

## **News from the Physical Disability Assessment Team - 2011**

I wanted to update everyone with some news about the service. In April last year we re-located to New Cheviot House (based in the old District Court on Almondvale Boulevard, Livingston). In the past year we appointed a new social worker, Patricia Boyd at the Sensory Support Service. Patricia continues to work closely with RNIB, the eye clinic at the hospital and Deaf Action in delivering support to service users with a sensory impairment. Over the past two years we have continued to work closely with the service users group, Vision Support West Lothian in ensuring services are person centred.

As a team we aim to work in partnership with service users, carers and other agencies. We also work closely with others who work in the area of Physical Disability such as CRABIS, Ability Centre Support services and Epilepsy West Lothian as well as Primary and Acute care health services and care at home and tenancy support providers as well as specialist units such as the Lanfine rehabilitation unit at Liberton Hospital, Edinburgh and Carers of West Lothian with regard to supporting carers.

The Team work closely with colleagues within the Child Disability Service as well as within health and education to provide as much as possible a seamless service for those undergoing the transition into adulthood. Within the Physical Disability Team that has meant working extremely closely with the individuals and their families as well as health and education colleagues to ensure there is a smooth transition for those with complex needs in particular, whether they are moving on to a living situation out with the family home an Adult support service or Further or Higher Education.

Despite losing a staff member over the past year we have been able to maintain the average waiting time for an assessment at under 8 weeks and completed 502 Single Shared Assessments and reviews over the past year as well as 18 carers assessments. According to ongoing feedback 95% of service users have rated that they feel the service as good, very good or excellent. Over the past year we had nine complaints primarily from relatives. None of these were upheld compared with five complaints the previous year of which one was upheld.

Living and Dying Well (A National Action Plan for palliative and end of life care in Scotland 2008) uses the concepts of planning and delivery of care, and of communication and information sharing as a framework to support a person centred approach to delivering consistent palliative and end of life care in Scotland. Anne Spiers, Social Worker works as a member of the multi-disciplinary Specialist Palliative Care Team, and will work with individuals resident in West Lothian who have specialist or complex needs and are known to the Palliative Care Clinical Nurse Specialist and will provide: psychosocial support, support with planning for future care where there are dependants to consider e.g. children, facilitating hospital discharge with regard to preferred place of care, assessment and review for complex packages of care and provide Post bereavement support where she has been involved with the family prior to the death.

If service users are assessed as being eligible for a service being arranged through ourselves direct payments will be discussed as a means of Self-Directed Support and as alternative to ourselves arranging a service. This can often provide the service user with more choice and control over how their care is delivered and can sometimes provide a more flexible person-centred service. Through introducing an enhanced review process for Direct Payments over the past year we have strived to improve the procedures for financial monitoring and at the same time introduced greater flexibility to the need for ongoing care management according to individual circumstances.

We are keen to obtain feedback on our service on an ongoing basis so please contact me on the email address or telephone number below.

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