

Service redesign

Achievements

A one stop shop under the banner of Be@Home promotes and provides a direct access pathway to services

A new pathway has been designed that gives customers direct access to a menu of options including adaptations, housing solutions and other services to help people to stay at home safely and confidently.

A new approach to assessments that transforms timescales

The waiting time from initial customer contact to assessment has been removed for most people by having an early and more holistic conversation at first point of contact. The target timescale for non-complex assessments is now 3 days, considerably lower than the previous average of 43 days from date of customer contact to date of assessment.

Assessment capacity for non-complex cases has been extended

Assessments can now be carried out within the service by an in-house OT, or by a handyman trained to the relevant competency levels where they are non-complex cases

Be@Home in Lochaber provides a one stop shop with a redesigned pathway that connects customers to a menu of service options, with increased assessment capacity and improvements in **performance measurement**

LOCHABER

How they did it

Reviewing the Pathway

The stakeholders of the project have worked together to design a more customer focussed pathway not only for housing adaptations but for a range of services. Their aim has been to improve the quality of services; to reduce timescales; and to provide a direct point of access to the service for customers through a one-stop shop based at Lochaber Care and Repair.

The pathways connecting each service in the menu of options were designed from a series of multi-agency workshops, with the aims to

- Put the person at the centre of the process
- Reduce or remove duplication across partners
- Support quicker delivery of services
- Provide a single, clearly identifiable and tenure neutral 'shop'
- Simplify arrangements for both customers and professionals

The redesign of the adaptation process has created a more customer focussed pathway that connects many previously separate elements of the customer experience. This approach has sometimes challenged the status and arrangements of stakeholder agencies. Ownership of processes has shifted to the customer, producing occasional challenges to the pace and acceptance of change, and the quality of working relationships. Focus and resilience has been maintained through the development of clear strategic objectives across the partnership group. The approach has established a clear direction of travel for Lochaber.

Menu of options

Shortened timescales have been designed into the new **Be@Home** model with an early customer conversation within 3 days, and a shift to a Menu of Options approach, intended to help both the timescale experienced by the customer as well as the quality and range of outcomes. This menu of options offers customers a significantly wider range of services at an early stage.



In- house Occupational Therapist

An in-house OT was seconded to Care and Repair for a fixed term to test the model and how it would support the local Integrated Health and Social Care Team, and arrangements for managing complex cases. The operation of the new process forms part of H&SC integrated team weekly meetings to share practice and to identify issues of mutual concern. The OT also promoted a better understanding of the new pathway, tested its design and capacity, and 'smoothed' the connections between agencies.

Extending Assessments to other professionals

The in-house Occupational Therapist (OT) developed a competency framework and training for the Care and Repair handypersons to train them up to OT Assistant competencies. This built on a model developed by a senior OT in Skye with a neighbouring Care and Repair service, and enables the handypersons to respond to needs identified on a visit without the need to instigate a new referral for solutions such as minor adaptations that they already deliver. This gives the customer a speedier service, adds to staff development within the Care and Repair Service and contributes to increased capacity for the local integrated team.



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Useful Documents and Links

- Vision and Strategic Framework
- Project Board – membership, remit and responsibilities
- Project Board: Tests of Change Report
- Be@Home promotional postcard
- Be@Home Menu of Options
- Initial Conversation Script
- 'Baseline Measures' process
- Pathway diagram
- Training Pack to upskill handy person

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