

**CWOP/06/11**

**Policy & Scrutiny Committee** Community Wellbeing and Older People

**Date** 10 February 2011

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### **Occupational Therapy Service**

Update attached.

A revised Scoping Document is also attached as Appendix 1

This subject has previously been considered by the Committee on the following dates:

11 February 2010 (Agenda Item 4, Minute 15)

10 June 2010 (Agenda Item 6, Minute 47)

9 September 2010 (Agenda Item 4, Minute 62)

9 December 2010 (Agenda Item 7, Minute 92)



## **Occupational Therapy Review - Update Report**

### **AHCW Priority: Enabling individuals to live independently for longer.**

The purpose of this paper is to provide the CWOPPSC with a brief update as to the progress made on the Occupational Therapy Review. This supplements information presented to the Committee in December 2010.

The purpose of the Occupational Therapy Project is to evaluate current Occupational Therapy (OT) processes and identify areas of improvement that can reduce service user assessment waiting times, equipment provision delays and complaints.

The OT review was separated into two sections;

- Phase 1 - focused on analysing and evaluating current OT processes, identifying key issues and, where possible, implementing 'quick wins' to resolve the identified issues.
- Phase 2 – is focusing on longer term recommendations that have resulted from Phase 1 of the review.

### **Recent Achievements**

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

- Disabled Facility Grant – following consultation with 12 Districts and Boroughs the low level Disabled Facility Grant has been streamlined and a fast track process has been agreed. This improved process both improved the throughput of case work and supports the District and Borough Councils need to spend their DFG monies in the current financial year. There has been positive feedback from councils that this process is working well.
- Risk based approach has been agreed regarding the closure of equipment and adaption only customers. This will mean that for low risk cases an annual review will not be completed, unless requested by the service user. There has been a positive service user

response to this change, which supports the choice and control personalisation approach.

### **Benefits**

In conclusion, it is considered that, once fully implemented, the results from the OT Review will have a positive impact on the throughput of work, closer partnership working with the District Councils and improve the service offered to citizens of Essex.

It is proposed that a further update is provided to the CWOPPSC in three months.

# Policy and Scrutiny Scoping Document

<b>Committee</b>	Community Wellbeing & Older People Policy and Scrutiny Committee	
<b>Topic</b>	Occupational Therapy Services	Ref: CWOP-SCR-
<b>Objective</b>	<ul style="list-style-type: none"> <li>To investigate the delivery of occupational therapy services provided by the AH&amp;CW Directorate and the local NHS Trusts in order to maximise co-operation and co-ordination, with a view to ensuring that services are easily accessible and available to those that need them; and to examine procedures for the assessment of need</li> <li>To determine what measures are in place to ensure that the OT service maintains/improves its standards</li> <li>To determine what action is taken when a complaint is made about the OT service</li> <li>To ascertain the employment relationships within the OT services at other local authorities and current inter-agency and joint partnership working arrangements</li> <li>To gain an understanding of the number of OT cases, delays and holding factors responsible for any delays</li> <li>In relation to delays to establish what the distribution of delays throughout the county</li> </ul>	
<b>Reasons for undertaking review</b>	<p>Previous scrutiny on the OT service should be revisited</p> <p>Evidence from the Complaints Task and Finish Group indicated that a number of the complaints received were regarding the OT service. A review of the processes and procedures undertaken by the OT service on receipt of complaints should be undertaken.</p>	
<b>Method</b> <ul style="list-style-type: none"> <li><i>Initial briefing to define scope</i></li> <li><i>Task &amp; Finish Group</i></li> <li><i>Commission</i></li> <li><i>Full Committee</i></li> </ul>	<p>Full Committee</p> <p>The committee will consider</p>	
<b>Membership</b> <i>Only complete if Task and Finish Group or Commission</i>	N/A	

<b>Issues to be addressed</b>	<p>How does the OT service monitor its standards?          What processes and procedures does the OT service put in place when it receives a complaint?          What are the reasons for complaints?          How does the OT service within AHCW liaise with the OT service within the NHS Trusts in Essex to ensure service delivery?          What are the employment relationships within the OT service?          What is the distribution of Occupational Therapists throughout the county?</p>		
<b>Sources of Evidence and witnesses</b>	<p>Officers from AHCW Directorate           Occupational Therapists from the NHS Trusts</p>		
<b>Work Programme</b>	<p>Scrutiny Review to start from February 2010 with consideration of scoping document.</p>		
<b>Indicators of Success</b>	<p>To be completed.</p>		
<b>Meeting the CfPS Objectives</b> <ul style="list-style-type: none"> <li>• <i>Critical Friend Challenge to Executive</i></li> <li>• <i>Reflect Public voice and concerns</i></li> <li>• <i>Own the scrutiny process</i></li> <li>• <i>Impact on service delivery</i></li> </ul>	<ul style="list-style-type: none"> <li>• To reflect public voice and concerns regarding complaints received about the occupational therapy service</li> <li>• Impact on Service Delivery to make recommendations to improve the delivery of the occupational therapy service</li> </ul>		
<b>Diversity and Equality</b> <i>Diversity and Equality issues are to be considered and addressed.</i>	<p>To be completed.</p>		
<b>Date agreed by Committee</b>	<p>February 2010 and ongoing</p>		
<b>Future Action</b>			
<b>Governance Officer</b>	Robert Fox	<b>Committee Officer</b>	Graham Hughes

<b>Service Lead Officer(s)</b>	Pauline Holroyd Karen Wright
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