



Annual Report

2019-2020

We work with people and providers to promote equality
and support change in health and social care

About us

We work with people and providers to promote equality and change in health and social care.

We do this by:

- bringing people and providers in health and social care together to identify common issues and form collective voices and actions
- supporting them to speak with that voice, or representing them where required
- keeping them informed and up to date
- supporting their learning and development through training
- identifying gaps and developing new ideas to address them
- by supporting co-production at all stages in the design and delivery of health and social care in the Borders.



Chair's Report

“

The year began in April 2019 with business running very much as usual. It ended with the lockdown in March this year due to Covid-19. We marked a number of achievements in relation to the outcomes in our business plan, and this year our annual report reflects the work we have done under our key objectives.

Our staff and member representatives were heavily engaged with all strategic agendas led by the Health and Social Care Partnership.

We held the first health and social care themed Third Sector Forum in September, in collaboration with Borders Third Sector Interface. The event was well attended by providers and groups, along with the Health and Social Care Partnership Chief Officer, Robert McCulloch Graham.

Follow up sessions, facilitated by the ALLIANCE, were scheduled for March and April 2020 but had to be cancelled due to Covid-19. We hope to pick these up again once life goes back to some kind of “normal”.

Three new representatives with lived experience were trained to enable them to be involved in mental health strategic groups. We also supported increased involvement from four representatives in relation to dementia work and offered three standardised induction courses through the year for representatives.

All of our working groups either maintained or grew in numbers over the year. We agreed with Scottish Borders Council (SBC) that we would no longer facilitate with Borders Carers Centre the Parent Carer Action Group, which held its last meeting in December. This was due to funding restraints in our contract, and because it duplicated the work of another forum that had recently been established.

Chair's Report

SBC Financial Inclusion commissioned the Learning Network to put together a briefing on Mental Health Awareness for its staff. Due to SBC spending and staffing restraints, delivery was delayed until 2020-2021. We were also commissioned separately to deliver Mental Health First Aid training.

A Collective Advocacy Worker was recruited for the You See It All project and started work to promote the project, with the focus on establishing a peer action group in Berwickshire.

We thank our funders Scottish Borders Council and NHS Borders for their continuing support.

We also thank People's Health Trust (Active Communities) and The Robertson Trust for their funding of the You See It All project.

We are very appreciative of our volunteers, including people with lived experience, who ensure that we meet our objectives.

My thanks go to the Trustees and the staff, who continue to demonstrate their commitment to the work of the organisation and who have successfully adapted to new ways of working that will be needed for some time to come.

”

Gordon Forsyth
Chair
Borders Care Voice



Outcomes 1 and 2

OUTCOMES

1. People who use services have their views and experiences taken into account.

2. Statutory and commissioned services have an 'independent' view on their delivery and impact on their services users.

Performance measures

Evaluation/consultative projects completed and reports generated

We were commissioned by NHS Borders to undertake an evaluation of dementia frailty discharge. We published the report in 2019 and it included a number of recommendations. The evaluation looked at the experiences of patients in Borders General Hospital.

The aim was to gain an understanding of the experiences of people with dementia and/or frailty syndrome at the transition from hospital to place of discharge, to inform the development of services.

The purpose of the study was to assess the experience of patients with cognitive impairment during their stay in hospital and the transition from hospital to the care of another service.

Increase in individual members of Borders Care Voice

Membership has increased 21% since 2018. Full membership is separate to membership of a user/working group.

Outcome 3

OUTCOME

Borders Care Voice supports consultation and engagement on behalf of the Health and Social Care Partnership and partners with user groups and the third sector.

Performance measures

Increase in membership annually.

In 2019, we had 96 members, an increase from 81 the previous year.

We now contact our members annually and check their desired membership status and contact details, removing those who do not respond. Our figures are therefore not artificially high with inactive members.

Improvements in engagement/involvement shown in internal evaluation.

Rate us: "Being able to influence the development of health and social care at a local level"- 3% increase in members giving us an "Excellent" rating since 2015.



Outcome 4

OUTCOME

Service users and carers feel more knowledgeable and confident to express their own views and/or represent a wider grouping as a service user or carer representative.

They feel their contributions are valued and recognised.

Performance measures

Numbers of individuals, users and carers attending user groups, and representing at meetings/events, maintains or grows each year.

- User Carer Working Group – maintained
- Borders Dementia Working Group – increased
- Mental Health and Wellbeing Forum – declined slightly (shifted to individuals and carers only)
- Parent Carer Action Group – declined slightly (the group was winding down due to other development in carers' representation).

At least two training sessions for group members who represent the groups on other forum and meetings is offered per year.

Three training sessions for representatives were offered during the year. All representatives must now undergo this training.



