SELF DIRECTED SUPPORT AWARENESS WEEK
30TH MARCH – 3RD APRIL

CASE STUDY:
Colin & Jane’s Story page 2

CASE STUDY:
Neil & Eleanor’s Story page 3

CASE STUDY:
Iris & Bernard’s Story page 9

CASE STUDY:
John’s Story page 10

CASE STUDY:
Khalida’s Story page 11
Our vision is of a flourishing optimistic Scotland in which all people have control of their lives, equality of opportunity, and are empowered to make choices at home, at work and in the community.

We believe individuals, carers and their families should have flexibility, choice and control over the support services they receive in order to lead a more independent life. The self-directed support Act is our commitment to making this a reality for all adults – people in recovery from addiction, people making their way out of the criminal justice system, homeless people – and children, young people and their families.

On the first anniversary of the Act, this newspaper tells exciting stories of how the values and principles of dignity, empowerment, collaboration, creativity and innovation are starting to be achieved.

On the second anniversary of the Act we want to be celebrating with you that flexibility, choice and control are a reality for the majority.

Mr Jamie Hepburn MSP
Minister for Sport, Health Improvement and Mental Health

"Self-directed Support is an important priority for Ministers as part of the Scottish Government's health and social care reforms. The change that we are starting to see in Scotland is greater choice, control and flexibility for individuals and carers who need support. It is an ambitious change, and it will take time to deliver in full, but engagement in the first year of implementation is showing that we are heading in the right direction and we must continue to drive Self-directed Support forward".

Scottish Government
Self-Directed Support Policy Team

CASE STUDY:

COLIN & JANE HINDE

Jane and her husband Colin are Christians and involved in the church work here at Lomond Church of Christ (her husband is the minister).

It is important to understand that SDS does not offer extra money but rather offers flexibility in how you choose to use the funds given to you to help you live with your disability. Instead of just being able to use the funds to employ help, with SDS Jane (and you also) can purchase goods as well as services to provide facilities to improve the quality of life for the disabled person.

Jane is into crafting in a big way. Using SDS Jane was able to purchase tools and equipment to allow her to weave, spin wool and make jewellery and card making projects. Jane was even supported to make adaptations to the garden to make it wheelchair friendly and also purchase a crafting studio (including groundwork and the building) using SDS because this project met the needs of her targets by having a safe environment to do gardening and to carry out her crafting projects which she could not do in her home.

FEELING OF ACHIEVEMENT

Jane has used SDS to allow her the freedom to go to craft shows and shop for equipment including purchasing a loom and a spinning wheel. She used SDS to pay for the goods so that she can relearn some of the skills her disability has robbed her of. Now she is creating and making goods which give her pleasure and the feeling of achievement and enablement. This has all come about since accepting SDS as her means of supplying goods and services to provide for her needs to help with her disability. SDS is not a licence to do anything without question. It is carefully monitored and requires a good outcome based achievement, but it has given Jane the flexibility to improve her life quality and make her disability less restricting. Jane still uses her SDS to provide professional help and assistance from her P.A. but it has allowed her to expand the options available to her to improve the help she receives using SDS to fund the changes she has implemented over the past year. SDS has made a real difference to Jane’s life quality and health.

Jane using the loom purchased with her SDS package to weave a cushion cover

Jane’s craft studio purchased by SDS to allow Jane a safe environment to carry out craft work
#SDSWeek

| @SG_SDSPolicy | fb.me/SDSScotland | youtube/SDSScotland | The Daily Choice |

**CASE STUDY:**

**THE STORY OF NEIL AND ELEANOR**

Neil and his wife Eleanor live on the Isle of Lewis, Neil has had mental health problems for over 30 years, and this is the story of their journey into recovery with self directed support.

**NEIL**

I was diagnosed bipolar in 1981, at the age of 29. Since then, apart from a spell of 13 years on the level, I have made more visits to hospital than I care to remember. These visits were usually compulsory, under a section, after my manic behaviour had exceeded the bounds of my family’s tolerance. Unlike many fellow sufferers, I have never truly enjoyed being high, as I know that the elevated mood will inevitably be followed by a lengthy depression.”

