

Chief Officer: Eddie Fraser	
Health and Social Care Partnership: East Ayrshire	
HSCScotland five essential elements <i>(please tick relevant priority):</i>	
Transforming the approach to improving health, wellbeing and independence	✓
Building stronger community care systems and primary care services	✓
Establishing a new focus on mental health	
Securing a sustainable acute hospital service and specialist care service	
Strengthening future partnerships to ensure a modern sustainable workforce	
Title: Right Support, Right Place, Right Time	
<p>Situation:</p> <p>East Ayrshire HSCP is committed to enabling people to live as independently as possible, for as long as possible, drawing on natural supports to help people achieve their outcomes. For people with more complex needs, there is often a requirement for more formal supports via commissioned or statutory health and social care services. Some forms of support can be 'overprovided' and felt to be 'intrusive'. On this basis the IJB decided to redesign 24 hour/overnight support, maximising technology enabled care and to this <i>with</i> supported people.</p> <p>What action did the integration authority take:</p> <p>Project co-ordinators worked with supported people, families, carers, practitioners and other key stakeholders over an 18-month programme of work. The resign identified opportunities for shared supports and technology-enabled models of care, where overnight care outcomes could be met equally well for the supported people.</p> <p>A 'mapping' exercise was undertaken and technology-enabled responder hubs set up in several geographical areas.</p> <p>Work with people has included:</p> <ul style="list-style-type: none"> • engagement sessions and multi-disciplinary team meetings with individuals, families, care managers and providers to discuss, co-design and implement change with advocacy support as required. • frequent progress meetings with providers on progress and management of the responder hubs. • use of the Digital Room within WG13, Kilmarnock as a meeting venue with families to have positive, enabling conversations and encourage TEC and independence as desirable outcomes. • personal stories to prepare supported people for change, and the development of an 'easy read' document about technology-enabled care. • Development of bespoke technological solutions. • training sessions in TEC for responder teams. • individual TEC training sessions for support workers within the responder teams. • support in developing new build supported accommodation sites. • Assistance in the co-ordination of Strategic Housing List, offering advice and support on co-ordination of moves, helping to allocate individuals, meet people's outcomes and 	

reduce the need for formal service provision.

Key leadership aspect relates to empowering the workforce to drive change and 'do the right thing' – permission, trust and support.

Impact:

Working together creatively with supported people, families, carers and providers to co-produce redesigned and technology-enabled support has led to sustainable support solutions. Personal stories from supported people, relatives and providers illustrate this:

- *"I never imagined my son would cope without his sleepover, but he's doing brilliantly, and has proved what he's capable of."*
- *"Now that I don't have my sleepover, I'm going to buy equipment and turn my spare bedroom into a gym!"*
- *"I'm looking forward to having my own space and looking after my own things."*
- *"....someone we initially didn't envisage would be able to live independently without a sleepover, but the redesign has been successful....less disturbed now...and there have been no incidents since we started providing the technology-enabled responder service."*

Positive outcomes for individuals have been achieved alongside efficiencies with full-year savings/future cost avoidance of circa £0.400M per annum.

Core components of your example which should be applicable across Scotland:

- Deep engagement with supported people in getting alongside them and their natural and formal networks of support.
- Taking the learning from personalised TEC solutions into the design of supported accommodation – TEC from ground-up and designed-in.
- Close partnership with housing.
- Small TEC investment can result in significant cost reductions/future avoidance.