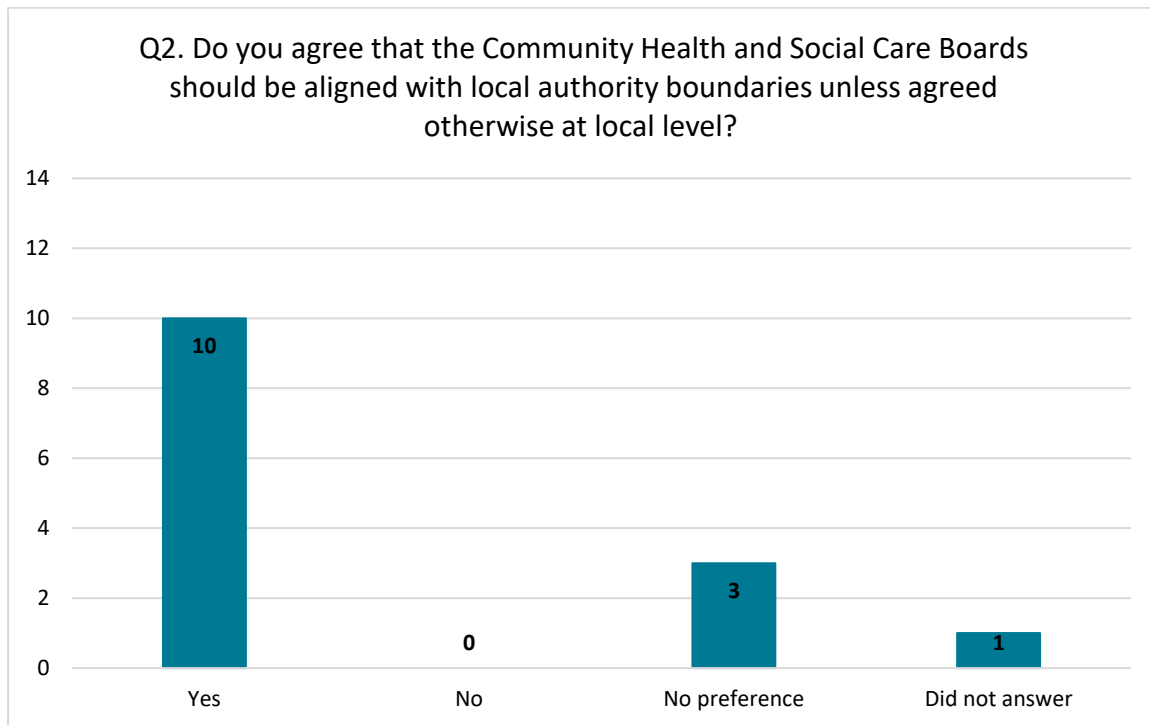
Chapter 4 – Reformed IJBs (CHSCBs)

