

EAST AYRSHIRE - SERVICE USER STORY

Miss R – 58 year old lady who lives with her husband and is the main guardian for her young grandchildren

PMH: Tennis elbow • High BP • High cholesterol • Diverticulitis • IBS • COPD • various tests and diagnosis of polymyalgia however doctors are now querying that this is not the case • Varicose veins • Cellulitis • Water retention • Sleep apnea • Back pain

Referral: Stairlift provision and advice on applying compression stockings

Issues identified: Low mood and anxiety due to pain, lack of motivation and disengagement in activities with friends and family, physical limitations for bed transfers, getting in and out bath safely and toileting, general lack of coming to terms with conditions and how much life had changed in the past year.

Personal Outcomes: To feel better. To understand more about my condition and to be able to manage my symptoms to allow me to live my life again.

The attached diagrams illustrate how the pathways were improved by utilising the skills of one OT.

The new model offers increased continuity of care and allows **one** occupational therapist the opportunity to see a person through their whole OT journey.

HEALTH AND SOCIAL CARE (NEW) MODEL: outcome of intervention

Referral

- Referral to social work OT via self-referral route reporting problems with stairclimbing and putting on compression stockings

Assessment

- Full holistic OT assessment
- Exploration of physical, mental, social and environmental needs

Outcome

- Daily structure and re-engagement in activity interventions
- Activity diary exploring activity vs pain
- small aid provision and transfer practice
- development of bath transfer technique to allow safe access without equipment
- Confidence building
- self management techniques
- Exploration of local groups
- joint working with physio to allow application of compression stockings

EAC/ NHS AYRSHIRE AND ARRAN: Old model

Referral

- Referral to social work OT via self-referral route reporting problems with stairclimbing and putting on compression stockings
- > Needs identified

Assessment

- Full Ax carried out by social work OT and needs identified
- Referral for equipment for bathing, bed transfers and stairclimbing
- (Mrs R refused from initial Ax any provision of large adaptations as she felt she was too young to be stigmatised) - CASE CLOSED to SW here

Assessment

- Referral to mental health services to look at low mood and lack of motivation

Assessment

- Referral to community rehab OT to look at pain management and to assess potential for further physical rehab

Outcome

- Daily structure and re-engagement in activity interventions
 - Activity diary exploring activity vs pain
 - small aid provision and transfer practice
 - development of bath transfer technique to allow safe access without equipment
 - Confidence building
 - self management techniques
 - Exploration of local groups
 - joint working with physio to allow application of compression stockings
-