

## Why is it important for people to understand their options?

44% using social care support had heard about SDS\*



75% chose option 3 council services\*\*



33% had not had all options explained to them\*



34% did not feel they understood options well enough to decide what they wanted.\*



\* SDS Scotland User Experience Survey "What People Said", June 2016  
 \*\* Scottish Government SDS Scotland 2014-2015 (Data under Development)

These changes to the delivery of social care support create new choices for people, which some may find confusing.

We need to make sure that we are communicating these options effectively and helping people to make the best decision for them, based on their situation.

People need to be supported to have the skills, knowledge and confidence to use the information they have to help them make decisions.

## For more information on how you can make it easy...

- Health Literacy Communication Tools:  
[www.healthliteracyplace.org.uk](http://www.healthliteracyplace.org.uk)
- Self-directed Support:  
[www.ssk.org.uk/selfdirectedsupport](http://www.ssk.org.uk/selfdirectedsupport)
- Practical Examples  
 Ayrshire Independent Living Network:  
[www.ailn.org.uk](http://www.ailn.org.uk)



## Use examples of how other people in similar situations have used their funded support...

Chloe has muscular dystrophy. It was important for her to have more personalised support without managing a budget. She wanted to get to know the people looking after her so asked a local provider to give her continuity of care. The provider gave Chloe a core team of 3 carers. Chloe has got to know them very well and they support her to go out to cafes and socialise like everyone else.



## The four options...

**Option 1:** The council pay money directly to the person and they arrange their own support, for example by employing a Personal Assistant.

**Option 2:** The council or a care provider look after the money but the person is in charge of how it is spent.

**Option 3:** The person asks the council to choose and arrange the support.

**Option 4:** A mix of these options.

## Remember...

Check a person's understanding using tools such as Teach Back, as you can't tell that someone has understood simply by looking.

We want Scotland to be a health literate society which enables all of us to have sufficient knowledge, understanding and skills to live well, on our own terms and with any health condition we may have.

## The way social care support is delivered is changing...

The Social Care (Self-directed Support) (Scotland) Act 2013 gives people more choice and control over how they would like their support arranged.

The Act places a duty on councils to offer people four choices as to how they receive their social care support. These are referred to as options.



## Making it easy to understand social care funded support

[www.healthliteracyplace.org.uk](http://www.healthliteracyplace.org.uk)  
[www.ssk.org.uk/selfdirectedsupport](http://www.ssk.org.uk/selfdirectedsupport)

## You can help people to understand by using simple language and avoiding jargon...

Instead of "Eligibility Criteria" use "whether or not you qualify for support"

## When using forms...

Always offer help to fill them in.

Don't assume a person can read or write.



## Chunk and Check...

Break what you need to discuss into small chunks, checking understanding as you go.



## Use examples of how other people in similar situations have used their funded support...

John has memory issues. He used part of his funding to buy a photo button adapted telephone to help him stay in touch with his family.



## Make sure the person understands...

This is their chance to think about how they would like to be supported.

- Ask what is important to them
- Get people to think about the benefits of each option
- If possible, give them or their carers the monetary value of their support.

You have £x towards your support

## Use examples of how other people in similar situations have used their funded support...

Alison's son, Ian, has difficulties communicating with his peers and accessing community activities. He was becoming increasingly isolated. With part of his funding, Alison was able to get him a puppy. When Ian uses his computer, the dog lies under the desk and he rubs his feet in the dog's hair which is very calming and relaxing for him. He is now walking the dog and getting outside.



## Teach Back...

Check that you have communicated effectively by asking the person to explain in their own words what has been discussed, the options that are available and what it means to them.

Teach

Back

## Make sure the person understands...

- What happens next
- Where to go if they are not eligible for funded support e.g. community link worker, library
- Where to go if they would like support from an advocacy organisation.

Explain that "An Advocate is someone who can speak on your behalf so that your views are heard"