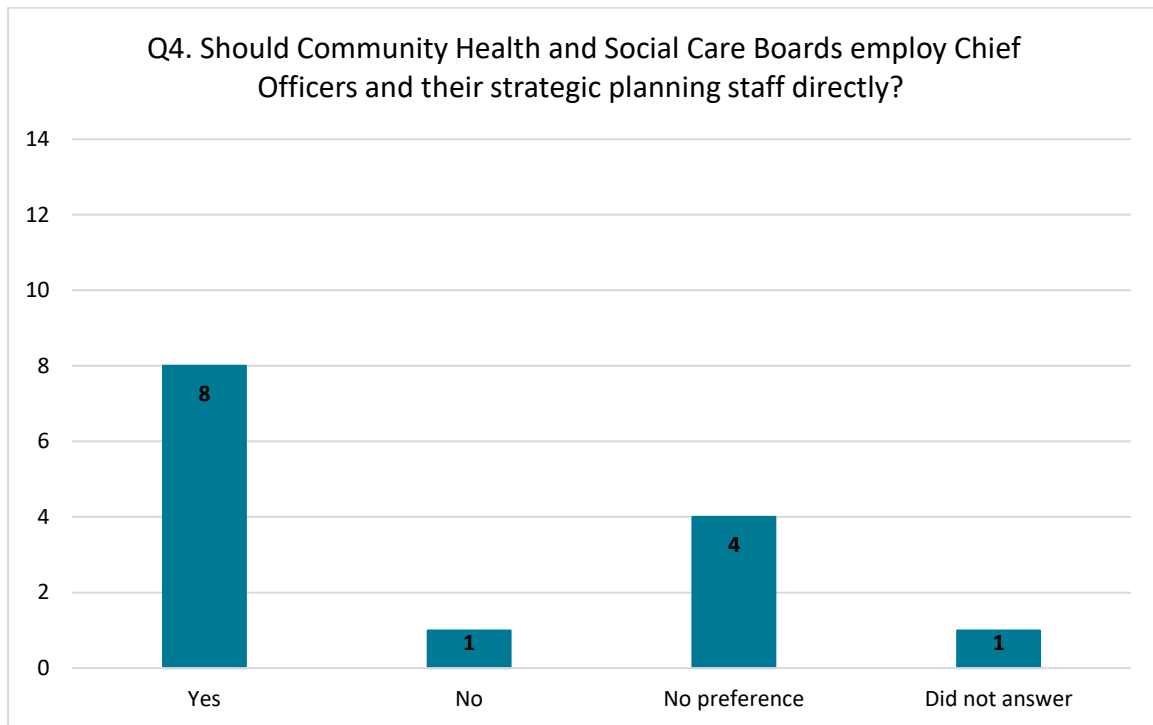
Overall Feedback

- The promise is the evidence base – if this is used then why are Adult Protection and Children Protection Boards not included?
- It is really complex – the whole thing is about accountability;
 - If this move is made the question is will they sit under the scrutiny of CHSCBs?
 - The code of practice which has been rewritten firmly places Adult Protection under local authorities
- Adult Protection and Child Protection must be delivered on a local basis otherwise any flexibility the chief officer’s currently have will be lost
- The whole agenda is too big and is causing arguments in different disciplines which doesn’t really help people

Theme: Community Health and Social Care Boards (CHSCBs)





