

# WEST DUNBARTONSHIRE COUNCIL

## Report by the Director of Social Work Services

Social Work & Health Improvement Committee: 19 September 2007

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**Subject: Consultation Phases One, Two and Three of the Acquired Brain Injury services**

### **1. Purpose**

- 1.1 The report advises the Committee of the reporting of Phases One to Three of the consultation programme with Acquired Brain Injury service providers and users.
- 1.2 The draft reports are the results of a consultation process and the Committee is invited to contribute to that consultation.

### **2. Background**

- 2.1 The aim of the Acquired Brain Injury Service is to develop community based integrative assessment and rehabilitation for brain injured individuals and their carers.
- 2.2 A consultation programme was developed to investigate within West Dunbartonshire, the views of generic service providers, service users and carers with particular reference to assess the quality of the service in the local area and to determine the effectiveness of the services.
- 2.3 From this process we would be able to assess the effectiveness of the service, the expected demographic changes within the population and therefore any expected changes within the service provision. This will create a specific picture of the local population of West Dunbartonshire who have an acquired brain injury.

### **3. Main Issues**

- 3.1 The consultation process links in with local policy documents such as Extended Local Partnership Agreement and the Community Health Partnership Annual Plan as well as initiatives from the Scottish Executive such as development of the Managed Clinical Network for Acquired Brain Injury.
- 3.2 The Acquired Brain Injury Strategy Group established a Consultation Sub-group with representation from service users, carers and social work, this group took the lead in developing an action plan to monitor and evaluate the different phases of the consultations.

- 3.3** The consultation process focused, in Phase One, on baselining our existing joint service. The remit of this work was to investigate levels and types of services people with acquired brain injury receive from the Acquired Brain Injury Service. The information gathering was carried out as a key partnership action between the Acquired Brain Injury Service and the Joint Acquired Brain Injury Strategy Group, in a bid to identify areas where services could be improved.
- 3.3** Phase two investigated, within West Dunbartonshire, the views of generic service providers, with particular reference to
- their levels of service input to people with acquired brain injury;
  - the availability of suitable resources;
  - their access to rehabilitation tools;
  - their training needs; and
  - their views on facilitation of consultation with service users about the services they receive.
- 3.4** Phase three, in recognising the complex needs that present following Acquired Brain Injury, undertook a consultation to provide direction for the shaping of the Acquired Brain Injury Service in partnership with those who use the service. Both service users and carers took an active role in both the design and facilitation of the consultation process. At all times, this process was based upon a firm foundation of inclusion and accessibility.

## **4. Key Findings**

- 4.1** The attached three appendices provide analysis of each of the three consultation phases to date. There were key themes identified across the consultation phases, including overall satisfaction with the Acquired Brain Injury Service and the services it offers and delivers.
- There has been a marked increase in referrals to the service.
  - Waiting times to receive the services have been reduced.
  - Referrals for support to help people stay in employment have increased.
  - There is a need for better planned care linking hospital and community based services.
- 4.2** The development of training has been a key action based on feedback from the consultations, a basis awareness session was developed within partnership and has been delivered to more than two hundred people across West Dunbartonshire. Additional training focusing on meeting the needs of individuals living in our community has also been developed and delivered. All the training sessions are co-delivered by Council staff and service users.
- 4.3** A service users support group, Brain Injury Experiences Network (BIEN), has been established with the support of Social Work staff to provide a forum for people who have an acquired brain injury.
- 4.4** It has been highlighted in these consultations and many previous studies, the importance of facilitating and supporting individuals to achieve the maximum

levels of social inclusion that they desire. The key activity to be taken forward by the Acquired Brain Injury Strategy Group will be to further develop links and appropriate referral pathways and procedures to ensure effective joint working with Partner agencies, including the Rehabilitation and Assessment Directorate within the NHS.

## **5. Personnel Issues**

5.1 There are no personnel issues.

## **6. Financial Implications**

6.1 There are no financial implications.

## **7. Risk Analysis**

7.1 The Social Work Inspection Agency (SWIA) and the Council's Best Value Guidance expect all major services to carry out effective consultation. Failure to deliver on this requirement could mean less effective services and could lead to criticism from external bodies such as SWIA or Audit Scotland. It is therefore important to investigate issues identified in such consultations and examine areas for potential service improvement.

## **8. Conclusions**

8.1 The consultation process reflects the multi-agency involvement in the Strategy Group of local service users and carers, voluntary sector providers and statutory services for people with an acquired brain injury, the ratification and publication of the consultation reports will continue to drive the work of this partnership.

8.2 The Strategy Group is keen to maintain the momentum of the work and to develop services for users and carers within the West Dunbartonshire area. Therefore the Strategy Group wishes to consult with Health colleagues within the Acute services for phase four of the consultation process.

## **9. Recommendations**

9.1 The Committee is asked to note the content of this report, and request updates from the Acquired Brain Injury Strategy Group on their progress with the Consultation process.

9.2 The Committee is asked to agree that the Acquired Brain Injury Strategy Group develops phase four of the consultation process with Acute services.

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**Appendices:** Appendix I: Consultation process phase 1: Service Baseline  
Appendix 2: Consultation process phase 2: Service Providers  
Appendix 3: Consultation process phase 3: Service Users and Carers

**Background Papers:** None

**Wards Affected:** All council Wards.