**ELEANOR**

For most of 2012 and 2013 Neil was in hospital. It almost seemed that he would never get better. All interventions and multiple drug routines did not bring him out of his depression. We were more or less told that there was nothing else could be done.”

Social Work representatives were invited to a pre-discharge meeting and agreed to carry out a social care assessment in preparation for Neil coming out of hospital.

That assessment included visits with Neil and Eleanor among other meetings with various health professionals involved in Neil’s care. The social worker provided information on self-directed support and the current 4 options available.

It was important to Neil that he work with someone who had an understanding and appreciation of mental health. Neil had already been involved with Penumbra now and again over the years, and already had a good relationship with Dave, a Penumbra support worker and through self-directed support, there was now an option to purchase the service.

This was reassuring for Eleanor who feels that Penumbra is “An organisation that ensures staff have the necessary skills, is reassuring for someone like me when purchasing support and I feel confident that my husband is respected, safe and empowered to do what he wants to do.”

Neil wanted to maintain his independence, and build his confidence after an extensive stay in hospital. Lately, he has planned numerous trips around the island with support. Neil has developed organisational skills that have directly contributed to him seeing more of the island, such as downloading bus timetables from the internet and keeping his diary updated with appointment and bus times.

SDS has given Neil the chance to plan and visit various places such as Tarbert, Callanish stones, Ness and Morvern Gallery, all of which he enjoyed. He desires to live a fulfilling life despite symptoms and has SDS support to visit the cinema, cafes, restaurants, art exhibitions and enjoy ordinary community based events.

With regular support, Neil is working on his personal outcomes and goals with consistency and focus. SDS enables a flexible level of support. Neil’s support might be baking at home one day, shopping in town the next and using other community based resources the day after. Neil is keen to be fitter and swimming and walks through the castle grounds are just some of his chosen activities to achieve these goals.

Neil has not been admitted to hospital since his last discharge around a year ago, when his SDS package began”.

**DAVE, PENUMBRA**

Neil still wants to improve independence and increase his activities. He still has goals, such as writing a second book, and he has healthy aspirations, such as continued travel, both on the island and on the mainland. He realises that he has come a long way in the last 12 months and wants this journey to continue.

Neil states that this support “has participated in bringing us (Neil and Eleanor) together” which perhaps is the best way to highlight the importance of SDS and how it has helped Neil gain more control on his journey to recovery and increase his hope for the future.

“**This support has participated in bringing my wife and I together.**”

As someone who supported Neil throughout 2012/13, I have witnessed an immense transformation, even though symptoms persist. However, it is Neil’s own assessment that counts. That he perceives a vast improvement and feels he has more control tells a powerful tale.”

**DAVE, PENUMBRA**
EVENTS LIST MAP

Looking for an easy way to find which events are near you?
Each number on the map corresponds to the organisation responsible for the event.
MONDAY 23RD MARCH
1 CITY OF EDINBURGH COUNCIL
Your Care, Your Support
TIME: 10am–4pm
VENUE: Craigmillar Library Hub

TUESDAY 24TH MARCH
2 CITY OF EDINBURGH COUNCIL
Your Care, Your Support
TIME: 10am–4pm
VENUE: Wester Hailes Library

WEDNESDAY 25TH MARCH
3 CITY OF EDINBURGH COUNCIL
Your Care, Your Support
TIME: 10am–4pm
VENUE: Leith Library

THURSDAY 26TH MARCH
4 AYRSHIRE INDEPENDENT LIVING NETWORK (AILN)
Westsound Radio prerecord. Available to view on www.westsoundradio.com

ALL WEEK EVENTS: 30 MARCH-3 APRIL
5 DICE
SDS Information Stand
VENUE: Dumbries and Galloway Royal Infirmary Main Entrance
WEB: directinclusive.org/

6 EAST AYRSHIRE COUNCIL
local roadshows
For more information contact eddie.fraser@ayrshire.gov.uk

7 EAST DUNBARTONSHIRE COUNCIL
SDS awareness article in local paper
FB: www.fb.me/edundunbartonshirecouncil
TWITTER: @Edcouncil

8 EAST LOTHIAN COUNCIL
SDS Awareness on local radio
WEB: www.eastlothian.gov.uk/
FB: www.fb.me/EastLothianCouncil
TWITTER: @ELCouncil