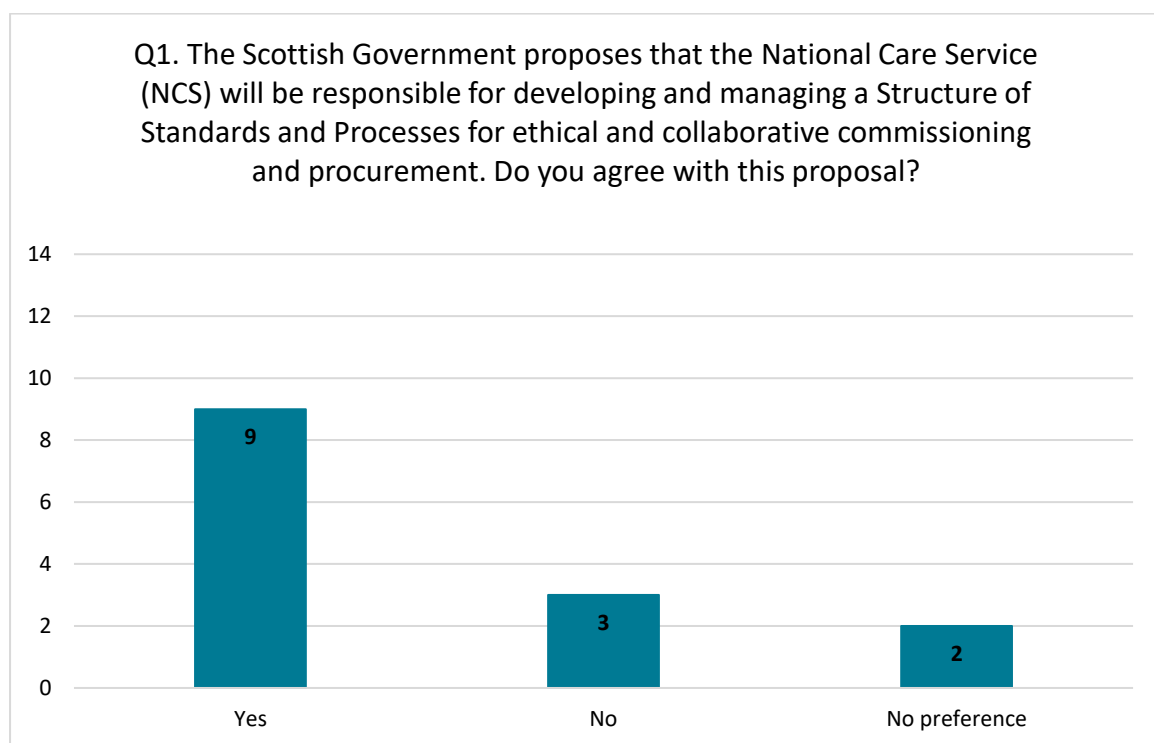




Chapter 5 - Commissioning

Overall Feedback

- Complexity increases in individual needs across Fife
 - Budgets increase but no information about budgets has been mentioned
- In principle commissioning is a good idea but more detail is required and bigger questions have to be asked and answered
- Concerns over smaller organisations having to compete with larger ones that dominate the market



