

Physical Disability Strategic Commissioning Plan

2019-2023

***"Increasing wellbeing and reduce health inequalities
across all communities in West Lothian"***

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1. Introduction

In West Lothian we believe in providing support and services that allow our citizens to live well. The Physical Disability Commissioning Plan will act as a tool to allow us to work to this common goal across the West Lothian Health and Social Care Partnership (HSCP).

The Public Bodies (Joint Working) (Scotland) Act 2014 requires arrangements to be put in place for the delivery of integrated health and social care. As a result of this we have published the [West Lothian Integration Joint Board Strategic Plan 2019-23](#) setting out both our aims and strategic priorities to achieve this ambitious goal. The vision of the plan is:

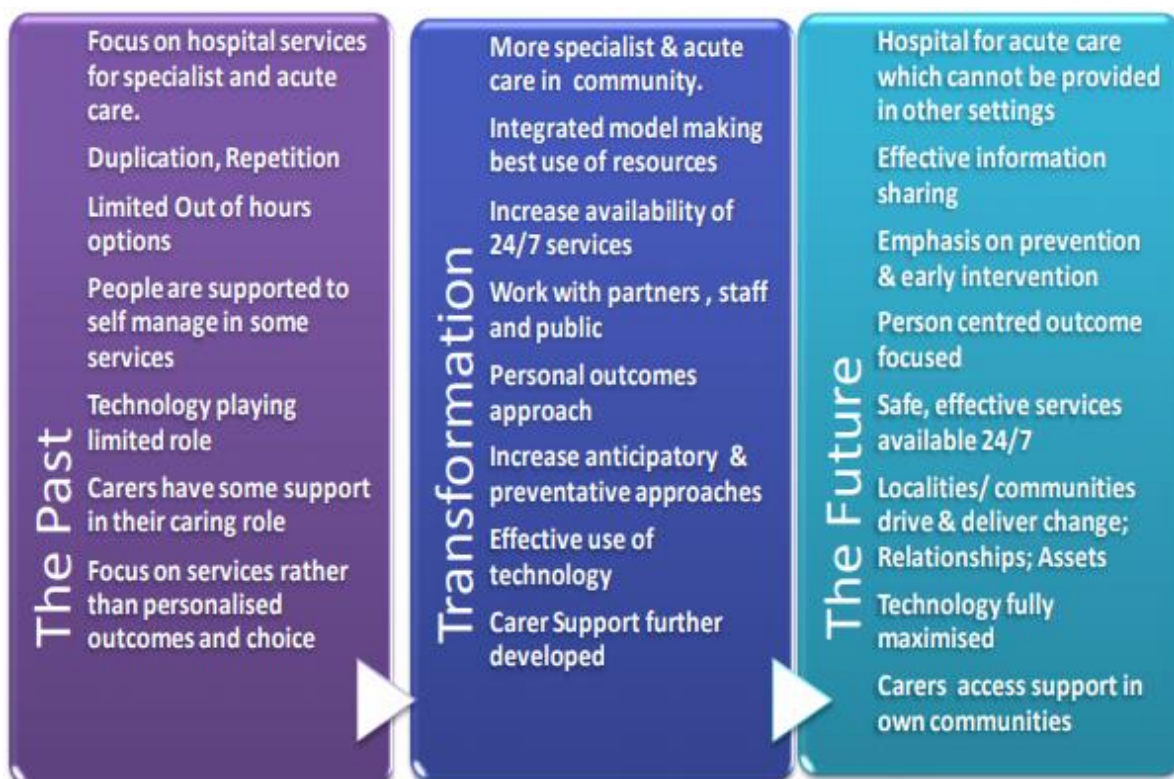
"To increase wellbeing and reduce health inequalities across all communities in West Lothian"



By working to the values of both West Lothian Council and NHS Lothian, The Integration Joint Board (IJB) has developed a set of values that will underpin the future commissioning of the services outlined in this plan.

2. Our Approach

We have adopted a whole system approach to reviewing and developing physical disability commissioning for adults in West Lothian. This means that we are thinking about how we invest our resources in hospital, community health and social care services in the future, recognising that in many instances services are delivered best when they are offered locally. We are working on the principle of offering health and care services in community settings unless there is a very good reason not to. We are focussing on how we shift the balance of care towards delivery of care and support at the right time in local communities.



Significant transformational change takes time and we recognise that it may take longer than the span of this plan to achieve all the changes we need. This plan builds on previous work and provides a firm foundation for developing our services for adults with a physical disability in West Lothian over the next three years. We need to think carefully about how we manage our financial resources and our workforce to deliver new ways of working. It will be necessary to invest in some services and disinvest in others as our plans develop. We also need to build a sustainable workforce to address some of the workforce challenges we face, and to deliver the changes we need. We will ensure that we focus on maximising opportunities for integrated and partnership working.

The principals and key measures identified in this engagement will continue to be the basis of our commissioning plan, using refreshed data to continue to reflect the position of living in West Lothian today and in the future.

Following engagement through the adults with disability Commissioning and Planning Board, service provider forums, service user groups and open public forums, the physical disability in line with the national strategy, will:

- Reflect the needs and plans as articulated at a local level for West Lothian
- Confirm the desired outcomes and link them to investment
- Detail what services will be delivered against outcomes and the associated performance indicators
- Prioritise investment and disinvestment in line with assessed needs
- Ensure the resource deployment and performance is consistent with the duty of best value
- Ensure sound clinical and care governance is delivered

A FAIRER SCOTLAND FOR DISABLED PEOPLE



Our Delivery Plan to 2021 for the United Nations Convention on the Rights of Persons with Disabilities



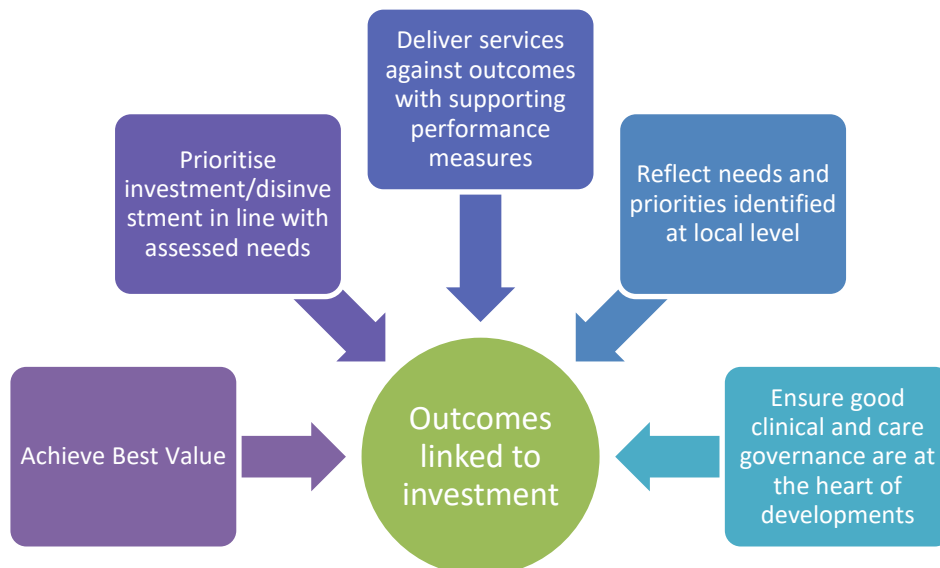
Alongside the direction set out in 'A Fairer Scotland for Disabled people' (2016), other key strategies and action plans have been produced by the Scottish Government to ensure that people living with disabilities can live independently and well where appropriate. Some examples would be the plan to address the disability employment gap and the Charter for Scottish Social Security which sets out the future direction for national welfare reform, including the introduction of disability assistance in 2022. West Lothian HSCP supports the direction of the mentioned strategies and has embedded the supportive principals detailed in the Commissioning strategy.



The Scottish Government published Health and Social Care Standards: My Support, My Life in June 2017. The new Standards set out what we should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled too are upheld. The development of our services will be based on the following underpinning principles:



The development of new West Lothian commissioning plan for physical disability services has involved consultation with the Integration Joint Board's Strategic Planning Group, the Adults with Disabilities Planning and Commissioning Board, service providers and service user sub groups and carers. The commissioning plan aims to:



Climate Change

West Lothian Integration Joint Board acknowledges its position of responsibility in relation to tackling climate change in West Lothian.

