

Service Redesign and Assessment Tool

Achievements

A Pathways map helps staff from all services to be fully aware of the stages that might impact on a person's housing environment

The collaborative approach to redesigning process across partners will lead to improvements in end-to-end delivery timescales, and ensure that all adaptation requests are treated in a consistent manner regardless of tenure.

Definitions have been agreed to identify the range of professionals able to assess or approve categories of adaptation solutions

Professionals from a wider range of agencies are able to implement adaptations without social work approval where the needs are straightforward and can be met by equipment, technology or standard adaptations. The skills and knowledge required for assessment are defined to match the adaptation categories, with tiered training provided.

A Housing Solutions Assessment Tool provides a structured and systematic framework for assessment and identification of suitable solutions

A template assessment tool supports practitioners who may not be Occupational Therapists to access the right information and solutions without the involvement of specialist agencies and staff where more advanced assessment skills are not necessary.

Falkirk has embarked upon a **redesign of services** to create a more accessible and integrated approach, supported by the development of a new assessment 'toolkit' that widens agency roles, defines different adaptations categories, and considers all housing options with **better information and advice**

How they did it

Mapping and redesigning pathways and processes

The project has aimed to develop efficient and collaborative policies and procedures to deliver adaptations across Falkirk. Processes have been reviewed and streamlined with the service user at the heart of the assessment, to improve access to adaptations through a wider range of partner organisations.

Case studies were used to identify shortfalls in the existing pathways and to help to inform the redesign (in time it will be possible to revisit similar cases to illustrate the positive impact of changes made). They also helped to illustrate the definitions of adaptation by complexity by providing examples of the type of work that might be included under each solution.

The review has produced a Pathways Map in the form of a flowchart that can be used by all health, social care and housing staff to identify quickly any issues that are likely to impact on a person’s living environment, for example at the diagnosis or change of a health condition.

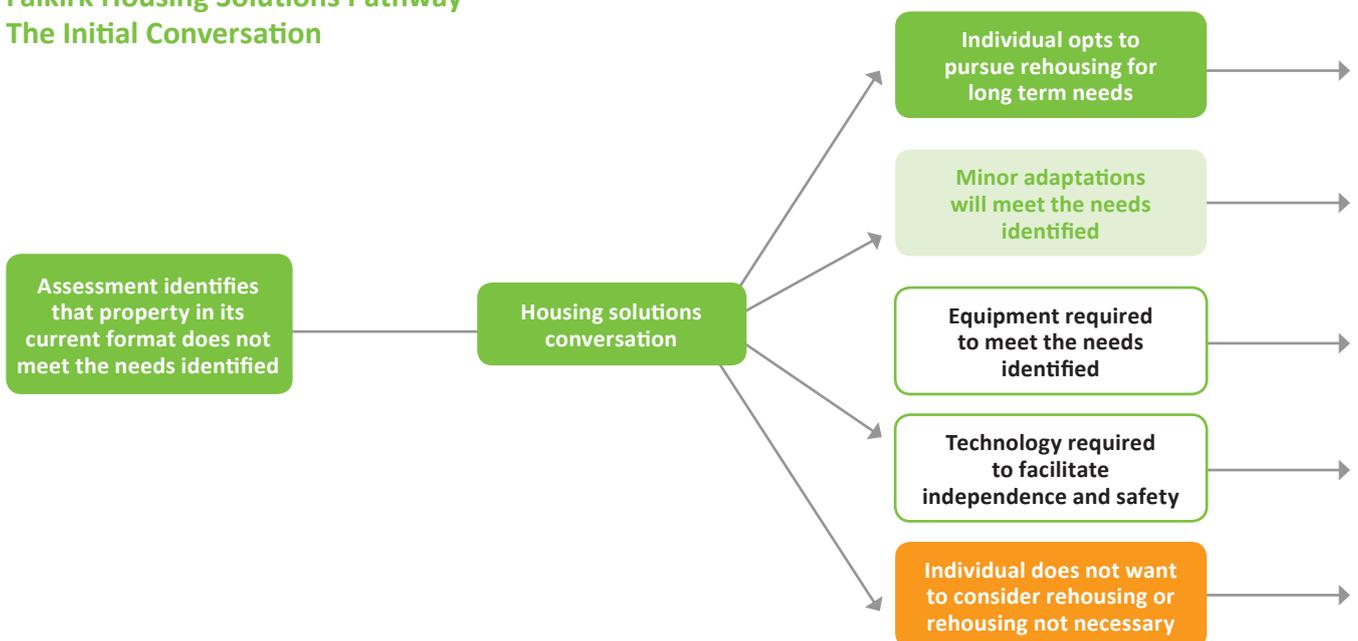
The chart provides practitioners with an easy to follow route to guide them through the process for an assessment, or for a referral for a more specialist intervention by an appropriate team. Links are also provided at key stages in the route to partnership documentation and guidance notes.

Defining adaptation solutions

This group developed descriptions of terms for various categories of housing adaptation; and in doing so have also been able to identify where professional roles beyond Occupational Therapist can be better involved in the assessment and delivery of non-complex adaptations.

The definitions identify the range of professionals able to assess and / or approve a solution, depending on the complexity of a person’s need and the type of home they live in. Clear instructions are also provided about the information needed to allow work to be instructed, or the process for an onward referral.

**Falkirk Housing Solutions Pathway
The Initial Conversation**



How they did it

Cascading the ability to assess potential needs out to a wider range of professionals who work directly with people in either home or health care settings will enable solutions to be put in place much earlier on; and so reduce hospital admissions and / or identify potential issues before the point of discharge from hospital.

Expanding professional roles

The categories of adaptation solutions have made it possible to identify the level of skills and specialist knowledge required at each stage. This broadens out the potential for assessments to be made by a much wider professional base. This in turn frees up the specialist skills of Occupational Therapists to concentrate on assessing more complex needs and on reablement.

Stepped training programmes to match the skills levels defined by the Falkirk project are now being developed by iHub as a separate programme, and being trialled within the demonstration project areas

Providing the Toolkit

A Housing Solutions Assessment Tool has been developed to provide a structured and systematic framework for the assessment of individual needs; and to identify suitable solutions in the home. The single shared assessment template can be used by a range of social care, health and housing partners.

Solutions might include equipment and technology as well as a range of physical adaptations. Triggers highlighted in the form make sure that key information is captured, and that all appropriate solutions are considered. These are supported by a series of model specifications for the most commonly requested adaptations.

The Housing Solutions Assessment Tool records the outcomes of any Housing Solutions discussions. It is also the basis for referrals on to relevant agencies to provide specialist services; or for referrals to the Housing Solutions Panel if a case requires inter-agency discussion.



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Key contacts

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Useful Documents and Links

- Housing Solutions Pathway
- Adaptation Recommended Definitions
- Falkirk Housing Solutions Proforma (for recording Assessments, Specifications, Recommendations and Outcomes)
- Outside the Box advice leaflets <http://otbds.org/projects/moving-assistance-project/>

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