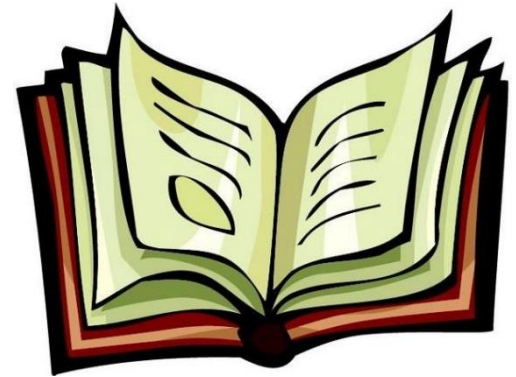


# Flintshire's Story

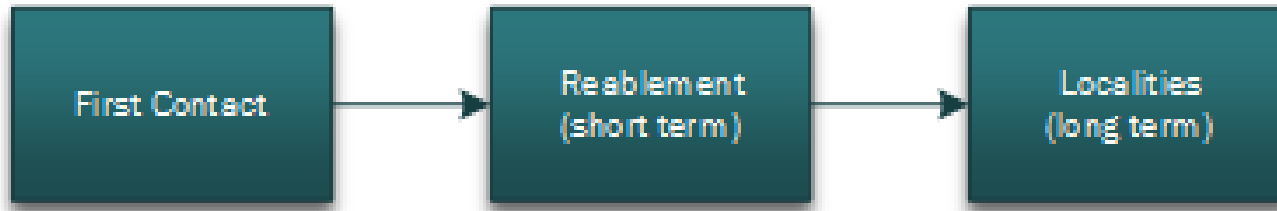


# In the beginning...

**We could not continue to support increasing levels of demand with current procedures and resources, we needed to change.**

- **33.7% increase in referral rates(2014/15)**
- **Decrease in resources**

# What the service looked like

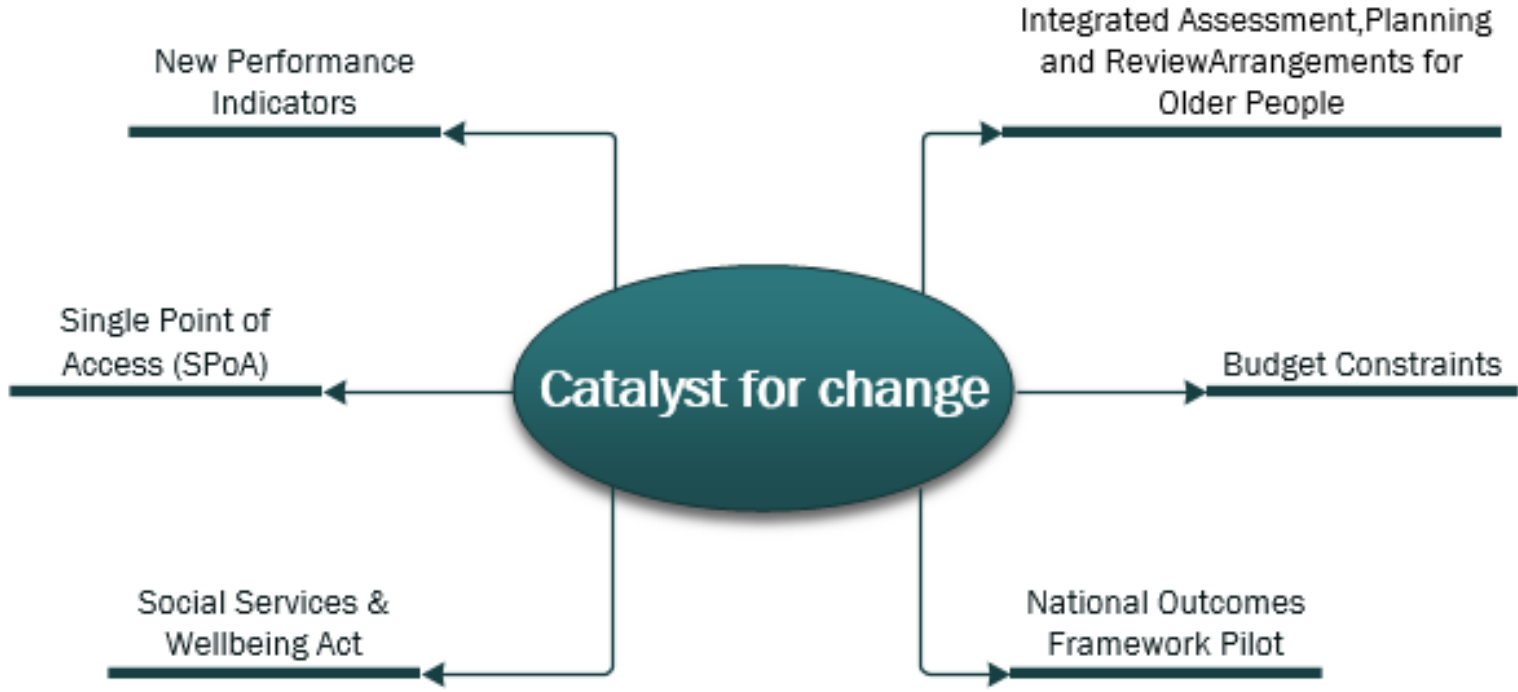


- We produced good results from our reablement team, however we knew that reablement alone wouldn't manage further increasing demand
- People who did not require/were not suitable for reablement were still waiting too long for assistance/short term/rapid interventions and were possibly deteriorating while waiting.



