

# Opportunity and Independence

East Lothian's Joint Strategy for Physical Disability  
or Hearing or Sight Loss 2013-2020



East Lothian Physical Disability and  
Sensory Impairment Joint Planning Group



# Foreword

Welcome to 'Opportunity and Independence', East Lothian's joint strategy for people aged 16 and over with a physical disability or hearing or sight loss. Our vision for developing support and services in East Lothian until 2020 has been informed by the priorities of people with disabilities and their carers. Our challenge is to realise this vision.

At present, we face greater demands and more acute levels of need as East Lothian's population is rising quickly and people are living longer. Public bodies are facing their greatest financial challenge in a generation. Working more collectively and effectively with our partners will yield economies. However, the extent of the challenge we face requires us to develop our services differently in the future.

This strategy therefore describes the changes and actions we see as necessary. We remain committed to the dialogue with the public that we began during the consultation on the Lothian strategy 'Our Lives, Our Way' and continued through our local event 'Our Lives, Our Opportunities'. We look forward to continuing that dialogue with you.



**Michael Ash**  
Chair, East Lothian  
Community Health  
Partnership



**Donald Grant**  
Cabinet Spokesperson  
for Adult Wellbeing,  
East Lothian Health and  
Social Care Partnership

<b>Contents</b>	<b>Page</b>
Acknowledgement	2
Foreword	3
Executive summary	6
1. Introduction	8
1.1 Purpose of strategy	8
1.2 Values	8
1.3 Outcomes	9
2. Local context	12
2.1 Demographic change	12
2.2 Population description	13
3. Consultation	20
3.1 Our Lives, Our Way	20
3.2 Community Action Research	20
3.3 Our Lives, Our Opportunities event	21
4. Planning for a different future	23
4.1 Increasing choice and control	23
4.2 Information, advice and advocacy	23
4.3 Recognising the skills of service users and carers	24
5. Drivers for change	26
5.1 Legislative and policy framework	26
5.2 Community planning	28
5.3 Shifting the balance of care	29

5.4	Shared objectives	29
5.5	Resources	30
6.	Our plan for action	31
6.1.	Independent living and staying well	31
6.2	Keeping safe	42
6.3	Inclusive communities	43
6.4	Housing and support	45
7.	Engagement and communication	48
	Glossary	49
Appendix A	Joint Planning Group	52
Appendix B	Action Plan 2013-2016	53
Table 1	Analysis: disability in Scotland by age and gender	12
Table 2	People aged 65+ in East Lothian with a disability	13
Table 3	UK Self-reporting of physical disability	14
Table 4	Scotland self-reporting physical disability	15
Table 5	Services to adults with physical disability	16
Table 6	Levels of care	32
Table 7	Engagement and communication	48
Diagram 1	NHS Lothian Quality Improvement Strategy	11
Diagram 2	Community information and activities model	35

# Opportunity and independence

## Executive summary

The strategy for East Lothian describes the future development of health and social care services for people with a physical disability, including hearing or sight loss, and for their families and carers. It sets out the way in which services will be developed between 2013 and 2020.

The strategy has been developed in partnership with people who use services, their families and carers, East Lothian Council, NHS Lothian, East Lothian Community Health Partnership and voluntary and private sector service providers in East Lothian. It sets out the steps we will take to improve both services and the outcomes experienced by service users.

The strategy underlines our commitment to work collaboratively to ensure that the support and care available is provided to a high standard. We will work in tandem with wider service redesigns underway, for example in response and rehabilitation, telehealthcare and respite services. We intend to make sure that anyone can access services and other resources when they need them, regardless of income or where they live.

While aiming to ensure that there is an integrated network of support in East Lothian, the strategy focuses on four main themes:

- Raising awareness of the impact of physical disability on the lives of East Lothian residents
- Ensuring access to information and opportunities during the day, at evenings and weekends, for example through a community information centre
- Promoting self-management: developing services which focus on supporting people to manage long-term conditions and disabilities themselves
- Ensuring access to intensive day support for people with complex disability.

Section 1 of the Strategy summarises our purpose, values and outcomes, while section 2 describes the local context, including demographic changes.

Section 3 describes the extensive consultation and partnership working with both members of the public and other stakeholders which has informed the development of our Strategy.

Section 4 looks at the developments within our organisations and culture which will support the planned changes in services and resources and Section 5 outlines the national context and the factors driving those changes.

Section 6 outlines the significant elements of the plan and Section 7 sets out how we will engage with communities, both geographical and communities of interest, on specific projects and on any ongoing matters.

The action plan sets out the action our partnership will take to deliver the vision we have set out in the strategy.

# 1. Introduction

## 1.1 Purpose

The strategy for East Lothian describes the future development of health and social care services for people with a physical disability, including hearing or sight loss, and for their families and carers. It sets out the way in which services will be developed between 2013 and 2020.

The strategy has been developed in partnership by people who use services, their families and carers, East Lothian Council, NHS Lothian, East Lothian Community Health Partnership and voluntary and private sector service providers in East Lothian. It sets out the steps we will take to improve both services and the outcomes experienced by service users.

While focusing on physical conditions, we recognise that individuals have a range of needs and that these may be addressed by other plans, for example for older people, for people with a learning disability or those affected by mental health problems.

Within East Lothian, services are being reshaped to take account of the growing elderly population. Of the resources being developed, many will also benefit younger people with a physical disability or sensory impairment. We take this opportunity to acknowledge that our strategy builds on the work of East Lothian's Joint Older People's Strategy.

## 1.2 Values

The joint planning partners in East Lothian subscribe to the values set out in *Our Lives, Our Way*<sup>1</sup>. These include:

- **Equality of opportunity** - access to mainstream and specialist services when and where required and to opportunities open to everyone
- **Being informed** - receiving information in good time and in an appropriate format so that people can make informed choices and decisions
- **Self-management** - a person, with the assistance of an advocate if necessary, has as much control as they want over their life and, if relevant, in how their health or social care is assessed, provided and monitored
- **Choice** - about opportunities and alternatives

---

<sup>1</sup> Our Lives, Our Way: Lothian Joint Strategy for Physical and Complex Disability 2008-2013

- **Enabling services** - people are assisted to minimise the impact of their disability, to maximise their independence and to live independently in the community with a reduced need for institutional social or health care
- **Risk enablement and management** - people are assisted to manage identified risks in order to live their life as they wish
- **Dignity** - the uniqueness of each individual is recognised and respected regardless of disability and circumstances
- **Inclusion** - people are valued and included as equal partners in planning and reviewing services
- **Scrutiny** - people provide feedback about how they experience and perceive services. This monitoring and evaluation information is acted on and used to improve service provision and design. The outcome is fed back
- **Justice** - disabled people are equal citizens and have a right to maximise their potential and dreams like any other citizens.

### 1.3 Strategic outcomes

The East Lothian Partnership is responsible for the development and delivery of services and service improvement for the people of East Lothian, as detailed in the current *East Lothian Single Outcome Agreement*<sup>2</sup>

There is confidence amongst the planning partners that the shared priorities and key areas of action reflected in the Single Outcome Agreement are the most important issues across East Lothian for people, communities, businesses, organisations and our environment.

In relation to this strategy and the lives of people with a physical disability and their carers, we embrace the following extracts from the Single Outcome Agreement and will build on these throughout this strategy and attached action plan:

#### In East Lothian we live healthier, more active and independent lives

- Increased positive mental health and wellbeing
- People live healthier, more active and independent lives in their own homes and communities for as long as possible
- Reduced and more responsible use of alcohol and drugs
- The gap in health inequalities is reduced.

#### Fewer people are the victim of crime, disorder or abuse in East Lothian

- Reduced fear of crime
- Reduced incidence of violence against women
- Reduced incidence of hate crime.

<sup>2</sup> Our Plan for the Future of East Lothian: Single Outcome Agreement 2011.

[http://www.eastlothian.gov.uk/downloads/file/4873/east\\_lothian\\_single\\_outcome\\_agreement\\_2011](http://www.eastlothian.gov.uk/downloads/file/4873/east_lothian_single_outcome_agreement_2011)

In East Lothian people in housing need are able to access and sustain their choice of housing, including independent living, where appropriate

East Lothian has strong vibrant communities where residents are responsible and empowered with a positive sense of wellbeing.

- The third and community sectors are thriving and resilient
- Communities are well informed and influence decisions that matter in their local areas
- Our community celebrates its diversity and seeks to challenge prejudice
- People are creative and active in learning, culture and sport in their communities
- Young people and children are involved in community life and their achievements are recognised.

