



**Trafford Local
Care Organisation**

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One Stop Resource Centre, Occupational Therapy (OT) Assessment Team & Adaptations Team Update

November 2022

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Context

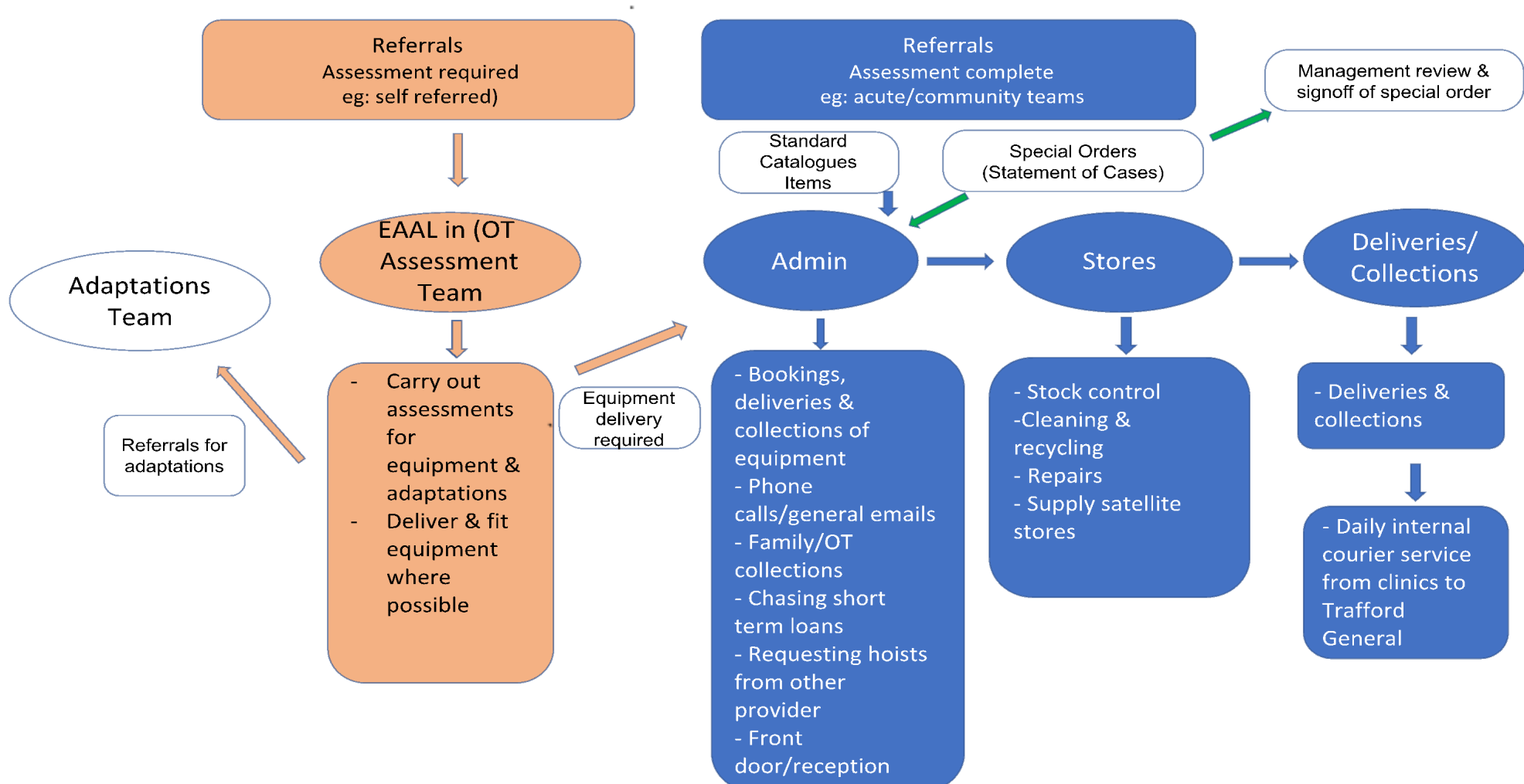
One Stop Resource Centre (OSRC).