Our paperwork was written for a different time

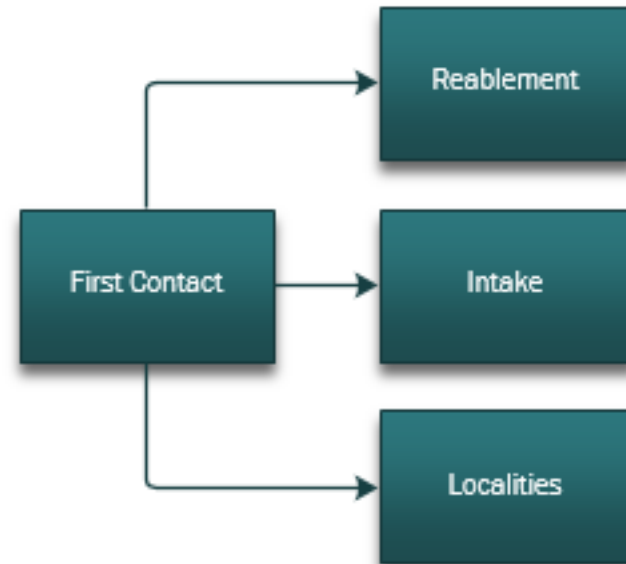
- » It no longer promoted good practice
- » It was repetitive and not proportionate to need
- » It encouraged staff to be risk averse
- » A lot of time spent on paper work rather than getting out and enabling citizens
- » Practitioners had become more service led and deskilled in certain areas.



We recognised that the range of projects coming from Welsh Government did link together, therefore we tied them together on the ground and worked consecutively on each project across our operational planning, business systems and performance teams.

# What changed?

- New team structure
- Integrated Assessment Documentation (core data set, what matters part 1 & 2)
- National pilot to measure personal outcomes



# What Matters Part 2 - case study

## National Outcome

Feeling safe

## Identified Personal Outcome

“I want to be able to bathe and feel safe using the chair on the bath.”

## Goals

- » I will contact GP regarding change in medication/inhaler
- » I am going to improve my stamina and lower leg strength by walking 3x weekly to end of the road and back
- » I am going to set my alarm on my phone to prompt me to mobilise around the home every two hours
- » The OT will visit 3x weekly to practice stair mobility and transfer in/out of the bath using the swivel bather.
- » I will use the strategies the OT taught me if I feel I am starting to lose confidence again in my mobility or use of the swivel bather.
- » The OT has agreed to review in four weeks.

**Baseline score:** 6

**Final score :** 10

# System Development

**Outcomes - entry**

▼ Outcomes More actions

**National outcome** DOING THE THINGS THAT MATTER

**Personal outcome** I want to be able to use the bath

**Date identified** 06/08/2015

**Responsibility** Claire Tester / OT The person who ensures that the outcome is achieved

	Score (0 - 10)	Review date	Concur with score?
<b>Base</b>	0	06/08/2015	YES
Review 1	5	25/08/2015	YES
Review 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Review 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Review 4	<input type="text"/>	<input type="text"/>	<input type="text"/>
Review 5	<input type="text"/>	<input type="text"/>	<input type="text"/>
Review 6	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Target</b>	8		

Date closed

Actual outcome

Accept Change

**Goals - entry**

▼ Goals More actions

**Goal category** SHARED GOAL

**Description** To practice transfer in/out of the bath using the swivel bather, with prompts and encouragement from the OT.

**Date identified** 06/08/2015

**Responsibility** Claire Tester / OT

Date last reviewed

Date closed

Actual goal outcome

Accept Changes Cancel



# The next steps...

## **Integrated Assessment Document**

- » Have been trialling the paper document since July 2015
- » Feedback has been positive so far
- » Timeline for implementation is dependent on publication of eligibility criteria.

## **Care & Support Plan**

- » Template has been agreed
- » Trialling between November - January



## **New quality panel guidance**

- » Older People's panel has been combined with case file audit and is a safe space for managers to reflect, drive changes in practice, identify gaps in provision and ensure consistency across the service.

## **Respite/Day care tools**

- » Revision of respite tool to make it more outcome focussed and fit with the new way of working.

# What we have learned

- » Have the confidence in own experience to try new things
- » Every piece of the jigsaw is important
- » Give staff and managers time to reflect
- » This approach doesn't necessarily take longer overall – its just different.
- » This way of working enables the citizen to take back responsibility for their lives and enables practitioners to use their skills more effectively.

# Questions?

Copies of documents available on request

Please provide email