Organisations have a corporate responsibility to manage resources in a sustainable manner and in a way that minimises damage to the environment, for example through reducing the use of paper or emissions produced from vehicles and machinery, or simply disposing of waste materials in an environmentally conscious manner.

West Lothian IJB commits to influencing and encouraging an environmentally responsible approach to the provision of health and social care services in West Lothian wherever possible, through its strategic aims and decision-making processes.

3.Previous Plan and Key Results

In 2015, independent specialists in research were commissioned by the HSCP to develop a comprehensive needs assessment which was used as base for the 2016/17-2018/19 commissioning plan for physical disability. This needs assessment alongside engagement and consultation, created the priorities and action plans for the commissioning of services in West Lothian between 2016/17-2018/19.

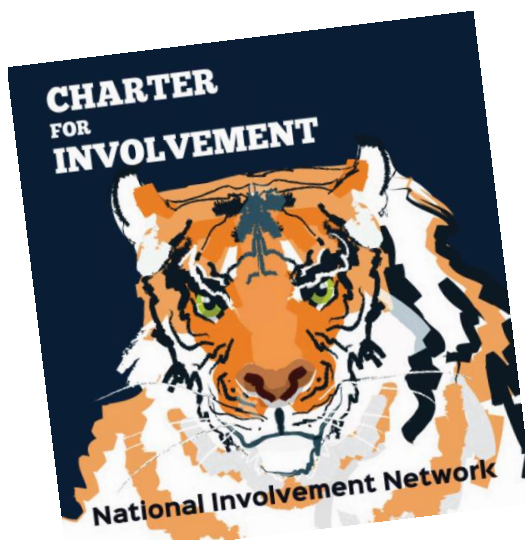
Over the duration of the previous plan there has been great progress made within the partnership to ensure adults within West Lothian living with a physical disability have been supported to live well.

Some key successes have been detailed below:

Residential care

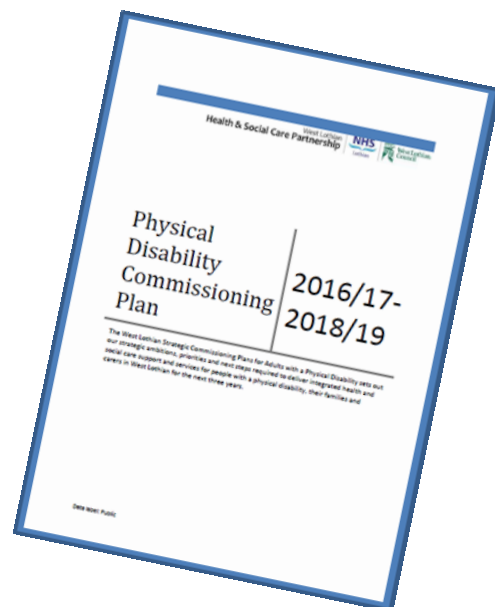
Adults with a physical disability living in West Lothian have been supported through the successful contract award to Cornerstone Care, providing a care home setting for adult's complex needs.

Access to Information



A contract was awarded to one of our local third sector partners to deliver disability information and advice services, alongside their existing carer's services. This has allowed those living with a disability to access information and advice about local services and support that may be available to them. The new Health and Social Care Partnership website was also launched in 2019 to support the promotion and streamline information of services to those in need. We have closely aligned the National Involvement Network *Charter of*

Involvement's 12 statements to ensure that services we commission are available in local communities and those using the services have a say in how they are developed.



Transitions

In West Lothian transitions workshops were run in partnership with 3rd sector providers to promote knowledge of good transition from full time education into adulthood. A dedicated officer developed operational support pathways for professionals, something which will be a key feature of this commissioning plan alongside the work that ARC and the Scottish Transitions forum have developed promoting the 7 principals of good transition.

Housing options

In terms of housing, West Lothian Council in partnership with our registered social Landlords (RSLs) have completed construction of 76 wheelchair accessible houses over the lifespan of the previous plan (2016/19). This is in line with the expansive house building programme in West Lothian and has supported many people into a more suitable tenancy that has supported the principals of independent living. This work has been informed by the 2015 Partnership's needs assessment.

Employment

Opportunities for those living with a physical disability wishing to access paid employment have also increased in West Lothian. The development and promotion of the Support Employment service has allowed those who wish to work 16 hours a week or want to explore working in NHS Lothian through the project Search project have been supported to do so.

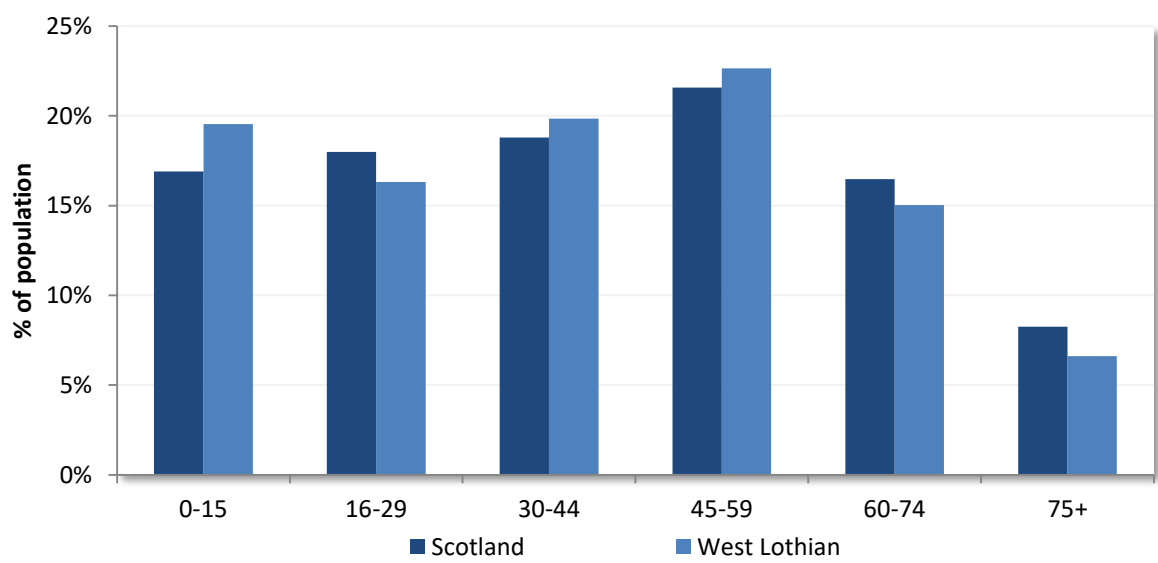
Sensory Impairment Services

Contracts were issued to several third sector providers to support those living in West Lothian with sensory impairment. West Lothian HSCP also continued to develop their internal sensory impairment and support service, offering front line social work support to those requesting help.

We also recognise that there is always more to do. We will continue to work with our providers and other strategic partners to build upon our market facilitation plan to ensure our future specialist framework for adults with a disability offers a menu of choice for those living with a Physical Disability living in West Lothian. Alongside this we will continue to ensure all advice, information services and supports are accessed and ensure we work together within our communities to break down many of the barriers that adults with a physical disability, sensory impairment or acquired brain injury face. The priorities and actions detailed in section 9 detail this further.