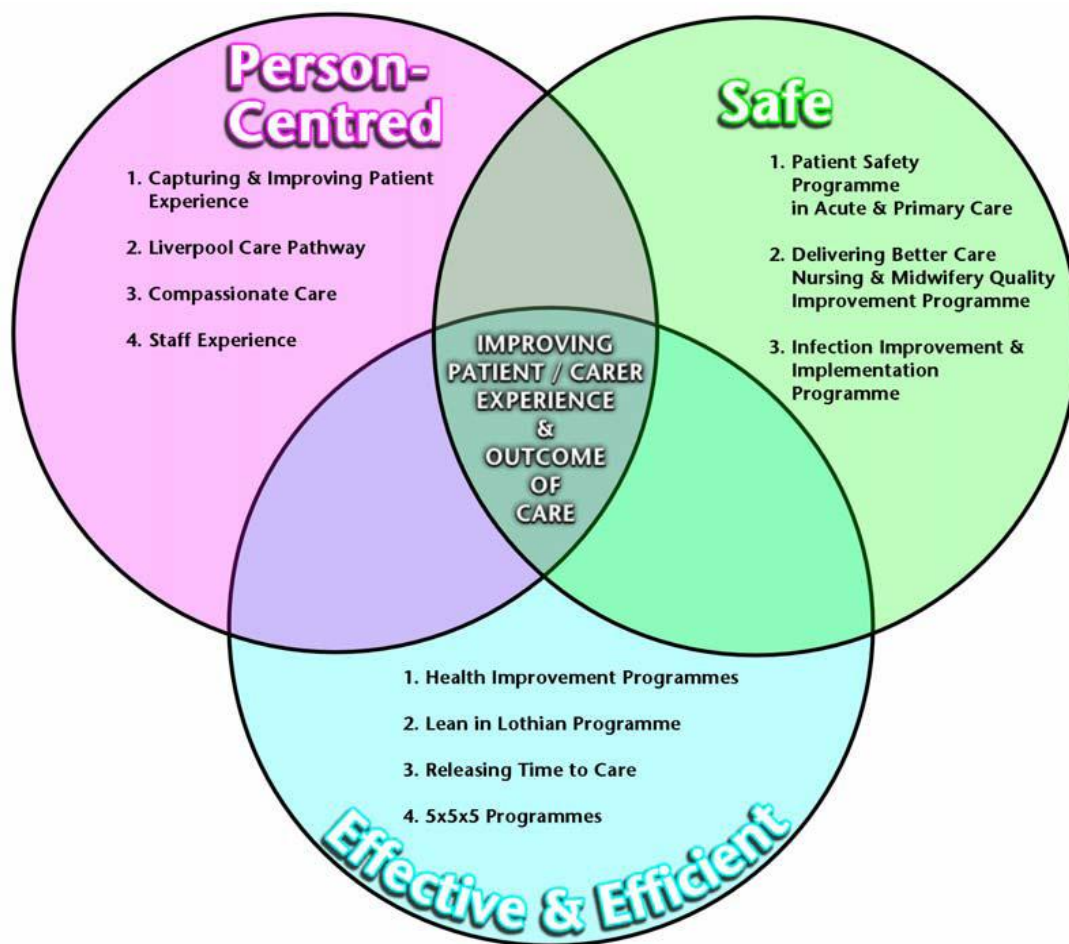
The *Quality Improvement Strategy*<sup>3</sup> (see diagram below) gives a commitment that, through a range of quality improvement programmes, we will support staff to provide person-centred, safe, effective and efficient care to every patient, every time.

It is well recognised that many of the determinants of health lie outside the direct influences of health services. Part of the health improvement role of health services is to engage with partner organisations in order to influence those determinants of health. This is done through health improvement partnerships and plans which form part of the Single Outcome Agreement for that area.

Listening to and involving people who use NHS Lothian's services is an essential component of the quality improvement of the services. By working together we can improve services influenced by the needs and standards of those who use our services. As a result, services will be better targeted, more effective and more likely to meet the expectations of those who use them.

---

<sup>3</sup> *Quality Improvement Strategy, NHS Lothian 2011-14* [NHS Lothian Quality Improvement Strategy 2011-2014](#)



**Diagram 1 Quality Improvement Programmes, Quality Improvement Strategy**

The Strategy for people with physical disabilities or hearing or sight loss and their families in East Lothian also seeks to build on the central tenets of NHS Lothian's evolving Clinical Strategy:

- Shifting the balance to primary and community-based services and care at home.
- Only delivering those services in hospital that require to be delivered in hospital
- Redesigning hospital processes to reduce length of stay and maximise efficiency.

## 2. Local Context in East Lothian

### 2.1 Demographic change

East Lothian has an estimated total population of 96,830<sup>4</sup>. In general, the health of the population in East Lothian is very good. Male life expectancy (75.8 years) and female life expectancy (80.3 years) is significantly higher than the Scottish average, and has been rising steadily over time. However, male life expectancy varies by almost ten years between the most affluent and the most deprived areas of the county. This highlights the fact that, although we are living longer, healthier lives, some groups in the community are not benefiting as much as others from improvements in health.

The working age population is significantly lower than the Scottish average, whilst those aged 0-15 years and 65+ are significantly higher and both groups are forecasted to continue to grow. Between 2010 and 2020, the population of older people aged 65 and over is expected to increase by 24%<sup>5</sup>. Alongside this, East Lothian has a higher percentage of lone pensioner households.

Overall East Lothian’s population is projected to increase by 30% by 2033<sup>6</sup>.

All the research regarding incidence and prevalence figures for physical disability indicates that there are no projected spikes in any particular condition or illness that predict a significant increase in numbers of children and/or working age adults who have a physical disability.

The consistent indicator of increase in physical disability is age-related, i.e. the increase in volume and intensity of need, because of physical disability, relates directly to the increase in the demographic of older people.

It is reported<sup>7</sup> that the prevalence of disability significantly increases with age. This is represented in the table below.

---

<sup>4</sup> East Lothian Community Health Profile [2010 CHP Profiles - ScotPHO - Scottish Public Health Observatory](#)

<sup>5</sup> East Lothian Older People’s Strategy 2011, figures based on General Register Office for Scotland population projections

<sup>6</sup> East Lothian Single Outcome Agreement 2011

[http://www.eastlothian.gov.uk/downloads/file/4873/east\\_lothian\\_single\\_outcome\\_agreement\\_2011](http://www.eastlothian.gov.uk/downloads/file/4873/east_lothian_single_outcome_agreement_2011)

<sup>7</sup> Dimensions of Diversity, Scottish Public Health Observatory 2010 [Dimensions of diversity: Population differences and health](#)  
[...](#)

**Table 1 Analysis of disability in the Scottish population by age and gender, Scottish Public Health Observatory 2010**

Scottish Population 20 10	% of Males with disability	% of Females with disability
Age Group 60 - 69	35	30
Age Group 70+	48	52

Unfortunately the Dimensions of Diversity report and the CHP Health Profile use slightly different age groupings for analysing their statistics. However, whilst acknowledging that caveat, we can still apply the averages to the East Lothian population to give us the detailed understanding demonstrated in the table below.

**Table 2 Estimated people aged 65+ in East Lothian with a disability**

	East Lothian population 2010	Scotland population	Estimated people aged 65+ in East Lothian with a disability
Adults Aged 65 - 74	9,238 (9.5%)	464,800 (9%)	3,002
Adults Aged 75+	8,029 (8.3%)	401,940 (7.7%)	4, 014

Given the significant proportion of individuals in these age groups with disability, it is essential that strategic and operational developments for older people are developed with issues of physical disability as a fundamental consideration.

## 2.2 Population description

*The Disability Discrimination Acts*<sup>8</sup> define disability as encompassing a wide range of people, approximating to 25% of the UK population. This definition ensures the

---

<sup>8</sup> Disability Discrimination Acts 1995 and 2005 [Disability Discrimination Act 1995 - Legislation.gov.uk](#) and [Disability Discrimination Act 2005 - Legislation.gov.uk](#)

protection in statute of people's human rights and their right to equal treatment. However, in order to target or redesign health and social care services, a more focused definition is required, for example the definition of disability from *Our Lives Our Way*<sup>9</sup> focuses on people with a physical disability who experience:

- Needs which stem from a physical and/or sensory impairment
- Needs which are complex, i.e. severe and likely to have a combination of impairments (physical and mental)
- Activity limitation which prevents or interferes with the person's ability to undertake normal daily living tasks.
- An environment which restricts their ability to participate, stopping the person from leading as full and satisfying a life as they would wish.

### **2.2.1 Hearing or sight loss**

East Lothian Council's *Single Equality Scheme*<sup>10</sup> provides the following information about people with hearing or sight loss:

'In 2006, 308 people were registered as blind in East Lothian, nearly half of whom are women over the age of 65. Approximately one in every 1,000 children is deaf at three years old. This rises to two in every 1,000 children aged nine to 16. A high proportion of severely or profoundly deaf people have other disabilities as well. For example, of those aged under 60, 45% have additional disabilities – these are more likely to be physical disabilities. Among severely or profoundly deaf people over 60 years, 77% have some additional disability. For 45%, this means significant dexterity or sight difficulties, or both'.

The report on *Access to Social Services in Scotland*<sup>11</sup> tells us that, over the age of 60, 55% of us will experience a hearing loss. 40% of those who are deaf are likely to experience mental health issues compared with 25% of those without hearing difficulties.

---

<sup>9</sup> Our Lives, Our Way: Lothian Joint Strategy for Physical and Complex Disability 2008-2013

<sup>10</sup> East Lothian Single Equality Scheme 2010

<sup>11</sup> Access to Social Services in Scotland, Action on Hearing Loss Scotland 2012 [Inaccessible? Access to social services in Scotland - Action On ...](#)

**2.2.2 Age range distribution**

The prevalence of disability rises with age. In the *2007- 08 GP Patient Survey*<sup>12</sup>, slightly more than 15 % of the population defined themselves as physically disabled.