9 EAST LOTHIAN COUNCIL
A video diary each day of peoples stories
FB: www.fb.me/EastLothianCouncil
TWITTER: @ELCouncil

10 ENABLE SCOTLAND
Live Q&A, online case studies
WEB: www.enable.org.uk
FB: www.fb.me/enablescotland
TWITTER: @ENABLEScotland

11 FIFE COUNCIL
Revolution Bus roadshows
VENUE: tbc via twitter @FifeCouncil
For more information contact sheena.robertson@fife.gov.uk

12 GLASGOW CENTRE FOR INCLUSIVE LIVING
Poster campaign
Available at www.gcil.org.uk

13 MECOPP
New story about SDS in BME communities online
WEB: www.mecopp.org.uk
TWITTER: @MECOPP
FB: www.fb.me/MECOPP

14 OUTSIDE THE BOX
Launching postcards and posters about over the fence
VENUE: Throughout
WEB: www.overthefence.org.uk
TWITTER: @OtBcommunities; #SDSdream15

15 PERTH & KINROSS COUNCIL
SDS Bus
Updates via twitter @PerthandKinross
For more information contact 01738 476 769
VENUE: North Perth & Kinross (All agencies)

16 SDSS
SDS Roadshow – SDS Information stand within the centre
VENUE: Thistle Shopping Centre, Stirling
TWITTER: @SDSScot

17 SDSS
SDS Roadshow – SDS Information stand within the centre
VENUE: Irvine Big Screen
TWITTER: @SDSScot

MONDAY 30TH MARCH
18 ABERDEEN COUNCIL
‘Getting a Life, Not a Service’: Experiences of Self-Directed Support in Aberdeen
TIME: 6.30 pm
VENUE: Beach Ballroom, Aberdeen

19 AILN
Irvine Beat Radio live interview
TIME: 13:30

20 CARR GOMM’S COMMUNITY CONTACTS AND MECOPP
How would you spend an SDS budget to make your life better
For more information contact becsbarker@carrgomm.org
VENUE: Lochgilphead

21 HOME INSTEAD SENIOR CARE
What SDS means to me
TIME: 12.30-1.30pm
VENUE: East Room, East Neighbourhood Centre, 101 Niddrie Mains Road, Edinburgh

22 HOMELANDS TRUST
How Homelands trust can meet the needs of SDS recipients
For more info contact 01333 329 039
TIME: 11am-3pm

23 PERTH & KINROSS COUNCIL
Information and leaflet sharing at pre-organised events
FB: www.fb.me/EastLothianCouncil
TWITTER: @ELCouncil

24 RNIB
Guide to SDS ‘My Life, My Choice’
For more information contact 0141 941 1041
VENUE: Clydebank Town Hall
25 SDSS
SDS Roadshow – SDS Information stand within the centre
VENUE: The Centre, Livingston
TWIT: @SDSScot

26 SHETLAND COUNCIL
Your Choice, Your Control
TIME: 10am-4pm
VENUE: Islesburgh Community Centre

27 SOUTH LANARKSHIRE COUNCIL AND TAKE CTRL
SDS Awareness Event
TIME: 12pm
VENUE: Fairhill, Hamilton
WEB: www.southlanarkshire.gov.uk

28 WEA PA PROJECT
Get Connected
TIME: 11am-3pm
VENUE: Touchbase Sense Scotland, Glasgow
WEB: www.panetworksco1and.org.uk
TWIT: @PANScotland

29 WEA PA PROJECT
Get Connected – a celebration of the role of Personal Assistants in SDS
VENUE: Touchbase Sense Scotland, Glasgow
WEB: www.panetworksco1and.org.uk/
FB: www.fb.me/pages/Personal-Assistants-Project-Scotland/41083345682740
TWIT: @PANScotland

30 WEST LOTHIAN COUNCIL
SDS Roadshow and Marketplace
TIME: 10am-2pm
VENUE: Howden Park Centre, Livingston, EH54 6AE

TUESDAY 31ST MARCH

31 ABERDEEN COUNCIL
SDS World Café event
For more info contact 01224 523 837
email SDSTeam@aberdeencity.gov.uk
VENUE: Beach Ballroom, Aberdeen