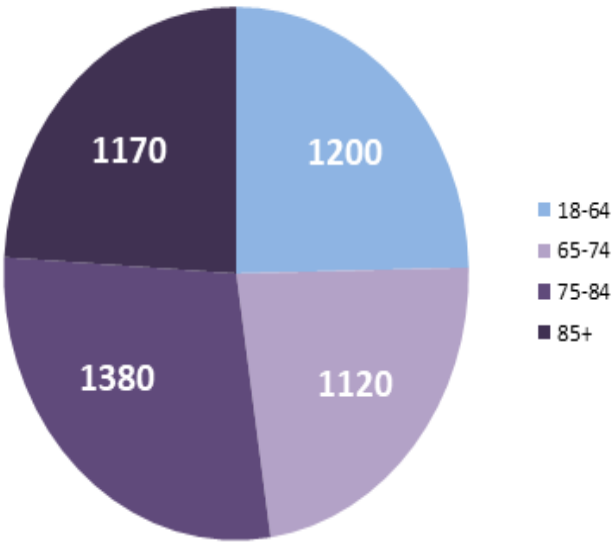
4. West Lothian Context

According to National Records of Scotland, the 2017 population for West Lothian was 181,310; this is a 3.5% increase of the population figures reported in 2011 Census (175,118). In relation to the comparison areas, mid-year estimates for 2017 show West Lothian has a higher population than Falkirk (160,130) and Renfrewshire (176,830), and lower than South Lanarkshire (318,170). Scotland’s overall population is also shown (5,424,800). In terms of age, the West Lothian population is broken down as follows:



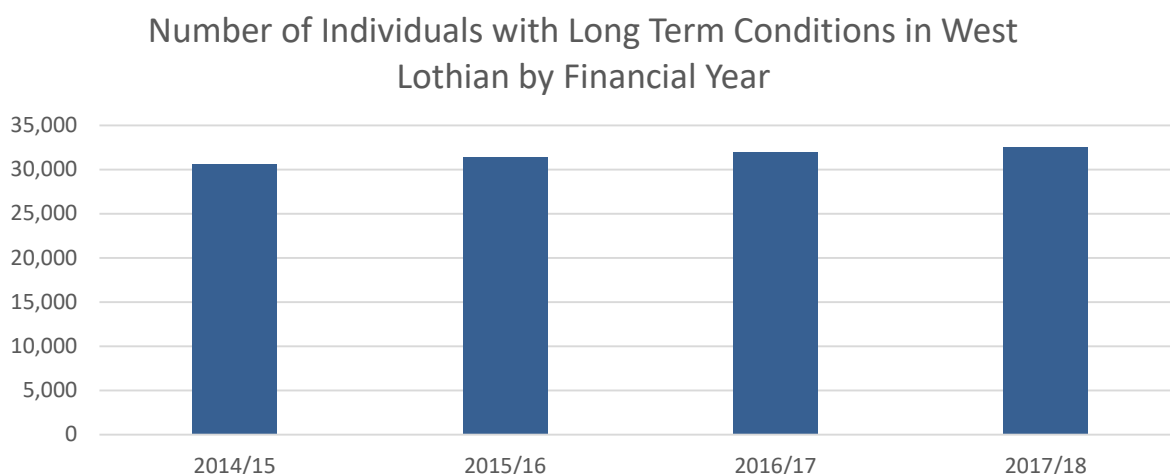
In West Lothian there are an estimated 4930 people living with sight loss, 630 are blind and 4300 living with partial sight loss. With West Lothian’s growing elderly population it is expected that this total number may rise as high as 5760 by 2030. The physical disability Commissioning plan will focus on the support and services for adults in West Lothian between the ages of 18-65, which accounts for approximately 1200. It is important to say however that the See Hear strategy to support those in Scotland with sensory impairment is a ‘cradle to the grave’ strategy.

Sight loss profile - West Lothian (age)

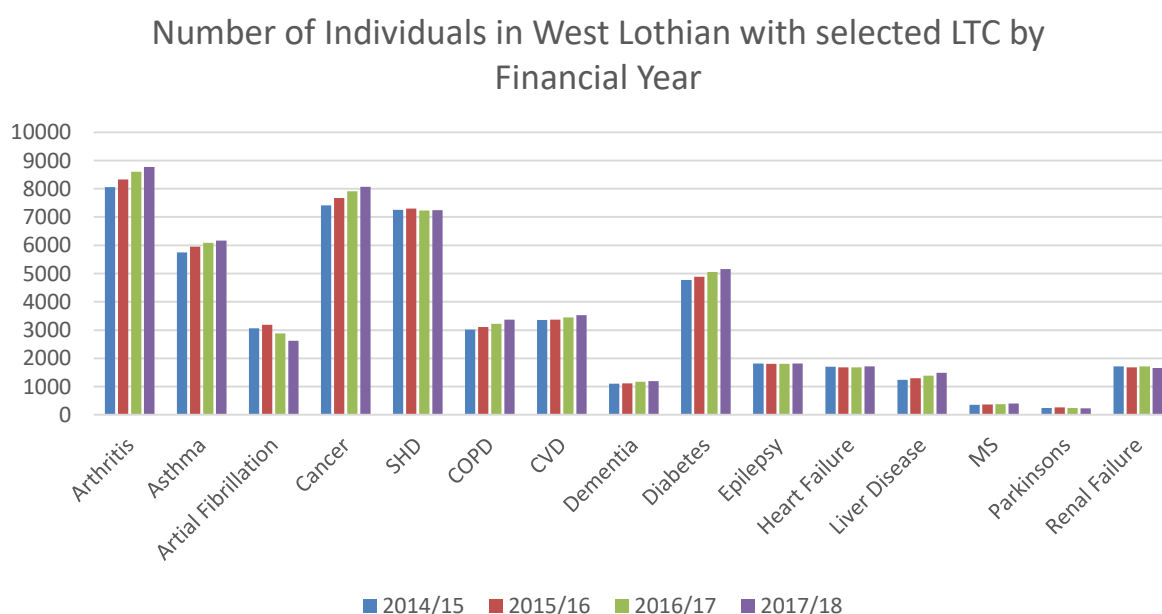


Source: [RNIB](#)

It is widely recognised that there is limited data available to best understand the deaf community within West Lothian. As the group of adults we aim to support through this plan includes those who are deaf, hard of hearing, suffer from deafness and are deafblind, we will use the guidance from the See Hear Strategy and internal contract monitoring reports to best understand the numbers of adults our commissioned services will be required to support.



As seen above there is a large number of adults living in West Lothian with a self-declared long term health condition. Understanding the population of those that declare themselves as physically disabled proves difficult as the Census reports more generally on those living with a long term health condition, as reported above. This can be broken down as follows:



5. Developing the new plan

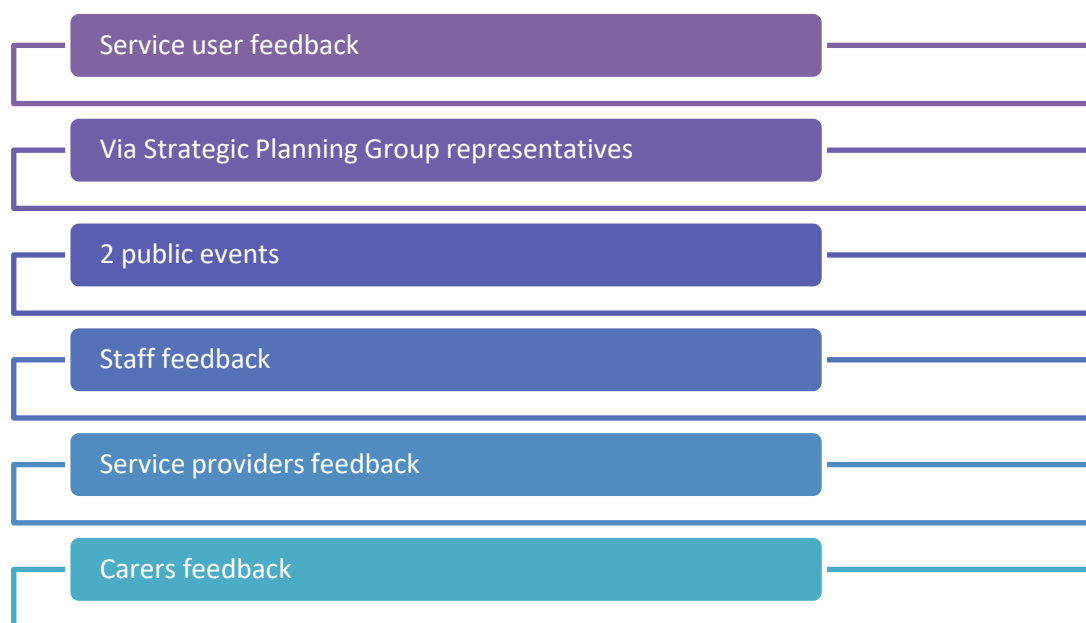
Strategic commissioning is the term used for all the activities involved in assessing and forecasting needs, linking investment to agreed desired outcomes, considering options, planning the nature, range and quality of future services and working in partnership to put these in place. Commissioning is commonly described as a cycle of strategic activities similar to that shown below:



In this model, based on that developed by the Institute of Public Care (IPC), the Commissioning cycle (the outer circle) drives purchasing and contracting activities (the inner circle), and these in turn inform the ongoing development of Strategic Commissioning.