**Table 3 Self-reporting of physical disability 2007 - Working Age - UK**

Age Range	Male % of Population Disabled	Female % of Population Disabled
16 - 24	7	8
25 - 34	9	10
35 - 44	12	13
45 - 59	22	26

Some more detailed consideration of what that means for East Lothian is demonstrated below:

**Table 4 Self-reporting of physical disability - Working age - estimates for Scotland and East Lothian 2010**

Statement	People in Scotland	People in East Lothian
Population within working age	3,234,000	60,746
9% of Scottish working age adults (5% male and 4% females) unable to work and describing themselves as permanently sick or disabled	291,060 disabled people	5,467 disabled people
Adults of working age claiming incapacity	181,104	3,495

<sup>12</sup> GP Patient Survey 2007- 08, Department of Health [The GP Patient Survey - General Information](#)

benefit/disability living allowance	5.6%	4.5%
A further 11% (1% male and 10% female) of working age unable to work because they care for home/family	355,740 (general)	6,682 carers (general)
47% of people who describe themselves as permanently sick and/or disabled smoke	136,798	2,569
Wheelchair users	96,000 (total)  Registered with NHS Boards	2,591(total)  registered with NHS Lothian

Further relevant information regarding the circumstances and needs of disabled people and their families in East Lothian is in direct relation to socio-economic factors<sup>13</sup>:

- Employment (for disabled people) is lower and income is lower. After housing costs, nearly a quarter of people living in a disabled household were in poverty in 2007/08, compared with 17% of those living in non-disabled households
- Economic activity rates are low for disabled people. In 2007, 44% of disabled people of working age were in employment in Scotland, compared with 80% of non-disabled people. It is well established that across Scotland disabled people are more likely to live in deprived areas. 27% of those living in the most deprived quintile reported a disability in 2005/06, compared with 10% in the least deprived quintile.
- The proportions of the population hospitalised because of chronic obstructive pulmonary disease, coronary heart disease, cerebrovascular disease and asthma are all significantly lower than the Scottish average, and diabetes is significantly less common than in Scotland as a whole.

<sup>13</sup> Dimensions of Diversity Scottish Public Health Observatory 2010 [Dimensions of diversity: Population differences and health ...](#)

Based on the statistics given above from recognised sources, East Lothian Council/Community Health Partnership could reasonably expect to be considering delivering a range of services to approximately 5,000 people of working age because of issues related to physical disability and/or sensory impairment.

The table below shows numbers of adults with physical disability receiving services from East Lothian Council Adult Wellbeing Service, having been assessed as having critical or substantial levels of need in August 2010 and July 2011.

**Table 5 Services to adults with physical disability 2011  
(East Lothian Council)**

Age	Total numbers 2010	Percentage 2010	Total numbers 2011	Percentage 2011
16-24	89	4.55	97	4.93
25-34	104	5.32	106	5.39
35-44	286	14.63	263	13.38
45-54	545	27.88	546	27.77
55-64	931	47.62	954	48.52
<b>Total</b>	<b>1,955</b>	<b>100%</b>	<b>1966</b>	<b>100%</b>

The table shows an overall rise in the number of people allocated services between 2010 and 2011. The main increase is in the age groups 16-24 and 55-64, which aligns with information available to community planning partners and in the *Community Health Profile*<sup>14</sup> in relation to these two age groups showing particular population growth in East Lothian.

Whilst we recognise that there will be many people within the overall figure of 5,467 who do not wish to receive services or require services, the figures of people actually receiving services, 1966, suggests there are some 50% where there may be possible unmet need.

<sup>14</sup> East Lothian Community Health Profile [2010 CHP Profiles - ScotPHO - Scottish Public Health Observatory](#)

### 2.2.3 Carers

National prevalence figures suggest that there are approximately 12,500 unpaid carers in East Lothian, of whom 50% are of working age, who make an essential contribution to the health of those they look after and who may need support to continue in their caring role.

The joint planning partners are committed to working together to increase support to carers.

*'As carers we are not seen and treated as part of the team. Many of us look after our family member 24 hours per day.'*

*The Carer Information Strategy*<sup>15</sup> aims to ensure that staff recognise carers as partners in care and that carers are well informed and supported in their caring role. Activity across East Lothian funded by the Carer Information Strategy includes:

- Support to Alzheimer's Scotland to facilitate direct support and provision of information to carers
- Respite to young carers
- Peer support group for carers/ development of other support groups.

However, whilst some of this activity has included carers of disabled people, it has in the main been generic activity. In acknowledgement of that, NHS Lothian Carers Information Strategy awarded the Lothian Physical and Complex Disability Joint Strategic Programme Board one year's funding in 2011/12 to develop accessible web-based information for carers of people with disabilities. This work has been commissioned from the Office of Public Management, and is underway, with conclusion of the project expected by December 2012. Progress will be reported via the Joint Strategic Programme Board - Physical and Complex Disability.

A respite strategy is currently being developed for East Lothian.

### 2.2.4 Service users and carers from BME Communities within East Lothian

In 2007, the Minority Ethnic Carers of Older People Project (MECOPP) was commissioned by East Lothian Council and NHS Lothian to undertake community development and outreach work in East Lothian to gain a clearer picture of the size and location of ethnic minority communities and their needs as potential users of a wide range of services. The lack of infrastructure around the minority ethnic community was highlighted, with services not seen as accessible, particularly by the Chinese community. Awareness and understanding of minority ethnic cultures

---

<sup>15</sup> Carer Information Strategy 2008-11 NHS Lothian

and values was considered to be low among health and local authority staff.

During the period 2010 – 2011, MECOPP's work<sup>16</sup> evolved into a commissioned service to undertake support work with carers and the cared-for person from BME communities to support access to relevant mainstream services. This project identified families from a range of communities including Bangladeshi, Pakistani, Chinese and Indian.

Some of the outcomes included:

- Maximising welfare benefit uptake, including council tax rebate
- Facilitating access to carers assessments
- Facilitating access to community care assessments
- Assisting people to engage with housing
- Assisting people to access health and social care services, e.g. GP appointments, occupational therapy assessments, equipment and housing adaptations.

There was a demonstrable positive impact of creative responses to raising awareness of the health needs of particular communities, e.g. a health fair for the Bangladeshi community focusing on diabetes and heart disease.

Subsequent initiatives have included the development of interpretation and translation services, including telephone translation services offered throughout NHS Lothian services to facilitate engagement in health appointments and decisions relating to the individual's healthcare.

---

<sup>16</sup> The Issues: East Lothian Minority Ethnic Carers and People Needing Services 2007 MECOPP

## 3.Consultation

### 3.1 *Our Lives, Our Way*

In 2007, before formal agreement on the final Lothian strategy, a three month period of public consultation took place to discuss the draft Lothian Joint Strategy<sup>17</sup>. This included:

- People attending mainly condition-specific support groups were given the opportunity to talk to a member of the Joint Planning Group. 14 groups, a total of 84 people, participated in discussions on the recurring themes
- Seven additional people were consulted with individually on request. Open 'surgeries' were held in Haddington and Musselburgh
- A dedicated phone line was managed by East Lothian Community Care Forum.

As an underpinning principle for ongoing and future community consultation and engagement, East Lothian Partnership<sup>18</sup> has adopted the National Standards for Community Engagement.

### 3.2 Community Action Research

To inform the development of the day opportunities element of this Strategy, East Lothian Community Care Forum<sup>19</sup> was commissioned by East Lothian Council in 2010 to pilot a Community Action Research project led by service users and carers. This asked people with a physical disability or hearing or sight loss in our communities what day, evening and weekend opportunities they value and would like to see developed.

The research found that what is most highly valued is:

- Spending time with people whose company you enjoy
- Having good support from staff and volunteers

---

<sup>17</sup> Our Lives, Our Way: Lothian Joint Strategy for Physical and Complex Disability 2008-2013

<sup>18</sup> East Lothian Community Engagement Strategy and Action Plan 2010 – 2013

This can be accessed at: [www.eastlothiancommunityplanning.org.uk/engagement](http://www.eastlothiancommunityplanning.org.uk/engagement)

<sup>19</sup> Community Action Research Team: Day activities for people with physical disabilities and/or complex need. East Lothian Community Care Forum 2011 [East Lothian Community Care Forum - ELCCF Library](#)

- Enjoyable activities which are valued by others: including opportunities to access learning and employment; to go shopping, to the cinema, or to the theatre or museum
- Having accessible information about all services, groups and support available in East Lothian
- Healthy activities such as using hydrotherapy pools, swimming pools, exercise classes and sporting activities.

Service developments following on from this engagement is discussed in detail in Section 6 of this document.

### 3.3 Our Lives, Our Opportunities Event

The community action research was followed up by a three day Rapid Improvement event<sup>20</sup> in 2011, where the joint planning partners met with a wide range of stakeholders to agree the future shape of accessible day opportunities with integrated networks of support.

**Day 1** defined the outcomes that service users and carers are looking to achieve:

- I have access to work opportunities
- I can be as independent as possible
- I take part in community life
- I can access education and learning
- I have the social life that I choose
- I can manage my health
- I feel safe
- I get good quality support when I need it
- I get support to continue in my caring role (family or unpaid carer).

**Days 2 and 3** mapped out areas of current service provision and found that, whilst people with intensive care needs may require centre-based day care, there is a need to plan a much wider range of support options, the majority of which should be aiming to support people to take their places in the community. These support options included:

- Intensive day support for people with complex needs who live at home
- Ongoing support to help people manage their conditions themselves

---

<sup>20</sup> Our Lives Our Opportunities: Summary report East Lothian Community Care Forum 2011 [East Lothian Community Care Forum - ELCCF Library](#)

- A community information and activity hub
- Support and training to access mainstream resources.

