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Draft Joint Community Care Plan Consultation



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Who Took Part in the Consultation?

- HCCF Team of 8 Local Workers in 9 Highland Areas
- Around 600 people engaged in interviews and focus groups facilitated by HCCF or partner organisations under the guidance of HCCF and 300 written responses

The Analysis has begun!

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The community discussions focused on 3 key areas of the new plan:

- Are these the important outcomes?
- Are there other issues to consider?
- Are these the changes and improvements HCSW/NHS need to make?

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Q1. Are these outcomes the important ones?

yes

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Changing Community Care



but

- Outcomes – good – what everyone wants – but the devil will be in the detail
- Societal changes needed – feel safe and free from stigma and discrimination
- Other emerging outcomes to consider – Accessible and equitable transport and for everyone to feel and be valued by service providers and communities

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Q2. Are there other issues we should consider?

Yes

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but

During the discussions many people felt that the identified issues are the most important issues to consider

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Q3. Are these the improvements we need to make?

yes

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In Addition

- Transport - Key underpinning factor in addressing isolation and community cohesion
- Diversity of the Highlands - one size does not fit all
- Appropriately trained care workforce
- Information - the content, the timing, the conduits
- Sufficient investment in prevention - additional key staff, speed home adaptations



In Addition

- The value of low level support early on - proactive approach and continuous monitoring
- Perception of risk
- Carers as part of the solution
- Respite - local and age appropriate
- Better working relationships - Highland Council and NHS Highland and with wider partners - Communities, Voluntary Sector, Job Centre Plus, Transport and Housing
- People having "more say" over services