6.Consultation and Engagement

The engagement process for the Adults with Disability Commissioning Plan comprised a range of methods including:



Engagement with staff groups across health and social care services took place and staff were asked to identify what was currently working well and to suggest areas for development. Completed feedback forms were discussed at meetings of the Adults with Disability Planning and Commissioning Board where ideas were collated and refined.

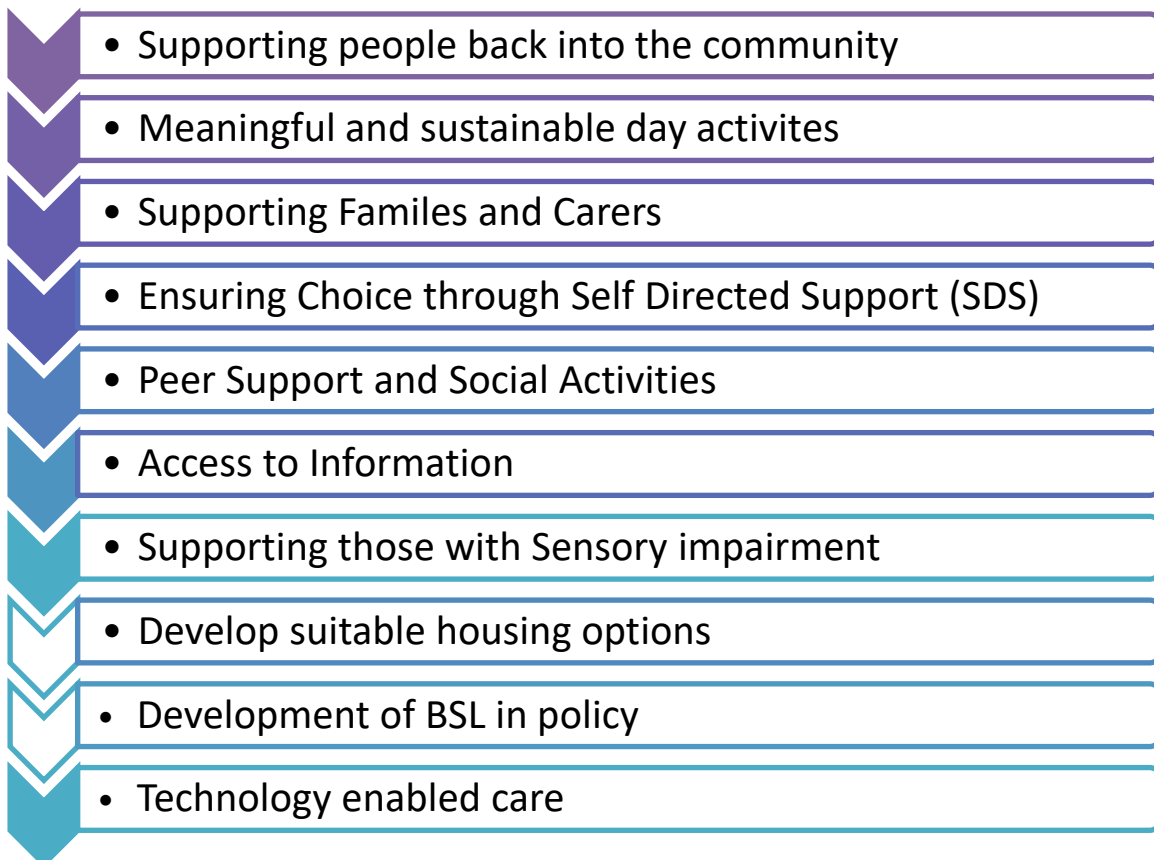
There was significant staff engagement with pro forma feedback being completed by staff groups representing adult social work, adult disability community services, psychological therapy services and community health services to name a few. Feedback in relation to services for sensory impairment and acquired brain injury was also included in the feedback for the physical Disability Commissioning plan.

Two public engagements events were held covering all of the commissioning plans which are older people, people living with a learning disability, people living with physical disabilities and people living with mental health problems. Information about these events was circulated widely, posted on West Lothian Council's social media and circulated to disability social care providers, community centres, contacts and projects throughout West Lothian. The events were held on 8 October in Howden

Park Centre in the afternoon and on 10 October in Bathgate Academy in the evening. 44 people attended the events and 8 people participated in the physical disability discussions, the main groups that were represented were from third sector service providers and parents and carers of those living in West Lothian.

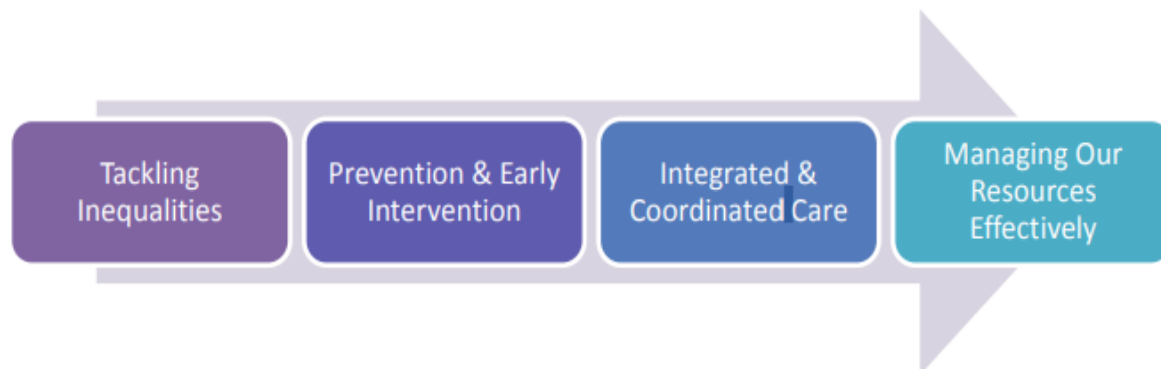
Key partners in social care services for those with a physical disability were invited to discuss the emerging priorities in an open forum which was well attended. Attendees included those offering advocacy services, housing provision, care in the community and information and advice. The strategic officer for the plan also engaged with several social care providers, local and national organisations focusing on both physical disability and services for adults with sensory impairment.

A copy of the full feedback summary can be accessed [here](#). Feedback was analysed and emerging key themes are detailed below. The feedback from the engagement process is one part of the information gathering exercise to inform the commissioning plan along with data and expert opinion from clinicians/service providers. The engagement feedback has supported the development of the priorities and actions detailed in section 9.



7. Our Strategic Priorities

Achieving sustainable health and social care systems and improving health and wellbeing outcomes in West Lothian requires transformational change over time. This will better support the transition to a future model of care. In light of this four strategic priorities have been identified:



Tackling Inequalities

We recognise that as a partnership both health and social inequalities within our communities must be at the heart of our commissioning plans. As a result, we must ensure that services are accessible and aim to break down the barriers individuals face to good quality care. Working alongside community partners we aim to ensure everyone has access to income maximisation and specialist benefits and money advice in line with the principals of Scottish Social Security. Prioritising preventative, primary and community based services will allow those living in West Lothian, in the most disadvantaged groups to live well.

Inequalities are the unfair and avoidable differences in people's health across social groups and between different population groups.

Social determinants of health are the conditions in which we are born and in which we live and work. They can impact on our health and wellbeing and include:

Childhood Experience	Housing	Education	Social Support
Family Income	Employment	Sense of Community	Access to Health Services

The Scottish Index of Multiple Deprivation (SIMD) is an area-based measure of deprivation which ranks all data zones in Scotland from 1 (most deprived) to 6,976 (least deprived) and is the Scottish Government's official tool for identifying areas of multiple deprivation. West Lothian has 239 data zones, 38 of which fall within the most deprived 20% of the SIMD index. SIMD pulls together data on 38 indicators covering seven domains: employment, income, housing, crime, health, education and access.