Key messages from these consultations are outlined in Section 4 Planning for a Different Future and Section 6 Our Plan for Action 2013-16 outlines developments which take account of these messages.

## 4. Planning for a different future - organisational development and culture change

### 4.1 Increasing choice and control

People affected by disability and their carers want to be fully involved in their assessments and in the development of their care plans. They want their views listened to and acted upon. To achieve this we will ensure an inclusive and responsive approach to the delivery of services using person-centred approaches to assessment and the provision of services.

People want to be in control of their lives, including their financial situations. While many people indicate a preference for self managed care, there is some anxiety about arranging and managing their own care. East Lothian Council is currently promoting self-directed support and is developing the supports to enable people to take up this opportunity.

*‘In order to have choice, we need to have things to choose.’*

In our society, people are encouraged to go to college, develop careers, take part in regular leisure and sporting activities, travel widely and have families. For many people, risk is an accepted part of life. People have to take risks to achieve their aspirations. In accordance with the *UN Convention on the Rights of Persons with Disabilities*<sup>21</sup> we promote the right of disabled people to hold the same expectations.

*‘We want to take risks - to do what we want to do – to be allowed to take steps towards being more independent of our carers’.*

### 4.2 Information, advice and advocacy

To have real choice in the services they use, people need access to good quality information in an accessible format, from somewhere they can access easily and online.

People want choice and control over their lives, irrespective of their needs as a person with a disability, and to have access to the same activities and services as everyone else. Many are not able, or may not feel able, to speak up and make

---

<sup>21</sup> Convention on the Rights of Persons with Disabilities United Nations 2006 [UN Convention on the Rights of Persons with Disabilities](#)

their views known. They may need an advocate – someone who will express their views and needs on their behalf. In a recent consultation on independent advocacy in East Lothian<sup>22</sup>, participants said:

‘(We need to) ensure feedback from collective advocacy influences Community Planning. Identify point of contact/ communication flow with Community Planning’.

‘Advocacy groups should work in partnership with community organisations to improve links and share information and be more visible’.

(We were reminded that there are groups with no current service in East Lothian: people with physical disability need access to commissioned advocacy services).

‘(Statutory Organisations) should always listen to the lived experiences of people we are designing and delivering services for and with; act on it and be prepared to change as a result’.

Independent advocacy is a way to help people have a stronger voice and to have as much control as possible over their own lives. Independent advocacy organisations are separate from organisations that provide other types of services. An independent advocate will not make decisions behalf of the person/group they are supporting.

Currently the following services are available in East Lothian:

- Children: East Lothian Anti Bullying; East Lothian Children's Rights
- People with learning disabilities: Partners in Advocacy
- People with mental health support needs: Consultation and Advocacy Promotion Service
- Older people: Edinburgh Advocacy and Representation Service

In addition, Voices of Carers Across Lothian provide advocacy for carers.

#### **4.3 Recognising the skills of service users and carers through co-production**

Co-production emphasises that people are not passive recipients of services and have assets and expertise which can help improve services.

To act as partners, both users and providers must be empowered. Co-production means involving citizens in collaborative relationships with more empowered

---

<sup>22</sup> Consultation feedback on Lothian Independent Advocacy Action Plan 2012-16

frontline staff who are confident and able to share power and accept user expertise<sup>23</sup>.

The joint planning partners in East Lothian are committed to ensuring that people who use health and community care services exercise their right to have a say about decisions that affect their lives.

Service users have played a key part in informing the development of this strategy through the joint planning group, consultations and also the independent and public Equality Forum which had a role in monitoring and influencing the work of the Joint Planning Group.

The joint planning partners are committed to supporting all partners to enter into collaborative relationships to support the full implementation of this Strategy and associated action plan.

---

<sup>23</sup> Co-production: an emerging evidence base for adult social care transformation Social Care Institute for Excellence Research Briefing 31 2009 [SCIE Research briefing 31: Co-production: an emerging evidence ...](#)

## 5. Drivers for change

### 5.1 Legislative and policy framework

Health and social care services are developed within a legislative framework and supported by national policy. The Scottish Executive's reports, *Changing Lives: 21<sup>st</sup> Century Review*<sup>24</sup> and *Better Health, Better Care*<sup>25</sup> acknowledged the increasing demand on services, with demographic change and rising public expectation.

The Scottish Government recognises the need for health and social care services to work together more closely, and in December 2011 the Health Secretary outlined the Government's ambition for integrating health and social care services. Key messages include:

- Community Health Partnerships will be replaced by Health and Social Care Partnerships, which will be the joint responsibility of the NHS and local authority, and will work in partnership with the third and independent sectors.
- Partnerships will be accountable to ministers, leaders of local authorities and the public for delivering new nationally agreed outcomes
- NHS Boards and local authorities will be required to produce integrated budgets for older people's services to bring an end to the 'cost-shunting' that currently exists
- A smaller proportion of resources - money and staff - will be directed towards institutional care and more resources will be invested in community provision.

Whilst the integration agenda focused initially on services for older people, the expectation is that this will eventually apply across all adult services. Current Scottish Government policy encourages services to provide:

- Whole system working: health, housing, social care and community services, including the voluntary and private sectors will enable local partnerships to tackle complex problems
- Person-centred care: joint services will involve people who use services, and their carers, in redesigning and delivering them

---

<sup>24</sup> Changing Lives: 21<sup>st</sup> Century Review Scottish Executive 2006 [Changing Lives: Report of the 21st Century Social Work Review](#)

<sup>25</sup> Better Health, Better Care Scottish Executive 2007 [Better Health, Better Care: Action Plan - Scottish Government](#)

- A focus on outcomes: integrated planning will ensure people get the support they need, and services will be able to evidence their ability to deliver better outcomes.

Our aim is to ensure that people can access services quickly when they need them. We will work in a person-centred way to develop the most appropriate support and resources to deliver the best possible outcomes for people using services and for their carers.

*Caring Together*<sup>26</sup> recognises carers as equal partners in the delivery of care and fully acknowledges carers' expertise and the quality of care they give. Caring Together sets out 10 key actions to improve support to carers over the next five years, focusing on improved identification of carers, assessment, information and advice, health and wellbeing, carer support, participation and partnership.

*Self Directed Support – a National Strategy for Scotland*<sup>27</sup> describes how people who receive a social care service can have a choice of four different options to direct their support, including the option to receive the money as a direct payment and choose their own provider.

*The Equality Act*<sup>28</sup> ensures that everyone has the right to be treated fairly and protects people from discrimination on the basis of certain characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex, sexual orientation, marriage and civil partnership.

*Principles of Inclusive Communication*<sup>29</sup> and linked performance indicators aim to help public authorities make their communication more inclusive, and to help deliver effective, well organised and equally accessible services that provide value for money.

---

<sup>26</sup> Caring together: The Carers' Strategy for Scotland 2010-15, Scottish Government [Caring Together: The Carers Strategy for Scotland 2010 - 2015](#)

<sup>27</sup> Self Directed Support – A National Strategy for Scotland Scottish Government 2010 [Self-directed support: A National Strategy for Scotland - Scottish ...](#)

<sup>28</sup> Equality Act 2010 Home Office [The Equality Act, making equality real - Gov.uk](#)

<sup>29</sup> Principles of Inclusive Communication: Information and self-assessment tool for public authorities Scottish Government 2011 [Principles of Inclusive Communication - Scottish Government](#)

*The Patient Rights (Scotland) Act*<sup>30</sup> protects in statute, for the first time, the rights and responsibilities of all patients of NHS Scotland. This will include a Patients Rights Charter plus a suite of underpinning healthcare principles that will be the key tenets of the NHS in Scotland. The Act gives all patients the right that the health care they receive should:

- Consider their needs
- Consider what would be of optimum benefit to them
- Encourage them to take part in decisions about their health and wellbeing, and provide information and support for them to do so.

In order to ensure people receive the support they may require to be appropriately included in decisions regarding their healthcare, an independent Patient Advice and Support Service has been commissioned by Scottish Government to:

- Provide information about the NHS and what it does
- Help patients and members of the public to know and understand their rights and responsibilities when using the NHS
- Help people who wish to give feedback or comments, or raise concerns or complaints on the care they have received
- Tell patients about other support services, like advocacy, interpretation or translation services, which might be helpful to them.

## **5.2 Community planning**

East Lothian's Resilient People Partnership oversees the planning and implementation of service redesign. Our community care planning processes are currently being reviewed to ensure they align with performance reporting systems, including the Single Outcome Agreement. Local Area Forums, currently operating in Dunbar and Musselburgh, offer an opportunity for increased public involvement in community planning.

It is a key action for this strategy to ensure that the voice of people with a physical disability across East Lothian is appropriately represented throughout these community planning structures.

---

<sup>30</sup> Patient Rights (Scotland) Act 2011 Scottish Government [Patients Right Act - Scottish Government](#)

### 5.3 Shifting the balance of care

In support of the overarching national principle of *Shifting the Balance of Care*<sup>31</sup>, and associated Improvement Framework, the Strategy encompasses the key national themes, including:

- Maximising flexible and responsive care at home with support for carers
- Integrating health and social care and support for people in need and at risk
- Reducing avoidable unscheduled attendances and admissions to hospital
- Extending the scope of services provided by non medical practitioners outside acute hospital
- Improving access to care for remote and rural populations
- Improving palliative and end of life care.

This strategy commits us to developing a model of care which will deliver better outcomes for people with physical disabilities. We will provide better access to community services, improve discharge pathways for people leaving hospital and provide more effective support to carers.