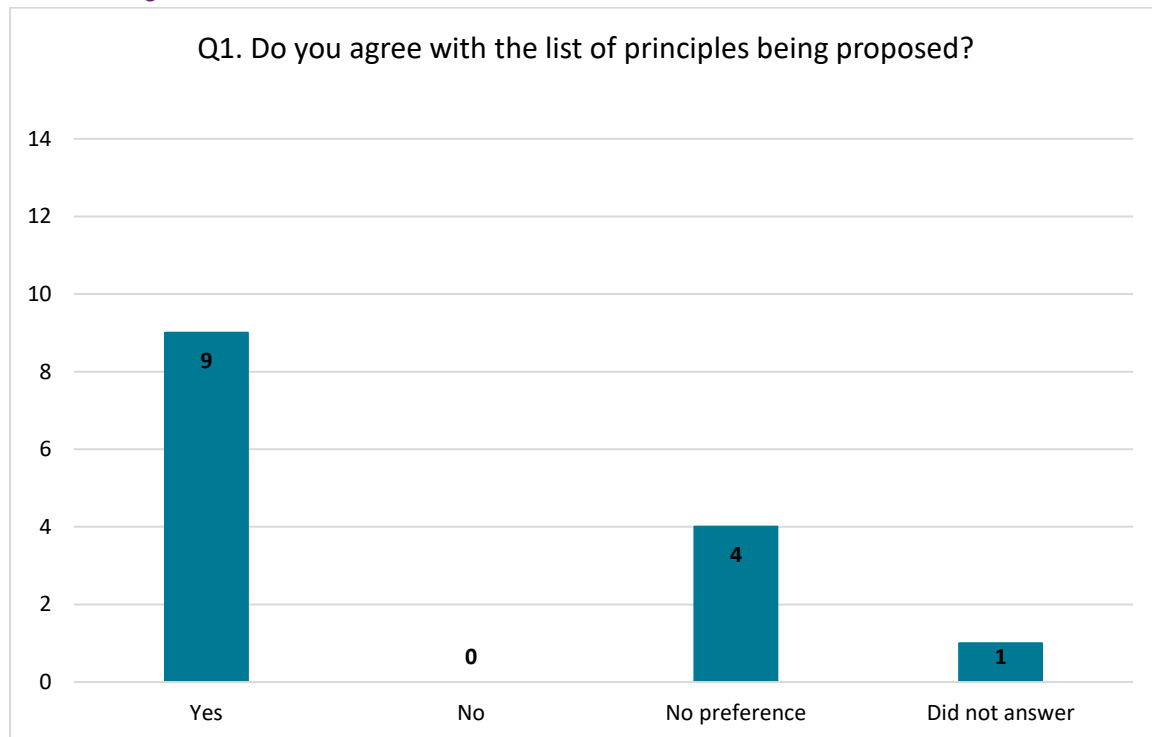


Chapter 6 – Regulation

Overall Feedback

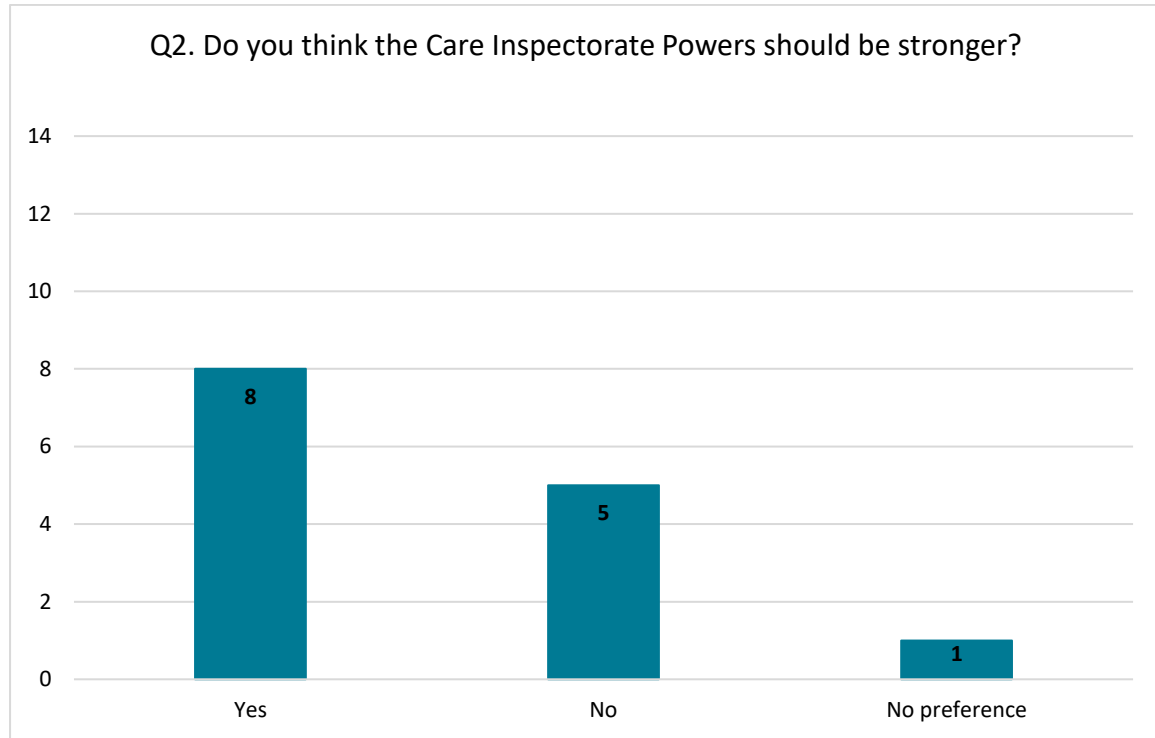
- Why does the proposal not discuss extending powers to SSSC?
 - Is this so they can enforce those rules and regulations on the employers?
- It almost comes across as a talking from a business level when talking about the powers that they need to know to understand the market
- The legislations and scrutiny are important, the SSSC has a very important role and needs to be developed further
- More information is needed about what the powers will be changed to before answering these questions
- Answering these questions is meaningless as we don't know what we are agreeing with or not