- The OSRC is jointly provided between Manchester University NHS Foundation Trust (MFT) and Trafford Council, providing community equipment free of charge and adaptation services for people living in Trafford, who may need assistance with daily living due to a disability.
- Anyone living in Trafford of any age who has a permanent or substantial disability or who cares for a person with a permanent or substantial disability can access the service.
- Routine equipment requests /referrals primarily come into the OSRC via the OT Assessment Team line or directly from MFT community teams, all MFT acute sites, The Christie, Salford Royal and also from hospital sites across Greater Manchester and beyond. All these referrals are “trusted assessors” and come into the one stop as an order. They are not reassessed. The OSRC has delivered these items throughout Covid March 2020 to date without the need for a further assessment . Anyone requiring a major adaptation does need to be reviewed by our occupational therapists

OT Assessment Team.

- The OT Assessment Team including the Equipment, Advice and Adaptations Line (EAAL) has close interdependencies with the resource centre for ordering equipment and with social care for any adaptations needed in homes such as stairlifts, grab rails or wet rooms. The team schedule and assess people referred for support to help them live well at home for as long as possible.
- Self-referrals are accepted into the service which all require an assessment. ²

Process Overview



Current Situation

- The Occupational Therapy Assessment Team has also been impacted during COVID pandemic when the service closed with staff redeployed to front line hospital discharge workforce in line with national requirements /guidance but continued to receive answerphone messages. This was compounded when the service reopened for major adaptations in August 2020 although most of the occupational therapy team remained on re-deployment at this time
- Over the past 12 months there have been several issues contributing to a backlog for equipment orders and subsequent deliveries including sickness absence within the team, sourcing equipment , and residents hesitancy to arrange equipment collections from their homes due to COVID-19 pandemic.
- Recent improvements since September 2022 have been significant. The longest wait for equipment delivery has reduced by 219 days to 22 days, the total number of outstanding orders has also reduced by 501 to 35 orders outstanding. Many of these are now related to family member access to properties. Of these 21 are urgent with a standard wait of 1 - 3 days depending on the order
- The Assessment Team are under significant pressure with 852 people waiting for an assessment with the longest wait reduced from April 2021 to December 2021. Trafford Council have funded 400 assessments to be provided by an alternative provider. However, the waiting list in 12-months is projected to be 650 if demand remains constant. With full recruitment capacity would meet business as usual demand. 2.8wte vacancies being recruited to by February 2023

Stabilisation Actions Delivered

Improvement Actions	
✓ Service stabilisation plans are being delivered by both the OSRC and OT Assessment Team (Appendix F, G)	✓ 3.8wte workforce being recruited into the OT Assessment Team, timeline January 2023
✓ 6 months secondment opportunity to uplift band 2 from stores to driver. Will mitigate existing capacity issue. Supported by offering additional weekend hours and a 0.5wte administrator. Funded via winter funds until end March 2023.	✓ Additional admin hours taken up to audit outstanding LOLA checks and implement process
✓ Band 3 administrator post to cover part time in OSRC and part time in EAAL awaiting approval	✓ The Occupational Therapy Company to support the TLCO team, started November 2022 Assessments , with an option to extend
✓ Weekly tracker implemented to monitor demand, outstanding orders and focus urgent requests.	✓ Working with procurement to commission new, efficient electronic system.
✓ Completed data cleanse exercise.	✓ Families and OT team are collecting equipment where possible.
✓ Opening hours extended to open until 7.30pm to support collections of equipment direct from stores by families and staff.	✓ Satellite stores expanded at Gorton and Opel House: supports discharges and provides
✓ Recycling of equipment to add to stock.	✓ Staff absence management continues and extra hours for team and other colleagues
✓ Pilot with North District Nursing Teams to take on delivery of cushions and foot protectors. Will extend to Social Care Assessors once trained. Training of CNRT & Palliative OT's to undertake stairlift/ fixed lift assessments.	✓ Expanded capacity through stores and pilot to increase runs on delivery schedule.
✓ Stores to load single run equipment onto vans saving some time for delivery team.	✓ Engagement with teams to explore workable process for urgent referrals whilst new system

Next Steps

Following the detailed review . The following plan has been agreed and will be implemented jointly between provider and commissioners.