32 ABERDEENSHIRE COUNCIL
Personalisation in Aberdeenshire
Inverurie Town Hall
For more info contact SDSTeam@aberdeencity.gov.uk
Phone 01224 523 837
WEB: www.aberdeenshire.gov.uk/sds
FB: www.fb.me/edsaberdeenshire

33 AILN
Info stall
TIME: 11am-2pm
VENUE: Bridgegate Irvine Shopping Centre

34 CITY OF EDINBURGH COUNCIL
Your Care, Your Support
TIME: 10am-4pm
VENUE: Drumabrae Library Hub

35 EAST AYRSHIRE COUNCIL
Everyone Together event
Updates via twitter @EastAyrshire
For more info contact 01563 503363

36 EAST DUNBARTONSHIRE COUNCIL
Shine Partnership invite only event
CLOSED EVENT – not open to the public
TIME: 1.30 – 4.00pm
VENUE: Kirkintilloch Baptist Church
FB: www.fb.me/edunbartonshirecouncil
TWIT: @Edcouncil

37 GLASGOW CENTRE FOR INCLUSIVE LIVING
Ask us Anything – For staff working in North East Care Manager workshops, CLOSED EVENTS – not open to the public
TIME: 2pm-4pm
VENUE: Social Work Office, Newlands Centre, 871 Springfield Road, G31 4HZ

38 GLASGOW CENTRE FOR INCLUSIVE LIVING
Ask us Anything – For staff working in North West Care Manager workshops, CLOSED EVENTS – not open to the public
TIME: 10.30am-12.30pm
VENUE: Social Work Office, 35 Church Street, G11 5JT

39 HOME INSTEAD EDINBURGH
What does SDS mean to you report published
WEB: www.homeinstead.co.uk/edinburgh
TWIT: @HoinedInsteadEdi

40 PERTH & KINROSS COUNCIL
SDS Awareness Event
CLOSED EVENT – not open to the public
VENUE: All agencies

41 SCOTTISH BORDERS COUNCIL
Talk to newly qualified social workers on SDS
CLOSED EVENT – not open to the public
VENUE: Scottish Borders

42 SOUTH LANARKSHIRE COUNCIL AND TAKE CTRL
SDS Awareness Event
TIME: 10am-12pm
VENUE: Howden Park Centre, Livingston, EH54 6AE

43 WEST LOTHIAN COUNCIL
SDS Roadshow and Marketplace
TIME: 10am-2pm
VENUE: Howden Park Centre, Livingston, EH54 6AE

WEDNESDAY 1ST APRIL

44 CITY OF EDINBURGH COUNCIL
Your Care, Your Support
TIME: 10am-4pm
VENUE: Central Library

45 COSLA SWS
Mark the 1st anniversary of the SDS Act
TIME: 10am-4.30pm
VENUE: COSLA Conference Centre

46 COMMUNITY CONTACTS
How would you spend an SDS budget to make your life better?
VENUE: Dunoon
To find out more, please contact Becs Barker (Community Contacts) at: Email: becsbarker@carrgomm.org Tel: 07766925388 or Lucy Arnott (MECOPP) at: Email: lucy@meccopp.org.uk Tel: 0795765241
47 GLASGOW CENTRE FOR INCLUSIVE LIVING
Ask us Anything – For staff working in South Care Manager workshops, CLOSED EVENTS – not open to the public
TIME: 2pm-4pm
VENUE: Social Work Office, 130 Langton Road, G53 5DP

48 MIDLOTHIAN COUNCIL
SDS Info Event
TIME: 2-3.30pm
VENUE: Dalkeith Arts Centre
EMAIL: learninganddevelopmentteam@midlothian.gov.uk

49 PERTH & KINROSS COUNCIL
Pop up shop
Updates via twitter @PerthandKinross
For more info contact 01738 476 769
VENUE: Crieff Campus (Cornerstone)

50 PERTH & KINROSS COUNCIL
Pop up shop
Updates via twitter @PerthandKinross
For more info contact 01738 476 769
VENUE: Blairgowrie (Citizens Advice)