Theme: Regulations

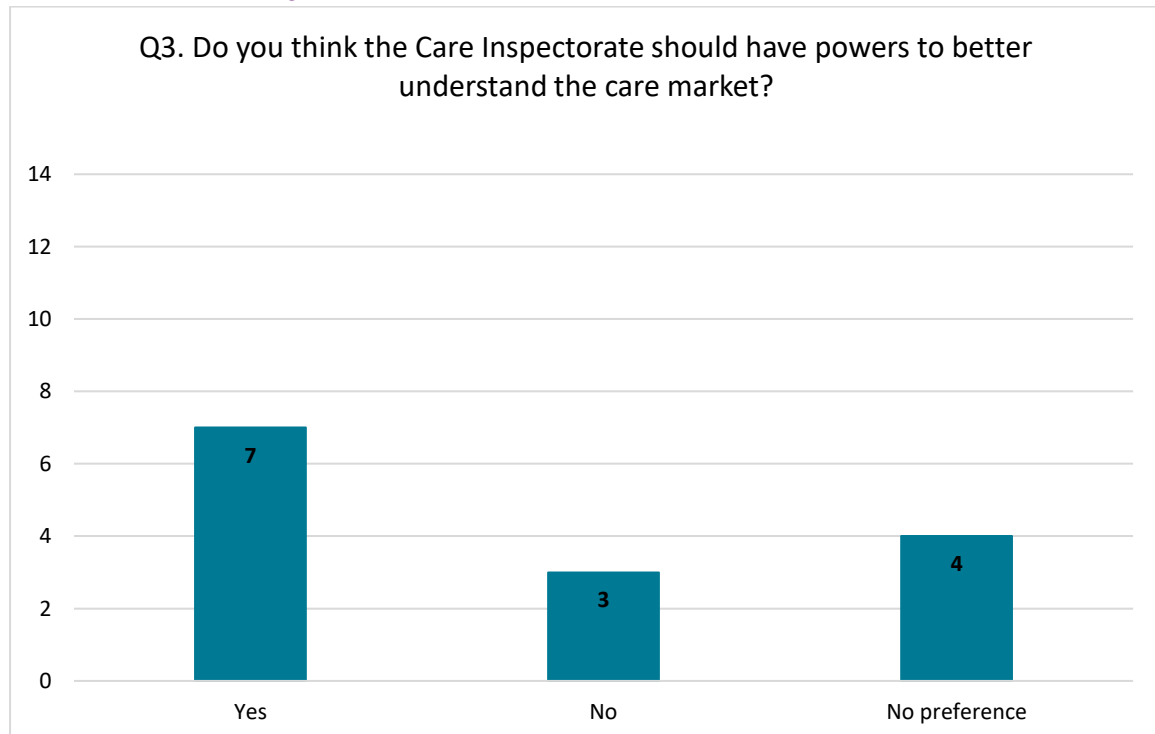




Theme: Strengthening Regulation and Scrutiny of Care Services



