

Person-centred service redesign

Achievements

Priorities for improvements based on customer feedback

Three priorities for improvement were identified from customer feedback, providing the Project Group with a clear focus:

- 1 Designated points when the customer will be contacted by whomever is dealing with the request to provide a progress update
- 2 Better communication between partners with identified points in the process where key information is exchanged across all the organisations involved, using a template pro-forma and standard reports
- 3 More efficient timescales 'end to end' of the process, with the sharing of dates and target timescales between partners allowing more comprehensive tracking of timescales.

Efficiencies by developing a shared service pathway across all partners

Partners have identified opportunities to streamline procurement and make efficiencies:

- Common technical specification templates for the most common adaptations
- Joint visits carried out by community occupational therapists and housing technical staff together where required to reduce duplications
- Partnership approach between housing providers, with savings from joint procurement and a shared pool of quality contractors

Aberdeen's person-centred **service redesign** has linked housing, hospital care and community occupational therapist services, leading to improved **hospital discharge**, a more accessible **housing options advice & housing allocations** policy, increased use of **technology enabled care**, and **better design** outcomes.

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How they did it

Gathering customer feedback

A questionnaire was sent to people who had received an adaptation during the last three years. The survey was sent to tenants of both the local authority and the main housing associations; and to owner-occupiers or private tenants who had been assisted by the Care and Repair service.

A representative from the Aberdeen Tenants and Residents Federation (TARF) has a permanent and equal place on the Project Group, and has been able to shape the survey and to act as a conduit encouraging feedback from service users. The representative has also been able to provide a service user perspective directly to the Project Group.

The survey results and analysis were collated by Bon Accord Care into the Adaptations Service User Report for consideration by the Group.

Mapping the pathway

The pathway review showed that customers had to 'switch' between different organisations during different stages from assessment to funding and delivery of the adaptation. Customer feedback identified that often the person waiting for the adaptation would not know what stage their request was at or who was dealing with it.

A sub-group of the AfC Project Group was set up with cross-tenure and multi-agency membership. This sub group considered the main findings and recommendations of the Adaptations Service User Report and mapped the three existing tenure specific adaptations pathways against the report findings. Once the processes for different tenures (local authority, housing association and private sector) were mapped, the Group found more similarities than differences. This has provided clarity on the areas where processes can be shared. Target timescales are also being developed across all tenures to improve consistency and efficiency.

Sharing information to manage performance

The pathway review required some historic information to provide a baseline and enable progress to be measured.

The Project Group has found that collecting retrospective data held by different partners to identify baseline timescales is more complicated to unpick than initially expected. Dates when referrals to a new stage of the process are received and completed are not always recorded consistently by each partner involved. Sample data is therefore being tested for the most commonly requested adaptations (level access showers) first.

Developing partnership approaches

The cross-sector partnership has increased awareness and joint working between health and social care partners and the housing sector. This has resulted in better identification of unmet housing needs and a continuing increase in referrals from a wider range of sources.

Funding pressures on housing associations are currently a significant challenge to maintaining the progress made in shortening timescales for providing an adaptation.

The three housing associations made a joint funding bid to Scottish Government in 2015-16 in order to streamline and simplify funding streams. The partners involved found the arrangement complex under current grant rules and that it made little difference to outcomes or flexibility of funding. The approach has not yet been repeated.



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Useful Documents and Links

- Adaptations Service User Report (November 2015)
- Delayed Discharge Project Evaluation Report (2015)
- Telecare in Aberdeen Poster & Storyboard (November 2015)
- Telecare Screening Tool
- Aberdeen City Council: Communities, Housing and Infrastructure Committee; Extreme Need for Medical Housing (May 2016)
- Kinbank Productions Video: Hospital Delayed Discharges; The Aberdeen Experience (August 2016)
- Housing Options Fact Sheet (2016)
- Ideal Pathway for Major Adaptations

The following Advice Notes are available:

- Person Centred Service Redesign
- Housing-Related Hospital Discharges
- Housing Options and Housing Allocations
- Promoting Technology Enabled Care
- Individual Case Examples

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

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