

BORDERS CARE & REPAIR

Governance and Value for Money

Achievements

Governance and reporting frameworks are clearly established

Core outcomes and indicators are established through formal Service Level Agreements between Care & Repair and the Scottish Borders Council, and also between Care & Repair and each of the housing associations. The assessment and delivery of adaptations are reported to and monitored by the multi-agency Care & Repair Advisory Group (CRAG) as part of core business.

Monitoring frameworks have produced statistical data, client and stakeholder feedback and costed case studies

Evidence of outcomes has been captured continuously from the start through key performance indicators and case studies. Benchmarking of progress and evidence of benefits of interest to key stakeholders has been easily available to support the case for mainstreaming the service. This strong evidence base has demonstrated better access to the service, process efficiencies and value for money.

Evidence based outcomes for clients have helped to facilitate broader organisational change

The existing evidence base and strong performance outcomes have helped to secure core funding and relocation of resources from core social work services to Care & Repair. This has linked to and supported redesign of the **Occupational Therapist** role within the local authority (see also **Falkirk Practice Notes**), and facilitated roll out of the pilot project from three to all five social work locality areas.

Borders **one stop shop** with **dedicated occupational therapists** and a cross tenure **funding partnership** has speeded the process, widened access and shown **value for money**

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How they did it

A strong, clear partnership

Borders Care & Repair is governed by the Care & Repair Advisory Group (CRAG) and this Group has provided the framework for the programme of change that Borders has taken forward as a Demonstration Site. The membership and remit of the CRAG Board is outlined in the [Borders Overview](#).

CRAG has responsibility for developing and monitoring the services delivered by Borders Care & Repair, including but not limited to adaptations. Eildon Housing Association has a Service Level Agreement (SLA) with Scottish Borders Council (SBC) to host the delivery of Care & Repair services across the local authority. Eildon manage the day to day performance of the Care & Repair service and report on it through their own governance structure.

The SLA focusses on streamlined high level outcomes rather than detail, to provide a light-touch model that allows partners to adapt to change and opportunities as they arise.

The CRAG meets quarterly to receive monitoring reports and to discuss any issues relating to delivery of the service or areas for further innovative practice development. The adaptations service is a set agenda item along with other services provided by Care & Repair.

A whole service review takes place between SBC and Eildon Housing Association annually to review targets and desired outcomes for the coming year.

Delivery of adaptations for the RSLs is not included in the service contract between SBC and Eildon HA, which only covers adaptations in the private sector. Borders Care & Repair have a separate Service Level Agreement with each housing association for the delivery of major and minor adaptations to their tenants.

The key points are:

- The Care & Repair Advisory Group (CRAG) has a mix of strategic partners
- CRAG members have sufficient seniority to be able to carry through operational decisions, and to be able to link to, but not become paralysed by, wider change agendas
- Key members share a vision and a clear direction of travel
- It has been difficult to get consistent NHS input to the partnership approach.

Monitoring frameworks and evidencing change

Changes in practice have been evidenced and demonstrate positive outcomes that can be measured in both service performance and client satisfaction.

The intended outcomes of the pilot areas and a robust monitoring framework were agreed and established early on by the CRAG.

Measures and baselines were agreed in the development phase to assess the extent to which the aims and objectives of the pilot were delivered. These have included:

- Source of referrals
- Time on waiting lists
- Number of days from referral to assessment
- Number of days from assessment to delivery of adaptation
- Types of adaptation delivered

Analysis of data collected showed a clear widening of the source of referrals, an increase in referrals, and significant improvements in time to complete assessments and deliver adaptations.

In addition to quantitative measures, qualitative data was collected using case studies of people using the One Stop Shop. These illustrated the outcomes for individuals alongside cost benefits to statutory services, such as reductions in requirements for residential care and care packages. The case studies evidenced the following:

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- Wider referral routes (including self-referrals)
- Improved reablement outcomes
- Faster delivery
- Increased independence for clients and wider opportunities to participate in social activities outwith the home
- Long term budget savings available to meet other needs.

Using a standardised professional assessment tool (the COPM¹), all the case studies demonstrated significant improvements in both performance and satisfaction from the individual using the service, including where reablement led to no adaptation being provided.

Stakeholder questionnaires also fed into the evaluation process. Stakeholder feedback provided positive views on the impact of changes for the person receiving the service, the impact on professional roles and the impact on services.

Details of the evidence collected can be found in the [Borders Care & Repair Pilot Evaluation Report](#).

Supporting Organisational Changes

The combined evidence base, strong performance and improved outcomes for clients have helped the Lead Occupational Therapist to persuade colleagues to release core funded resources to be co-located with the Care & Repair team at a time of unprecedented resource pressure. It also supported the case for the roll out of the model from the three pilot areas to all 5 social work localities in Borders as well as informing the redesign of Occupational Therapist services. (See [Dedicated Occupational Therapist Practice Note](#).)

1 COPM = Canadian Occupational Performance Measures



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Useful Documents and Links

Borders Care & Repair Pilot Evaluation (October 2015)
– in particular, the following appendices:

- Appendix 1: Individual Customer Stories
- Appendix 2: Outcomes for Individual Cases
- Appendix 3: Referral Form, Screening Form and Discharge Summary
- Appendix 5: Stakeholder Assessment Questionnaire

The following Practice Notes are available:

- One Stop Shop
- Dedicated Occupational Therapists
- Funding Partnership
- Governance and Value for Money
- People's Stories

All Adapting for Change Practice Notes are available from **The Improvement Hub** and **Scotland's Housing Network**

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