

EASY READ Plan For People Who Need Extra Help Seeing, Hearing Or Both in Ayrshire And Arran.

This report is about the Ayrshire and Arran Sensory Locality Plan. The picture on the left is the front cover of the report.

A sensory loss is where someone has problems seeing, hearing or both.



The plan is to help people in the local area who have problems with seeing, hearing or both to take part in society by making sure they get the right help.



This report has been put together by the local councils in Ayrshire, the Health Board, voluntary organisations, carers and people with disabilities.



We have tried to make this report as Easy Read as we can. This report uses pictures from Photosymbols.



We hope that people will be able to get support to help them understand anything which is not clear.

BIG words

Some of the hard words in this report are in bold. We have tried to explain what these words mean to help people with learning disabilities.



THE PLAN

People who have a sensory loss should be able to expect the same access to employment, education, healthcare and social care as everyone else.

They need



- Different types of support.
- More information about their problems and what a sight or hearing loss will mean for them.
- Information and support to live as independently as possible.
- Emotional support and counselling to help them manage their sensory loss.
- Direct assistance when they need it.

Who is the plan for?

We want our plan to help four groups know more about people with sensory loss.



Service users with a sensory loss should know what is going to happen to the services that they use. This will help them know what changes will mean for them.



Public sector and other services such as social work and clinics that help people with sensory loss should be able to use this plan to be better at working together.



Public services that everyone uses such as libraries and housing should know about sensory loss so they can help people who use their services.



Parents, families, carers and the wider public should know more about sensory loss as this will help spot people at risk and help them get the right support.

Who is included within the plan



The plan covers people of all ages with sensory loss.

Sensory Loss covers people living with varying degrees of hearing loss, sight loss and also those with loss of both senses. Both hearing and sight loss can be present from birth. Most people with a sensory loss get it later in life.

We want to pay special attention to:

Children and Young People



Early diagnosis and intervention are critical for young people. Professionals have to work together to get the right support for each child and young person to live as part of society.



We want to help young people leave school and move into post-16 education or employment without problems.

We also need to make sure parents know what to do at important points in their child's life such as starting school or beginning a job.

Adults of working age



Lots of people with sensory loss find it hard to work or to keep a job. Sensory services must ensure that the right support is given to adults to move into employment or sustain their employment.

Older people



We need to make sure older people get help to identify any sight or hearing loss whether they are in the community, care homes and acute hospital settings.

Long Term Conditions

Diabetes



People with diabetes are more at risk of losing their sight. We need to help people know they have diabetes and that this might mean they lose their sight, if they don't look after themselves.



Smoking

Smoking can lead to sight loss.



Obesity

Some people who are overweight are at risk of a hearing loss.

Mental Health well-being



A sensory loss in early life can cause mental health problems for children and young people. Sometimes the problems don't appear until people are older.

Good practical and psychological help can support people when this happens.



People will need help to get their confidence back and help is needed to make sure people can communicate.

People will need emotional support and counselling to help them manage their sensory loss.

Hidden and untreated sensory loss.

Some people have hidden sight or hearing loss that can be hard to find out about. They include:



- People who have had a stroke.

A stroke is a brain problem that can leave people with difficulties in moving, speaking and other things.

- People who have dementia.

Dementia is when the brain begins to stop working and it is hard to remember or focus on things.



- People with learning disabilities.
- People with Autism.

If we do not find out that they have problems then they might find it hard to keep in contact with people and to make friends in the community.

Ethnic Minority communities



Some people come from ethnic minority groups which have a higher risk of sight loss. Both the South Asian population and people of African-Caribbean origin have a greater risk of sight loss.

We want to make sure that people from ethnic minority groups can use services easily and that the services know how to help them.

THE CHALLENGE

We have made this plan because we think things will change in the population of Ayrshire and Arran.



Over the next 20 years there will be more older people. There are already a lot of people over 65 living in the area. And over the next twenty years those over 80 will nearly double.

We will need to think a lot about what this means for older people. Many of these older people will be at a greater risk of sensory loss.



Many people with special need will live longer. For example there are 140 people with a learning disability aged 65 and over, and a further 225 people with a learning disability nearing that age. Many of them will need help with sensory loss.

We want to use our services in new ways to make life better for people with sensory loss.

We Have A Positive Approach to the Future.



We want to make people more involved in their own care and to help them use the supports they have in their own communities. We work with people with sensory loss to help them decide how they want help and then will help them do this.

We will help people with sensory loss support each other and talk about what is best for them to do.



We think this will give them better lives. It will be more effective if we do that and we will be able to help more people.

We hope that people with a sensory loss will be more in control of their lives as they get more and more skills in living in their own communities.

Working Together



The Scottish Government wants public sector organisations to work together. It thinks that services can be improved by new partnerships of a wide range of public sector and voluntary organisations and it should include people with sensory loss and carers too.



We plan a single Ayrshire Sensory Loss service to help us make sure services can be delivered locally with extra support, advice and information.

This helps everyone in Ayrshire and Arran gets the same service. It will provide one point of contact to access the sensory loss service, with a clear way to get support.

