

# Self-Directed Support Enablers – Supporting improved delivery of an outcome focused service for unpaid carers and those they care for

## Moray Health and Social Care Partnership (HSCP)

April 2023

Moray HSCP developed a local service for carers and cared for people, ensuring a flexible, person-centred approach, utilising Self-Directed Support (SDS) care enabler staff to facilitate good outcome focussed conversations with families and unpaid carers.

This impact story looks at how the Day Opportunities team planned and implemented this innovative approach to care and short breaks that focussed on commissioning differently to achieve good outcomes for the carer and cared for person.



“

Using the SDS standards as a benchmark for good practice, harnessing the power of our communities, and recognising the importance of place-based supports, helps to deliver positive outcomes for the individual and their carers. Supporting individuals to re-engage in their own community is central to our ethos

## Background

COVID-19 significantly impacted on carers' and cared for people's needs and opportunities to access building-based day services, with an understanding that services would require a new approach to care and short break opportunities for unpaid carers. The Moray HSCP Adult Social Care Leadership Team recognised this need and decided to design and implement a new approach to delivering care and short breaks with this work being led by the small Day Opportunities team.

The team aimed to utilise SDS option 2 to ensure carers and those they care for had choice and control and were able to access care and breaks that met their needs. To ensure this was successful the team ran a test of change that involved creating and adding two SDS Enabler roles to their workforce. Through having better conversations with individuals and creating positive relationships, SDS enablers, together with carers, were able to explore what a good life looks like for them.

## Approach

The Day Opportunities Team worked with Senior Managers, Carer Centre staff, social workers, carers and those they care for to co-design their approach.

- **Commissioning differently:** Working together to undertake a market gap analysis and build understanding about what community assets can offer beyond the formal commissioning route
- **Capacity and flexibility:** Creating capacity in the workforce through the newly established SDS Enablers roles, allowing social work staff to move away from case/care management and increase time building relationships
- **Options appraisal:** Engaging with carers and cared for people about the impact of closing services, remaining as is, or testing a new approach based on SDS standards and findings from the [Feeley report](#)
- **Good conversations:** Supporting community connections ensuring people do not become too reliant on formal paid support.



## Impact

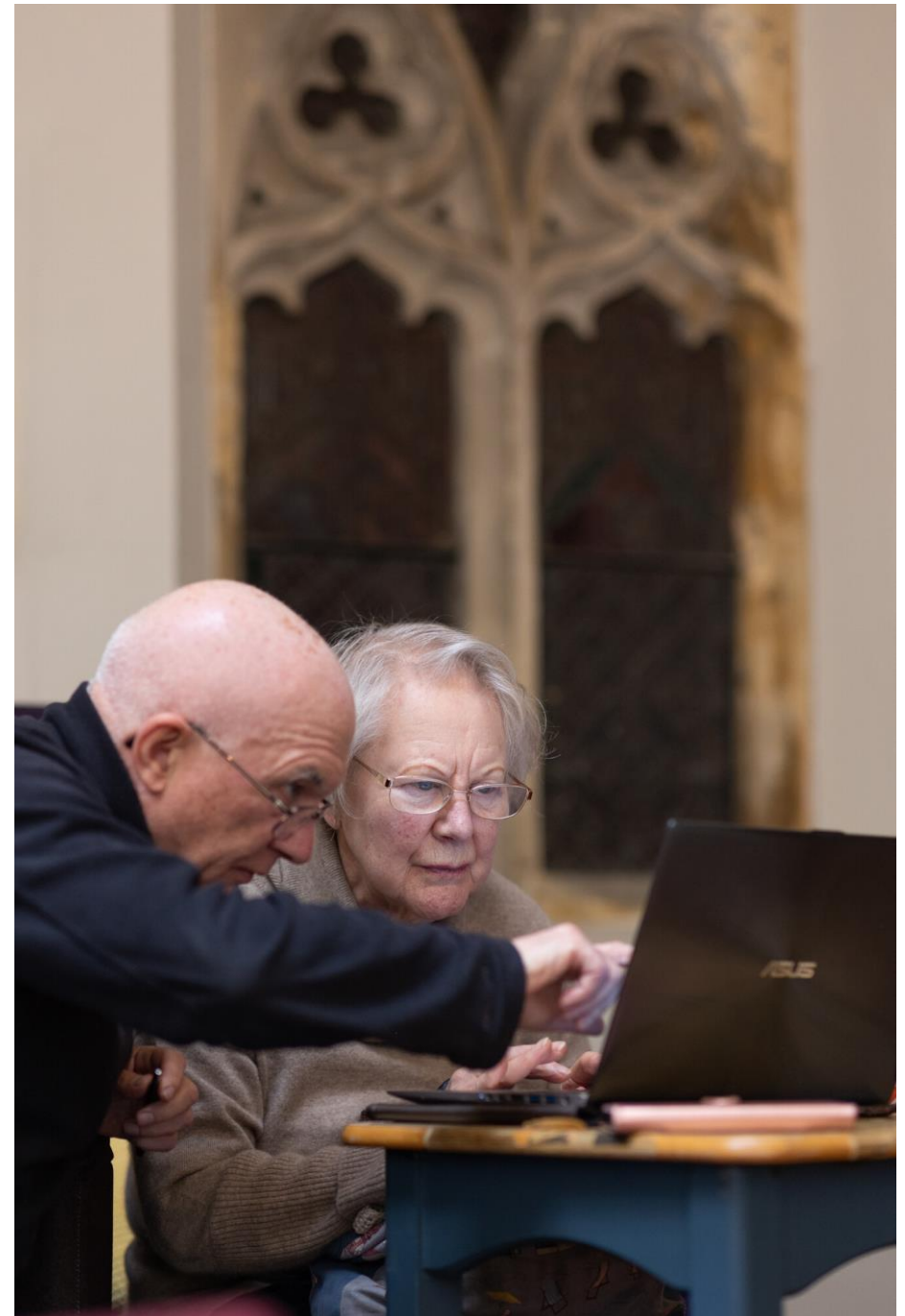
Between January 2022 and June 2022, using the redistribution of funding, two SDS Enablers supported over 100 carers and cared for people access the right support . The programme has been successful, with five SDS Enablers now employed within the team.

