

## **SERVICE DEVELOPMENT UPDATE**

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### **1. EXECUTIVE SUMMARY**

#### 1.1

The purpose of the report is to update members of the development of Argyll and Bute Sensory Impairment (SI) Service and future proposed improvements in line with the National Sensory Impairment Strategic Framework.

#### 1.2

The committee may recall at a previous meeting a verbal report was given at the request of Cllr Strong regarding the challenges faced in providing an ongoing SI service due to staffing capacity.

#### 1.3

This report updates members of the progress made to date and sets out the process followed in undertaking the required engagement and consultation with our Key partners including Service User and Carers.

### **2. RECOMMENDATIONS**

#### 2.1

The National Sensory Impairment Strategic Framework or the 'See Hear' strategy sets out the need for all authorities to plan to meet increasing demand and future needs of people with a sensory impairment in Scotland.

#### 2.2

We in Argyll and Bute are taking a partnership, multi- agency approach to service development and have initiated a series of workshop events with service users, carers, community representatives, social work, allied health professionals the third and voluntary sectors, to look at the needs of Argyll and Bute.

#### 2.3

A series of workshops have been initiated to look at all aspects of service development and an action plan has been formulated (Appendix i)

### 3. Detail

#### 3.1

The Argyll and Bute Sensory Impairment (SI) Team provides a service to those with Hearing and Visual Impairment across Argyll and Bute.

The current team consists of:

- 1 Visual Impairment Social Worker
- 1 Visual Impairment Rehabilitation Officer
- 1 Hearing Impairment Social Worker
- 2 Part time admin support officers (Job share)

#### 3.2

Unfortunately there have been a number of challenges to the service over the last 9 months due to 3 absences within a relatively small staff team due to ill health and other staffing issues.

Our contingency plan to provide alternative experienced, skilled agency workers as an interim arrangement has proved unsuccessful and therefore we incurred a significant waiting list for assessments. Never the less, there has been significant progress since the return of the above workers and clearly we are now moving in the right direction. This is the team's priority and we hope to have all outstanding assessments completed as soon as possible.

#### 3.3

Please see below current data awaiting assessments:

##### Visual Impairment

<b>Area</b>	<b>Awaiting Assessments 09/09/14</b>	<b>Awaiting Assessments 02/10/14</b>
Islands	3	3
Campbelltown	14	14
Oban	18	9
Helensburgh	19	10
Lochgilphead &Mid Argyll	11	9
Bute	11	10
Dunoon	10	4
<b>Total</b>	<b>86</b>	<b>59</b>

##### Hearing Impairment

<b>Area</b>	<b>Awaiting Assessments 09/09/14</b>	<b>Awaiting Assessments 02/10/14</b>
Islands	4	0
Campbelltown	1	1
Oban	1	1
Helensburgh	3	1
Lochgilphead &Mid Argyll	1	1

Bute	1	0
Dunoon	3	0
<b>Total</b>	<b>14</b>	<b>4</b>

### 3.4

We have received 2 complaints in the last 9/ 10 months which have been fully investigated and support has been offered where appropriate. Our service users have been very patient and understanding as we have tried to keep them informed of development and we thank them for their ongoing patience.

### 3.5

What the above illustrates is that our current Sensory Impairment Service is vulnerable and it is clear we need to look at a different model of service delivery that is consistent to ensure those with sensory impairment receive a good quality service at all times.

The initial meeting of the working party took place on 13/8/14 to look at the key factors of the strategy and plan the way forward. The membership to date:

Mary Wilson – A&B AHP Lead (chair) Health  
 Jayne Lawrence-Winch – Area Manager Adult Care A&BC.  
 Drew Ferguson – Head of Audiology  
 Jim Woods – Public rep  
 Bill Hogarth – Public rep Grey Matters  
 Hugh Donaghy – Hearing Loss UK  
 Heather Gray – National Deaf Children’s Society  
 Fiona Sandford – Visibility  
 Ruth Dorman – Deaf Blind Scotland  
 Blessing Nwabude – Royal National Institute for the blind  
 Chris Armitage – Hearing Impairment Social Worker A&BC  
 Jackie Gallagher – Cowal & Bute Community team lead A&BC

### 3.6

We would really welcome any elected member who has an interest in the needs of Sensory Impairment to participate in the above and details of subsequent meeting can be sought from the author.

## 4. APPENDICES

Appendix i see attached.

Argyll and Bute ‘See Hear’ Action Plan Aug 2014

## 5. RISK IF NOT IMPLEMENTED.

Argyll and Bute needs to support those with a sensory impairment to live full, active independent lives. Our current service is at risk of failing to meet existing and future needs and therefore is not fit for purpose. We need to ensure we are best placed to provide a robust service and the best way to deliver that is in a co productive partnership approach to service delivery. .

## 6. CONCLUSION

The report sets out the need for a process of informing, engaging and consulting with the wider Sensory Impairment community on the future form and development Sensory Impairment Service for Argyll and Bute and this process requires being consistent with current strategic guidance. The above illustrates we are very much at the beginning of the journey and is a work in progress but this is a significant step in the right direction for Argyll and Bute and I am happy to report to the committee on a quarterly basis regarding ongoing developments.

## 7. IMPLICATIONS

<i>Policy:</i>	The National Sensory Impairment Strategy
<i>Financial:</i>	See Hear funding is attached to service Development
<i>Legal:</i>	NA
<i>Personnel:</i>	NA
<i>Equal Opportunities:</i>	To promote equal opportunities for those with a sensory impairment to live long, full and active lives.
<i>Other:</i>	Promotion of good partnership and co-production working.

For further info please contact:

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## Argyll and Bute 'See Hear' Action Plan Aug 2014

<b>Action</b>	<b>Progress</b>	<b>RAG</b>
Service user Questionnaire	Hearing Loss UK shared Arran & Ayrshire version and NDCS already has one in use so we can consider what is best for A&B.	Amber
National and local communication and media coverage	There is a plan for a national awareness raising article supported by the government but developed by 3 <sup>rd</sup> sector. A&B can then make use of this locally as appropriate and include any local info we require	Amber
SI Training	Currently looking at various options including e-learning but this needs to be developed nationally. Business cases to National Leads for financial support to be considered to develop an online resource. Then need to discuss the requirement for other levels of training and how this can be delivered and by whom.	Amber
Data sharing	Need to discuss in public sector how to collect appropriate SI information and engagement requirements for all service users. (emailed NHS ehealth to start process 19 <sup>th</sup> Aug)	Amber
Peer Support Structures in A&B	3 <sup>rd</sup> sector already indicated there are several groups and activities happening within A&B but need to map these and then identify gaps as well as how to get access to these services.	Amber