Welcome
Thanks so much for signing up to the Care Information Scotland Redesign Bulletin. Over the period of the redesign project we will update you on key pieces of work and would very much welcome any thoughts, comments or questions you may have.

So....What's changing?
Care Information Scotland is currently a telephone and online service available for people seeking information about community care services for older people. The service offers a national resource for those seeking information and can be accessed at: www.careinfoscotland.co.uk or 08456 001 001 (between 8am and 10pm).

The redesign will significantly extend the scope of Care Information Scotland, bringing together quality assured care information accessible to all carers, those being cared for and carer support services across Scotland.

Further background information can be found on the Care Information Scotland Redesign 2014 page.

People at the centre!...More than just having a say?
Over the last year we have been supported in our engagement work by SNOOK, a service redesign agency, who have reviewed our existing service model by working closely with those needing care, those supporting them in their daily lives, and those who have not really thought about care at all.

As well as working with individuals SNOOK engaged with groups such as:

- Highland Community Care Forum
- LGBT Health and Wellbeing Ageing Group
"We need to be given freedom of choice in how we access information. It makes you feel like you are in control. It gives you confidence."

"When I look for care information it is very important to me to find local services and key contacts."

Themes from SNOOK report
A range of channels and content should be considered to support people access the right information at the right time.

- Website that can be used across all hand held devices
- Telephone
- Webchat
- SMS
- Social Media
- Video

- People need different depths of information and access it in different ways
- Provide accurate up to date information that people trust
- Link information to actions and services
- There needs to be a balance between emotional and practical information.
- Information is important especially at the start of realising you are a carer.
- Support users to find the best outcomes.

Audience
Some users not currently well supported were highlighted as priority:

- Young Carers and Young Adult Carers
- Extreme users - completely out with the system but with many information and support needs
- Just getting-on-with-it users who don’t recognise they are a carer

What's next

- Absorb what people have told us
- Development of a content strategy
- Identify opportunities to work with partners across all sectors
- Start thinking about re branding of the service
Feel free to share..

Key Messages

- The new Care Information Scotland service will provide access to care information for all carers, those being cared for and people seeking information about care in Scotland.

- As well as a telephone service and website, the service will be accessible across a variety of different digital channels. People will be able to access the service in a way that suits them whether it is online (via mobile, tablet or PC) or over the telephone.

- Care Information Scotland is being re-designed to provide a central and first point of access to care information in Scotland, complimenting service provision in local areas.

How you can feedback

We appreciate any contribution, so do send us any comments you have, this can be done via our email CISRedesign@nhs24.net

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