

## Scotland's National Care Service – Making sure our voice is heard

Last year SDWG members had their say on the Scottish Government's proposals for a National Care Service for Scotland. You can read more about this in the [Active Voice Annual Report 2022](#).



Margaret & Barry Northedge

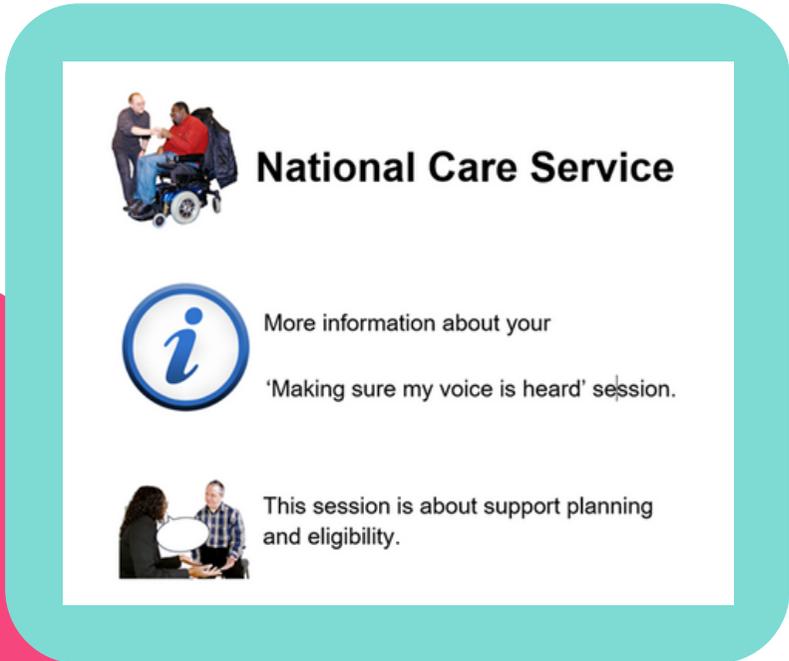
SDWG members continue to engage with the National Care Service proposals as they proceed through the Scottish Parliament. We are keen to ensure people with personal experience continue to have their say, share their views, and take the opportunity to play a part in creating something that will hopefully change things for the better for people with dementia. As such, we were pleased to be able to participate in a recent National Care Service “Making Sure My Voice Is Heard” session in Strathpeffer in the Highlands, attended by SDWG member Margaret Northedge and her husband Barry.

The session, organised by the Scottish Government, explored issues around accessing social care support, eligibility for and being assessed for social care support. This was one of several co-design sessions taking place over the summer, and given the location of this session it had a particular focus on issues faced by people in rural and remote locations. Margaret & Barry live in a beautiful Highland village so know well the issues faced by people living in these areas of Scotland.

Margaret & Barry spoke about their own experiences and they, along with the Alzheimer Scotland Active Voice team members in attendance, highlighted what's important to people living with dementia, their families and carers in relation to accessing social care support. The session explored what does & doesn't work currently and discussed issues such as the importance of community link workers, and the possibility of ensuring people had a single point of contact to make it easier to access social care support.

The session considered the importance of providing support before a crisis point is arrived at; it looked at how best to deliver positive outcomes, involving family and friends and a 'whole community' approach; and discussed the need to ensure self-directed support allows for greater flexibility, particularly in remote and rural areas where options for support may be limited.

The Scottish Government is still working towards 2026 for the introduction of the new National Care Service, and further co-design activities will take place over the next 18 months. We will continue to ensure the voice of those with personal experience is fed into the new National Care Service co-design process.



**National Care Service**

 More information about your 'Making sure my voice is heard' session.

 This session is about support planning and eligibility.