Outcome 4 continued

Performance measure

Working group members show positive experience

In 2019, the Mental Health and Wellbeing Forum changed to include only people with lived experience, and a new Mental Health Providers Forum was established.

A safe space to
share your
experience of
mental health



*"I feel the groups I'm involved in
make a difference to services in the Borders"*

Answered 'Agree' or 'Strongly Agree' 2019 - **91%**

*"I feel included and able to participate in group
meetings"*

Answered: 'Agree' or 'Strongly Agree' 2019 - **92%**

In our evaluation of working group members, they were asked if they felt the groups they are involved in make a difference to services in the Borders.

91% answered "Strongly Agree" or "Agree".

When asked if they felt included and able to participate in group meetings, **92%** answered "Strongly Agree" or "Agree".

Outcome 5

OUTCOME

Mental health service users and their carers are supported to be engaged in the design, planning and delivery of mental health services through their involvement in groups within the mental health governance structure; and are supported to engage with officers in a range of other mental health settings.

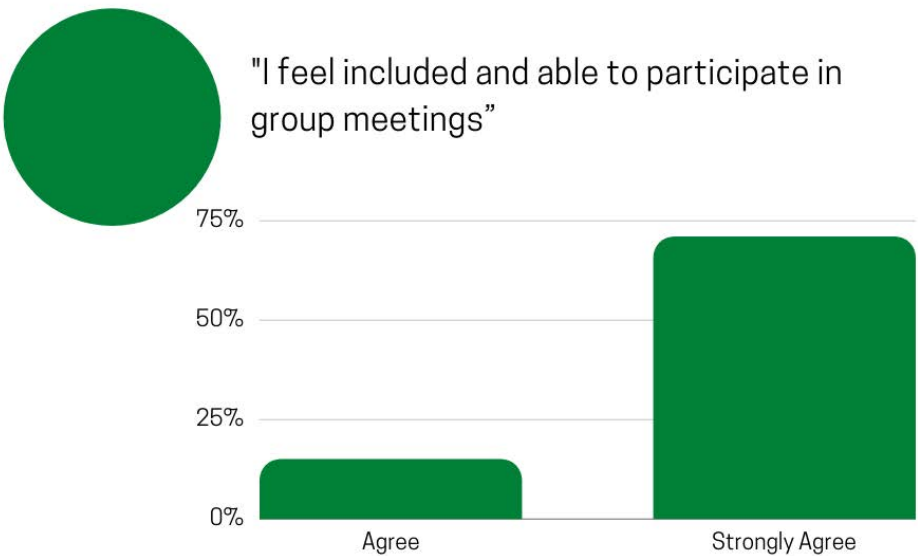
Performance measures

Group members show positive experience and impact.

- Number of mental health representatives attending joint planning groups, boards and events as a person with lived experience and/or representative of the Mental Health & Wellbeing Forum.
- Number of recorded consultations / requests for feedback / co-design streams engaged with by Mental Health and Wellbeing Forum and its representatives.

7

9



OUTCOMES

7. Borders Care
Voice user and
carer members are
engaged in the
development of
dementia services.

Number of recorded consultations, requests for feedback, co-design streams engaged with by Borders Dementia Working Group and its representatives = 12.

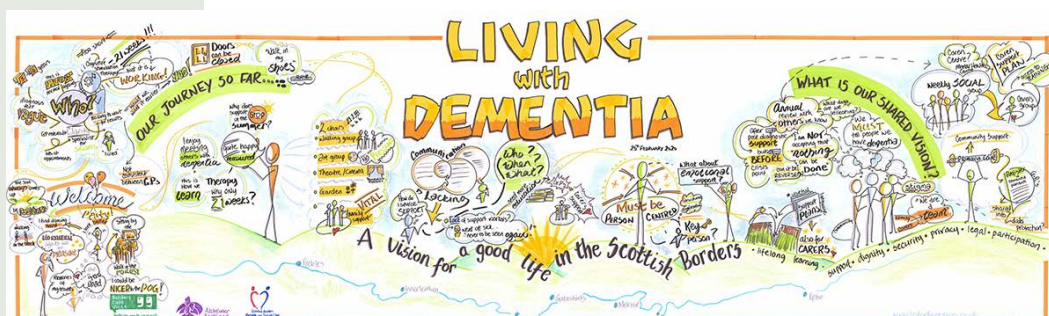
The Borders Dementia Working Group (BDWG) was established in 2016 for people with a diagnosis and their carers. It aims to be a voice for people living with dementia, and tackle the issues they face and stigma associated with the condition.

The group has become a vital co-production mechanism for Mental Health and Older Adults Services and the Health and Social Care Partnership in terms of strategy, policy and redesign of services.