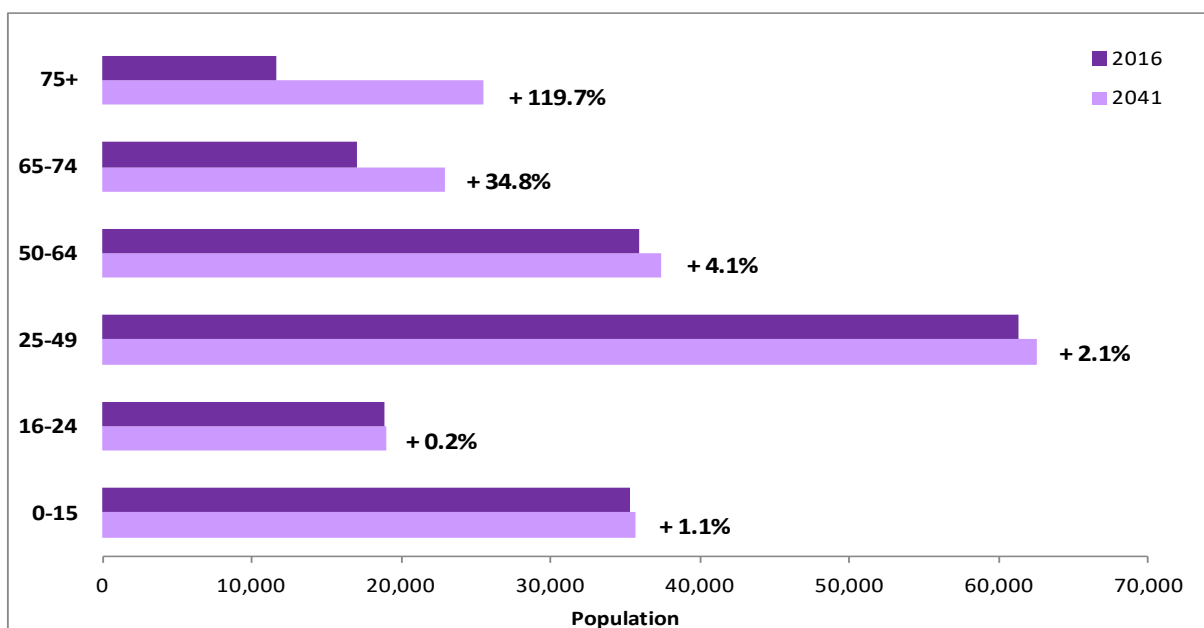
We will work with our partners to reduce the impacts of social circumstances on unfavourable health through:

- ❖ Ensuring services are accessible to all based on need, and barriers to care are addressed
- ❖ Prioritising prevention, primary and community services to maximise benefit to the most disadvantaged groups
- ❖ Supporting services and initiatives to reduce the impacts of inequalities on health and well being
- ❖ Working with community planning partners to address underlying social inequalities that result in health inequalities
- ❖ Offering income maximisation assistance to families and access to specialist benefits and money advice

People living in some communities are more likely to be living in poorer health and to die younger with higher rates of cancer, stroke, diabetes and heart disease. People with disabilities are more likely to have lower educational achievements, higher rates of poverty and poorer health outcomes. Unpaid carers are also more likely to have poorer health and creating barriers to them achieving their own personal outcomes and goals.

Prevention and Early Intervention

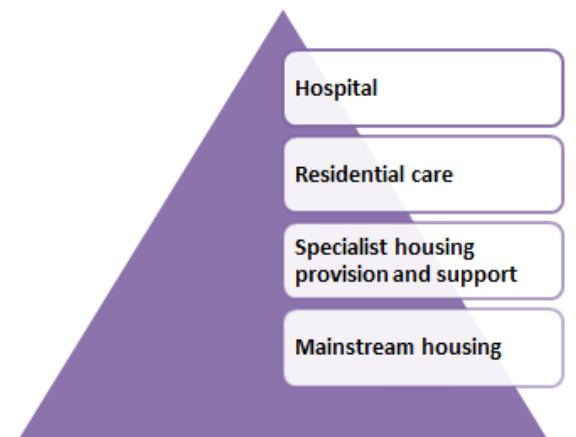
West Lothian's population is changing and we recognise that. With projected increases in all age demographics in the coming years, we must aim to deliver on Housing contributions statement given to ensure that population needs are met. Supporting people to remain in the most appropriate form of accommodation or housing will allow us to ensure that those at risk of facing barriers to independent living will be addressed at the earliest possible stage. Promotion of community based services included those provided by the 3rd and Independent sectors will continued to be developed to transform day-to-day health and social care to ensure support is provided by the right person at the right time.



A key aim for the West Lothian IJB is to support people to become more familiar with the range of digital options available to them and support those living in West Lothian into the digital age to allow everyone to both access information and services. We will continue to develop a digital workforce and improve the use of technology enabled care to ensure we are supporting those at the earliest possible stage. Early intervention, through technology enabled assessment for care, will also continue to support those requiring health and social care services to remain at home and live more independently.

Integrated and Coordinated Care

Care should be delivered in an individual's home or community whenever possible. Clinical necessity will continue to be the procedure for admitting an individual to hospital as we recognise individuals recover better in comfortable and homely surroundings. The aim of our strategic Commissioning is to ensure more care is delivered in the community.



Alongside being involved with the decisions made in their care, individuals will be discharged from hospital as soon as possible to allow them to regain independence and access local services through a smooth transitions process. This will include improving use of technology to support people at home.

Our focus will be on ensuring we deliver the right care, in the right place, at the right time for each individual so that people are:

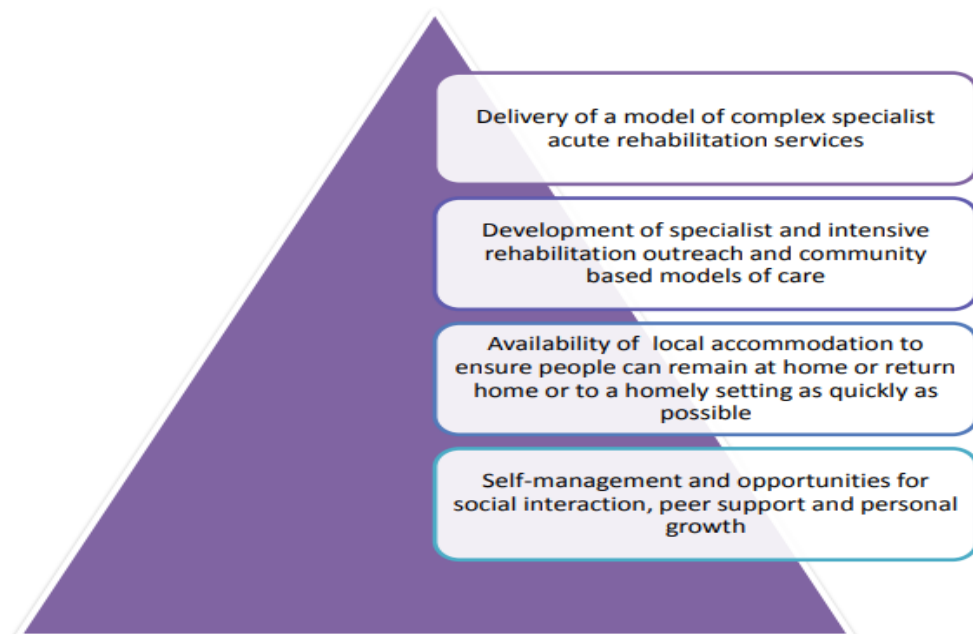
- ❖ Assessed, treated and supported at home and within the community wherever possible and are admitted to hospital only when clinically necessary
- ❖ Discharged from hospital as soon as possible with support to recover and regain their independence at home and experience a smooth transition between services
- ❖ Safe and protected and have their care and support reviewed regularly to ensure these remain appropriate
- ❖ Actively involved in decisions about how their health and social care needs should be met through placing 'good conversations' at the centre of our engagement with them

Managing Our Resources Effectively

To improve experience of those using our services, we aim to ensure there is a wide choice of community based services and we will signpost people to the most appropriate resource to meet their needs. The age profile of the workforce together with fewer people choosing a career in health and social care is impacting on sustainability making it harder to recruit and retain a skilled health and social care workforce. As a result of this we aim to work closely with service providers to ensure that the right people are in the right roles to offer good quality support to those that need it.

A programme of change for people with physical disabilities will be based on the principle that people have the opportunity to live independently within local communities, with partners working to develop a range of supports which enable people and their families to set and achieve rehabilitation goals.