To achieve this, we will ensure that we develop a range of integrated community-based services to support more people with physical disabilities to live safely at home. We will focus our resources on people with the highest levels of need and we will develop practical support services in the community to support people whose needs are less complex.

### 5.4 Shared objectives

Across Lothian we have established a multi-agency Joint Strategic Programme Board for Physical and Complex Disabilities and the East Lothian Joint Planning Group for Physical Disability and Sensory Impairment. This demonstrates a high level of commitment to meeting the aspirations set out in the strategy.

Lothian Physical and Complex Disability – Joint Strategic Programme Board is a collective representation of the four Lothian local authorities, NHS Lothian and third sector partners in Lothian. The Board has representation and active participation at the highest level from each of the partner agencies. The objectives

---

<sup>31</sup> Building a Health Service fit for the Future Scottish Executive 2005 [Building a Health Service Fit for the Future - Scottish Government](#)

of the Board are to ensure the implementation of the principles and values of the *Lothian Joint Strategy Our Lives Our Way*<sup>32</sup> and to continue to deliver improvements to the accessibility and delivery of services in a way which enhances the control, lifestyle choices, health and wellbeing and opportunities of people with a physical disability across Lothian.

In East Lothian the Joint Planning Group with responsibility for Physical Disability and Sensory Impairment has worked with East Lothian's Equalities Forum which has had a role in facilitating user and carer involvement in the joint planning process. Key issues raised in either of these groups are submitted to the Lothian Strategic Programme Board for consideration.

## **5.5 Resources**

East Lothian Council is committed to working with each of the partner agencies individually and collectively to deliver the strategy through a programme of service redesign, cost release and reinvestment in our shared priorities to achieve an increase in the accessibility and responsiveness of services to people with a physical disability in East Lothian.

---

<sup>32</sup> Our Lives, Our Way: Lothian Joint Strategy for Physical and Complex Disability 2008-2013

## 6. Our Plan for Action 2013-2016

Our aspiration is for each theme introduced in the Strategy to become part of a jigsaw which, when complete, will result in a seamless joined-up service for people with a physical disability in East Lothian.

### 6.1 Independent living and staying well

#### Outcome 1

In East Lothian we live healthier, more active and independent lives

- Increased positive mental health and wellbeing
- People live healthier, more active and independent lives in their own homes and communities for as long as possible
- Reduced and more responsible use of alcohol and drugs
- The gap in health inequalities is reduced.

#### 6.1.1 Equity of access and meeting needs at different levels

We will use our resources to:

- Enable more people to live independently and to keep well
- To provide the support needed to self-manage long-term conditions and to access mainstream services
- Support people with the highest levels of need
- Promote equity of access to the specialist services provided.

Through individual assessments of need, carried out to the national standard, service users and carers will be able to access the support required. To access Adult Wellbeing services, an assessment of need is required. This may be in the form of self-assessment for lower level need, for example to access simple occupational therapy equipment and minor adaptations, or a fuller assessment of need, which will be completed by a social worker or occupational therapist. East Lothian Council uses the Scottish Government's *Eligibility Criteria*<sup>33</sup> for access to social care services. The eligibility framework

---

<sup>33</sup> National Standard Eligibility Criteria and Waiting Times Scottish Government 2009 [national standard eligibility criteria and waiting times for the personal](#)

prioritises risk into four categories: critical, substantial, medium and low. Access to community care services in East Lothian will be provided if a substantial or critical risk is identified. This strategy recognises, however, the need to provide easily accessible services for people whose needs are not assessed as substantial or critical. Three levels of care will therefore be developed, see table 6 below:

**Table 6 Accessing care and support**

**Level 1: Community resources**

To ensure that people continue to live independent lives and can access advice and information on housing, health, income and benefits and support services. This will be delivered through a network of community-based services including community activity and information ‘hubs’ (see 6.1.5 below).

**Level 2: Health and community care services**

Following assessment of need, we will work with people focusing on personal choices, ability, the promotion of self-care, self-management or supported self-management, offering individuals a choice of care and support to make the changes they agree will improve their quality of life.

**Level 3: Intensive support**

Intensive support involving a number of resources to enable individuals to be as independent as possible at home or in a community or hospital setting.

**Action**

- ❖ Gather information about the level of disability and the diversity of need in East Lothian including complex sensory loss, speech loss, or other communication difficulties
- ❖ Ensure that services are commissioned to meet needs at different levels following the implementation of self-directed support.

**6.1.2 Self-directed support**

Self-directed support aims to develop the opportunities provided by traditional direct payments to increase the numbers of people making active choices about the way in which their care and support is organised and delivered.

Following assessment and agreement on the levels of care and support required, people can choose from four options:

- To have their services organised and delivered to them directly from the local authority
- To have an individual budget and, with assistance if required, to organise and manage their own support
- To have an individual service budget which the individual plans the use of, but the finance is managed by a third party on their behalf; or
- To have a selection of all of the above.

In 2010-11, 161 people received a direct payment in East Lothian, of whom 28 have a physical disability. From 2014, people in East Lothian will be supported to consider how they wish their service to be organised and delivered using the four choices above.

### **Action**

- ❖ Report on the numbers of people selecting from the four self-directed support options by the end of the financial year 2013/14.

### **6.1.3 Improving transitions for younger and older adults with physical disabilities**

Improving services for younger and older adults with physical disabilities will require strategic integration of the plans for children's services, services for older people and those for people with physical disability and hearing or sight loss. We will ensure that protocols are in place to enable the sharing of resources and funding.

*'People don't want to retire from day services at 65 as little else to access in some communities. Can become socially isolated again. It has to be recognised that a placement at a day centre is respite for families and carers and this does not change as people get older, in fact, their needs become greater'.*

Developing the community information and opportunities model (see 6.1.5 below) will enable older people with physical disabilities to have more choice about the activities they undertake and support to make changes in their choices. For opportunities relating to respite, see 6.1.11 below.

East Lothian Council is currently leading an improvement process to review younger people's transitions.

- ❖ Work with the planning partners to remove unnecessary barriers and improve the experience of both younger and older adults accessing relevant services.

#### **6.1.4 Improving day, evening and weekend opportunities**

There are many community groups and resources in East Lothian, providing a wide range of activities. A key message from consultations with physically disabled people, however, is that people do not know how to find out what is on offer or how to access appropriate transport. A community information and opportunities hub for East Lothian will provide a one stop shop, with an accessible point of contact for adults with physical disability and/or sensory impairment wanting advice on the range of activities locally. It will provide information on disability and signpost people to activities and organisations. It will offer flexible opening hours accessible to service users and carers, including evenings, weekends and holidays. The centre will support telenetworking, and develop online resources as well as a directory of services, working with existing information and advice agencies.

The community hub model will be a key resource for people with individual budgets or wishing to have self-directed support and will provide an opportunity for individuals to develop person-centred plans. The hub will be linked to Local Area Forums across East Lothian and will be accessible to all. The community hub will enable East Lothian Council to fulfil its duties under self-directed support legislation to provide signposting and information to access services.

Local area co-ordination services will play a key role in enabling people to access the wider choice of activities and opportunities through the community hub model. The Local Area Coordination service currently has a geographical focus for its activities and we would seek to extend this across East Lothian.

##### **Action**

- ❖ Strategically disinvest from current day service models to deliver redesigned services to support individual choice
- ❖ Engage with the current East Lothian Council-wide review of transportation
- ❖ Seek to expand the availability of the Local Area Coordination model across East Lothian.

## ***Diagram 2 Community information and activities***

### **Day opportunities model for people with a physical disability and sensory impairment**

#### **Opportunities bureau**

- Co-ordinator overseeing:  
Person-centred planning for day/evening/weekend opportunities within communities in East Lothian
- Outreach
- Linking people into a supportive framework
- Signposting people to services & opportunities
- Underpinned by directory of services & opportunities.

#### **What will make it work**

- An accessible and interactive on-line directory of services
- With social media, including Facebook and Twitter
- A database to record what works and what doesn't and facility to match people with similar interests to activities
- Co-ordinator and staff skilled in person-centred planning
- Flexible and creative joint working with local agencies
- Supportive links with providers who provide support and day care.

## Outputs and outcomes

- Service users leave with timetable of activities/opportunities and the appropriate support to access those opportunities
- Service users have the opportunity to extend or develop a person-centred plan
- Providers have a resource to help them develop personalised support  
People are supported to maintain social networks with friends
- People are supported to be independent and have choice to do what interests them
- People are enabled to make best use of self-directed support and personalised budgets
- Dependence on statutory services is reduced
- Isolation is reduced.

### ***6.1.5 Staying well and supported self-management***

Keeping as well as possible is essential to improving the health and wellbeing of people with physical disabilities and their carers. People with physical disabilities are more likely to live in deprived areas: 27% of those living in the most deprived quintile reported a physical disability in 2005/06, compared with 10% in the least deprived quintile. They are more than twice as likely to be living in poverty than non-disabled people. Adults with a disability or long-term health condition are also more likely to be smokers, and heavier smokers, to be physically inactive and overweight<sup>34</sup>.

The Stop Smoking service offers an inclusive service to support individuals with mobility or functional problems to access services more easily, including home visits where necessary.

A number of posts within East Lothian Council have been developed to support people to stay well, including:

- Community health and activity officer
- Recreation and physical activities officer
- Ageing well coordinator (over 50s)
- Senior day services officer seconded from East Lothian Council to Enjoy Leisure.