In 2019-2020, it met 10 times and had 14 members. Transport and refreshments were provided to aid involvement and energy at a time of day best suited to people living with dementia.

We facilitate the BDWG, and it is supported by Alzheimer Scotland and the Dementia Nurse Consultant for NHS Borders.

With the establishment of the Dementia Implementation Group, the BDWG is now a recognised part of the governance process for mental health services for older adults and dementia. The group has informed recent transformation work, particularly on post diagnostic support and changes to wards at Borders General Hospital. Members are beginning to create their 'vision' for a good life with dementia, to underpin local implementation planning and strategy in 2020.



Outcome 8

OUTCOME

Carers are involved in a meaningful way and their involvement leads to improvement in health and social care outcomes for unpaid carers and the people they care for.

Performance measures

Establish Scottish Borders Carers Advisory Board and recruit carers

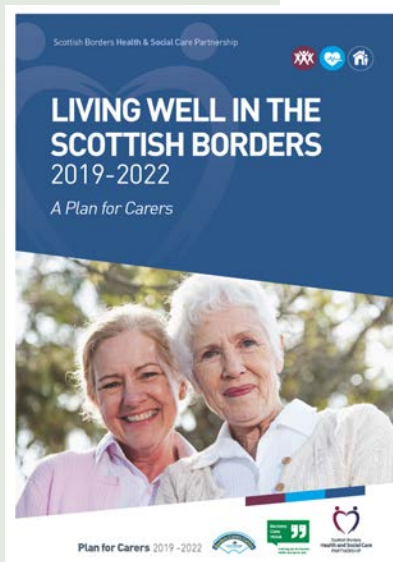
Publish Carers Strategy 2019

Scottish Borders Carers Advisory Board (SCAB) was established in 2017. Borders Carers Centre took over facilitating the group in 2018. We continued to pay some of the group's costs until 2019, and it was re-launched that year as 'Carers First'.

The Parent Carer Action Group was facilitated by us and Borders Carers Centre until December 2019. It ceased due to funding restraints in our contract, and because it duplicated the work of another forum that had been established. Three representatives from this group were involved in other planning groups and events in 2019.

The Mental Health Development Worker supports the Relatives & Carers Support Group for the Mental Health Rehab Service (East/West Brigs), facilitated by NHS Borders.

Carers can be involved with Borders Care Voice as individual members and as members of our working groups/forums.



The Scottish Border Carers Strategy was published in 2019

Outcomes 9, 10 & 11

OUTCOMES

9. New third sector organisations or projects in social care and health are supported to establish and develop.

10. Enable third sector involvement and support projects that improve joint working.

11. Local services work in partnership to engage with strategy and improve service delivery.

Performance measures

Borders Dementia Working Group secures dedicated admin and facilitation

Alzheimer Scotland now offers administrative support to this group, which we facilitate.

As the group is central to Outcomes 6 & 7, as well as our overall aims, it is not suggested that it becomes independent at this stage.

Borders Care Voice Learning Network measures positive impact on working practice, knowledge, skills, culture from training attendees (course evaluations) and from managers (Providers' Survey).



What providers say about the Learning Network

"Very important, essential training for our staff team. Great service that is being provided."

"Very useful and informative additional training for staff."

"Can I just say that the Scottish Mental Health First Aid course was excellent. I found it invaluable and I certainly hope to get others interested to participate when we have a regular volunteer network."

Outcomes 12, 13 & 14

OUTCOMES

12. The third sector is engaged as an equal partner in health and social care planning and delivery.

13. Borders Care Voice Communication Strategy to be reviewed to include plan for communications with third sector.

14. Issues of concern for third sector are raised with the Health and Social Care Partnership.

Performance measures

Evaluation of members demonstrates improved engagement with them.

Our membership comprises 43 third sector provider organisations.

We have represented the interests of the third sector on the Integrated Joint Board (IJB) since 2016, as well as on previous joint planning boards.

In our latest membership survey:

- 96.15% of respondents knew that we represent the third sector on the Integration Joint Board (IJB)
- 88.5% agreed that being a member of Borders Care Voice made a difference to them or their organisation - up from 68% in 2015
- when asked to rate how we help members to find out what is happening in health and social care at a local level, 45% said "Excellent".
- when asked to rate us in enabling members to keep in touch with what's happening locally in the third sector, 45% said "Excellent" - up from 22% in 2015.