Theme: Understanding the Care Market

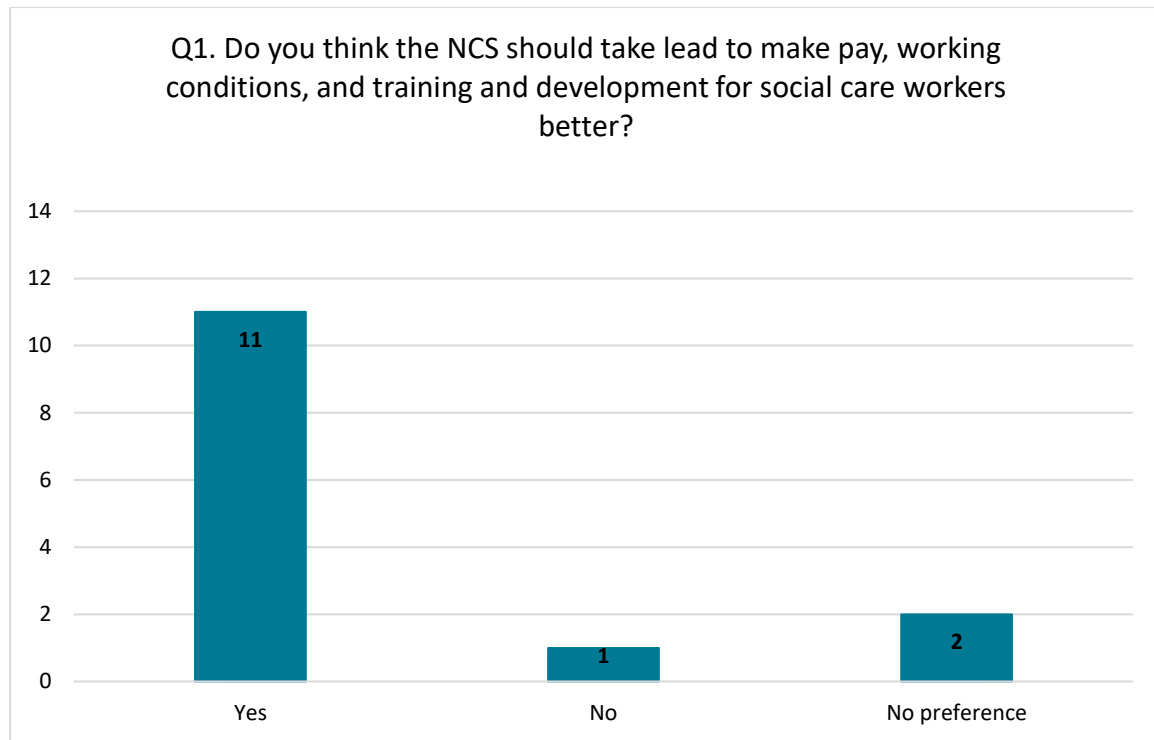




Chapter 7 – Fair Work and Valuing the Workforce

