

2024

**How can we commission social care for
peace of mind in West Lothian?**

Initial learning summary

Based on full report prepared by: Pauline Lunn

Introduction and scope

01

Introduction

Following conversations with Urram, NHS Highland, In-Control Scotland and Community Contacts. We set about to consider what would social care for peace of mind look like for our communities

02

Held Community conversations

To explore residents experiences of social care. Sessions hosted by Urram and In-Control Scotland with support from NHS Highland

03

Held a seperate session for local community organisations and key stakeholders

Discussed the 'whole local offer' model



Our Learning

Theme 1

The importance of local intelligence

Local people look out for local folk in regular places- and notice when the pattern changes. Many people want to be part of a local solution.

Theme 2

The strength (and frailty) of the communities

Informal supports are strong, but carer burnout is a significant risk

Theme 3

Experiences of centrally managed services.

Frustrations of travelling to appointments, travelling for work. Rigid service design. Supports that work well are delivered by local people who understand the nuance of living in our communities.

Our Learning (cont...)




Theme 4

The (pragmatic and realistic) desire for local

Most people are pragmatic regarding what support could look like, acknowledging the area.

People want to feel peace of mind, knowing something will be there for them when they need it.



Theme 5

The importance of infrastructure in building resilience.

Infrastructure is challenging- ferry, public transport, childcare, lack of affordable housing all contribute to a reduced workforce.

Ideas for Change

01

Local coordination of care and support

A well-coordinated, local, multidisciplinary team comprising statutory, voluntary, and community services would be a strong idea to develop further.

02

Community asset transfer

Use the Dail Mhor site to provide more affordable keyworker housing than initially planned.

03

Improved coordination of primary care, with local support

Work with medical services to have set days for those from local villages to have non-urgent treatment, scans and appointments. This would allow for better coordination of transport.

Next Steps



Create a plan for Idea 1- A Local Care Model.

This idea has been agreed with NHS Highland.

It will involve gathering local people and practitioners to design and implement an experiment.

In- Control Scotland, Urram and NHS Highland will work closely to coordinate and engage with local people to try something different.

If you would like to be involved then we would love to hear from you!