Our approach will draw on the ambitions set out by the Scottish Government' in 'A Fairer Scotland for Disabled People' (2016). The Scottish Government and NHS Lothian are working in partnership to deliver a major programme of redesign at the Royal Edinburgh Hospital. The programme will provide an opportunity to develop community focused services which are more streamlined and better integrated. Planning with focus on key areas such as:

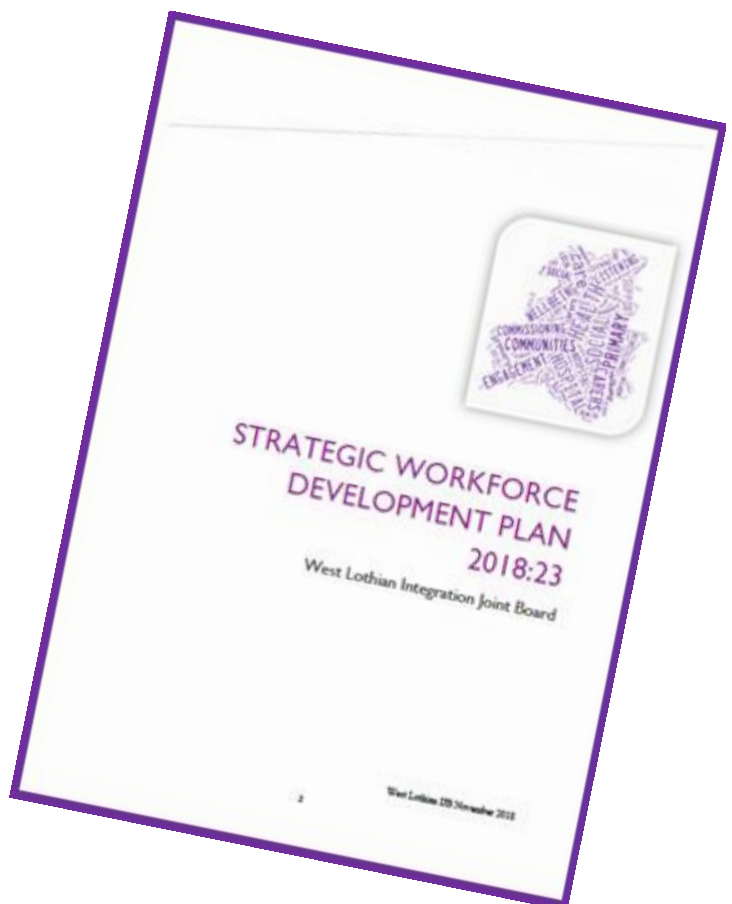


Such is the size of transformational change over the coming 3 years there will need to a strong focus on supporting the workforce to be agile in responding to rapidly changing in care needs now and in the future.

To achieve our objective of providing high quality care and support for adults living with a physical disability in West Lothian we need to ensure that our workforce within the HSCP are provided the skills and training to do the job, with an emphasis on utilising the right skill for the right intervention in the right place. There is an opportunity to continually develop partnership and align the workforce to the development of West Lothian Strategic priorities and local outcomes.

A clear message from our recent public engagement events show that people want to be able to live in their own homes for as long as possible. The direction will be to ensure services are personalised to their specific needs and delivered in a joined up way that offers consistency, opportunities to access community support and services and prevent social isolation.

To meet these challenges, our workforce needs to transform like never before. This means attracting and securing a vibrant future supply, upskilling our existing staff, creating and embracing new roles, mobilising innovation and exploring new ways of working. Ensuring compassionate and inclusive leadership will also be key to the success of our Strategic Commissioning going forward. Drawing upon best practice examples developing within Scotland and further afield, we will learn from our public engagement exercises and will strive to ensure the knowledge, skills, values and attitudes of the workforce are the right ones to empower those using self-directed support.



Having a workforce with the right skill, at the right time and in the right place provides the foundation for the delivery of effective health and social care services. Our transformational change programmes will be underpinned by this ambition and will link to the IJB's Workforce Development Strategy.

8. Finance

In line with the approach to IJB financial planning, budget plans have and continue to be developed across health and social care functions and officers supporting the IJB are at the forefront of ensuring overall health and social care considerations are taken into account in a collaborative approach to IJB and partner financial planning. This should importantly help ensure a consistent approach to service and financial planning for delegated health and social care functions across the IJB, Council and Health Board.

Detailed below is an annual average of total planned spend in West Lothian (2019/20) for those living with a physical disability:



**Total budget, not specific to Physical Disabilities.*

9.Next Steps

The Physical Disability Commissioning Plan is designed to run for 4 years from 2019 to 2023, at a time of continued re-shaping of the commissioning environment within health and social care. Some of the priorities outlined in the plan have an end date beyond the life of the commissioning plan as they are linked to developments with a longer timescale. Decision on the investment and disinvestment of resources will require to be made as the actions outlined below are progressed.

The following action plan will support the development of services for people living in West Lothian with a physical disability and will incorporate the strategic priorities contained in this commissioning plan. Progress will be monitored via the Adults with Disability Planning and Commissioning Board.

The Physical Disability Commissioning Plan will be reviewed annually, and commissioning intentions developed each year in the form of an annual report which will summarise activity, progress and performance for the year.

The 2015 commissioned needs assessment made 19 recommendations to improve service provision for those living in West Lothian with a physical Disability (Appendix 2). Those recommendations have been mapped against the National Health and Wellbeing Outcomes (Appendix 3) and other Council strategies (Appendix 4) to develop the Commissioning plan priorities detailed below:

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
1.	Supporting people back into the Community						
	Using the conclusions and recommendations from the Scottish Governments 'Coming Home report', develop local supports and services to allow adults with complex needs to remain and also return to living in West Lothian.	- Ensure discharge planning is carried out from point of admission to ensure people with physical disabilities are supported to return home when appropriate.	2, 3, 4, 9	ICC, MRE	No of days between being medically discharged and returning home.	2022	General Manger Primary Care/ Group Manager Occupational Therapy
		- Work with the Lothian wide collaboration to ensure people with physical disabilities living in West Lothian are considered through the Royal Edinburgh Campus redesign.	2, 3, 4, 9	ICC, MRE	No. of adults with a physical disability living at home.	2023	Senior Manager Adult Services
		- Deliver a model of acute complex rehabilitation services.	2, 3, 4, 9	ICC, MRE	Service model operational	2023	General Manger Primary Care/ Senior Manager Adult Services
		- Develop specialist and intensive rehabilitation pathways which are built around community based models of support and care.	2, 3, 4, 9	ICC, MRE	Service models operational	2023	General Manger Primary Care/ Senior Manager Adult Services

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
2.	Develop Suitable Housing options						
	Continue to develop a range of housing options to enable people with physical disability to live within local communities.	- Contribute to the West Lothian Local Housing Strategy to ensure a range of suitable housing model for those living with a physical disability are reflected.	2,3,4,8,9	TI, MRE	Strategy published	Annual update 2020-2023	Team Manager Housing
		- Establish an adults with disabilities Housing project board to ensure strategic vision is delivered throughout all related services.	2,8,9	TI, MRE	Board established and reporting into planning and commissioning board	2020	Senior Manager Adult Services / Team Manager Housing
		- Continue to deliver wheelchair accessible housing and other specialist housing provision in line with the targets set out in the Strategic Housing Investment plan (SHIP).	2, 4, 9	TI, MRE	Target delivered	2023	Team Manager Housing
		- Ensure built in and standalone technology is used where appropriate to ensure independent living is maximised.	1, 2, 7, 9	P&EI, ICC, MRE	No. of adults with a physical disability living at home.	2023	Senior Manager Adult Services / Group Manager Assessment

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
3.	Meaningful and sustainable day opportunities.						
	People in West Lothian living with a physical disability should have a range of day activities to choose from when accessing support.	Continue to offer a range of services and resources to meet a spectrum of need, recognising that for some people traditional centre based day activities continue to play an important part in their overall support arrangements. This will be delivered in regard to the efficiency of £755,000 detailed in the West Lothian Transforming your council strategy.	2, 4, 9	ICC, TI, MRE	No of adults with a physical disability using alternatives to building based day services.	2022	Senior Manager Adult Services
		Work collaboratively with our 3rd and independent sector to enable freedom of choice when accessing activities during the day in West Lothian.	2, 3, 4, 8, 9	P&EI, TI, ICC, MRE	Further day activates available in West Lothian	2022	Group Manager Business Support
4.	Supporting Families and Carers						
	There is duty for local authorities to provide support to carers, based on the carer's	Review unpaid carers Advocacy in West Lothian.	1, 2, 3, 4, 6, 8	P&EI, TI	Review in line with Carers Strategy	2020	Team Manager Business Support – Contracts and Finance