---

<sup>34</sup>Public Health Information for Scotland Scottish Public Health Observatory [2010 CHP Profiles - ScotPHO - Scottish Public Health Observatory](#)

They can offer, for example, tailor-made sessions for individuals and groups, one-to-one personal training and exercise referral schemes for adults with a long-term health condition.

### **Action**

- ❖ Support individuals with mobility or functional problems to access Stop Smoking services more easily, including home visits where necessary.

## **Supported self- management**

Supported self-management is a key element in assisting people to live well. The Long-term Conditions Alliance Scotland describes self-management as:

- Providing support to understand medication
- Improving mental health and wellbeing
- Better access to information, advice and support
- Care planning and sign-posting to support people to self manage
- Training staff to enable people to self manage
- Promoting telehealth support
- Person-held records
- Commissioning resources to support people to manage their conditions
- Empowering service users and ensuring more control and choice.

To further develop support for self-management, we will re-use existing resources to develop a co-ordinated approach to assisting people to keep well from an early stage in their diagnosis, to manage their conditions better, to maintain and improve their independence and to access rehabilitation and psychological therapies. Support will be available to people living at home, in community or residential centres. It will also be available to those in prison, as East Lothian Community Health Partnership has hosted the Lothian-wide service for healthcare in prisons since 2011. Following a period of treatment or rehabilitation, responsibility for ongoing clinical care and support may transfer to the community response and rehabilitation service being established in East Lothian.

To sustain and improve the capacity for individuals to lead healthy lifestyles, it is important to raise awareness around nutrition and health to avoid secondary long-term conditions, for example, obesity, diabetes, heart disease or stroke in addition to an individual's physical disability. Opportunities to support individuals to self manage should be explored with existing staff groups and community involvement, for example, using telehealth innovations.

### **Action**

- ❖ Further develop the role of the allied health professional in relation to supported self-management within integrated health and social care services e.g. dietetics, physiotherapy, occupational therapy and speech and language therapy
- ❖ Work with planning partners to ensure people understand how to use the supported self-management resource, including those in prison
- ❖ Improve access to and raise awareness of specialist services eg psychology
- ❖ Raise awareness of health promotion and innovative technologies to support healthy lifestyles that include nutrition.

### **6.1.6 Response and Rehabilitation service**

The occupational therapy service within East Lothian Council, together with health service colleagues, is currently developing a response and rehabilitation service. This service will provide a single point of access for a multi-agency / multi-professional team supplying the emergency care service, reablement, rapid response and rehabilitation. The service aims to respond to those in crisis within 24/48 hours and also to promote and encourage independence in the community to prevent admission or readmission to hospital or long-term care. This team, consisting of both physiotherapy and occupational therapy, supports people with progressive or long-term conditions.

See also Section 6.4.3 for more information on occupational therapy.

### **6.1.7 Support for people with sensory impairment**

Sensory impairment covers people who live with a range of impairments. It includes people with hearing loss, sight loss and with loss of both senses. Sensory loss can be present from birth, but for most people it will occur later in life. The longer a person lives, the more likely it is that their hearing or sight will be impaired.

People who develop a sensory loss need to understand what this loss will mean for them. They must be able to access information and be supported to live as independently as possible, while also getting direct assistance when they need it, including in communicating with others. See *Hear*, the Scottish Government sensory impairment strategy<sup>35</sup>, is currently in development.

---

<sup>35</sup> See *Hear: A strategic framework for meeting the needs of people with a sensory impairment in Scotland* (consultation draft) Scottish Government 2013 [See \*Hear: A strategic framework for meeting the needs of people ...\*](#)

A key area of work to address the issues raised above in East Lothian is the development of preventative initiatives in relation to hearing and sight loss in adulthood. In particular, people who are able to improve their sight or hearing through screening by trained staff and the provision of specialist equipment and telecare increase their ability to manage other conditions and live independently.

**Action**

- ❖ Work with the specialist provider agencies during Year 1 of the strategy to explore the local provision of a more integrated service for people with hearing and/or sight loss
- ❖ Work with specialist provider agencies to address screening for sight and hearing loss.

**6.1.8 Care at Home and reablement**

Building a Health Service Fit for the Future<sup>36</sup> envisages the development of a community-based rehabilitation model, providing services which support people with intense and complex needs and long-term conditions to live at home, to support individuals effectively on discharge from hospital, to prevent admission at the outset or unscheduled/emergency admission or readmission and to reduce the longer-term potential for admission to residential care.

To support our work to shift the balance of care, East Lothian Council has reviewed the Care at Home service to provide people with more choice of service, to support hospital discharge and prevent readmission where possible. The team works with the individual to identify their requirements and to build up their skills and confidence in order to establish what they are able to do themselves and what they will require help with. This allows longer-term packages of care to be provided which maximise independence and support personal care needs.

**Action**

- ❖ Expand reablement services to those living at home so that people of all ages have access to reablement as required. Review take-up by younger adults.

<sup>36</sup> [Building a Health Service Fit for the Future - Scottish Government](#)

**6.1.9 Hospital services**

NHS Lothian has a number of initiatives underway which will improve the delivery of services from hospital sites. The main initiatives include:

- The redesign of the Royal Edinburgh Hospital. This includes relocating some services currently provided on other sites, such as the neurological rehabilitation services, to ensure that services having a clinical relationship with each other are co-located where possible
- The planning and development of the East Lothian Community Hospital
- The transfer of services to the new Musselburgh Primary Care Centre.

At present, many services central to the wellbeing of people with physical and complex disability are currently under review or being redesigned. Key areas include:

- Review and redesign of services for people with progressive neurological conditions at the Lanfine Unit, Liberton Hospital
- Review of the amputation service and redesign of the Sutherland Ward, Astley Ainslie Hospital
- Review and redesign of the pathway for people with brain injury at the Charles Bell Pavilion, also at the Astley Ainslie Hospital
- Development of a network of hydrotherapy pools across Lothian to improve information about and access to existing pools.

East Lothian is engaged in these developments through the Lothian Physical and Complex Disability Strategic Programme Board.

**Action**

❖ Ensure effective communication around the redevelopment of hospital services and the impact on citizens of East Lothian.

**6.1.10 Support Services for people with complex conditions**

We will assess the need for intensive support for people with physical disability and develop appropriate models of intensive support which will be available during the day, in the evenings or at weekends.

Following assessment, people who meet the eligibility criteria will be supported to consider the four options of self directed support to identify the most appropriate way for their services to be organised. Individuals, and, where they wish this,

family members, will be supported to make decisions about their care and support, for example:

- Respite/ short breaks from caring
- Day support services
- or
- Support to live as independently as desired and as appropriate for the individual.

Services will include access to the following functions:

- Assessment
- Activity programmes, including access to hydrotherapy
- Access to specialist therapy and transport
- Rehabilitation and ongoing support as required
- Monitoring of complex and fluctuating conditions
- Information and training on the cognitive and psychological impacts of physical disability, including adjustment
- Peer support for users and carers.

From contemporary research regarding the design and commissioning of services for people with more intensive or more complex needs, there is a consistent message that people are better cared for and happier being supported to live locally. This enables people to maintain family relationships, friendships and therefore have more resilience and better physical and emotional health and wellbeing.

#### **Action**

- ❖ Seek to develop local solutions to enable people with intensive support needs to live in East Lothian
- ❖ Explore opportunities to develop support services with neighbouring authorities
- ❖ Provide training on specific conditions/disabilities for people with disabilities, carers and staff.

#### **6.1.11 Support for carers and development of short breaks**

The planning partners, local carers and their representatives are working together to increase support to carers as part of this Strategy. Across health, social care, housing services and the voluntary sector we recognise that the move towards keeping more people at home for longer will inevitably put more pressure on carers.

### **Action**

- ❖ Provide specific information, training and support to carers of people with fluctuating or progressive conditions
- ❖ Improve information and resources available to carers of people with a physical disability through working with the Joint Programme Board for Physical Disability to deliver an NHS Lothian web-based information resource.

The East Lothian Partnership is facilitating the development of a respite strategy with all planning partners. Carers of East Lothian are currently exploring more personalised possibilities for carers seeking a short break from caring and developing a local short breaks service.

### **Action**

- ❖ Work with the joint planning partners to pilot planned respite opportunities which meet people's needs
- ❖ Increase the capacity of the short breaks service to include people with a physical disability.

## **6.2 Keeping safe**

### **Outcome 2**

**Fewer people are the victim of crime, disorder or abuse in East Lothian**

- Reduced fear of crime
- Reduced incidence of violence against women
- Reduced incidence of hate crime.

The support and protection of adults at risk of harm is a high priority for East Lothian Council and its partner agencies. Through our Public Protection Committees we offer support that promotes independence, choice and empowerment by:

- Raising awareness about adult protection issues
- Providing information and advice to the wider community and to professionals about what we can do and what we must do
- Providing information regarding rights and responsibilities
- Providing training and development activities for all who come into contact with adults who may be at risk of harm
- Promoting access to independent advocacy services.