51 SOUTH AYRSHIRE COUNCIL/AILN
Self-Directed Support Stakeholder event “Sharing our success so far...”
TIME: 1.30pm-4.30pm
VENUE: County Hall, County Buildings, Ayr

52 SOUTH LANARKSHIRE COUNCIL AND TAKE CTRL
SDS Awareness Event
TIME: 10am-12pm
VENUE: Eastfield, Rutherglen
WEB: www.southlanarkshire.gov.uk

THURSDAY 2ND APRIL
53 ABERDEEN COUNCIL
1st Practitioners Forum
TIME: 12-2pm
VENUE: Marischal College, in Aberdeen

54 IN CONTROL SCOTLAND
Community Development and Self-Directed Support
For more info contact june.d@in-controlscotland.org.uk
Phone 0141 559 5733
VENUE: Edinburgh

55 INVERclyde COUNCIL
SDS Awareness Event
TIME: 11am-2pm
VENUE: Greenock Town Hall

56 MIDLOTHIAN COUNCIL
SDS Info Event
TIME: 2-3.30pm
VENUE: Dalkeith Arts Centre
EMAIL: learninganddevelopmentteam@midlothian.gov.uk

57 PERTH & KINROSS COUNCIL
Pop up shop
Updates via twitter @PerthandKinross
For more info contact 01738 476 769
VENUE: Kinross (Perth & Kinross Council)

58 PERTH & KINROSS COUNCIL
Pop up shop
Updates via twitter @PerthandKinross
For more info contact 01738 476 769
VENUE: Auchterarder (Perth & Kinross Council)

59 MIDLOTHIAN COUNCIL
Have you heard about Self Directed Support?
TIME: 2-3.30pm
VENUE: Dalkeith Arts Centre
EMAIL: For more information or to book a place please email:
learninganddevelopmentteam@midlothian.gov.uk

60 SCOTTISH BORDERS COUNCIL
SDS support planners visit RVS groups
CLOSED EVENT – not open to the public
VENUE: Kelso & Eyemouth

61 LIVE MASS SDS TWEET CHAT
Share your experiences of SDS and be part of this live twitter event.
Use hashtag #SDSWeek
TIME: 11am-12pm
TWITTER: @SG_SDSPolicy  @SDSScot

FRIDAY 3RD APRIL
62 SDSS
SDS Roadshow – SDS Information stand within the centre
VENUE: Eastgate Centre, Inverness
TWITTER: @SDSScot

63 SOUTH LANARKSHIRE COUNCIL AND TAKE CTRL
SDS Awareness Event
TIME: 10am-12pm
VENUE: Harry Smith Complex
WEB: www.southlanarkshire.gov.uk

SATURDAY 2ND MAY
64 PERTH & KINROSS COUNCIL
Pop up shop
Updates via twitter @PerthandKinross
For more info contact 01738 476 769
VENUE: PRI (Cornerstone)

65 DUNDEE CARERS CENTRE
Self-Directed Support – Providers Event
TIME: 10am-4pm
VENUE: Caird Hall, Dundee
WEB: directpayments.org/
FB: www.fb.me/dundeecarerscentre
TWITTER: @Dundee_Carers

DATE TO BE CONFIRMED
66 SELF DIRECTED SUPPORT FORUM EAST RENFREWSHIRE
Info session for carers
VENUE: Barnhead Day Care Centre & Thornliebank Day Care Centre
FB: www.fb.me/SelfDirectedSupportForumEastRenfrewshire

67 SUPPORT IN MIND SCOTLAND
Self Directed Support Workshops
For more information phone 0131 557 0718
VENUE: Stafford Centre
As he turned 18 and moved into adult services we were faced with the dilemma of what’s next. We looked around and really struggled to find something. Almost out of desperation we tried one place we found and Mark moved into a house shared by people with a mix of needs and abilities. The reality with Mark’s autism, which is quite severe, and his communication is quite difficult, so we saw him regress very quickly in that setting. The skills he had learned, he stopped using and withdrew back into his autism again. As parents we found this very, very hard as he had come on so far as a teenager and this wasn’t what we wanted for Mark – we wanted him to live as full a life as possible.