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
	identified needs which meet the local eligibility criteria.	- Continue to deliver commitment to meaningful and sustainable respite opportunities to support carers and families in West Lothian.	1, 2, 4, 6, 7, 9	P&EI, TI, ICC, MRE	Review complete and recommendations given to Planning and Commissioning Board	2023	Senior Manager Adult Services
		- Complete review and publish revised carer's strategy in line with the Carers (Scotland) Act 2016.	1, 2, 3, 4, 6, 8	P&EI, TI	Strategy published	2020	Team Manager Business Support – Strategy
		- Support all carers in our communities to access to information and advice in line with the Council's carers eligibility criteria.	1, 2, 3, 4, 6	P&EI, TI	Review of Commissioned services	2021	Group Manager Business Support
5.	Ensuring choice through Self-Directed Support.						
	Focus on market development to ensure people have access to opportunities which enable personal outcomes to be met	- Ensure practitioners and business support services and other stakeholders are involved in shaping market development	2, 3, 8, 9	ICC, MRE	Market Facilitation plan updated and published	Annual update 2020-2023	Team Manager Business Support – Contracts and Finance

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
		- Ensure service users, service providers and carers have a say in how future services should be developed.	1, 3, 4, 8, 9	P&EI, TI, MRE	Feedback provided through physical disability service users forum	Annual update 2020-2023	Team Manager Business Support – Customer and Community
		- Ensure those receiving SDS have information and advice to allow to support them to achieve their personal outcomes.	1, 3, 4, 9	P&EI, TI	Review of commissioned services	2021	Group Manager Business Support
6.	Peer support and social activities						
	People with a physical disability are able to access their local community and have opportunities for socialisation and engagement in leisure activities.	- Ensure that everyone in West Lothian has access disability information and advice, to allow them to better utilise local services.	1, 2, 3, 4, 9	P&EI, TI	Review of commissioned services	2021	Group Manager Business Support
		- Support the promotion of Social Activities through the wider West Lothian networks.	1, 2, 3, 4, 8	P&EI, TI	Feedback provided to service user forums.	2022	Group Manager Business Support

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
7.	Access to Information						
	People have access to the information they need, when they need it and in an appropriate format.	- Ensure appropriate arrangements are in place for carers of people with a physical disability to access information. This should include options for technology enabled care.	1, 2, 3, 4, 6, 7, 8	P&EI, TI, ICC, MRE	Review of commissioned services	2021	Group Manager Business Support / Group Manager Assessment
		- Ensure all information, advice and advocacy services are reaching those living with a physical disability, sensory impairment or acquired brain injury.	1, 4, 5, 8	P&EI, TI	Review of Commissioned Services	2021	Team Manager Business Support – Contracts and Finance
8.	Technology Enabled Care (TEC)						
		- Explore the use of emerging mainstream and specialist technologies alongside physical devices which may provide support to those living with a physical disability.	1, 2, 4, 7, 9	P&EI, ICC, MRE	No. of adults with a physical disability living at home	2023	Team Manager Business Support – Strategy / Group Manager Assessment
		- Through the use of assistive technology and technology enabled care, support those living with physical disabilities to continue to live within their home.	1, 2, 4, 7, 9	P&EI, ICC, MRE	No. of adults with a physical disability living at home	2023	Senior Manager Adult Services / Group Manager Assessment

	Area of Development	Actions	Relevance to Outcomes (Appendix 3)	Relevance to IJB Strategic Priorities	Measures	Timescale	Lead Officer(s)
9.	Supporting those with sensory impairment						
		- Work with the pan-Lothian See Hear strategy Group to ensure that those living with Sensory impairment in West Lothian can access local services, in the right place at the right time.	4, 5, 9	P&EI, TI, MRE	No. of adults with a sensory impairment supported to live with in their community	2021	West Lothian See Hear Lead
		- Develop new models of support for those living with sensory impairment to maximise independence through delivering the right services at the right time.	4, 5, 9	P&EI, ICC, MRE	Review of Commissioned Services.	2020	Team Manager Business Support – Contracts and Finance
10.	Development of BSL in policy						
		- Deliver the actions outlined in the West Lothian Council British Sign Language (BSL) Local plan 2018-2024.	3, 4, 5	TI	Actions delivered	Annual update 2020-2023	Equality and Diversity Officer

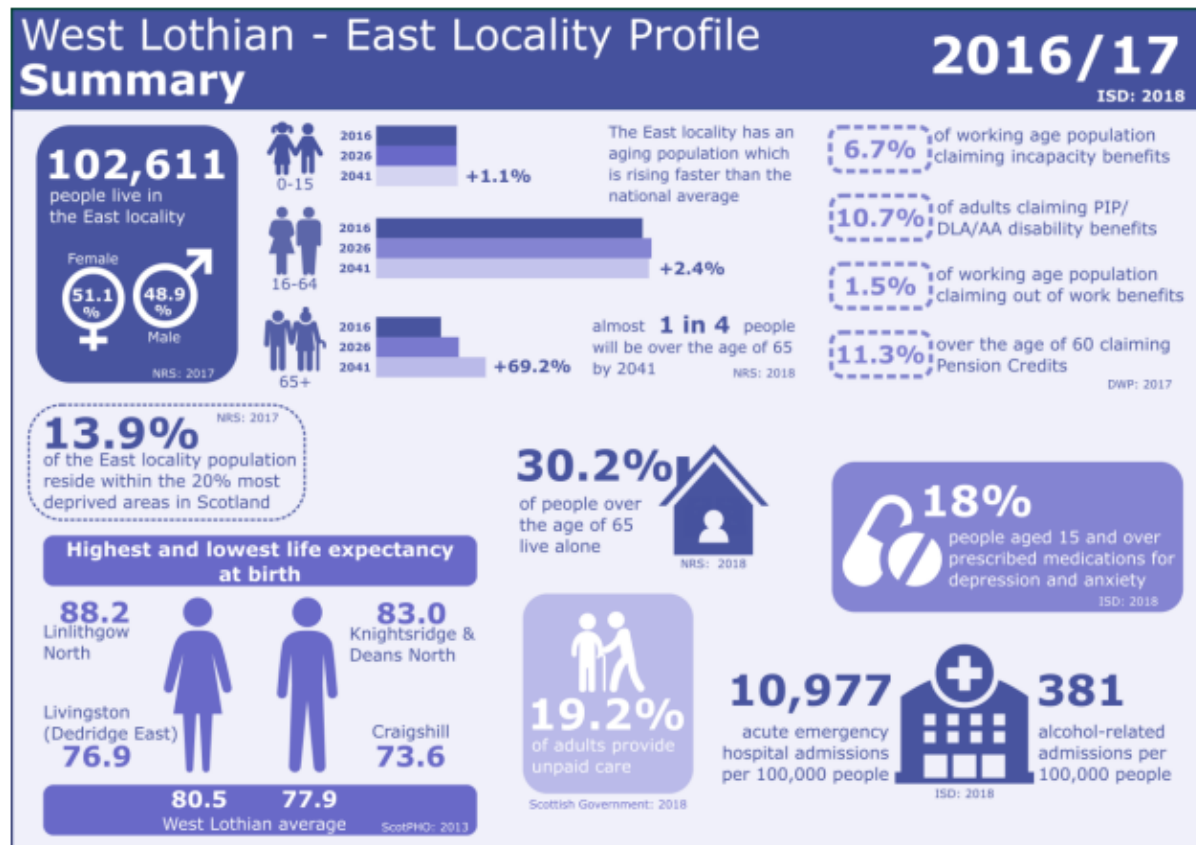
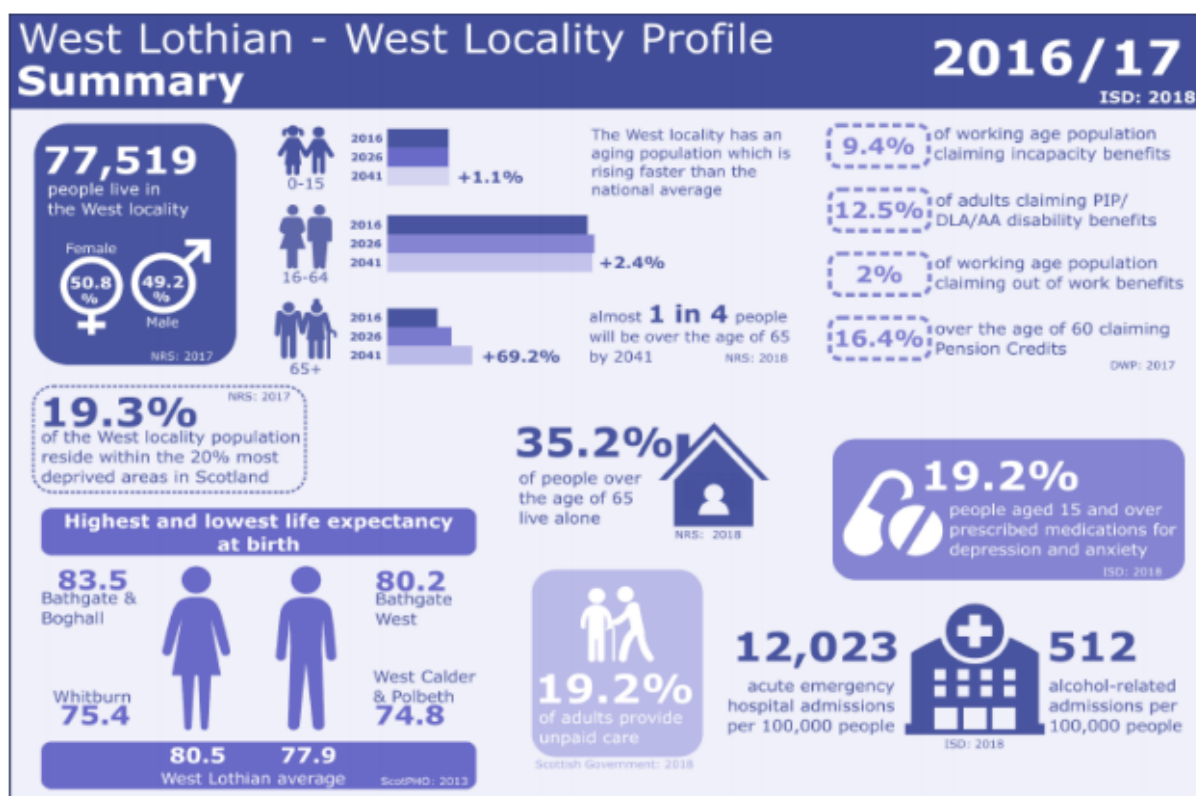
10. Monitoring and Review

