

CONFERENCE ABSTRACT

People at the Centre of Scotland's Independent Adult Social Care Review

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Introduction

As part of the Programme for Government Scotland's First Minister announced an Independent Review of Adult Social Care, September 2020. The Health and Social Care Alliance Scotland (ALLIANCE) represented the third sector and supported the Review Advisory Panel.

The ALLIANCE designed the People at the Centre (Social Care Review) Engagement Programme, which: listened to the voices of people and organisations across Scotland on needs, rights and preferences of people who use services, their families and carers. We heard the current system of social care supports are inadequate: with disparities across local authority areas in available support and eligibility criteria, despite existing Scottish legislation.

Policy Context and Objective

COVID-19 and concerns raised across society about the experiences of people accessing social care support was the catalyst for the adult social care review.

Current supporting legislation includes the Social Care (Self Directed Support) (Scotland) Act 2013 legislation, incorporating a human rights based approach to design and delivery of social care support. Health and social care integration supported by the Public Bodies (Joint Working) (Scotland) Act 2014. Further legislation includes Charter of Rights for people with Dementia and the Carers (Scotland) Act 2016.

The ALLIANCE implemented an inclusive and diverse engagement and communication programme. This facilitated exploring the implementation of human rights based policy in Scotland and research to inform how Scotland can address the implementation gap between intent and delivery.

Targeted Population

To ensure people were supported to participate and their voices heard the engagement was accessible through multiple routes. Utilising the ALLIANCE's membership, partners and key stakeholders we listened to people and organisations across Scotland on the needs, rights, preferences of people who use support and services, their families and carers.

Highlights

The ALLIANCE submitted an Engagement Activity report which distils over 400 views and learning from individuals and organisations across Scotland. This informed the Review Advisory Panel Report: Independent Review of Adult Social Care Scotland, 3 February 2021. The report makes 53 recommendations for improving adult social care in Scotland, primarily better outcomes for the

people who use services, their carers and families. The review is underpinned by four human rights based principles and includes the creation of a National Care Service and welcomes unpaid carers as equal contributors, with voting rights on Integrated Joint Boards.

Comments on Transferability

People are at the centre, their voices, expertise, and rights drive policy and sit at the heart of design, delivery and improvement of support and services. The People at the Centre Programme are principles and learning are applicable and transferrable across all sectors.

'People with lived experience are not the problem. They are part of the solution.'

Conclusions

Our engagement themes and report recommendations address person centred improvements across adult social care in Scotland, including workforce development, implementation gap, integration in practice, commissioning, and procurement of service.

We learnt how powerful a human rights based approach can be in catalysing a desire and commitment to quality, improvement and making meaningful change when adopted by those in power.