

An innovative, equitable approach to improve awareness of and access to supportive and palliative services and digital resources based on what matters to service users, carers and staff across Ayrshire & Arran

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We focussed on capability to improve access to the right care, in the right places, at the right times

Multiple aims and results included:

1. During a Macmillan secondment we used an innovative approach across boundaries, health & social care and partner services to create resources to provide more accessible information, awareness of and access to services and sign posting tools.
2. To listen, respect, include and prioritise the experiences, needs and what matters to the people who use and work across services.
3. Improve awareness of health and welfare inequalities and accessible supportive, palliative and recovery services and resources available.
4. We supported staff empowerment and confidence through inclusion, investment, tailored and accessible training and sign posting to staff care and welfare services.
5. To improve confidence and capability by delivering more inclusive resources based on needs identified and integrate locally via collaborative partnership working.
6. Build on legislative responsibilities from Carers (Scotland) Act 2016 and reduce complexity for services users and staff supporting our citizens.
7. Reduce barriers included more accessible, inclusive information stands with resources to support service users, children and staff at front door and ED services, clinics, LD and out of hours teams.
8. The resources are examples of the recommended drivers of Essential Safe Care recommended by Health Improvement Scotland and supported by Ayrshire & Arran.

Methods included:

1. Engagement and inclusion through audit, questionnaires, shadowing & narrative feedback provided meaningful qualitative & quantitative data and formed the focus of the Project charter.
2. We used a diversity of methods to improve awareness of and access to services available to citizens and staff to support realistic expectations and capability.
3. We developed a corporate and clinical multi-professional, multi-organisational and partner services staff training programme highlighting and supporting what mattered to patients, carers and staff with accessible information, guidelines, local resources and sign posting tools. (Please refer to Poster 04 for additional information).
4. Developed & integrated at local level, driven by people, partnerships, collaboration, shared values and respect across services and partnership organisations.

Carers (Scotland) Act 2016 www.gov.scot: 6 Key priorities how health & social care partners achieve integration.

Legislation recognises our national health & wellbeing outcomes and the importance of supporting the vast roles our adult and young carers provide.

Includes identifying and supporting carers' holistic needs, providing access to information, advice, services and resources including bereavement to support signposting.

The Scottish Government estimate 788,000 carers include 44,000 young carers. Prevention of deterioration in adult and young carers' quality of life and supporting their capability is pivotal.

Health and welfare inequalities and deprivation affect our service users and staff. Prejudice, bias and discrimination can be entrenched and under recognised.

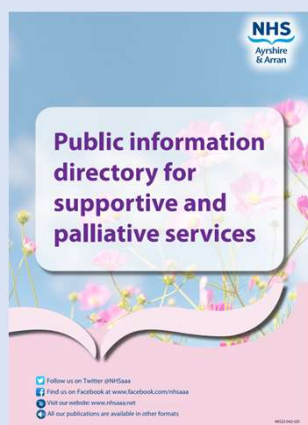
Some examples of Health & welfare inequalities addressed in the Information directory for supportive and palliative care

Carers (Scotland) Act 2016
Learning disabilities & neurodiversity
Translator, interpreter & sensory impairment
Mental health, emotional & spiritual well-being
Police Scotland Community wellbeing services

LGBTIQA+
Advocacy
Non-malignant
Bereavement
Collaboration

Awareness of and access to services
Financial support
Health, Homelessness and foodbanks
Drug and alcohol recovery services
Children and young adults

RESOURCES DEVELOPED AND CASCADE



Directories

40 sections Over 26 pages

Multiple formats including: Websites, Digital, Hard copy, desktops, Athena, S.A.S and Police Mobile devices

Apps include staff care, care home (CHIP), A&A public website and carers' digital website

Includes:

Supportive, palliative and well-being services
Anticipatory care planning resources
Bereavement and pre-bereavement services
Holistic perspective & 'what matters'
Health and welfare inequalities
Supports legislation including Carers (Scotland) Act 2016 and many others
Helpful inclusive resources and websites for patients, carers, children and staff

Wide dissemination

Approx. 800 hard copy directories and 50,000 Business cards cascaded.

Accessible across acute, primary, health & social care partners, allied health professionals, voluntary, citizens advice, charity, The Ayrshire Hospice, care homes.

Police & Prison services, Scottish ambulance service, out of hours, learning disability services, occupational health & staff care, spiritual care teams, equipment delivery/pick up staff, carers' centres, hospital discharge carers' link workers.

Libraries, community connectors, Improving Cancer Journey and oncology clinics, health and homeless teams, registration of death offices & many others.

Business cards included in Just in case end of life medications dispensed from District General Hospitals.

Information directory for supportive and palliative services



Scan here to access the directory



Digital Resource for Carers

- Comprehensive information and support for carers, service users and staff across Ayrshire and Arran.
- Key digital products and online resources in a single user-friendly platform.
- Supports recommendations from the Carers (Scotland) Act 2016.

To create an account go to www.carersdigital.org

Free Ayrshire and Arran access codes:

- East unique access code – DGLT4112
- North unique access code – DGLT4110
- South unique access code – DGLT4111

New equitable access & funding negotiated from the 3 health & social care partnerships for service users and staff to access the Digital Resource for carers (Developed by Carers Scotland and Carers UK).

The free access codes are incorporated onto the A7 business card.

To order Business Cards

Email: loyd@panda-print.co.uk

Order Code: MIS23 042 CD

Leaflets and resources

Over 80 Topics. Variety of traditional, pictorial and easy reading formats to aid understanding, encourage open discussion with and between service users including children, young adults and those dealing with health and welfare inequalities for example learning disabilities, dementia, LGBTIQ+ and financial needs. Wall mounted leaflet holders in central areas for example front door services and out of hours teams.