This new service will help organisations work in partnership together. It will help people to understand where they will get help from. The new Health and Social Care Partnerships will make sure this works.

Care Pathways

A care pathway is a plan for social work, health and the voluntary sector to help everyone with an illness or disability to get help in a consistent way.



This makes sure that people get a joined up service and no one gets forgotten about. People will enter the Care Pathway at different stages. Some people will get help from mainstream service. Others may need specialist help.

This helps us use our resources better. **Resources are staff, skills, buildings and technology.**



Care Pathways are already used for people who need treatment for hearing loss and sight loss.

We will develop more care pathways for people with different conditions that might be linked to sensory loss over the next few years.

RESOURCES



We want to make sure that staff, skills, buildings and technology that we have are the best for the job. When we choose these resources we will use “Strategic Commissioning”.

Strategic Commissioning is a way of working together to arrange services based on knowing what people need and what outcomes they want to achieve and then choosing the resources that can help them achieve this.

Outcomes are the changes to your life that have been caused by the services you get.



We will make sure that all the partners make sure they make good decisions on what services to arrange.

They will make sure that they think about what each change will mean and don't cause new problems by solving old ones.

Commissioning for Outcomes



We want to “Commission for Outcomes’. This means services are asked to explain how their service could improve the quality of life for people who would use it.

The Health and Social Care Partnership will think about the outcomes that services achieve. They ask for the views of service users about the services they have received.



The Right People For the Jobs

We need to make sure that we have the right people with the right skills to make this plan work. We will make sure that staff know what is happening and make sure they are part of the plan. We will develop the right kinds of training for them.

OUR PRIORITIES FOR THE NEXT TEN YEARS

Priority 1 - We want to make sure that staff who work with sensory loss maintain their skills and develop new skills.



It is important that our staff are well trained and learn about new things that matter to people with sensory loss. This training must also talk about the differences between sensory loss at birth and later in life.

We will share the things that work well in improving the lives of people with sensory loss.

We will make sure that there are enough specialist staff to help people and that if we need more, we will help staff gain new skills. In particular we want to train clinical staff in telling people about what sensory loss is and what it might mean to the person.



We want to help parents, carers and other family members recognise sensory loss by more training in awareness, sign-posting and peer support. We also want to explore the role of parents and carers in training and find ways to improve this.



We already have good training models in Ayrshire and Arran such as 'Bridge to Vision' and 'Champions' for sight loss. We will develop these to help other groups of people at risk or with other sensory loss.

We will do more awareness training for health and social care staff, those that provide public services, service users, carers and families.



We will do more E-Learning for staff. We already use systems like "Learning Pro" for NHS staff and could develop this for others.

E-Learning is using computers and the internet to make learning easier.

We also want to make sure more people know how to give accessible information in the way people like.

Priority 2 - We want to develop a service which is accessible to use and understand.



A single service for all of Ayrshire and Arran will mean people can expect things to be easy to use. It will also help parents, carers and families who also need easy to use and understand information.



We will make good information in different languages and different ways available on

- sensory loss conditions.
- services that can help.
- support networks.
- legal entitlements.

We will provide training for front line health and social care staff on the provision of accessible information.



We will ensure all information, including for appointments and assessments is available in ways people can understand.

We will explore the use of new technology for front-line services.



We will encourage the better use of lighting, contrast, signage and loop systems in the buildings we use, residential care homes and sheltered housing.

We will make sure general public services like housing and libraries have accessible information available on health services.

Priority 3 - We Need to Do More Work to Prevent Sensory Loss

We must be better at meeting the needs of vulnerable people and those that are isolated socially or geographically and who have real difficulty in accessing services. We will keep looking at people's needs as they change over time.



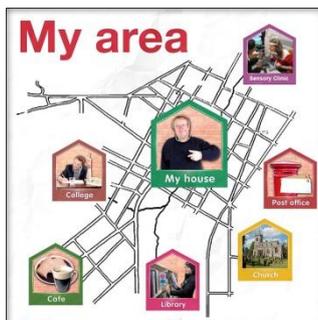
We want to have professionals from different agencies working together in a team to improve how they help people.

We will help our staff look out for people who might be at risk of sensory loss by giving them awareness training.

We want our services to think more about those at risk of sensory loss. This will help people prevent some problems before they happen and manage other problems when they happen.



We want people affected by sensory loss to be more involved in being full partners in improving their health and managing their conditions. This will include supporting people to help care for themselves using new technology when this helps.



We want to move more services into local communities so people can get the care and support where and when they need it. We will still use bases so that we can use the best new technology and ways of working.

We will have a public awareness campaign to let people know about the causes of sensory loss and how to tackle these.



We will provide emotional support when people are first told about their sensory loss. And if they need it they can get counselling later.

Priority 4 - We want to focus on the outcomes for people.

We want to make sure that our services help people get what each of them want from support and help about sensory loss.

We will see if the 'Seeing And Hearing It My Way' questions would help identify a range of outcomes which those with a sensory loss feel are important to them.



We will use 'Talking Points' system to help people using services, unpaid carers and people living in a care home to tell us what they would like from their support and whether their current services are helping them get that.



