



Impact data – Service example

How to Demonstrate the Impact of Occupational Therapy

Name of service and location (please include country)

Access Independent Ltd working on behalf of Nottinghamshire County Council in the UK, undertaking social care reviews.

Describe the service: e.g. profile of users, setting, integrated/multidisciplinary, 7 day etc.

Occupational Therapists working independently completed social care assessments and social care reviews for adults living in their own homes, in supported living and in residential or nursing care homes. As autonomous practitioners, they comprehensively reviewed all aspects of a patient's wishes, abilities and needs, their home circumstances and their support network and thus form part of a wider formal and informal MDT approach. Although not required on every occasion, the unique skills possessed by Occupational Therapists in this setting prompted a more effective, efficient and person-centred approach to care delivery through the use of the MDT. Clients were provided with appointments over a 6-day working week.

Explain all interventions e.g. assessments, contacts and measures used.

All workers completed a comprehensive social care assessment or review with service user/relative/IMCA/care provider as appropriate. These 'one – off' assessments were undertaken at the client's place of residence. Review dates were identified by the assessor on completion of the assessment based upon their findings. The assessment created an analysis of current care provision and made recommendations for either a reduction, continuation or increase in care provision as appropriate. Additionally, Occupational Therapists' assessments prompted consideration of:

1. Alternative mechanisms to meet the service user's needs e.g. telecare, equipment provision, moving and handling review, carers assessment, day centre.
2. Consideration for reablement supported by equipment provision, adaptations
3. Onward referral for minor/major adaptations which would meet the short term and long term needs thus increasing safety and independence, reducing carer burden and reducing need for care support in the short and long term.
4. On completion of the electronic assessment proforma the Occupational Therapists assessments were each reviewed by the Senior Occupational Therapist. Once approved they were passed onto the locality lead social worker for review and transfer to brokerage as appropriate.

Measures of interventions recorded by Nottinghamshire related to the cost savings pre and post the commencement of the contract.

Measure change to capture outcomes: e.g. occupational outcomes, health and wellbeing outcomes - mental and physical health benefits, social engagement, ability to self-manage, value to the carer- and quality of care outcomes (improvements to service delivery).

Occupational outcomes:

Interventions and recommendations made by Occupational Therapists related to increasing safety and independence with personal and domestic activities of daily living, reducing carers stress, promoting engagement in meaningful activity both in a person’s own home and community settings, reduction in carer support, reducing risks associated with physical and mental health conditions through advice, education, moving and handling training, referral to reablement, referral to telecare.

Overall return on investment. Cost savings achieved (Please indicate over what period/number of users these savings were made and how they were calculated)

Nottinghamshire audited this service and confirmed the cost savings achieved below for period from September 2016 to March 2017

Review Savings to March 2017	Saving in Year	Saving Full Year
ACFS Alert - Recoup	£ -	£ -
ACFS Alert - Review	£ -	£ -
ACFS - Bank Statements	£ -	£ -
Annual Review	-£ 6,207.64	-£ 19,841.38
Carer Review	£ -	£ -
DIPSU Review	£ -	£ -
Double Up Visit	£ -	£ -
Follow Up Visit	£ -	£ -
Initial Review - Hospital Discharge	£ -	£ -
Initial Review - Interim Provider	£ -	£ -
Initial Review - New Package	-£ 1,048.25	-£ 3,724.83
Interim Review	£ -	£ -
Scheduled Review	-£ 44,123.07	-£ 78,352.21
Unscheduled Review - Other	-£ 2,431.79	-£ 7,267.71
Unscheduled Review - Package Now Funded By Health	£ -	£ -
Unscheduled Review - Service User Has Become A Self-Funder	£ -	£ -
Unscheduled Review - Amend Package request	-£ 299.75	-£ 402.60
Unscheduled Review - Cease Package request	£ -	£ -
total check	-£ 54,110.48	-£ 109,588.74

As part of our intervention we completed 1095 reviews. Early in the process Nottinghamshire undertook a study of 144 cases and noted that the process produced over £90,000 in ongoing savings. Undertaking these 144 cases and producing this saving cost Nottinghamshire just £27,000

Do you have a patient or service user story you can share? If so please provide details

(If the story is not anonymous please confirm that you have gained the service user's permission to share. Quotes from service users on impact of service also useful)

Client receiving 4 care calls daily due to lower limb oedema complicated by ulceration.

They required 4 care calls to support with personal care, domestic tasks, transfers and meal preparation. The lower limb oedema resulted in poor mobility, reduced exercise tolerance, locomotor incontinence, reduced functional independence due to pain, poor balance and fear of falling. Additionally, they received twice daily district nursing calls to change leg dressings. The client reported feeling low in mood due to social isolation, loss of functional independence and the impact upon privacy and dignity.

The Occupational Therapist identified that through referral for major adaptation for the installation of a wet room the client would be able to wash and dress independently thus improving the impact of ulceration in the lower limbs. This, would potentially, result in a reduction in care calls and an improvement in privacy and dignity. The provision of equipment could increase independence with transfers, thus conserving energy. The referral for specialist seating could also have a positive impact upon lower limb oedema, thus reducing the fear of falls and encouraging increased independence with mobility and functional tasks. Due to the potential, reduction in care calls and district nursing visits, the client could access the local community more regularly as they would not be required to be at home for most of the day for care and nursing input.

Your contact details

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Most of the text was contributed by Claire Jackson OT, our senior practitioner on this contract.

Please confirm that you have gained permission from your employer to share this information

Nottinghamshire have given permission to share this information