Sue Ryder Homecare Scotland, Arbroath Service

Overview

Sue Ryder Homecare Arbroath service offers a unique flexible and tailored support for 80 people in the Angus area, to people of all ages with complex learning difficulties. The service recently underwent a programme of change to person-centred ways of working to improve the degree of choice and control people can take over their support.

This has included revising their approach to recruitment and a shift away from employing "care workers" to "support workers" and the introduction of one page profiles for all staff to help with matching people supported to a specific staff team. They also piloted "Working Together for Change" as a way of co-producing services through the systematic use of aggregated information from people's person-centred reviews.

The service delivers over 800 hours of care per week, across a largely rural area, and supports people to take part in social activities and to learn life skills to help them re-engage, and interact with their community. Young adults with learning difficulties are encouraged to maintain their independence and supported to attend their local sixth form college.

The homecare service enjoys a very good relationship with local commissioners who have been supportive of the project. The service is currently running a Working Together for Change event for commissioners, service users and carers. It is an education event aimed at commissioners and individuals to ensure everyone involved understands the process of
change from an early stage. Service users are encouraged to use this as an opportunity to feed back and suggest areas for improvement.
Outcomes

The aim for people who use the service is:

- **To deliver** a personalised model of home and community support for each individual.
- **Empowering people** to live the life they want.
- **Responding** to the needs of the whole person.
- **Tailored support** which empowers people to maintain their independence where possible.
- **Co-producing an assessment criteria**, including questions they may want to ask potential support workers.
- **Matching up support workers** to the right people.
What Next?

The services are developing a model that is flexible and personalised to each person using their service. They listen to their needs and wishes and align these with the one page profiles of their support workers. This helps to tailor care plans more specifically and ensures individuals and their families are supported in the way most suitable to them.
Key Learning Points

- **A commitment to investing time** and resources is intrinsic to the success of developing a personalised homecare service.
- **Time needs to be dedicated** to having conversations with service users and their families to discuss their needs and aspirations.
- **Important that the service is flexible** so conversations happen at times most convenient for service users and their families.
- **Shifting the focus** from 'care staff' to 'support workers' to develop a more person-centred service.
- **Developing evaluation** tools to help match up service users and our support workers.
- **Co-producing a service** to give a complete picture of a person’s life.