<p><b>Action</b></p> <ul style="list-style-type: none"> <li>❖ Engage with the East Lothian Community Safety Forum to raise awareness of disability hate crime</li> <li>❖ Engage with the Violence Against Women partnership to monitor levels of violence experienced by physically disabled people</li> <li>❖ Engage with the Adult Protection Committee to identify opportunities for investment in independent advocacy for adults with physical disability.</li> </ul>
--

### 6.3 Inclusive communities

<p><b>Outcome 3</b></p> <p>East Lothian has strong vibrant communities where residents are responsible and empowered with a positive sense of wellbeing</p>
<ul style="list-style-type: none"> <li>• The third and community sectors are thriving and resilient</li> <li>• Communities are well informed and influence decisions that matter in their local areas</li> <li>• Our community celebrates its diversity and seeks to challenge prejudice</li> <li>• People are creative and active in learning, culture and sport in their communities</li> <li>• Young people and children are involved in community life and their achievements are recognised.</li> </ul>

#### 6.3.1 Accessing public services

Improving access to public services is one of the key drivers for this strategy. We will improve access through:

- Improving access to public buildings. Public bodies adhere to the requirements of the Equalities Act and should enable full access to services

for all, including a verification programme to ensure that buildings remain accessible

- Improving access to public information, including a verification programme
- Improving access to employment support through collaborative working between East Lothian Works, East Lothian Vocational Opportunities Service, Healthy Working Lives, Working Health Services Lothian and the 'Keeping Well' Team.

#### **Action**

- ❖ Address the Equalities Act duties and the Disability Equality duty with regard to removing discrimination and improving access to public life for disabled people in East Lothian
- ❖ Engage with and further develop employment support opportunities for people with a physical disability or sensory impairment in East Lothian.

### **6.3.2 Monitoring equalities**

An Equalities Impact Assessment<sup>37</sup> has been carried out on this strategy. Through duties defined by the Equalities Act, East Lothian Council and NHS Lothian have a statutory duty to monitor and report on equality. Monitoring equalities provides us with a better understanding of the accessibility and uptake of our services by people with a physical disability and enables us to understand better the diversity of populations using our services. In particular we will seek to improve take-up of equality and diversity training currently offered through East Lothian Council's Single Equalities Scheme as this will improve opportunities for disabled people of all ages to participate in learning, culture and sport.

#### **Action**

- ❖ Engage with local planning forums to build on the equalities actions, to improve the monitoring of equalities and to increase the availability and take-up of equality and diversity training.

### **6.3.3 Advocacy and peer support**

Throughout 2011 NHS Lothian and the four Lothian local authorities have, through consultation with users, carers and providers, been developing the Lothian Independent Advocacy Action Plan<sup>38</sup>.

With funding from Scottish Government, NHS Lothian undertook a health needs assessment of independent advocacy to consider current provision and the gaps

<sup>37</sup> The Equalities Impact Assessment carried out on this Strategy can be accessed at [http://www.eastlothian.gov.uk/downloads/file/5602/physical\\_disability\\_strategy](http://www.eastlothian.gov.uk/downloads/file/5602/physical_disability_strategy)

<sup>38</sup> Lothian Independent Advocacy Action Plan 2012-16

in resources in relation to: hard-to-reach groups, groups with statutory entitlement to advocacy and new duties or recommended best practice.

This process has delivered a five year plan for advocacy with an annual action plan developed through consultation. This aims to improve the accessibility and availability of advocacy, for example through improving access to interpreting services, and to increase investment into independent advocacy across Lothian.

**Action**

- ❖ Ensure that East Lothian continues to be represented at the Lothian-wide steering group to support and develop independent advocacy
- ❖ Use East Lothian consultation hub to communicate progress in implementing the strategy with stakeholders and the general public
- ❖ Develop access to advocacy services for people with physical disabilities.

**6.4. Housing and support**

**Outcome 4**

Local Housing Strategy Strategic Vision: Everyone in East Lothian has access to quality sustainable housing which meets the changing and diverse needs of households, within safe, inclusive and vibrant communities.

**6.4.1 Housing and housing support**

The East Lothian Local Housing Strategy<sup>39</sup> (LHS) was approved in March 2012. The LHS sets out how the council and its partners will improve housing across East Lothian.

The LHS recognises that more accessible homes are required across all tenures and that in the future more complex levels of need are likely to be met in the community. During the consultation on the LHS some concerns were raised about the availability of housing for people with particular needs and as part of the LHS Action Plan we have committed to reviewing the provision of new build affordable housing for people with particular needs.

<sup>39</sup> East Lothian Local Housing Strategy 2012-17 [Local Housing Strategy - East Lothian Council](#)

When we are building new housing there are some design elements which can improve the accessibility of housing for people with particular needs, for example interior and lighting design for those with sensory impairment. We will work with specialist organisations to review the provision of new build housing to ensure that we incorporate good practice guidance wherever possible.

In order to support the implementation of the LHS we carried out a Housing and Housing Support Needs Assessment to find out more about the needs of people with particular needs, including people with physical disabilities and hearing or sight loss. The initial findings of the research suggest there is likely to be a gap in supply of accessible smaller properties and highlights the importance of adaptations in enabling people to remain at home.

The Housing Information and Advice Strategy <sup>40</sup>recognises the need for a joined up and consistent approach to the delivery of housing information and advice can play a crucial role in enabling households to make good housing choices. As part of the implementation of the Strategy we will develop a housing options guide which will provide individuals and housing advisors with good quality and up-to-date information on housing in East Lothian. For people looking for social rented housing, we will also seek to provide applicants with better advice on the availability and location of housing which will meet their needs. This will ensure that households can access the widest range of housing available. Information and advice relating to other housing tenures will also be improved.

### **Action**

- ❖ Review good practice in new build housing for people with particular needs, including interior layout and lighting design for people with a sensory impairment
- ❖ Review the provision of new build housing for particular needs groups
- ❖ Develop housing support services with a focus on preventative support, such a telecare, equipment and adaptations
- ❖ Develop initiatives to address current and future housing and housing support needs using the findings from the Housing and Housing Support Needs Assessment (2012)
- ❖ Explore and develop social enterprise initiatives to provide assistance with moving home, decorating etc
- ❖ Provide households with housing information and advice which maximises choice and is tailored to meet the preferences of individuals.

<sup>40</sup> East Lothian Housing Information and Advice Strategy 2012-17

**6.4.2        *Telecare and telehealthcare***

Improvements in telecare and telehealthcare for people with physical disability is one of the key contributors in shifting the balance of care towards an increase in home-based care, particularly for young people in transition to adult services. The recent research into housing support needs has identified greater use of telecare and telehealth to assist in delaying a need to access supported or residential accommodation. This is a key area of expansion for younger people with physical disabilities to enable them to remain living at home and prevent long term residential admission. Telecare also provides crucial support for carers of people with physical disabilities.

We will further develop telehealth and telecare solutions linked to the development of supported self assessment and of our emergency response services. The current use of telecare by people with physical disability in East Lothian equates to approximately 8% of the total for telecare.

***Action***

- ❖ Develop supported self assessment for minor adaptations and telecare for people with physical disability and their carers in East Lothian
- ❖ Raise awareness of innovative and radical approaches to telecare and telehealthcare.

**6.4.3. *Occupational therapy, equipment and adaptations***

The occupational therapy service alongside Housing and Registered Social Landlords have recently developed a equipment and adaptations partnership agreement across all housing tenures which aims to ensure the assessment and provision of major adaptations is service user focused, delivers streamlined decision making with delegated authority, to ensure positive outcomes for people with a disability and their carers.

Due to the shift in the balance of care and ongoing work with people with a disability and/or a long term condition, occupational therapists will play an increasingly important role in enabling people to live as independently as possible in their own homes for as long as possible.

***Action***

- ❖ Enable people with a physical disability to live in their own homes as independently as possible, increasing access to and uptake of specialised equipment and adaptations through take-up of self directed support.

## 7. Engagement and communication

Effective links have been established between service users and providers, carers, staff and other stakeholders. Feedback from service users and carers, consultations on a range of topics and good communication ensures that information is shared through proactive networks of information and support.

This Strategy will be circulated, approved and launched according to the following timetable:

**Table 7: Engagement and communication**

Stage 1	East Lothian Joint Physical Disability Planning Group	Initial draft	March 2012
2	Senior Management Team, Adult Wellbeing, East Lothian Council  Senior Management Team, East and Midlothian Community Health Partnership	Revised draft circulated for approval	May 2012  June 2012
3	Engagement session		June 2012
4	East Lothian Partnership Health and Social Care Theme Group		August 2012
5	Community Health Partnership East Lothian Sub-committee		December 2012
6	Cabinet Meeting, East Lothian Council		January 2013
7	Launch and distribution		November 2013

## Glossary of useful terms

### **Allied health professionals (AHPs)**

The Allied Health Professionals (AHPs) play a critical role in the assessment, treatment and rehabilitation of people of all ages. They are an essential part of a multi-disciplinary team that works with disabled people. Some may be more involved than others depending on individual needs. There are 13 allied health professions: art therapists, dietitians, drama therapists, music therapists, occupational therapists, orthoptists, orthotists and prosthetists, physiotherapists, podiatrists, diagnostic radiographers, therapeutic radiographers, speech & language therapists.

### **Blind or partially sighted person**

Is a self-explanatory term but in other documents and discussions the term visual impairment may also be used.

### **Blue Badge scheme**

This scheme provides a national arrangement of on-street parking concessions enabling people with severe walking difficulties who travel either as drivers or passengers to park close to their destinations. The scheme also applies to registered blind people and people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. The scheme is administered by local authorities who deal with applications and issue badges.

### **Brain injured person**

This means a person who has sustained damage to their brain either through trauma, haemorrhage, anoxia or infection. The most common cause of brain injury is traumatic head injury with the most common causes being assaults, falls or road traffic accidents.