Overall Feedback

Theme: Fair Work

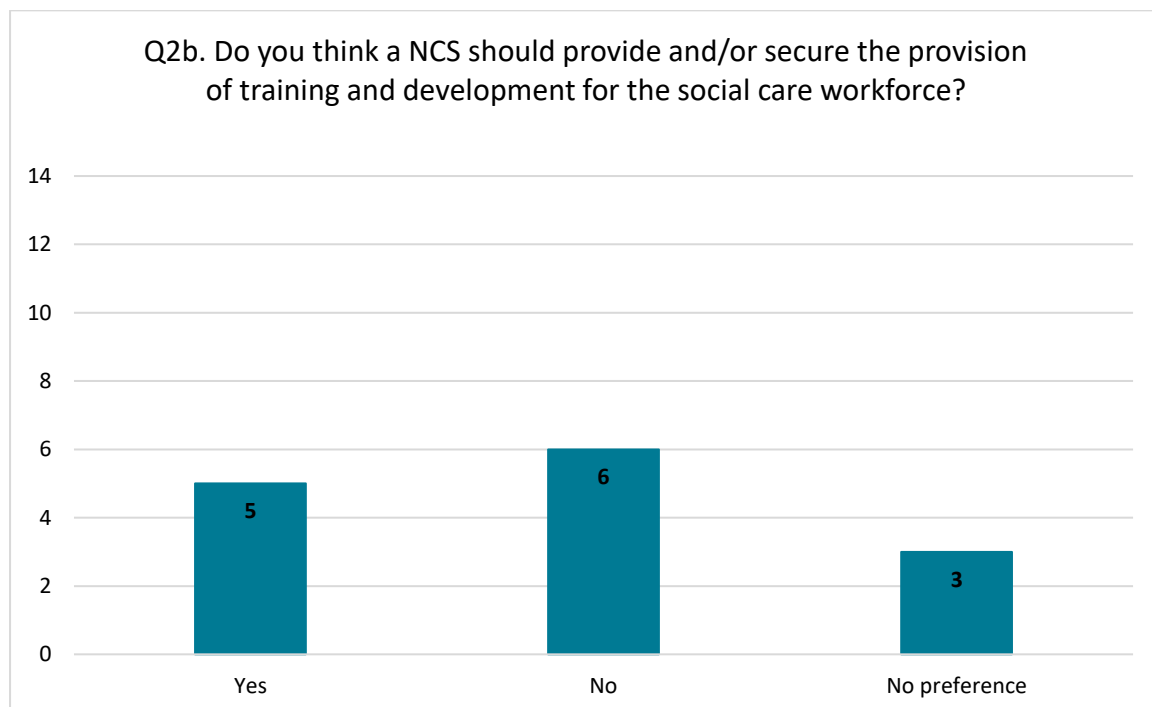
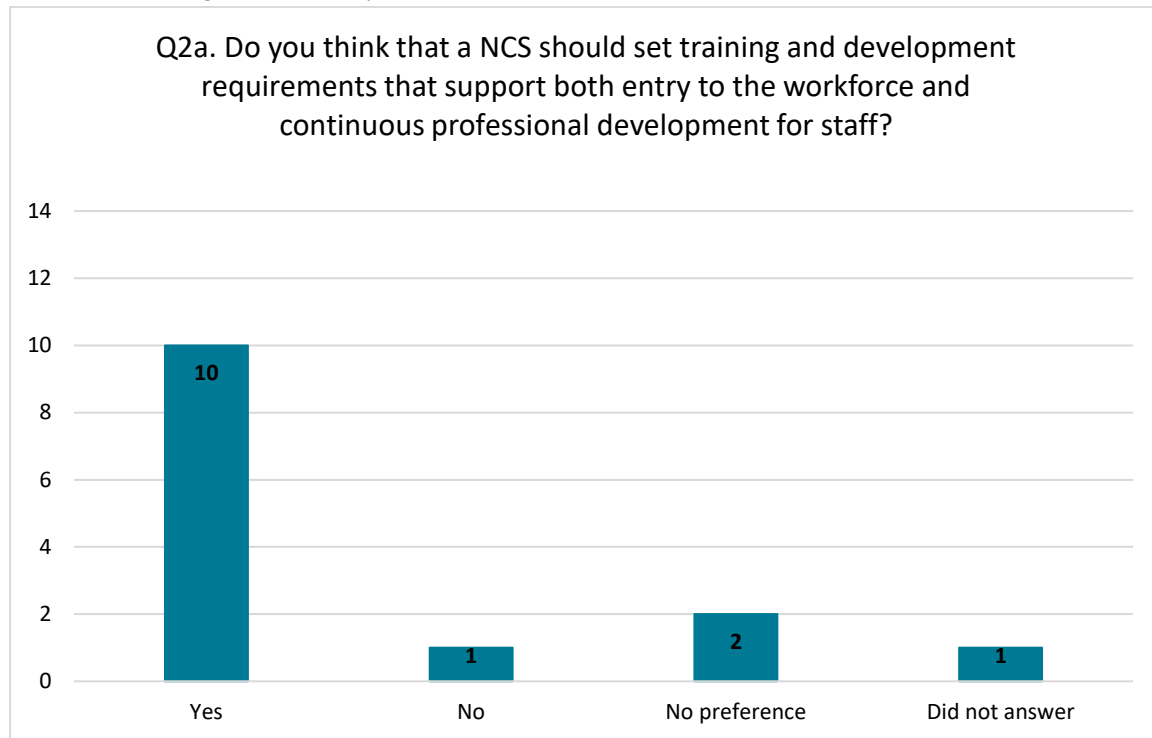