A DIFFERENT CHOICE

Physically Mark is very able, he’s a fit young lad, but he can’t tell you what he wants. So we have to work out what he needs and that can be very difficult. When we got to the point of this is not working and wondering what we could do, we decided to look down the route of direct payments. We found it a bit of a daunting step, as we had never intended to become an employer. However, we thought it’s worth a try so we agreed a package which we found quite straightforward and then we were thinking, ‘how are we going to make this work?’ We had the option of going through a care agency and we had used them in the past but had not had a great experience so thought why not try going alone. We knew how many hours we had and what our budget was so we thought we’d setting about finding people. So we put an advert in the local paper that goes through the door of every house in the area. This was quite expensive and we never got any response from this. We also put an advert on gumtree and were completely swamped from that. So we started the interview process and shortlisted and employed three personal assistants (PAs). Two of them are full time and the other one is part time initially, we then drew up a rota based on what we needed. Mark goes to a local college with his PAs and also works out at a café called Flycup, where he has worked since school. He works there two days a week where he cooks and bakes and does all kinds of things and really enjoys it. He is a valued member of staff.

DOING HIS CHORES

Mark is now at home and we love having him, he does his chores, he cooks, does his hobbies, goes out on day trips all with support from his PAs. When you see them out and about they look like mates hanging out together. We have a young lad and a girl in her twenties and they couldn’t be more committed and the person who is part time used to work with Mark before. We actually found her in ASDA, we just bumped into her one day and asked if she knew of anyone who would be looking to do a few hours a week and she said ‘me’, so that couldn’t have worked out better.

Mark is motivated, happy, he’s enjoying life and living it to the full. So for us it’s been a great thing. We can buy in day placements and we can save up respite hours for such things as trips away. For example, Mark is just back from a week in Aviemore where he did canoeing, walking and other activities and he just loved it. He also goes away, such as taking the train down to Edinburgh, staying in a hotel and going on a day trip. Mark loves trains so they will go and visit stations and things like that. That kind of thing is great for him, and having that control and the ability to do this for us is really good.

The administrative side of things has been straightforward forward, we use a payroll company that were recommended, we simply collect the monthly timesheets and email them across and pay the staff via internet banking. It takes a small bit of time but it’s not onerous to be honest. It’s a little bit of admin a week and at the end of the quarter you do the quarterly returns and it’s a couple of pages to fill out and send them back.

It’s a great system and I would recommend it, Mark wouldn’t be where he is today without it because what we saw as an option wasn’t an option previously.

All in all I would recommend it, its worth the effort and a great way forward.

CASE STUDY:

MARK’S STORY

Mark is a 20 year old whose family employs a team of four personal assistants. Here, Mark’s Dad describes their journey: We had been through the whole child services; Mark had been at a residential school for about 8 years. We found he got on very well in that residential school setting; it worked very well for him and worked really well for us as a family.

Mark is motivated, happy, he’s enjoying life and living it to the full. So for us its been a great thing.
Iris and Bernard live in Dalton, Dumfries and Galloway. They both applied for support in 2012 after Bernard had a brain haemorrhage and stroke.

Bernard Thompson explains, “My main intention was to try and get my life back to the way it was before taking the brain haemorrhage.”

Bernard met Kerry through social services. Kerry Livingstone is a Personalisation Practice and Development Officer. She describes her role; “in helping people achieve their outcomes is kind of in the role of critical friend, I support the practitioner or the agency or whoever it is that is supporting the individual.”

**DICE**

Kerry advised Bernard and Iris of the range of support organisations available in Dumfries and Galloway. Bernard and Iris chose the Direct Inclusive Collaborative Enterprise (DICE) who helped them set up their support package. DICE offer a range of services including peer support and mentoring for all aspects of accessing and managing their SDS package.

Ged Thompson, DICE Mentor, says, “it is entirely up to the individual to decide who if anybody they want to support them with their plans. DICE supported Bernard and Iris with their plans and helped put the package together so it was ready for presenting to the panel.”

Self Assessment determined the budget and resources required. Bernard and Iris drew up a support plan with the assistance from DICE outlining their care requirements.

A support plan is the most important part of the process of Self Directed Support because it shows the path that a person needs to travel to reach the outcomes that they want in life. It shows what they need to achieve and how they are going to achieve it.