Deciding on outcomes involves some give and take between individuals using services and those delivering services. We want to develop minimum standards for outcomes that everyone has to get.

The 'Talking Points' outcomes framework is good for people using services.

We want to look at a different system to help us make sure children get the right outcomes from services. This system allows professionals to work out what a child needs.



Co-production means services working together with people who use services and carers.

We want to have more co-production every time we arrange or change services.

We want to help more people to control their own support and to manage their sensory loss.



We will make more information available on what is available to services users.

Priority 5 - We want to develop care pathways that are accessible to use, easy to understand and, that deliver effective outcomes.



We want to make sure that people can get in touch with services easily, know what is going to happen next and get the right outcomes. It is important that all the professional staff who help understand what happens.

There needs to be good ways of getting care for

- people at risk of sensory loss.
- those with an identified sensory loss.
- people who may be living with a hidden sensory loss.



We will make sure as many people as possible only have to go a single place to get help.

We will check that people are getting their care in clear and simple ways and make any changes needed to meet the needs of service users.

We will find new care pathways which help service users and providers.



We will make sure service users, providers and other health and social care staff understand how care pathways work and how to use them.

We will make sure there is good communication including hearing support and sign language at every stage of the pathway.



We will develop a Care Pathway that goes from birth to older age that covers all sensory loss.

Priority 6 - We want to develop a single service with easy and local access across Ayrshire and Arran.

We want to make sure that adult health and social care services work together to improve things for people with a sensory loss.



We will set up a single sensory loss team which will deliver services across Ayrshire and Arran. This will help people get a good service by only having to go to one place.

We will make sure it always gives a high quality service.



We will provide one point of contact to get in touch with Sensory Loss Social Work services whether it is by phone, email or other methods.

We will make sure all the organisations that help people with sensory loss work better together in Ayrshire and Arran.



We will make sure more local services are able to be used easily and safely by people with sensory loss.

We will make sure that there is a plan for each of the three council areas to meet the needs of local people.



We will tell more people in the wider community about the new service.

We will tell other people and organisations about what we learn by doing this.

We will develop a plan to tell people about what services are available to help them.

Priority 7 - We want to develop a sensory loss service which can change to meet needs as they change over time.

Ayrshire and Arran will see change in the population over the next twenty years. This means:



- More people will develop a sensory loss.
- More people will be at risk of illness which causes sensory loss.
- More older people who might need help with a sensory loss.



Our new single Ayrshire and Arran sensory service will be designed so that it can change as these things happen. We will make sure the service is thinking about what needs might change in the future as well as what is needed now.



This means the service must be good at using equipment and adaptations, helping people to use new technology and increase the work it does on promoting prevention.



We will support local communities by helping more people to volunteer.

We will bring together people with sensory loss in support networks to help each other.

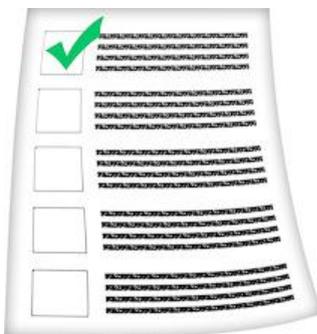
We will help organisations from the voluntary and private sectors play a full part in our plan.

Priority 8 - We want to improve what we do and how well we do it



We will develop a single way of storing information so that we can understand how well our services work and how well they are helping people with sensory loss.

This will tell us how many people are using the service and how other services join up with the new service.



We have started using a new system called “Digital Referral” to improve our work with people with sight loss. It will help tell us which things work best in preventing sensory loss and how our work helps people get the outcomes that are important to them.

We want to start using this system for people with hearing loss too.



We want to develop a way where those with sensory loss are always involved in improving services.

We will keep a record of what happens to the outcomes that people have chosen within the Talking Points framework.



We will work out a clear set of standards for the new single sensory service and work out how well we are meeting them.

WHO WILL MAKE SURE THE PLAN HAPPENS?



This plan is the responsibility of a group of people from all across Ayrshire and Arran. The group is jointly chaired by the Head of Community Care in East Ayrshire and the voluntary sector. This group has people on it from the voluntary sector, all three Ayrshire Councils, NHS Ayrshire and Arran and Public Health.

This group reports on the developments in sensory loss and the locality plan to the three local partnerships of the NHS and Councils.



We have spoken to 170 service users and families as well as 4 focus groups in drawing up this plan. This has helped us take into account what they think.



To make sure the plan works we will collect information on what is happening. This will help us know if we are doing things right and what we could do in the future to make things better.

- We will keep a record of the things we have said in this plan and the 3 local plans and see what happened.
- We will do more detailed checks and write reports on some of the first things that we do. This will help us know if they work and if we should use them elsewhere.
- We will check to make sure that each of the 3 areas is getting the results and outcomes that we thought they should.
- We will have annual reports from each of the 3 partnership areas and there will be regular reports to the main group who will decide what needs to be done.



FOR MORE INFORMATION OR HARD COPIES OF THIS EASY READ

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Easy Read Version produced by the Learning Disability Alliance Scotland

