NHS Education for Scotland

NHS Education for Scotland (NES) welcomes the opportunity to contribute to this consultation on the Social Care (Self Directed Support) (Scotland) Bill and acknowledges the work that has been undertaken to date. NES are committed to supporting the health and social care integration agenda in order to provide holistic quality care for the people of Scotland and their carers.

NES is a special Health Board with specific responsibilities for supporting the workforce in healthcare in terms of the delivery of effective and safe healthcare. We also have additional responsibilities associated with supporting workforce development and in identifying the workforce needs in specific professional areas. We work in partnership with a range of Social Care and Voluntary Service organisations including Scottish Social Services Council, Care Inspectorate, Alzheimers Scotland. Currently NES in partnership with SSSC are supporting a number of Scottish Government strategies: Dementia Strategy, Carers Strategy and Reshaping Care for Older People related to education and supporting the workforce. In submitting our responses to this consultation we have considered it appropriate to make general comments and those related to education and the workforce.

General Comments

The Act does genuinely focus on shifting the control to implement self directed support. The immediate risk that occurs is the granulation' of care 'provision / purchase may result in uncontrolled variation in service quality / expectations which place new pressures on both the care recipients and those whom are playing a part in service delivery either as new care givers or those in established care roles.

Implications regarding educational and developmental support to those who provide such self directed support may fall between two stools and may even lead to an uncoordinated response which may be ineffective or inefficient. Responsibility and locus regarding identifying knowledge, skills and appropriate attitudes to meeting needs will be required to be considered or even mandated. A mixed sector / agency response may be suitable, but will need to be coordinated and governed in an appropriate way.

Similarly, the care giving / coordinating shift will have an impact on practice again with a requirement for governance responsibilities across health and social care sector. Importantly, education will require to see a shift in teaching, learning and development for not only existing staff but also new students. This will also be required to coordinated / supported and decision taking by whom.

Evidence from Think Local, Act Personal Partnerships publication ‘Personal Budgets: Taking Stock, Moving Forward’ (October 2011) (p3) identified ‘there is an emerging consensus about the importance of the quality of relationships and communication between people and social care staff and how this can be
developed through training and information sharing’. The challenge for some was the ‘employing and managing personal assistants’ (National Audit Office and the Ipsos MORI survey). The Carers Strategy and addressing learning and development requirements will need to be cognisant of the personalisation agenda and the move to self directed support.

All these further add evidence to support the workforce and education of providers by linking with accredited systems, apprenticeships and vocational training schemes. The impact on roles and jobs will be significant as the move to greater flexibility requires a different way of working in the future.

NHS Education for Scotland
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