

West Dunbartonshire HSCP Local Engagement Network
Physical Disability/Adults with Complex Needs (Service Users) Workshop:
12th September 2017 at the Vale Centre for Health & Care

The Chair of the Local Engagement Network welcomed everyone to the session which opened with the Planning and Improvement Manager giving an overview of West Dunbartonshire HSCP. Emotional Touchpoint cards were laid out and participants asked to choose a card to sum up their views on community services they receive. Cards chosen included:

- **Supported:** services and groups I attend make me feel supported not worthless
- **Respected:** I feel respected now I've become a volunteer.
- **Comfortable:** the services I receive and the environment I live in make me feel comfortable.
- **Frustrated:** I'm frustrated because I feel I'm getting the run around trying to sort out Self Directed Support (SDS).

Can you tell us what professionals you see and how you access them?

- Doesn't matter to me what professional I see, but the ones I do see are excellent.
- Basically just my GP and social worker, things have got much better recently. I was put in touch with the West End project and it's been great. We have a good say in what happens in the project.
- I see my social worker, its okay.
- I see a social worker and physiotherapist from the Falls Team; the social worker had general knowledge but not much specific knowledge of physical disability. Its pot luck who you get through to, it's very sketchy.
- Asking for SDS (Self Directed Support)... I know what I need, the assessed need is not being matched. I've got the same social worker as my husband. I don't know what else is available, having information about a specific condition would be helpful and what's available for it.

- I haven't tried accessing information from the HSCP website. I wouldn't know where to start not everyone has access to the internet.

What does support look like for you? (including SDS)

- My family and the groups I go to give me support.
- I get SDS and use it to get out and about on a Friday and Saturday, it works really well.
- I'm just frustrated with the way I'm getting messed about.
- Well supported from family, met a lot of new people and I've started going to the swimming.

What works well, what doesn't and what would you change if you could?

- Being part of a group works well; activities let you forget all your worries, I wouldn't change a thing, we support each other.
- I'm quite happy, I wouldn't change anything either with the support I get from my family and the groups I attend.
- The group are fantastic because they do what you want to do and not what they want.
- SDS works well for my husband as he can choose what he wants and employs his own worker. I don't think they see me as independent as they try and attach me to some of my husband's hours. I think they are trying to postpone until I'm 65.

The Chair of the LEN thanked everyone for their input to the session, noting the levels of activity and involvement highlighted. Information and contact details were given to participants looking to follow up issues identified.