### Impact for carers and those they care for

- Carers and cared for people, can exercise **choice and control** when planning care and short breaks that work for them,
- Carers and cared for people's health and wellbeing outcomes have been met in **creative ways** that are unique to those involved,
- **Person-centred** conversations have resulted in carers and cared for people understanding and accessing an increased range of short break and care options, for example, **befriending services**,
- Carers are able to have **meaningful breaks/respites** because they know the person they care for is well supported as a result of good conversations with the whole family/support network.

### Impact for staff

- Enables **relationship-based practice**, allowing staff to truly deliver a person-centred approach to support planning,
- Staff report **greater job satisfaction** as they have the time to engage with the individual and the carer,
- Staff have **greater access to resources** through creative thinking and exploring community assets, reducing the need for staff to add individuals to lengthy waiting lists.



## Key enablers

- **Partnership and co-production with leadership teams**

Joint working across social work team managers, locality managers, finance and senior management to co-produce and implement a test of change. Support from the Moray Integrated Joint Board (MIJB) was paramount to the programmes success.

- **Person centred outcomes focussed approach**

Change of focus from service-based outcomes to outcomes that aim to put the individuals needs at its heart.

- **Creating the conditions to succeed**

An environment where the team felt trusted to test and implement new approaches.

- **Ring-fenced funding**

The reinvestment of disinvested funds enabled the new approach to be tested and implemented. Listening to those with lived experience and diverted funds to where they needed to be.

- **Policy and Guidance**

The new SDS standards talk about transparency when managing expectations. Embracing this and understanding there will be difficult conversations given the extreme pressures on social care resources in Scotland.

- **Assets based approach**

Through the recruitment of SDS Enablers, getting to know someone is at the heart of what they do, and connecting them to their communities and groups to meet their interests is paramount

## Opportunities for improvement

### Recognising the continued demand for traditional respite

- Alternative approaches to short breaks needs to be seen alongside traditional respite as there is still demand for this

### Tackling inequalities

- Opportunity to improve engagement with carers in the most vulnerable groups e.g. those caring for people with addictions, gypsy/traveller communities, and those that don't have English as a first language

### Early Identification

- Having conversations with families earlier and providing access to care options (including short breaks) before they reach crisis point.

## Further information

Find out more about Moray HSCP's approach to supporting unpaid carers please contact the team at [dayopportunities@moray.gov.uk](mailto:dayopportunities@moray.gov.uk)

The Unpaid Carers Improvement Programme is part of Healthcare Improvement Scotland's Improvement Hub (ihub). Visit our webpages to read more about our improvement work, including further impact stories, on our [webpages](#).