### **Community Health Partnerships (CHPs)**

Community Health Partnerships bring together primary care and specialist services. Working with Adult Wellbeing services they ensure that local population health improvement is placed at the heart of service planning and delivery. CHPs link clinical and care teams. They work in partnership with local authorities, voluntary sector and other stakeholders, actively involving the public, patients and carers.

### **Deafblind person**

This means someone who has lost or is losing both their hearing and their sight. In young people the most common cause is Ushers Syndrome.

### **Deaf person**

In the context of this report this means a person who is deaf, deafened or hard of hearing.

**Dial a Ride and Dial a bus** are services provided by Handicabs.

Dial a Ride provides door to door transport for people with limited mobility who live in Edinburgh or the Lothians and are unable to use ordinary buses. The journey will usually be to somewhere within Lothian. The service operates 7 days a week. Dial a Bus provides transport from home to a local shopping centre for people who cannot manage ordinary buses. It operates at least once a week in most areas within Edinburgh and Lothian

### **Disability awareness training and disability equality training**

- Disability awareness training tends to focus on the individual impairment or condition and will often use simulation exercises (such as putting people in wheelchairs or blindfolding them) to encourage non-disabled people to have an idea of what it may be like to have that specific disability. Their trainer may discuss medical details, which may be connected with specific conditions, and will cover issues such as etiquette and language. Someone may offer the training with no personal experience of disability.
- Disability equality training explores the concept of people being disabled by society's barriers and attitudes, highlighting the role of the organisation in the removal of those barriers and in the changing of attitudes. The training may include an element of 'awareness' - customer care, etiquette and appropriate language for instance. The training will always be provided by a person with personal experience of disability.

### **Impact assessments**

Impact assessments are part of the equality and diversity agenda. In an Impact Assessment the service provider assesses the likely impact of any proposed changes on staff and customers of its service, against the legal requirements of equality legislation.

### **JobCentre Plus**

JobCentre Plus is a government agency, part of the Department of Work and Pensions, supporting people of working age from welfare into work, and helping employers to fill their vacancies. They aim to increase the effective supply of labour by best form of welfare and helping unemployed and economically inactive people move into employment. They also aim to pay customers the correct benefit at the right time and to work towards parity of outcomes for ethnic minority customers.

### **Lanfine Unit**

The Lanfine Unit provides an in-patient rehabilitation service, currently in the grounds of Liberton Hospital.

**Long term**

Where the effect of disability has lasted, or is likely to last, more than 12 months or for the rest of a person's life (Disability Rights Commission).

**Motability**

Motability is a national charity assisting disabled people with their mobility needs. Motability direct and oversee the Motability Scheme which enables disabled people to obtain a car, powered wheelchair or scooter simply by using their government-funded mobility allowances

**NHS Boards – NHS Lothian**

NHS Lothian is the 'umbrella' organisation for all Lothian health services, with strategic planning and leadership provided by Lothian NHS Board.

**Vocational Rehabilitation**

Is rehabilitation aimed at helping people return to work or occupation and/or to stay in employment.

## Appendix A Joint Planning Group

The Joint Planning Group is currently the local mechanism for ensuring that key stakeholders participate in developing the strategic plan. The membership of the group currently includes:

- Service user and carer representatives
- East Lothian Council
- East Lothian Community Health Partnership
- East Lothian Community Care Forum
- NHS Lothian
- Voluntary organisation representatives including RNIB and Deaf Action.

The joint planning system is currently under review.

## Appendix B Action Plan: Strategy for Physical Disability and Hearing or Sight Loss 2013-16

<b>Outcome 1</b>	<b>In East Lothian, we live healthier, more active and independent lives</b>
------------------	--

<b>Action</b>	<b>Lead</b>	<b>Completion date, subject to review</b>
Gather information about the level of disability and the diversity of need in East Lothian, including complex sensory loss, speech loss, or other communication difficulties	ELC/NHS(L)	2014
Ensure that services are commissioned to meet needs at different levels following the implementation of self directed support	ELC/NHS(L)	2014-15
Report on the numbers of people selecting from the four self directed support options by the end of the financial year 2014/15	ELC/NHS(L)	2015
Work with the planning partners to remove unnecessary barriers and improve the experience of both younger and older adults accessing relevant services	Getting it Right for Children and Young People Theme Group	Ongoing
Strategically disinvest from current day service models to deliver redesigned services to support individual choice	ELC	2012-2015
Seek to expand the availability of the local area coordination model across the county (linked to disinvestment from current day service	ELC	2012-2015

models)		
Engage with the current East Lothian Council-wide review of transportation to improve access and resources for people with a physical disability	ELC	2013
Improve access to the stop smoking service which offers an inclusive service to support individuals with mobility or functional problems to access services more easily, including home visits where necessary	NHS (L)	March 2014
Further develop the role of the allied health professional in relation to supported self-management (linked to disinvestment from current day service models and Lanfine Unit redesign)	NHS (L)	2012-2015
Ensure people understand how to use supported self- management resources(linked to disinvestment from current day service models)	ELC/NHS(L)	2012-2015
Explore opportunities to develop support services with neighbouring authorities	ELC/NHS (L)	2014
Work with specialist provider agencies to explore provision of a more integrated service for people with hearing and/or sight loss	ELC	2013
Work with specialist provider agencies to address screening for sight and hearing loss	ELC	2013
Expand reablement services to those living at home so that people of all ages have access to reablement as required. Review uptake by younger adults	ELC	2014

Ensure effective communication around the redevelopment of hospital services and the impact on citizens of East Lothian	NHS (L)	Ongoing
Develop local solutions for people with intensive support needs (linked to disinvestment from current day service models)	ELC, Joint Planning Group (currently under review)	2012-15
Provide information and training on specific conditions and disabilities to people with disabilities, carers and staff	Carers of East Lothian and specialist provider agencies	2014-5
Provide specific information, training and support to carers of people with fluctuating or progressive conditions	Carers of East Lothian and specialist provider agencies	2014-5
Develop pilot planned respite opportunities which meet people's needs	Carers of East Lothian /ELC/NHS(L)	2014
Improve the capacity of the short breaks service to provide for people with a physical disability	Carers of East Lothian	2013

<b>Outcome 2</b>	<b>Fewer people are the victim of crime, disorder or abuse in East Lothian</b>
------------------	--

<b>Action</b>	<b>Lead</b>	<b>Completion date</b>
Engage with the East Lothian Community Safety Forum to raise awareness of disability hate crime	Joint Planning Group(currently under review)	2014

Engage with the Violence Against Women partnership to monitor levels of violence experienced by physically disabled people	Health Improvement Alliance	2014
Identify opportunities for investment in independent advocacy for adults with physical disability	Joint Planning Groups (currently under review)	2013

<b>Outcome 3</b>	<b>East Lothian has strong vibrant communities where residents are responsible and empowered with a positive sense of wellbeing</b>
------------------	---

<b>Action</b>	<b>Lead</b>	<b>Completion date</b>
Address the Equalities Act duties and the Disability Equality Duty with regard to removing discrimination and improving access to public life	ELC/NHS(L)	Ongoing
Engage with and develop further employment support opportunities for people with a physical disability or sensory impairment in East Lothian	ELC	2012
Engage with local planning forums to build on the equalities actions, to improve the monitoring of equalities and to increase availability and uptake of equality and diversity training	ELC/NHS(L)	Ongoing
Ensure that East Lothian continues to be represented at the Lothian-wide Steering Group to support and develop	ELC	Ongoing

independent advocacy		
Improve information and resources for carers of people with a physical disability through working with the Joint Programme Board for physical disability to develop a web-based information resource	NHS (L)	2013

<b>Outcome 4</b>	<b>In East Lothian people in housing need are able to access and sustain their choice of housing including independent living, where appropriate</b>
------------------	--

<b>Action</b>	<b>Lead</b>	<b>Completion date</b>
Provide households with housing information and advice which maximises choice and is tailored to meet the preferences of individuals.	ELC	Ongoing
Review good practice in new build housing for people with particular needs, including interior layout and lighting design for people with a sensory impairment	ELC	To be agreed
Review the provision of new build housing for particular needs groups	ELC	To be agreed

Develop housing support services with a focus on preventative support	ELC	Ongoing
Develop initiatives to address current and future housing and housing support needs using the findings from the Housing and Housing Support Needs Assessment (2012)	ELC	To be agreed
Explore and develop social enterprise initiatives to provide assistance with moving home, decorating etc	ELC	March 2014
Develop supported self assessment for minor adaptations and telecare with people with physical disability and their carers	ELC	Ongoing
Raise awareness of innovative and radical approaches to telecare and telehealthcare	ELC/NHS(L)	Ongoing
Enable people with a physical disability to live in their own homes as independently as possible, increasing access to and uptake of specialist equipment and adaptations through take-up of self directed support.	ELC/NHS(L)	2014





The strategy has been developed in partnership with people who use services, their families and carers, East Lothian Council, NHS Lothian, East Lothian Community Health Partnership, East Lothian Community Care Forum, and voluntary and independent sector providers. To everyone, many thanks.

To download a copy of the summary version of the strategy or for more information visit

[eastlothian.gov.uk/opportunityandindependence](http://eastlothian.gov.uk/opportunityandindependence)



Versions of this document can be supplied in Braille, signed DVD, large print, audiotape, or in your own language. Please phone Customer Services on 01620 827199.