Additional feedback:

- This question is fundamentally wrong as there are agreements in place with local contracts/service level agreements



Theme: Training and Development

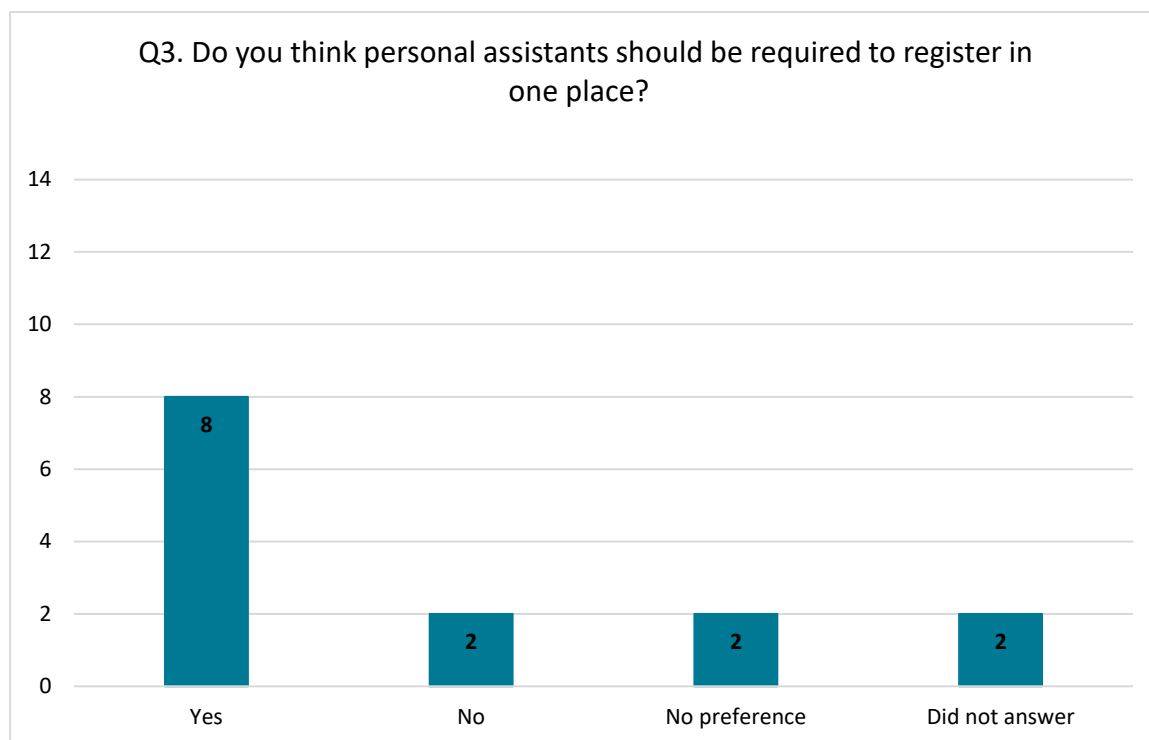


Additional feedback:

- It's not realistic to create the same pay across Scotland
 - We saw this with the Fire Service and there was about 30% reduction in the workforce



Theme: Personal Assistants



Additional feedback:

- Some agencies say to people if you want to find this kind of work they are making people pay for training;
 - transparencies to help the people who want to apply will be helpful
- There is already consistency applied training across sectors
- We don't require the NCS to deliver this for us
- There is already a system in place just not all information is collated in one place
 - There was already a decision made by SSSC and stakeholders not to include personal assistants in the process as it already stands
 - We need to make the decision that they will be required to register, and they can do that thought the SSSC as it stands
- Over the pandemic there were some PAs who decided that they couldn't go into work because of the lockdown leaving people who still had to pay for the PA but not receiving services
 - There needs to be some kind of discussion of how we support people to manage their PAs
- There are a lot of issues on both sides of how we protect the PA and the employer
- One of the fundamental issues of being a personal assistant is how can it be a viable business option for someone who wants to be a PA?
 - People generally need support in the morning, lunchtime and early evening/bed time and as a PA you can only be in one place at one time
 - It then doesn't become a financially viable option with the pay that is given at the moment
 - We have to make sure it's a meaningful employment for people



Conclusion

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. It was also felt that the overall assumption from the consultation is that a NCS would ultimately improve these services with no evidence to support and some participants felt it was presumptuous of the SG to suggest services need improved when some already work well as they are.

An interesting point of discussion was using the centralisation of the Police and the Fire services as prime examples of lessons learned as to what has worked well and what hasn't worked so well. Issues around costs and responsibility for VAT were discussed and how these additional costs would be covered, and further to this a reduction in staff as a result of centralisation.

The general feeling was that losing local knowledge and experience in communities would not be beneficial to services that would be included under the overall NCS umbrella. The generalisation of "one size fits all" is not the case for some services and in some cases consistency is not the best way forward and thinking outside the box is required.

A lot of discussion was held around the topic of Personal Assistants (PAs) and how more support and protection for both PAs and their employers is required and this has been particularly evident during the Covid-19 pandemic. It was noted that PA as a career must be made meaningful and currently isn't a viable financial option for some. It was also noted that there is already a system in place that registers all PAs however this information is not currently stored in one place and it would be useful if an NCS did this. However, the general feeling is that an NCS is not required to deliver support, training and protection in terms of PAs.

Overall it can be concluded that more information is required before being able to answer these types of questions in detail and some services do not require the umbrella structure of an NCS to be "improved" when there is no evidence to suggest improvement would be definite, only based on assumptions. Using examples from other centralised services could be beneficial in recognising lessons learned and other areas to take into consideration when discussing new frameworks and structure in such large context.