

Adapting for Change

Practice Series



Overview

Borders

Demonstration Site

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

Borders have developed a single point of access in Care & Repair – a one stop shop – for information and advice, assessment, design, and delivery of all adaptations.

This has involved shifting responsibility for routine assessments away from Social Work core services through the colocation of a dedicated Occupational Therapists and an Assistant with the independent Borders Care & Repair service.

Through the One Stop Shop approach, Care & Repair have delegated authority to spend the private sector housing grant as well as monies that come in from Scottish Government national budget, referred to as Stage 3 funding, for each of the RSLs.¹

The pilot ran from mid 2014 until 2015. A detailed evaluation report was prepared on the findings from the pilot, and a decision was taken in 2016 to extend the approach using a dedicated Occupational Therapist located in Care & Repair across all of the Borders.

Highlights

One Stop Shop

- People with adaptations needs now have one easy to access point of contact that is sensitive to the needs of a dispersed and rural population
- Streamlined and co-ordinated administration has made the end to end process much quicker
- Template tools have provided more consistency
- Publicly funded resources are used more efficiently

Dedicated Occupational Therapists

- Pulling adaptations assessments within one central specialist service has improved service delivery and outcomes for clients
- Changing the design of the service process has supported a wider organisational redesign, releasing social work capacity and skills to focus on reablement

Funding partnership

- Services are assessed and delivered more equitably
- Budget setting is better informed
- Savings have been achieved through streamlined budget administration

Governance and value for money

- Governance and reporting frameworks are clearly established
- Monitoring frameworks have produced statistical data, client and stakeholder feedback and costed case studies.
- Evidence based outcomes for clients have helped to facilitate broader organisational change

¹ RSL = Registered Social Landlord, usually a Housing Association

About Borders

The objectives of the Borders demonstration site were:

- To enable people to have direct access to an occupational therapy assessment for all adaptations in one place, namely Care & Repair, without having to go through a mainstream social work service.
- To delegate the environmental assessment responsibility from SW locality teams to an Occupational Therapy resource embedded in Care & Repair.
- To consider the benefits and feasibility of allocating funding directly to a One Stop Shop for all adaptations regardless of ownership/tenure over a longer period of time ie three years.

The Borders Demonstration site built on an existing programme of work, developing the Care & Repair service over a period of ten years. Borders Care & Repair provides advice and assistance on repairs, improvements and adaptations covering the whole of the Scottish Borders Council (SBC) area.

Care & Repair was first introduced as a limited area pilot in central Borders in 2005, but was extended across all the Scottish Borders in 2007. The service managed grant application submissions on behalf of private sector clients for both repair and adaptation works in line with SBC's Scheme of Assistance. This service is contracted by Scottish Borders Council, and managed and hosted by Eildon Housing Association.

From 2011 the 4 largest registered social landlords in the Borders also started to use Care & Repair to deliver adaptations to their own tenants. All council housing transferred to the ownership of Scottish Borders Housing Association in 2003, and so all adaptations services are now delivered by Care & Repair.

Care & Repair manage the appointment and supervision of contractors to deliver major adaptations, and have an in-house Handyperson service to deliver minor adaptations. Referrals come from a wide range of professional sources. People needing adaptations can also self-refer and in some cases self-assess.

Governance and partnerships

The Borders demonstration site has continued from pilot projects that have evolved with Care & Repair over a ten-year period, and so uses the governance structures and channels already in place.

The partners are:

- Borders Care & Repair
- Berwickshire Housing Association
- Scottish Borders Council – Housing Strategy
- Scottish Borders Housing Association
- Scottish Borders Council – Social Work
- Waverly Housing
- Eildon Housing Group
- NHS Borders

Borders Care and Repair is governed by the Care & Repair Advisory Group (CRAG). The CRAG board includes representation from Scottish Borders Council Social Work and Housing (the Strategic Lead for OT and Reablement; and the Housing Strategy Manager); Eildon Housing Association; and NHS Borders. The Care & Repair Manager provides operational oversight and reports on key indicators.



The CRAG members provide links to wider professional networks to disseminate project updates and obtain practitioner input. The officer representatives report and obtain strategic decisions as required through existing channels. Core membership has been consistent over a long period, providing a shared direction and leadership over several years. Consistent input from NHS Borders has been difficult to achieve throughout the project.

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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**

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