



## Impact Data: service example

### Name of service and location (please include country).

Access Independent Ltd, working on behalf of Lincolnshire County Council in the UK, undertaking social care reviews of service users living in residential care.

### Description of the service: eg. profile of users, setting, integrated/multidisciplinary, 7 day, etc.

In February 2018, Access Independent was awarded a contract to provide a multi-disciplinary team of occupational therapists and social workers to undertake residential social care reviews in Lincolnshire.

The assessors worked independently, completing social care reviews for adults living in residential or nursing care homes. As autonomous practitioners, they comprehensively reviewed all aspects of a patient's wishes, abilities and needs, their residential home care plans and risk assessments and their support network. The use of a multidisciplinary team in this setting prompted a more effective, efficient and person-centred approach to care delivery.

Clients were provided with appointments over a 6-day working week.

### The challenge: What need was the service set up to meet? What challenge does your service address?

Lincolnshire commissioned a tender in February 2018 to help them achieve their targets for reviews completed within the 2017-18 financial year.

This assignment was to provision a team of occupational therapists and social workers before the end of March 2018 to carry out up to 400 social care reviews of residents in residential or nursing care homes. This required recruiting and inducting a team of practitioners within two weeks of the contract award, for the service to be delivered over an 8-week period.

### Actions taken: eg. aims of service, delivery, assessments and measures used.

Access Independent were able to recruit and train 13 qualified occupational therapists and social workers to this project within 2 weeks, with the aim of assisting Lincolnshire to meet their mandatory reviewing target for the 2017-18 financial year.

In total, we were able to complete 244 assessments over 6 weeks, and data cleanse a further 64 service user records which were out-of-date or inaccurate.

Assessments were completed in an average of 26 days from referral.

### Impact: eg. difference to service users, carers, systems delivery, other services and delivery partners.

Access Independent's service ensured that mandatory annual reviews were completed, including a review of service users' care plans and risk assessments.

The service further allowed Lincolnshire County Council's frontline staff to focus on community care reviews and new assessments to ensure more service users were in receipt of appropriate care and support.

**Measure of success:** Improvements to service users – occupational outcomes, health and wellbeing outcomes – mental and physical health benefits, social engagement, ability to self-manage. Value to the carer(s) and improvements to service delivery (quality of care outcomes). Costs savings/return on investment.

The main aim of this service was assisting Lincolnshire to meet their reviewing target for the 2017-18 financial year.

In 8 weeks from the project start, our team completed and quality-checked 244 assessments and reviews, and helped data cleanse a further 64 records of clients who no longer required input. Assessments were completed in an average of 26 days from referral. This helped Lincolnshire achieve 86.2% of their target reviews for the 2017/18 financial year, which was within their tolerance level for target achievement.

The overall cost of this contract to the council was £55,150.

**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 are useful)

Case example – Mr A; 87-year old gentleman with advanced Parkinson's Disease. Mr A has lived in a residential care home for the past 3 years following an increase in his care needs that a traditional care package was unable to meet. Mr A was referred to Access Independent for his first face-to-face social care review with one of our social care assessors (he had previously had a telephone review by a social worker from the local authority).

During his face-to-face review, Mr A disclosed to the assessor that he felt isolated and lonely, as many other residents had quite advanced cognitive impairment and he struggled to communicate with them. Mr A advised that he had settled in well at the residential home but kept 'himself to himself'. Mr A was eating all of his meals alone in his bedroom and refused to engage in any social activities or events run by the activity co-ordinator. Mr A used to be a keen painter and his bedroom displayed some of his proudest work. Mr A advised that although the home ran an 'arts and crafts' group, this generally included activities that do not interest him (card making, sewing, etc.). Mr A had very few opportunities to access the community, except on the rare occasions that his family took him out for a stroll in his wheelchair. Mr A advised that his mood was low and he was taking anti-depressants for depression.

The social care assessor spoke to the senior care team at the residential home, and it was agreed that the residential home would review Mr A's care plan and arrange for him to be taken out for a walk to the local shops/park or nearby lake 1-2 times a week. Mr A previously hadn't felt comfortable making this request. Additionally, the activity co-ordinator agreed to review their activity schedule to ensure there was something available each week for Mr A to engage with. There was an improvement in Mr A's mood and overall engagement with the care staff and other residents. Mr A began eating his breakfast and lunch in the dining room with other residents, which was very positive for Mr A.

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