

National Care Service



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National Care Service

Background

IRASC



Adult Social Care

The **Independent Review of Adult Social Care (IRASC)** recommended the establishment of a **National Care Service (NCS)**.

National Care Service - Vision

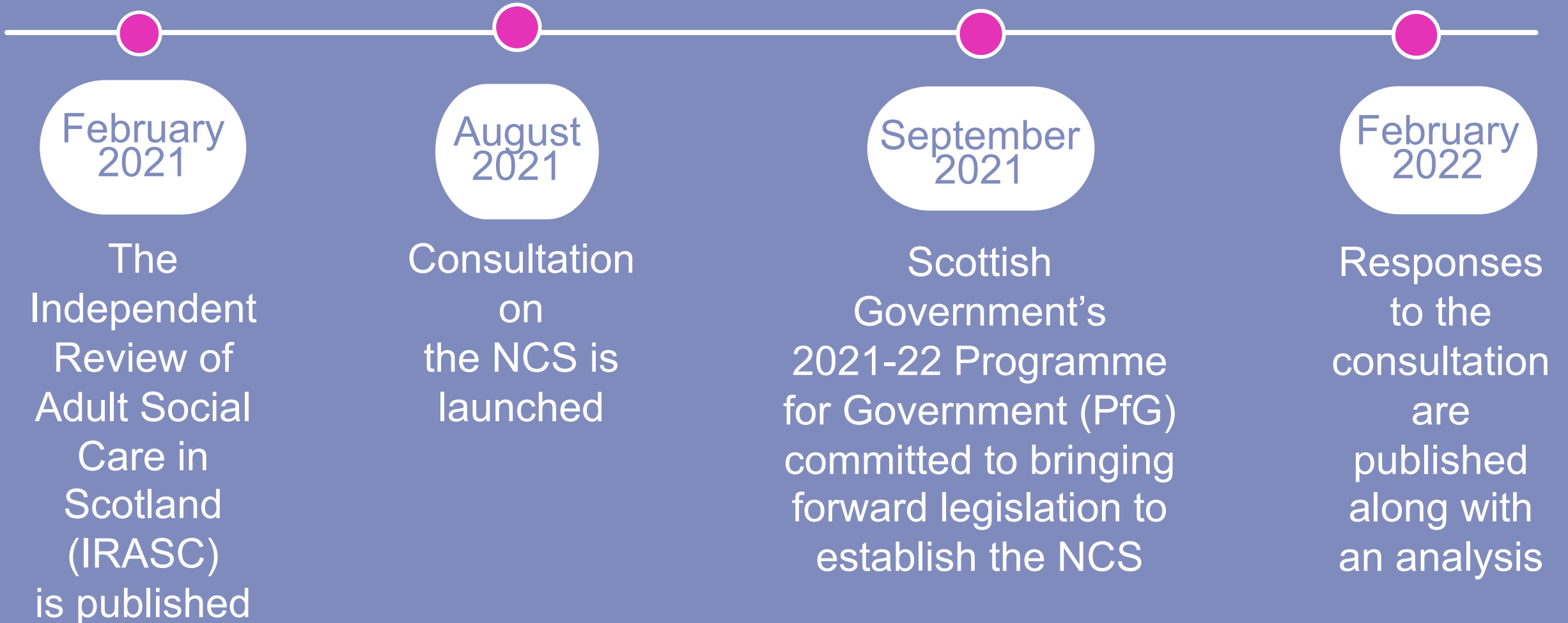
Vision

Scotland's community health and social care services support everyone when they need it.

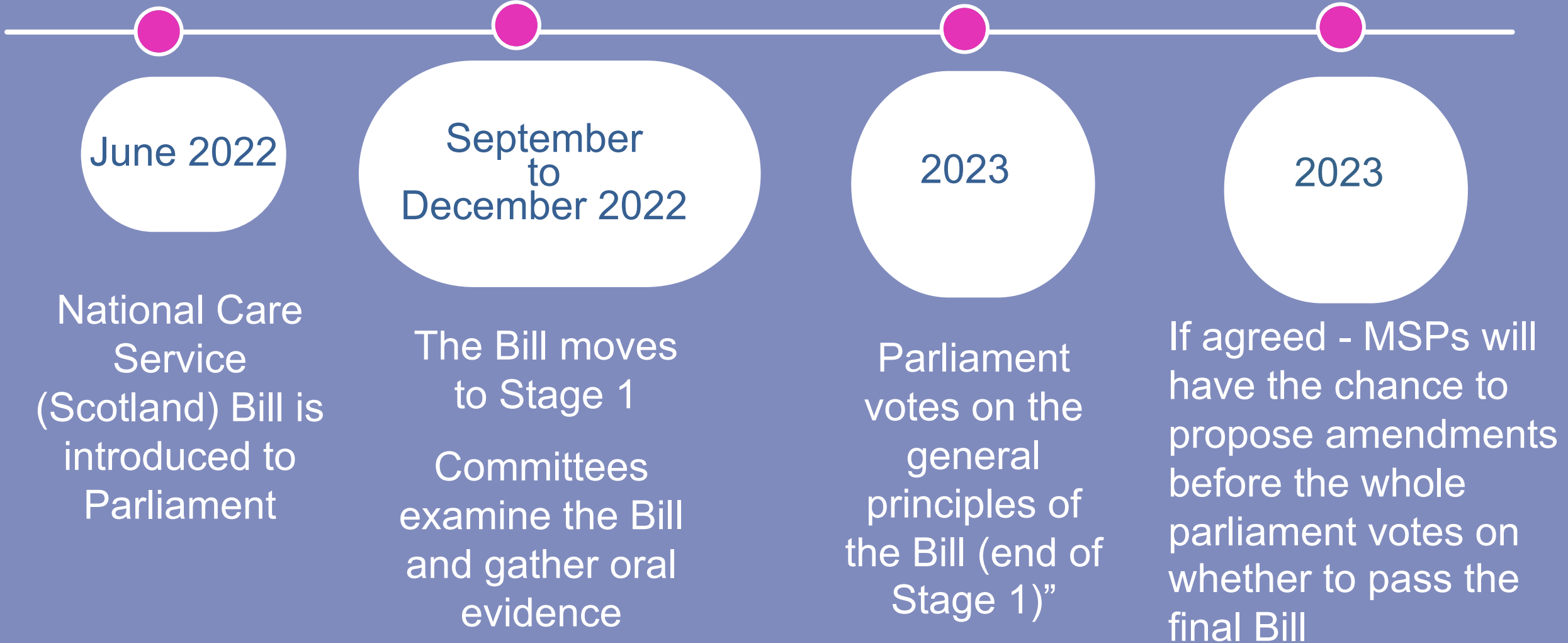
The National Care Service will:

- Transform people's experience of social care support and related services, strengthen prevention and community-based support and reform access.
- Continue integrating community health and social care and strengthen partnerships working with other services and agencies.
- Ensure that individuals can participate in their care design.
- Ensure people's needs are met holistically and driven by the outcomes that are important to them and their communities.
- Strengthen prevention, early intervention and end of life care.

National Care Service (NCS) Timeline to Bill Stage 1



National Care Service (NCS) Timeline to Bill Stage 1



Co-design approach and engagement

We want to have a National Care Service that best fits the needs of everyone in Scotland.



To do that, we need to hear from people directly and that means **co-designing with them.**

Co-design is working alongside the people who use and deliver health and social care services, and the organisations which represent them, **to ensure we get a future organisation that works for everyone.**

Approach to co-design

We are committed to giving a strong voice to those who rely on social care, unpaid carers, and the workforce, listening to their needs and acting on what they tell us.

- **The Social Covenant Steering Group**
- **The Key Stakeholder Reference Group**



Approach to co-design

Our **Lived Experience Experts Panel** is one of the ways people with lived experience can take part in co-design activities being led by Scottish Government.

The panel is made up of people who have real experience of using or providing social care support in Scotland. Their expertise will help shape the future NCS and make sure we're working with the right people, in the right way.

The **Stakeholder Register** is for organisations, to help us build an understanding of which organisations may want to take part in future co-design activities.

You can apply to take part in co-design online at - [Gov.scot/NCS](https://gov.scot/NCS)

Co-design approach

Five initial co-design themes



1. information sharing to improve social care support
2. keeping social care support local
3. realising rights and responsibilities
4. making sure your voice is heard
5. valuing the workforce

Co-design approach

Five stages

1. Understanding

Thinking about what needs to change and why. Looking at the data and evidence that exists and agreeing what it tells us and where more is needed. Considering the things that will impact what change can happen (for example how the laws about data protection will affect how information sharing will work).

2. Making sense of information and coming up with ideas

Generating ideas about what could change, how change might work, look and feel. Testing out ideas for changes and making sure they will work in practice.

3. Agreeing

Helping to check that proposed decisions that result from the work of understanding and imagining are the right ones.

4. Drafting of regulations

Co-design conclusions will be developed into regulations

5. Review

It will be important to share the draft regulations back with people for review of the alignment with co-design process.

Co-design approach

Current co-design themes

Design theme	Design stage (January onwards)	Types of activities underway
1. Information sharing to improve social care support	Understanding	Desk research, co-design workshops
2. Keeping social care support local	Understanding	Desk research, systems mapping
3. Realising rights and responsibilities	Understanding / Making sense of information	Desk research, prototyping
4. Making sure your voice is heard	Understanding	Desk research, research planning
5. Valuing the workforce	Understanding	Desk research, gap analysis

Co-design approach Design School

The Design School supports people to take part in co-design

The **Design School** initial focus of activity will be working with participants who have registered via the Lived Experience Experts Panel. We will also run welcome sessions with organisations who signed up to the stakeholder register. These sessions are already underway.



To take part in co-design please visit our website
and sign up for the Lived Experience Expert Panel
or the Stakeholder Register at
gov.scot/ncs



The NCS Forum

The event is a yearly opportunity to reflect on the development of the NCS and the national co-design process.

The first event took place at Perth Concert Hall in October 2022, and brought together a wide range of stakeholders, including people with lived experience, elected representatives, delivery partners, and third sector organisations.

300 people attended in person and another 300 joined online.

A report, summarising discussions, has been published on gov.scot/ncs



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