A performance management framework will be developed to underpin the strategic commissioning plan. The performance framework will provide a mechanism for measuring progress and impact in relation to each of the priorities outlined in the plan.

The Adults with Disabilities Planning and Commissioning Board which meets at least 6 times per year will oversee the implementation of the physical disability Commissioning Plan. The Board will provide performance and progress reports to the Strategic Planning Group.

Formal updates on progress in relation to the commissioning plan will be submitted to the Integration Joint Board every 6 months.

Appendix 1 - Locality profiles



Appendix 2 - Strategic needs assessment recommendations

The following 19 recommendations were identified under 5 key themes:



- An Integrated Health & Social Care Physical Disability (including Sensory Loss and Acquired Brain Injury) Strategy should be developed with a broad range of stakeholders, considering and agreeing a set of joint principles for action to be addressed through the lifetime of the strategy.
- In order to involve all relevant stakeholders as equal partners in developing an overarching strategy, underpinned by a set of joint principles for action (Recommendation 1), it is recommended that commissioners consider resourcing a disability 'change agent'. A primary function of the 'change agent' would be to ensure a full communication strategy is developed and engaged with across all services and stakeholders.
- Commissioners need to work with providers, service users, carers and other stakeholders to consider how innovation and creativity can be further developed within the physical disability sector.
- The development of an inclusive strategy which needs to address accessibility of services within West Lothian; must include a conversation around transport provision to and from services, as well as access to community activity and work, for people with physical disabilities across the whole of West Lothian. There is a current opportunity for all stakeholders to engage in a current West Lothian Transport Policy consultation (which is at the early stage of updating the previous 2001 West Lothian Transport strategy).
- Create a West Lothian commissioning strategy for physical disability services; and commission and manage transparent, needs led, good

quality and integrated services to maximise opportunities in respect of service user outcomes.

- Encourage, identify, affirm and recognise good practice through commissioner engagement.
- Consideration needs to be given to conducting ongoing, consistent and equitable evaluation of all physical disability services across West Lothian.
- Undertake regular needs assessment and specific, targeted research to address areas of unmet need and inequality.
- Produce, maintain and coordinate West Lothian wide disability information from a single, central source, in order to ensure ready availability and accuracy.
- Implementation of an information sharing protocol for use across all physical disability services.
- Construct an integrated working guide involving physical disability specialist services, learning disability services, housing, employability, GPs, other relevant services (e.g. criminal justice and alcohol/drug) and peer led networks.
- Develop clear strategic approaches to reducing; and where possible, preventing dependency or deterioration of physical disabilities.
- Services need to be developed to be more responsive including ensuring that waiting time targets are consistently met, having clear access criteria, being available for longer hours and also ensuring that staff understand what services are available and how to appropriately refer.
- Commissioners need to work with providers to look at how IT can be more effectively used to enhance appropriate support.
- Enhance the role and availability of the third sector and peer support services and networks to support integrated care and outcomes for people.
- Consideration should be given to developing a clear framework for how service users and their families/carers could and should be involved in the commissioning, delivery, development, and commissioning of specialist physical disability services, and the wider system.
- Devise a long-term programme of workforce development opportunities.
- Promote empowerment and personal independence; and celebrate achievement.
- Learn from experience and emerging evidence; and forge alliances to support networks and communities.

Appendix 3 - Scottish Government Health and Wellbeing Outcomes

The 9 Scottish Government Health and Wellbeing outcomes:

1	People are able to look after and improve their own health and wellbeing and live in good health for longer.
2	People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
3	People who use health and social care services have positive experiences of those services, and have their dignity respected.
4	Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
5	Health and social care services contribute to reducing health inequalities.
6	People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.
7	People who use health and social care services are safe from harm.
8	People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.
9	Resources are used effectively and efficiently in the provision of health and social care services.

Appendix 4 - Legislation, local and national strategies

Below are several strategies and strategic plans that complement the development of the Commissioning plans:

[West Lothian IJB Strategic Plan 2019-23](#)

[West Lothian IJB Participation and Engagement Strategy 2016-26](#)

[West Lothian Autism Strategy 2015/25](#)

[Active Travel Plan for West Lothian 2016-2021: Making Active Connections](#)

[West Lothian Children's Services Plan 2017-20](#)

[West Lothian Local Housing Strategy 2017-22](#)

[West Lothian People Strategy 2018/19-2022/23](#)

[West Lothian Anti-poverty Strategy 2018/19-2022/23](#)

Legislative context

[UN convention on the rights of persons with disabilities](#)

[Social Work \(Scotland\) Act 1968](#)

[Adults with Incapacity \(Scotland\) Act 2000](#)

[Community Care and Health \(Scotland\) Act 2002](#)

[Transport \(Scotland\) Act 2005](#)

[Public Health etc. \(Scotland\) Act 2008](#)

[The Equality Act 2010](#)

[The Equality Act 2010 \(Specific Duties\) \(Scotland\) Regulations 2012](#)

[Self-Directed Support \(Scotland\) Act 2013](#)

[Public Bodies \(Joint Working\) \(Scotland\) Act 2014](#)

[Community Empowerment \(Scotland\) Act 2015](#)

[Mental Health \(Scotland\) Act 2015](#)

National Strategies

[A Fairer Scotland for Disabled People: delivery plan](#)

[See Hear: A strategic framework for meeting the needs of people with a sensory impairment in Scotland](#)