

Physical Disability & Sensory Impairment

Strategic Plan Engagement 2021

The Midlothian Health and Social Care Partnership is responsible for services that help people live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some acute hospital-based services.

To help us in developing our new strategic plan we spoke with stakeholders, volunteers and people with lived experiences about their views on the services we deliver and what could be improved.

We would like to thank the 30 people with lived experience and staff who contributed, including members of Forward Mid and Enable, and the community organisations and service providers including Enable, Deaf Action, Sight Scotland, MVA, LCIL and the Physical Disability Team.

We spoke to people for 8 weeks from 22-07-2021 to 15 -09-2021.

Questionnaires completed

- 2 individual and 1 group questionnaire completed by Enable

Interviews/focus groups completed

- 5 interviews with representatives of Forward Mid and MVA one of which included the manager of Lothian Coalition of Independent Living

Other engagement

- Interview with Director of Sight Scotland
- Interview with Director of Deaf Action
- Interviews with Team Leader and the Physical Disability Team
- Interviews with Project Officer for Extra Care Housing
- Information gathered through the course of engagement with other client groups including older people, and people with learning disabilities and with unpaid carers

Prevention

Suitable Housing is crucial for people to manage independently

Key Points



Both Forward Mid and Enable mentioned the value of suitable housing in enabling people to be independent and have a better quality of life.



Maintaining and repairing adaptations is important



Some people felt that the Council and/or the IJB need to have more influence on the accessibility of housing built by private developers



Some people thought a Care and Repair service would be helpful as long as it is of good quality and responsive to the needs of Disabled People

Information enables people to access the most appropriate supports

Key Points



Some people felt the Resource Directory was valuable. The importance of access to local information, available in one place, was reported by members of Forward Mid and Enable



Some people said it was helpful to ensure people know where to go for support whilst waiting on formal services. Easy access to information enabled people to access Community Supports making it more possible for them to look after their own health and wellbeing

Support to stay well – for both physical and mental wellbeing

Key Points



Access to leisure services can be a problem in some areas



Ongoing rehabilitation can help build and maintain strength



Recognition and support to address issues related to mental wellbeing and pain management would enable people to have a better quality of life




Some people felt Midlothian Council and NHS Lothian should strengthen their approach to the **employment of disabled people**. While enabling disabled people to find and retain employment is not within the control of the IJB, the Council and NHS Lothian can set an example as employers and influence other public bodies.

Support & Treatment



Aids and equipment support disabled people in everyday life.

Key Points

-  Delay in receiving such help not only increases risks but has an adverse effect of people's ability to cope and consequently their mental wellbeing






The new standards on Self-Directed Support were welcomed

Key Points

-  There should be an implementation group involving service users
-  It is a very lengthy document and should be distilled into a summary to be accessible for service users and frontline staff

Access to services is vital

Key Points

-  The **Care at Home** service is, for some disabled people, critical to their ability to manage independently at home and with a reasonable quality of life. Without such support can mean a failure in Human Rights
-  A quality assurance system for care at home services should involve service users in an ongoing way
-  Lengthy waiting times for services such as **Occupational Therapy** is disabling bringing potential risks to disabled people.
-  A review of physical access to all **health premises** –health centres, pharmacies, opticians etc.- should be undertaken
-  There is a need to review the right balance of face-to-face contact with reliance on technology as we move out of the Pandemic

Support in a Crisis

The absence of essential care at home services has been recognised as a major challenge for the HSCP. However, for people on Direct Payments there are very similar implications if there is an interruption of support provided by **Personal Assistants**

Key Points



Back-up arrangements are needed whereby people who rely on Personal Assistants are able to quickly access a competent replacement in the event of illness; self-isolation; or resignation