

Pilotlight Design Brief – Learning and Development

Client	Living Well Co-design Team / Pilotlight
The Challenge: Link back to the original barrier. For example, ‘to make bespoke supports available for people with younger onset dementia’	To design learning and development on Self-directed Support for Community Psychiatric Nurses
Background: Provide some information about why you believe ‘the challenge requires a new solution’	<p>All people newly diagnosed with dementia are entitled to post-diagnostic support coordinated by a named worker, including the building of a person-centred support plan. (formerly known as a Scottish Government HEAT Target, now a Local Delivery Plan target) delivered to standards specified in the Quality Framework for Post-Diagnostic Support (October 2016 draft).</p> <p>In South Ayrshire post-diagnostic support is delivered by community psychiatric nurses from the Elderly Mental Health Team based at Ailsa Hospital and employed by NHS Ayrshire and Arran. Self-directed support is the way in which social care services are now delivered across Scotland.</p> <p>The Living Well co-design team has identified that these community psychiatric nurses require additional learning and development about self-directed support to enable them to work with people with younger onset dementia to identify and agree personal outcomes and develop support plans to access bespoke, age-appropriate, supports.</p>
Solution proposed:	<p>Using a variety of learning methods, including Living Well case studies, explore:</p> <ul style="list-style-type: none"> • The values and principles of self-directed support • The four options • Positive risk taking in relation to the four options • Power of Attorney and Guardianship • Process - How self-directed support is being implemented in South Ayrshire - including eligibility and assessment, support planning, charging policy and review • Key Contacts in South Ayrshire Council Social Work Department • The importance of having outcomes-focused conversations and using a personal outcomes approach • How to support the person with dementia and their carer to develop a personal outcomes plan which reflects what matters most to the person with dementia • Asset based approaches and community connecting • Signposting to other sources of support • Support providers in statutory, voluntary and private sectors <p>The Pilotlight characters Gordon and Lucy Ann can be found at http://pilotlight.iriss.org.uk/resources/pilotlight-living-well-characters</p>
Current iteration of the solution: What stage is the development for the idea?	A set of recommendations for how South Ayrshire Integrated Joint Board could design and deliver learning and development on self-directed support for community psychiatric nurses and other allied health professionals.
Goals / objectives: • What are you trying to achieve with this new product / service? • What does success look like? • How does your product differ from competitors?	<p>To give participants skills and confidence in the area of self-directed support.</p> <p>Success would be all people diagnosed with younger onset dementia having personal outcomes identified and a support plan developed by the end of the post-diagnostic year.</p>
Who: • Tell us about your target audience e.g. their age, technology use, knowledge of SDS • Tell us a key insight about your target audience	Initially the proposal is to identify 2 CPNs to pilot the learning and development programme. It is assumed these CPNs will be experienced members of the Elderly Mental Health Team with a good knowledge of South Ayrshire

<ul style="list-style-type: none"> • What support would someone need to use this service? e.g. an introduction from a practitioner or none, people shouldn't require support 	Assume little / no knowledge of SDS and technology use varies.
<p>What 1:</p> <ul style="list-style-type: none"> • Outline what it is that people using the product / service should be able to achieve • Tell us where it is going to be used e.g. online, printed materials to pick up • What content will be published? 	<ol style="list-style-type: none"> 1. Know about the self-directed support values, principles and options 2. Understand the South Ayrshire process and how to support people to access it 3. Ability to have positive conversations with people that identify personal outcomes 4. Ability to support plan with people 5. Know how to signpost people to others that can help 6. Understand and able to demonstrate strength based approaches and community connecting
<p>What 2:</p> <p>Describe (or draw) the journey for a first time user</p>	N/A
<p>What 2 (continued):</p> <p>Describe or draw the journey for a familiar user</p>	N/A
<p>What 3:</p> <ul style="list-style-type: none"> • Describe the look and feel of the product / service • Describe the tone of voice that product / service should have 	<p>Bespoke programme containing range of methods, including:</p> <ul style="list-style-type: none"> - Identification and recognition of existing skills and experience - Reading – South Ayrshire Health and Social Care Partnership Self-directed Support Policy - Attending SDS training courses for social services workers - Shadowing social workers - Signposting to relevant websites e.g. <ul style="list-style-type: none"> NHS Education for Scotland portal www.knowledge.scot.nhs.uk/selfdirectedsupport Scottish Government's SDS Website www.selfdirectedsupportscotland.org.uk Pilotlight http://www.pilotlight.iriss.org.uk - Reflective discussions with identified mentor using case studies (Gordon and Lucy Ann) and Pilotlight materials - Attendance at RAS groups <p>Employer to support with protected learning and release time for identified shadowing opportunities</p>
<p>Details:</p> <ul style="list-style-type: none"> • Who should have responsibility for keeping the product / service up to date? • Who should supply the content for the product / service? • Any other details e.g. guidelines, length, size 	<p>The SDS Lead at South Ayrshire Council and Elderly Mental Health Team Leader at NHS Ayrshire and Arran should have responsibility for keeping the learning and development up to date.</p> <p>Outline content supplied by Pilotlight Living Well co-design team. Content development by SDS Lead at South Ayrshire Council and Elderly Mental Health Team Leader at NHS Ayrshire and Arran.</p>
<p>Inspiration:</p> <p>Please include links to other effective and relevant design examples. These can be examples you find inspiring, have colours you like, speak in the right tone of voice or have the right values.</p>	<p>Helen Sanderson Associates 'Sorting Important to/for' and 'Relationship Circles': http://s.iriss.org.uk/1o62dtA</p> <p>East Renfrewshire Talking Points, A Personal Outcomes Approach: http://s.iriss.org.uk/22vyhdm</p> <p>Community Connecting ABCD for all health and social care workers: http://s.iriss.org.uk/1TY3MT7</p>
<p>Delivery:</p> <ul style="list-style-type: none"> • Timescale for the initial prototype • Deadline for final prototype 	<p>First prototype : 1st February 2017</p> <p>Final prototype : 1st April 2017</p>

