

Dedicated Occupational Therapists

Achievements

Pulling adaptations into a single specialist service has improved service delivery and outcomes for clients

The service provided to clients is more holistic and personalised. Clients can self-refer to the **One Stop Shop** and no longer need to be screened and assessed by Social Work, speeding and simplifying the process.

Occupational Therapists specialising in housing adaptations can have a detailed knowledge of the options, products and new technologies that help achieve the best outcomes for clients and their families. After assessment, delivery of the adaptation and assistance with grant applications (if required) is provided through the **One Stop Shop** with one contact point for clients throughout the process. Greater consistency of assessment and delivery has been achieved across tenures and between localities. (See **Governance and Value for Money**).

Changing the service has supported a wider organisational redesign, releasing social work capacity and skills to focus on reablement

The occupational therapists who remain in Social Work are now able to prioritise their attention and skills to complex case assessments and reablement. This has helped to refocus the role of the occupational therapists to meet modern demands on the community based Social Work service.

“It saves me time and makes best use of the skills of both the Occupational Therapist and the technicians”

Occupational Therapist, Scottish Borders Council

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**

How they did it

Relocating occupational therapy services

One occupational therapist post was originally funded through the Private Sector Housing Grant (PSHG) budget on a trial basis to provide services for clients in the private sector. (Part time from 2005, full time from 2006). PSHG now sits within the new integrated budgets for health and social care. It is still managed by the Housing Strategy Team within the local authority, with funding allocated through the council's capital budget procedures.

An additional occupational therapist post was funded through the Scottish Government's Change Fund¹ for a pilot period, and along with a part-time occupational therapist Assistant post subsequently became mainstream within Social Work's existing core budgets. The relocation of an additional post has recently been agreed, which will allow the scheme to be rolled out across all locality areas in the Scottish Borders. A full breakdown of statistical evidence, charts and individual outcomes can be found in the Borders Care & Repair Pilot Evaluation Report.

Developing specialist expertise

The occupational therapists located with Care & Repair have developed a specialist knowledge of the impact of a clients' home environment on disability and of options to maximise independence. They have ready access to housing partners' technical expertise, specifications and drawings that can be tailored to meet individual needs.

Day to day operational management is provided by Care & Repair. Professional supervision is provided to the dedicated occupational therapy team in Care & Repair by the Strategic Lead Occupational Therapy, providing an important link to professional development and practice for the occupational therapists as well as important links between the two services. The occupational therapists located within Care & Repair also continue to have access to *Frameworki*² for reporting purposes. Other relevant professionals therefore have access to case details where more complex assessments are required.

Supporting organisation redesign

The Strategic Lead OT developed the case and secured agreement in Social Work to increase resources to Care & Repair. Robust evidence and case studies were important to preparing conversations in advance, to support the resource shifts.

Initially, the proposals to take assessments out of the statutory service was seen by some colleagues as a threat to professional boundaries. A communication plan was developed, and careful conversations were held with peers as individuals and groups to explain safeguards and to provide professional reassurances. The communication channels established also facilitated practitioner input to the redesign of referral pathways.

¹ A £230 million Change Fund was made available to Health and Social Care Partnerships from the 2011-12 financial year through the Reshaping Care for Older People programme. A further £70 million was available for the 2014-15 financial year. NHS Boards and their local authority partners submitted change plans, detailing how they proposed to spend this funding.

² Frameworki is the Social Services casework management system and database used across the Scottish Borders.



Key contacts

Angie Lloyd Jones
Strategic Lead OT & Reablement,
Social Work
Scottish Borders Council
Newston St Boswells
MELROSE, TD6 0SA
☎ 01835 825080
✉ ALJones@scotborders.gov.uk

Michael Patterson
Manager
Borders Care & Repair
The Weaving Shed
Dunsdale Road
SELKIRK, TD7 5EB
☎ 01750 724895
✉ Michael@eildon.org.uk

Gerry Begg
Housing Strategy Manager
Scottish Borders Council
Paton Street
GALASHIELS
TD1 3AS
☎ 01896 661392
✉ GBegg@scotborders.gov.uk

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**

The Improvement Hub (ihub) is part of
Healthcare Improvement Scotland



Edinburgh Office
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
0131 623 4300
website: ihub.scot

Glasgow Office
Delta House
50 West Nile Street
Glasgow
G1 2NP
0141 225 6999