

CWOP/49/10

Policy & Scrutiny Committee Community Wellbeing and Older People

Date 9 December 2010

Occupational Therapy Review - Update Report

AHCW Priority: Enabling individuals to live independently for longer.

Introduction

The purpose of this 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.

A review of OT function was identified to address these issues and identify where the OT function sits within the Target Operating Model.

The report completed in 2009 'Analysis of the Occupation Therapy function' was used as a basis for the OT review. 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.

Phase 1

Phase 1 of the OT Review was completed in late October and 'quick win' resolutions to streamline, where possible, current processes and procedures are being implemented.

Recommendations from Phase 1 include:

- § Assessment Delays – process changes to ensure that an appropriate skilled worker is allocated in the first instance to avoid the duplication of visits to service users.

- § Disabled Facilities Grants Process – a fast track process was introduced for low level adaptations and is being rolled out throughout localities, which will improve the process of referrals to the Districts.
- § Commissioners Panel and Direct Provisions Process – this process will be improved by the introduction of a virtual appeals panel. It is also proposed that Health will, in future, be able to order equipment direct from Essex Equipment Service, thereby speeding up the process.
- § Equipment – improved referrals from Social Care Direct to the Rapid Response Technicians service as well as process streamlining will reduce the time a referral takes from contact.
- § Children’s OT Cases – a standard process is being developed to introduce across all localities.

These recommendations will result in:

- § Easier and faster access to equipment and minor adaptations.
- § Reduced bureaucracy for low cost one-off and preventative interventions.
- § Reduction of customer waiting time
- § Reduced hand-offs between organisations and intervention services.
- § Savings achieved through clearer and streamline processes

An implementation plan for those quick wins identified is on-going and all work on this phase will be complete by mid-December.

Phase 2

Phase 2 will take into account the recommendations made within Phase 1 to ensure alignment with the Target Operating Model and long term aims of the organisation in order to ensure the best placement of the OT function.

The design will incorporate areas where savings can be made resulting in a more efficient function

The completed design together with an implementation plan is planned to be delivered during December.

Progress to date:

The table below details the areas which the review is exploring:

Equipment Offer	Analysis of the future equipment offer to recommend the most effective way to align this service. This work also feeds into the Early Intervention
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	Service design currently being scoped.
Disabled Facilities Grant	This area will be completed in conjunction with the Right to Control and Districts to ensure partnership working resulting in a shorter customer journey and potential savings for the organisations involved.
Pre-payment cards	Parallel to the development of the equipment offer lies the use of the pre-payment cards for equipment which will be an output of this phase. Implementation of Pre Payment Cards lies within the New Ways of Working programme.
OT assessment commissioning model	Building on the recommendations of Phase 1 to ensure the most effective placement and utilisation of OT resource in the future model.
Provider empowerment	To explore the impact and potential savings of enabling providers to complete manual handling assessments and provide equipment up to a certain level, replacing the current process of OT involvement

Action Required:

This report is intended as an update for the CWOP Policy and Scrutiny Committee.