

# What I want from my life

*An exciting time to work together, to develop community support for adults with disabilities and mental health problems both now and in the future.*



Newsletter 1

August 2018

East Lothian  
Health & Social Care Partnership



Looking for modern, flexible services that help people to achieve their assessed personal outcomes



East Lothian Health and Social Care Partnership (ELHSCP) needs your help. Over the next two years, we are going to look at how we can develop community support services for adults with disabilities and mental health problems.

**We want you to share your views and help us to develop these services.**



We will be working with:

- all the people who use these services
- their families/carers
- the organisations who provide community day supports
- advocacy and support groups.

This involvement will help us to decide what services will be best for the people in East Lothian.



We will be looking at the services that ELHSCP buys from other organisations and charities.

We will also be including services provided by East Lothian Council, which are :

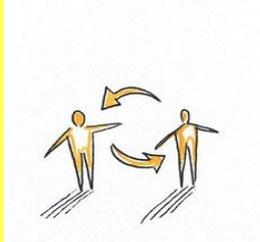
- Tynebank
- Port Seton
- Fisherrow Hub.



Be creative

Share your ideas

What are the opportunities?



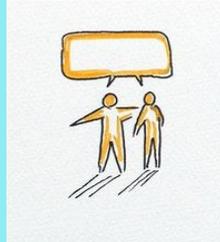
### Learning from your feedback so far

People have already given us feedback about previous work undertaken within our council resource centres, e.g the move to Fisherrow Hub.

We will also use the messages from the Big Conversation.

This valuable feedback gives us something to build on and we will also consider the information that people have already told us about:

- how they want to live
- what opportunities people need support to experience.



### Consulting and engaging

We are also going to consult widely – with people who use services, their families and carers, staff, service providers, our third sector partners and the wider community. We want to understand:

- what aspects of current services people enjoy
- what could be changed/improved
- what other opportunities people would like to see offered.



### Using what you tell us

We will spend the first year working with everyone to learn about the different types of support available, what will work best for those using services now and for those accessing services in the future.

This will help us make sure that services are:

- based on what people tell us they need
- in the right place, at the right time
- cost effective and fit for the future.

We will be holding meetings, organising focus groups and working with people who use service in different ways to hear their views. You can also take part in online surveys and consultations.



## Keeping you up to date and involved

We want to keep everyone informed so we will use newsletters like this and social media. There will be events throughout the year where you can tell us what you think.



## What happens next?

We are going to arrange a number of information and engagement events, starting in September 2018.

We will start to gather lots of information and data.

At the end of the first year of the project, we will use what you have told us and the information that we have gathered, to agree model's of community support.

We will spend the second year putting everything in place so that our **new model's are ready by April 2020.**



## Working Together

We know there have been some changes over the past five years. We want to work with those who use our services, carers, and people who will use our services in the future, our partners and our staff so that everyone can share their ideas.

We have thought about some of the questions you might want to ask and given some answers – see our Frequently Asked Questions on the next page.



## Join us

We hope you will help us to shape services across East Lothian. .

If you would like to contact us, please:

- email us at [elhscp@eastlothian.gov.uk](mailto:elhscp@eastlothian.gov.uk)
- phone 01620 827 755
- write to ELHSCP Transformation Team, Room 211, John Muir House, Haddington EH41 3HA

We will respond to any enquiries within two working days.

East Lothian Council is committed to providing accessible information to advance equality and reduce discrimination.

Alternative formats of the information, including Foreign Language, Braille, BSL , Audio, Easy Read, Large Print are available upon request. Contact details are provided above.



# FAQs

## Your questions answered

### Why now?

East Lothian Health and Social Care Partnership has already carried out a review of all the care at home and older people's day care provision. It was agreed that a review of all community provision would follow this work. The population of East Lothian is growing quickly and we need to ensure our services are able to offer places to a larger number of people.

### What are the next steps?

August 2018 – March 2019

- Engagement and consultation with people who use our services, their carers, our staff and also other organisations who provide services for us.
- Needs led assessment: this is a process for determining and addressing the needs or gaps there are within services and what people who use services and carers want
- Analysis of all the information we have now, including demand on future services
- Comparing the range of services , which are provided both locally, nationally and internationally to see how successful they are in supporting people to live well.
- Option appraisal - looking at a range of different suggestions for a service model to work out which would work best in East Lothian.

April 2019 – March 2020

- Engagement and consultation
- Sign off of the proposed service model
- Preparation to put in place the agreed new model's of community support





# FAQs

## Your questions answered

### **What will happen next?**

We will hold the first suite of engagement and consultation events from 24th September to 4th October 2018. Further details can be found within the covering letter.

We will also start the project by carrying out a needs-led assessment which will look at the way that people use services now and how well services meet their needs. We will also be looking at the needs of future service-users.

### **What services will be involved?**

This will include all services for Adults that we buy from other organisations, charities and council run services.

### **How will service users and carers be involved and updated?**

We will offer a number of opportunities to become involved in this review, which will include:

- engagement and consultation events
- newsletters, social media
- parent/carer meetings
- opportunities for carers who would like to contribute to the shaping of the model to join us on the planning groups.

This will include carer and advocacy groups who will support this project.

### **Will my service change?**

We can reassure you that we will not make any immediate changes to your current service, unless your circumstances change and the service needs to be adjusted to meet your/family member's needs.

It will be difficult for us to say what the service will look like until we have agreed with everyone involved what changes we want to make. We will have agreed model's after April 2019. In the second year of this programme we will discuss any proposed changes with you.



# FAQs

## Your questions answered

### **Do we know what we want services to look like?**

No. We want to find out about services that are delivered across the country and internationally. We want to look at these with you and consider what would work best for the people of East Lothian.

### **Will I have to pay more for my services?**

Until we know what the new model looks like, we can't say. We will have to apply the recent charging policy to all new services. Once we have agreed what the new service will look like, we will be able to work out what charges will apply.

### **What about the impact of any changes to services on transport?**

The transport needs of everyone who uses services will be considered as part of this work.