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Policy & Scrutiny Committee Community and Older People

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Purpose of Report

Occupational Therapy Review - Implementation review Oct 2011.

The purpose of this paper is to provide the CWOP with a brief update on the accepted recommendations following the Occupational Therapy Service Review published April 2011.

1. The Committee recommends that family assessments are undertaken on the whole, rather than divided between Adult and Children's Services. Joined-up working would reduce bureaucracy and delays in cases where a family assessment is required.

Owners: Cabinet Members for Adults, Health and Community Wellbeing and Children's Services

During the 2010 OT Review Phase 1, a working group analysed the end to end process. This working group consisted of SDS Practitioners, Service Managers from Schools Children and Families (SCF) and Adult Social Care (ASC), staff from Social Care Direct's (SCD) children's and adults teams, the Integrated Childrens System (ICS) Testing and Data Manager, SCF Programme and Systems Manager and the SCF Initial Response Team Manager.

A number of areas for improvement were identified in relation to the process for making OT referrals between ASC and SCF. These are mainly due to the systems that are used: SWIFT and PROTOCOL respectively, and the existence of localised processes, rather than uniform county wide process.

Currently access to both IT systems is not possible by either directorate due to a management directive within SCF, hardware capabilities; staff training and use of multiple systems. The existence of localised processes has led to a degree of inconsistency that has the potential to be problematic and therefore has highlighted an opportunity to improve the service that is delivered by resolving the issues in the most efficient and effective way.

In addition the College of Occupational Therapists have issued a position statement on the provision of Occupational Therapy services to children.

"Disabled children, young people and their families who require assessments and advice on equipment, or major structural alterations for independence, safety or ease of care have the right to expect this from occupational therapists who have the expertise and specialist knowledge in working with children."

Based on the research conducted and consultation with key stakeholder outlined above, the following was implemented in Sept 2011:

SCF commission the children's OT service as part of the CWD offer.

The impact this will have on ASC is that the children's OT element be removed and re-positioned within the CWD team within SCF, with a vision for this becoming part of the jointly commissioned function with Health in the future.

The benefits to this proposal are that a clear process for referrals is established, that remains within SCF, enabling workers to access to all information required to complete their intervention with full, clear links with other workers involved with the case. A child's case information will be recorded onto one system and the process will be streamlined as information will not need to be transferred between different directorates and systems. This is an opportunity to develop a specialist children's OT service with the potential to deliver the highest quality of standards.

Recommendation implemented.

2. The Committee recommends that there should be liberalisation of the OT service to give people the opportunity to buy-in to the service. This would enable those who may not meet currently meet eligibility criteria to privately seek the service of an OT to consider what adaptations they may need in the near future. This may be utilised through the use of pre-payment cards. Owner: Cabinet Member for Adults, Health and Community Wellbeing

It has always been possible for people to privately commission Occupational Therapy services.

The College of Occupational Therapists (COT) has a Specialist Section for occupational therapists working in independent (private) practice. All occupational therapists who are members of COT Specialist Section Independent Practice are fully qualified and registered with the Health Professions Council (HPC). If you want to find a fully qualified OT working in independent practice. Visit the College's Specialist Section-Independent Practice website or telephone the Independent Practice enquiry line on 0800 389 4873.

This information is in the public domain and is advised at Social Care Direct should a person need independent advice on the type on adaptation to property they may require.

Recommendation completed

The use of prepayment cards is progressing for those people who will require ongoing local authority funding to meet their eligible unmet needs.

Recommendation ongoing.

3. The Committee would like to revisit whether complaints and delays have been reduced. A rigorous analysis should be undertaken to report back to the Committee, on an area-by-area basis, on the numbers of complaints and delays on OT over a five-year period. The Committee would also wish to receive a report on the percentage of delays which are caused as a result of the DFG system.

Owner: Cabinet Member for Adults, Health and Community Wellbeing.

Analysis to be provided by complaints and will link into a separate recommendation for the Chairman of the scrutiny committee to undertake a separate review of the DFG process seeking evidence from selected District and Borough Councils.

Following on from previously reported progress the following recent project achievements can be reported:

Disabled Facility Grant – Under the Right to Control work stream and as part of the OT review an OT seconded by ECC is based within Basildon District Council as from 5th September 2011. The proposal is to complete an evaluation of this approach before making a final decision on using this approach more widely.

Within operational teams, once the recommendations have been made our internal staff now close the case and following a risk based approach as to whether a review is appropriate. A link person has been identified in each community team to support good practice and our service user's journey through this process. An agreement to have a named link person in the community teams is also in place should the housing officers have any queries in relation the original OT recommendations.

As a result of speeding up out internal process this allowed more assessment and a recommendation for DFG's to be completed.

The change in our internal process supported the councils request to received a higher volume of recommendations for DFG;s.

Recommendation partially implemented and subject to further separate scrutiny.