

PE1596/BB

Future Pathways submission of 23 October 2019

On 28 August 2019, the Petitioner raised a number of questions regarding Future Pathway's most recent statement (16 August 2019). Future Pathways would like to respond to these questions.

Background

The Petitioner asks why Wellbeing Scotland is not referenced in the Background statement: this is because Wellbeing Scotland has already set out their concerns regarding the introduction of a new model and why Wellbeing Scotland chose not to participate in the subsequent tendering process.

Operating Model

The Alliance Leadership Team is currently supported by three survivors, who participate in an independent capacity. These are John McCall, Shirley Caffell and Helen Holland.

Future Pathways receives consistent feedback from people we work with that the current model of support is valued and effective. A mid-term impact study is under preparation. This will offer more information and be publicly available in due course.

Waiting List

In Future Pathways' previous submission, we set out that the number of people registering was significantly higher than anticipated during the initial planning and set up of Future Pathways when it was very unclear how many survivors would come forward. The greater-than-anticipated registrations created concerns, shared by the Alliance Leadership Team, that some people were waiting too long to access help.

The Scottish Government recognised this and approved an uplift to Future Pathways £3 million annual budget by £807,090 in 2018/19. For 2019/20, an uplift limit of no more than £2 million has been set – this is subject to parliamentary approval and there is a condition of grant to make all efforts to control staffing and administrative costs as far as possible beneath this threshold. A number of fresh conditions of grant were applied, linked to the uplifted budget, including requirements to address the waiting list for access to Future Pathways, prioritise immediate support needs for people over the age of 70 or terminally ill, and to prioritise resources towards support and engagement beyond the Central Belt and outwith Scotland. The additional budget provides the resources for access to be addressed and several changes were introduced, including the recruitment of additional staff.

Future Pathways and Wellbeing Scotland

The Petitioner asked about why there is a requirement for common quality standards and reporting requirements. Future Pathways is the commissioning body for support for survivors of in care abuse and neglect and is entrusted with public funds for this purpose. Therefore, Future Pathways must ensure funds are used to the full benefit of survivors, to prevent duplication of services and ensure properly focused use of the resource, in a safe and effective manner.

All support providers must evidence that common quality standards are met and meet reporting requirements. These standards are similar to those required by other funding bodies. This involves sharing information that enables coordinated access to resources and support(s) according to what was agreed between the person and Future Pathways. Future Pathways supports individuals to address a wide range of support across all wellbeing domains. Good data sharing with appropriate consents also enables staff of Future Pathways and partner organisations to work alongside each other for the purpose of appropriately responding to someone's needs.

As commissioner, Future Pathways is also required to monitor, plan and improve services so that individuals can receive the best possible ongoing support.

All Support Providers share information about the name and contact details of the person they are supporting, what supports are required and any changes in supports required. With explicit consent from the individual, information may also be shared about someone's needs and circumstances, and the impact of support. This information guides the adjustment of support(s) according to an individual's needs, which may change over time. The person may also wish to give permission for workers to contact other professionals or organisations involved in providing support or care to the person. This activity is governed by data protection and confidentiality guidance (incorporating legal responsibilities under the Data Protection Act 2018).

Individual Recovery Outcomes Counter (I.ROC)

We are unsure what further information is required regarding Future Pathway's comment that the use of the Individual Recovery Outcomes Counter is optional.

The National Health Service has a wide number and range of services, some of which do use the Individual Recovery Outcomes Counter. It is a tested and well-established framework that is used internationally by a number of organisations and services.

Glasgow Psychological Trauma Service (the Anchor)

The question was asked, what alternatives are available for people who do not wish to access The Anchor? Glasgow Psychological Trauma Service is part of Greater

Glasgow & Clyde National Health Service (NHS) and provides mental health / psychological assessment and treatment. If someone has mental health difficulties but does not wish to be seen by the Anchor, then they can be offered an appointment with an alternative mental health service within NHS / statutory services. The advantage of the Glasgow Psychological Trauma Services/ The Anchor is that they form part of statutory services and a wider mental health resource. They are also a specialist complex trauma service trained to the highest level in the assessment and treatment of Complex Post Traumatic Stress Disorder. If someone requires to be seen outside of The Anchor this can be arranged and this will involve signposting to other services or teams who can offer evidence-based psychological interventions for the issues that each individual registrant identifies at the time of assessment. In instances that someone does not wish to work with an NHS service, alternatives may be sought from a range of third sector or independent sources as long as there are no statutory duty of care and / or risk issues which would preclude this. Each instance is of course considered on a case-by-case basis as would be expected from client-centred care. To enable us to facilitate this we draw upon our core role of holding clinical governance for psychological interventions to recommend evidence-based interventions using NHS clinical governance and Scottish Government and best practice guidelines. In addition, we would seek to ensure that practitioners offering interventions are registered with appropriate governing bodies - the care of registrants is our utmost priority.

Counselling Referrals

Future Pathways also affirms that counselling is not, and never has been, limited to 12 sessions. We do require a review after 12 sessions to ensure that the support provided is helpful and being delivered as the person wishes. No one is required to end support after 12 sessions. Periodic reviews are scheduled to ensure that the support provided is effective and remains in line with the person's needs.

Evaluating Future Pathways' Impact

Future Pathways' objectives include a requirement to contribute to consistency and quality standards in all supports and services whether provided directly by the Alliance, or contracted support providers or partners.

In terms of evaluating Future Pathways, information is gathered from a range of sources. Interviews for case studies are conducted by the Researcher. The perspective of Support Coordinators is gathered separately. Some people do pass their feedback to Support Coordinators directly, and this may also be included. The Alliance Leadership Team routinely reviews complaints and feedback from current work.

A range of data is collected to assess the impact of Future Pathways, this includes information regarding how people access the different supports that are available to them, their feedback about Future Pathways, interviews with people conducted by the Researcher, reflective logs completed by Support Coordinators and feedback provided by Support Providers. Key Performance Indicators as defined by Future Pathways' Performance Monitoring Framework are reviewed each month.

Ongoing engagement events are one element of our Communications and Engagement strategy. Small group events across Scotland allow us to identify feedback from people registered with us that helps ensure Future Pathways builds on what works and seeks to improve where possible. People registered with us are also encouraged to feedback via our online 'suggestions box', by email or in writing (we provide stamped, addressed envelopes). Anonymous feedback is shared with AMT on a quarterly basis for consideration in line with our commitment to continuous improvement.