Both Bernard and Iris chose option 1 under SDS, a direct payment to hire their own Personal Assistants (PAs).

Bernard says, “To begin with, I was doing something which I have never done in my life before – I am now an employer.”

Iris further explains, “My daughter is my PA and she is very good at filling in forms and letters and things for me so she now handles all that for me now and DICE because I can’t handle it myself. It’s all about, getting your life back together. I mean I spent 4 years just sitting in that living room, couldn’t care less and the world went by.”

**BACK TO NORMAL**

Louise Smith, Bernard and Iris’ daughter believes SDS has made a huge difference to their lives, “Since SDS my dad can get out and about and get back to his normal life that he had before he had the stroke, whereas before SDS he wasn’t able to do that and with my mum it has helped her accept as well that she needs help, because she had never accepted it before really, that she needed the help.”

Iris Thompson agrees; “Since Self Direct Support came along, I have been able to manage to handle and get the support that I need.”

Bernard Thompson said, “It’s a great thing for people that can take advantage of it and they want to get their lives back to square one – as much as possible, don’t look for miracles because it doesn’t work that way, but I found it very helpful.”

Julie Sheehan, the local SDS lead, said the primary benefits are for the service users in that they are allowed to be central to the process and enabled to be the experts in their own lives and have lots of choice and control about how they meet their needs and outcomes.
CASE STUDY:

JOHN: SERVICE USER EXPERIENCE SINCE LEAVING DAY SERVICES

The following case study illustrates the experiences of a service user who previously attended Glasgow City Council day services for 22 years. He publicly shared his story at the recent Personalisation Sub Group.

John is a 42 year old man who attended Carlton Resource Centre in the Gorbals for 22 years. John lives in Govan with his cousin. John attended the centre using the centre bus, which he would openly say was “a nightmare” due to breakdowns, delays etc. John was able to travel independently however he had accessed the bus for so many years that it became habit. Whilst at the day centre John took part in the group activities on offer but was clear that he wanted to do other things and expand his life experiences outside the centre.

John was referred to Local Area Co-ordination in Dec 2013. He had an estimated budget at this point and he and his carer agreed they would like LAC input to help John achieve his ambitions. John was clear that he wanted to have a voluntary job within his local community where he is well known and where people look out for him.

John feels valued and respected within his local community now.

A LOOK INTO A WEEK IN THE LIFE OF JOHN...

| MONDAY AND FRIDAY: | John has a voluntary job in Govan where he assists in a charity shop two days per week. He loves this and is very proud of what he does. |
| TUESDAY: | John receives 1:1 support which allows him to go swimming then for something to eat. |
| WEDNESDAY: | John also has a voluntary placement in the Riverside Hall in Govan where he assists at an elderly lunch club. |
| THURSDAY: | John attends Cardonald College on a Thursday morning where he enjoys an arts and crafts course. In the afternoon he attends Glasgow Club Nethercraigs and takes part in belly dancing. He catches up with his old friends here and has made new friends, which being as sociable as John is, is hugely important to him. |
| SATURDAY: | John again receives some individual support which allows him to do as he wishes. He spends the first part of this support time walking his dog. He sometimes meets up with old friends and towards the end of the year tends to use this time for Christmas shopping. John loves being able to have a weekend activity which the choice and flexibility of Personalisation have clearly afforded him. John is very proud of everything he has achieved but without question he will tell you that being a Host City Volunteer during the Commonwealth Games is his biggest achievement to date. He continues to access other voluntary opportunities with support from his LAC. |
CASE STUDY:

KHALIDA’S STORY

Khalida recently recovered from a life threatening illness, but she reacted badly to the treatment and has been left feeling physically and emotionally exhausted. She is no longer able to get out and about on her own, or spend more than an hour or two alone at home.

Khalida has a very close knit family and her daughters have been supporting her throughout her treatment and recovery. As her daughter said, “life stopped when mum became critically ill so suddenly. Although mum was now on the (slow) road to recovery, she still needed a lot of care and the family were finding it increasingly difficult to look after her as well as keep going about our daily lives.”

