

Background

To measure the effectiveness of the redesigned customer pathway to be tested at the Be@Home project, it was necessary to produce baseline data representative of the existing customer pathway. To this end, timescale data was collected for a 40% representative sample of adaptations completed in Lochaber in 2015. The sample includes adaptations provided to Owner Occupiers, Housing Association tenants and Council tenants.

This exercise involved extraction of information from a range of organisational IT systems, varied modules within these systems, as well as bespoke spreadsheets and manual records. A range of staff were necessarily involved for specific sector/organisational elements. The resulting data was stored in excel format and produced the key baseline measures set out in this report.

1. General

- Total number sampled : 63
- By tenure : 9 x RSL, 28 x OOC, 26 x THC
- By type :-

type	number	RSL	OOC	THC
External works	1		1	
Rails – grab, hand, side wall, stair etc	7			7
Installation rise & fall WHB	1	1		
Installation of door entry system	1	1		
Kick plates	1			1
Kitchen & internal door repairs	1	1		
Large flush handle on WC	1			1
Level access shower	12	3	9	
Level access shower - FT	1		1	
Level access shower - WF	3		3	
Level access shower grab rails and seat	1			1
Over bath shower, grab rails, wet wall	3			3
Ramp (and works)	6		2	4
Work not proceeding – stairlift refused	1			1
Work not proceeding – shower refused	1			1
Rehang existing front door	1			1
Remove shower install bath	1			1
Replacement shower tray	1			1
Shower and change of heating ?type of shower	1			1
Shower temperature	1			1
Stairlift	11	2	8	1
Taps	1			1
Track hoist	1		1	
Wall mounted shower seat	1			1
Wet room, close o mat toilet	1	1		

2. Referral Source

source	RSL	OOO	THC
OT	9	22	14
OTA	-	5	10
Self	-	-	-
Social work	-	-	1

3. Job type/outcome by OT/OTA referral

Job type	OT	OTA
External works	1	-
Rails – grab, hand, side wall, stair etc	4	4 (inc multi outcome jobs)
Installation rise & fall WHB	1	-
Installation of door entry system		-
Kick plates	1	-
Kitchen & internal door repairs	1	-
Large flush handle on WC	1	1
Level access shower	6	6
Level access shower - FT	2	-
Level access shower - WF	3	-
Level access shower grab rails and seat	1	1
Over bath shower, grab rails, wet wall	1	-
Ramp (and works)	4	2
Work not proceeding – stairlift refused	1	-
Work not proceeding – shower refused	1	-
Rehang existing front door	1	1
Remove shower install bath	1	-
Replacement shower tray	1	1
Shower and change of heating ?type of shower	1	-
Shower temperature	1	-
Stairlift	11	-
Taps	1	1
Track hoist	1	-
Wall mounted shower seat	1	-
Wet room, close o mat toilet	1	-

4. Timescale: number of days from customer contact to completion

	RSL	OOC	THC
Average days	258 days	274 days	169days
maximum	687 (stairlift)	664 (wet floor)	518 (remove shower, instal bath)
minimum	69 (door entry instal)	97 (stairlift)	7 (stair rails)

5. Timescale – first customer contact to functional assessment

	RSL	OOC	THC
Average days	64 days	41 days	24 days
maximum	147	166	134
minimum	0	0	0

6. Timescale – first customer contact to functional assessment by referral source

	RSL		OOC		THC	
Referral source	OT	OTA	OT	OTA	OT	OTA
Number	9	-	21	5	11	10
Average days	64 days	-	49 days	4 days	35 days	2 days
maximum	147	-	166	12	113	7
minimum	0	-	0	0	0	0

7. Timescale – from functional assessment to date referral sent to housing provider

	RSL	OOC	THC
Average days	34 days	32 days	36 days
maximum	210	104	263
minimum	0	0	0

8. Timescale – from date referral sent to housing provider to date of receipt by housing provider

	RSL	OOC	THC
Average days	52 days	10 days	2 days
maximum	171	143	32
minimum	0	0	0

9. Timescale – from date of receipt by housing provider to date of decision

	RSL	OOC	THC
Average days	0 days	14 days	86 days
maximum	0	222	379
minimum	0	0	0

10. Timescale – from date of housing provider’s decision to date agreed with customer

	RSL	OOC	THC
Average days	39 days	108 days	0 days
maximum	96	279	-
minimum	0	0	-

11. Timescale – date agreed with customer to date work instructed

	RSL	OOC	THC
Average days	0 days	29 days	3 days
maximum	0	407	88
minimum	0	0	0

12. Timescales – date work instructed to date works completed

	RSL	OOC	THC
Average days	32 days	49 days	35 days
maximum	69	140	65
minimum	7	4	15

13. Average cost of adaptation intervention

	RSL	OOC	THC
average cost per intervention	£3,771.64	£3,599.97	£2,374.02
Maximum	£8,493.20 (stairlift, shower tray, and seat)	£5,300 (level access shower)	£ 4,976.56 (replacement shower trsy)
minimum	£366 (door entry system)	£420.25 (handrail)	£21.94 (flush handle on WC)

14. Average cost of top 4 adaptations type

Average cost of:	RSL	OOC	THC
showers	£3726.40	£4,544.80	£3,560.15
stairlift	£4220.00	£2410.13	£4,797.00
ramp	None in sample	£4,809.20	£2,835.79
grabrails	None in sample	None in sample	£441.46

15. Average total timescale (from customer contact to completion) by top 4 adaptations type

	RSL	OOC	THC
showers	245 days	297 days	292 days
stairlift	339 days	221 days	430 days
ramp	None in sample	375 days	207 days
grabrails	None in sample	None in sample	30 days

16. Average Shower Timescale by 7 stages in existing pathway

Stages in existing pathway	RSL	OOC	THC
1. first customer contact to functional assessment	112 days	50 days	54 days
2. functional assessment to date referral sent to housing provider	22 days	35 days	42 days
3. date referral sent to provider to date of receipt by provider	26 days	10 days	16 days
4. date of receipt by provider to date of decision	0 days	7.5 days	146 days
5. date of decision to date agreed with customer	49 days	114 days	0 days
6. date agreed with customer to date work instructed	0 days	17 days	0 days
7. date work instructed to date works completed	36 days	63 days	34 days
Total	245 days	297 days	292 days

Lyn Kilpatrick, September 2016