

Teviot and Liddesdale Day Service Engagement Feedback



Background

National Development Team for Inclusion (NDTi) was commissioned by the Health and Social Care Partnership (HSCP)/Scottish Borders Council (SBC) to gather views on day services from a range of interested people and organisations in Hawick and the surrounding area. To complement the engagement undertaken by NDTi, an online survey was issued to groups that represented those with protected characteristics.

We aimed to engage with local communities to hear the views of older people, carers and aimed stakeholders about three key topics:

- To identify current activities and any gaps in support services
- To gather views about the development of a new day service and support opportunities
- To identify any barriers to accessing a day service

How We Engaged

- ✓ Engaged approximately 130 people in our conversations
- ✓ Range of engagement sessions held including Locality drop-ins, online and public meetings
- ✓ Places visited include Hawick, Newcastleton, Denholm and Bonchester Bridge
- ✓ Targeted online survey



What We Heard

We heard about a range of community activities already happening in Teviot & Liddesdale within very active and supportive local communities. We also heard about the type of things people felt should be offered by a day service. These included:

- Personal care from trained staff
- Respite for unpaid and family carers
- Transport
- Complement existing services & activities
- Support for older people with complex needs
- Support for people on Dementia Journey
- Co-ordinated with other day support services
- Opportunities to socialise
- Social activities



Our Next Steps

- 1**
Confirm venue for day service
- 2**
Confirm scope of day service
- 3**
Confirm provider for day service
- 4**
Seek Integration Joint Board approval for new day service



To read the full NDTi report use this QR