More highlights



Learning Network

The Learning Network offered 44 courses during the year:

General training - 15

Mental Health and Wellbeing - 10

Dementia - 9

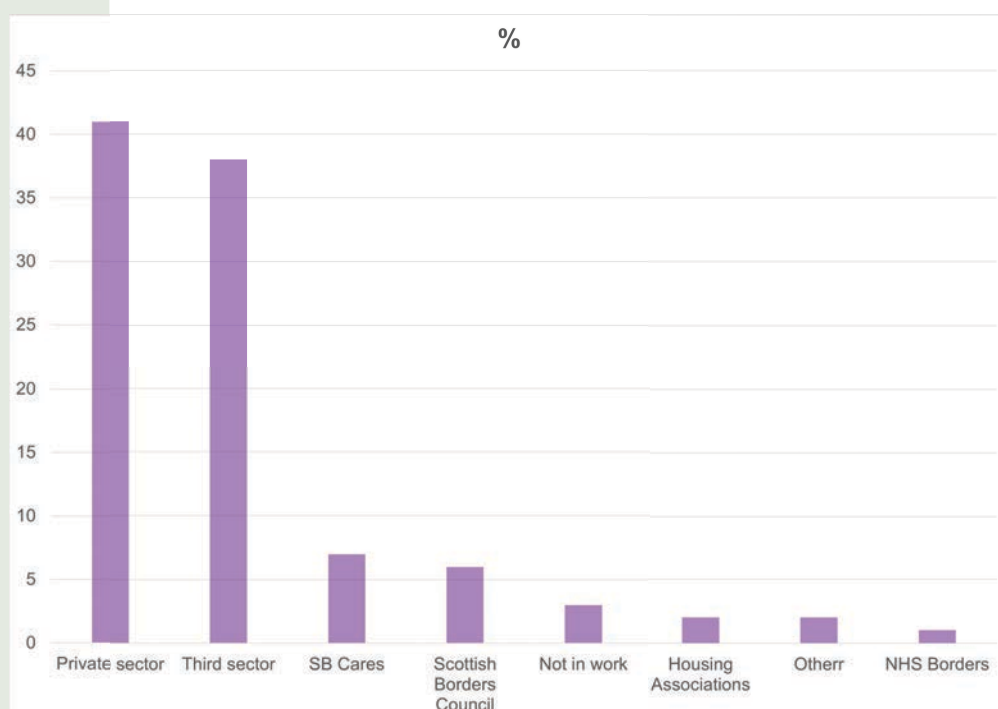
Learning Disabilities - 4

Adult Support and Protection - 3

Condition specific - 2

Management - 1

There were 541 attendances - the chart below shows a breakdown of attendees by sector.



More highlights



Sharon Riding (left) took up post of Collective Advocacy Worker with the You See It All project at the end of November 2019.

We were given an extension to the project due to the initial delay in the project starting and then a pause to re-recruit.



You See It All

Share your stories, create the change, lead through experience

Contact

Sharon Riding, Borders Care Voice
sharon@borderscarevoice.org.uk
0300 303 4221

funded
through



In September, we held an event to celebrate 10 years of the Learning Network.

It was established in 2009 as a resource for everyone working in community care in statutory, private and voluntary organisations.

Meg Roper, the remaining member of the team, retired in July 2019.



The original Learning Network team in 2009 - Meg Roper, Mary Daykin and Joan Lawson - at the launch, with Bill Sim from SBC.





Our Trustees (left to right)

Chair - Gordon Forsyth
 Vice-Chair - Kathryn Peden
 Graeme Nisbet
 Jane Douglas
 Treasurer - Pippa Dickson

Our Staff

Mental Health Development Worker - Shirley Barrett
 Office and Finance Administrator - Nicola Glendinning
 Training Administrator - Ellen de Groot
 Collective Advocacy Worker - Sharon Riding
 Chief Officer - Jenny Smith
 Deputy Chief Officer - Kathleen Travers



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Organisational members

Addaction Scotland
 Alzheimer Scotland
 BAVS
 Berwick & District Friends of Dementia
 Borders Carers Centre
 Borders Citizens Advice Consortium
 Borders Independent Advocacy Service (BIAS)
 Borders Samaritans
 Borders Talking Newspapers
 Borders Wellness Retreat
 British Red Cross
 Brothers of Charity Services (Scotland)
 Carr Gomm Borders
 Central Borders Citizens Advice Bureau
 Chest, Heart and Stroke Scotland
 Cheviot Youth
 Eat, Sleep Ride CIC
 Eildon Housing
 Encompass
 Headway Borders
 Health in Mind
 Interest Link Borders
 Nature Unlimited
 Outside the Box Development Support
 Penumbra
 PND Borders
 Queen's House (Kelso) Ltd
 Royal Voluntary Service
 Scottish Borders LGBT Equality
 Serendipity Recovery Café Network
 Streets Ahead
 Survivors Unite
 The Bridge
 The Food Foundation
 The Physiotherapy Trust
 Think Thrive! CIC
 Trust Housing Association
 Victim Support Scottish Borders
 We Are With You
 Youth Wellbeing Coaching CIC