LANGUAGE BARRIERS

This is not the first time Khalida has been unwell and needed support, but last time she had help at home it didn’t work out well. The council arranged for care workers from an agency to visit throughout the day. Khalida is Pakistani but the care workers were all Scottish, so they didn’t know how to cook the food she likes, and could only speak English. Khalida speaks some English but her first language is Urdu, so this made things very difficult.

This time Khalida was offered Self-Directed Support, which sounded good but still left her family confused: “Although we qualified for SDS, we didn’t fully understand or appreciate what was involved. I really struggled trying to find an Urdu speaking worker or agency that could give mum the specific support she needed, and I was resigned to the fact we would have to ‘make do’. As a family we were already struggling to cope as it was, so it was frustrating having access to the funding that could help return some semblance of normality to our lives but not knowing how to use it effectively.”

MECOPP

“I stumbled across MECOPP who were absolutely fantastic from the very first call I made. Kate talked us through what SDS was and what it allowed us to do, from what we needed to know and do if we hired a worker ourselves to what was involved if we were to go through an agency.” Because of their previous experience Khalida and her family decided to take a Direct Payment so they could take control of the support. They didn’t want the responsibility of employing care workers themselves, so they decided to look for a care agency that could provide the support Khalida wanted and needed.

MUCH NEEDED HELP

As Khalida’s family didn’t know where to start, they asked MECOPP’s independent support broker to help them find a suitable agency. According to Khalida’s daughter, “Kate offered to help so, tentatively and with limited expectations, we agreed. It was quite honestly the best decision we made! From the outset we had absolute control over everything. She initially came to meet mum to understand what support she needed. We gave her a ‘wish list’ and she was able to source a list of agencies that could potentially provide the specific care mum needed. She set up and attended meetings with us and the agencies, liaised with social work, helped us with all the paperwork and any decision making. After a few false starts I’m pleased to say that we now have an Urdu speaking worker and so far all is going well.”

LOCAL CARE AGENCIES

Kate contacted lots of local care agencies to ask if they had any staff who could speak Khalida’s language. None of the agencies had any Urdu speaking staff, but two of them offered to advertise for people who would be suitable. They were also able to provide a flexible service to suit Khalida. Neither of these agencies have contracts with the local council, so a Direct Payment was the only way for the family to access this support.

TAKING CONTROL

Khalida and her family are happy that they have been able to take control by taking a Direct Payment and choosing the right care agency for them, without having to take on the extra responsibility of managing staff themselves. “The agency we selected have been brilliant and really bent over backwards to help us. They were able to recruit a worker specifically for mum and she is even better than we could have expected when we first started looking. I can honestly say that we would never have been able to do this without Kate and MECOPP. Compared with last time this was practically painless and no effort.”

“The agency we selected have been brilliant and really bent over backwards to help us.”
WORDSEARCH

Find the following SDS related words in the wordsearch to the right, words appear straight across, back-word straight across, up and down, down and up, and diagonally.

FLEXIBLE  CONTROL  SUPPORT
CHOICE  FREEDOM  SDS
DIGNITY  PERSONAL  RIGHTS
INDEPENDENT  BUDGET

GRAHAM OGILVIE

Here are some cartoons that capture the values and principals of SDS...

USEFUL LINKS

MECOPP WEBSITE
www.mecopp.org.uk/

DEAF ACTION WEBSITE
www.deafaction.org.uk/

GOVERNMENT SDS WEBSITE
www.selfdirectedsupportscotland.org.uk/

SDSS INFORMATION WEBSITE
www.sdssinfo.org.uk/

SDSS WEBSITE:
www.sdsscotland.org.uk

SDS ACT:
www.legislation.gov.uk/asp/2013/1/contents

EASY READ SDS ACT:

SDS PRACTICAL GUIDES:
guidance.selfdirectedsupportscotland.org.uk

PA EMPLOYER’S HANDBOOK:
www.scotland.gov.uk/Publications/2014/04/4710/0

EASY READ PA EMPLOYER’S HANDBOOK:

SDS VALUES AND PRINCIPLES STATEMENT:
www.scotland.gov.uk/Publications/2014/06/2426

EASY READ SDS VALUES AND PRINCIPLES:
www.scotland.gov.uk/Publications/2014/06/8424/1

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