OT Assessment Team Plan

- A further Expansion of the waiting list initiative to clear backlog and support the service to move team to steady state, has been agreed and will proceed once we are assured of the quality of the initial ones currently being undertaken
- Funding agreed with commissioners in context of continuing additional pressures.

OSRC Plan

Temporary recruitment over 12 months to support the service whilst a stabilisation plan is implemented. This option includes:

- 1.0wte band 3 delivery driver
- 0.5wte administration
- Transfer to a more effective ordering and scheduling IT system
- Jointly explore options for the most effective equipment delivery function.
- Review funding with commissioners in context of additional pressures



TRAFFORD
COUNCIL

Major Adaptations Team

Presentation:

01-11-22

What do we do?

- **Role:** To enable the processing of a Disabled Facilities Grant (DFG) of Fast Track applications following an adaptation request by referral from an Occupational Therapist.
- **Remit:** Process DFG applications of £1000+
(Fast Tracks following slide)
- **Statutory DFG:** £ 1000- 30000 (inclusive of fees) are authorised by Directorship as of Jan 2020
- **Any DFG applications above the 30K threshold are also authorised by Directorship as of Jan 2020**

Fast Track

- ▶ A pilot was run in April 2019 to January 2020 to process some equipment outside of the DFG to speed up delivery and installation of equipment.
- ▶ The process reduced timescales for equipment approval to 2-3 weeks rather than months under DFG process
- ▶ Equipment fitted under this pilot - Stairlifts, Hoists , Modular ramps
- ▶ The initial pilot was end in Jan 2020 and restarted in April 2022
- ▶ Fast Track is now also being used to replace equipment (stairlifts and hoist) that is obsolete, failed inspections - non repairable - or value of the repair is no longer viable

Current Situation

- ▶ Active DFG files open with Adaptation officers 101 as of this presentation.
- ▶ No current waiting list
- ▶ With 4 Adaptations officers we have the capacity to hold 200 cases
- ▶ Seeing an increasing number of complex and high value referrals
- ▶ Pre Covid 19- Average of approximately 30 referrals per month to the service - this stopped while OTs dispersed to other duties under Covid 19
- ▶ OSRC/MFT service is working through a backlog of circa 860 cases and of this we can expect 25-30% be major referrals
- ▶ Expect a steady increase of new referrals 2022/23 which will take us beyond the 200 case threshold
- ▶ Currently recruiting for a 5th Adaptation Officer to address some of the backlog of work due in 22-23 this will increase service capacity to 250.

Workload 22/23

- ▶ 31 Fast Track cases completed YTD date
- ▶ 39 DFG cases completed YTD (16 Child cases /25 Adult cases)

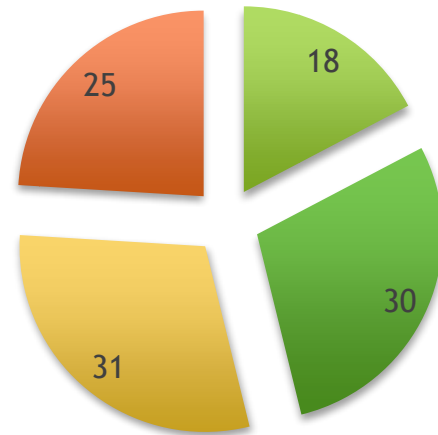
- ▶ 16 Fast track approved pending completion
- ▶ 33 DFG approved pending completion
- ▶ (15 Child cases 18 Adult cases)

- ▶ 6 Fast Track cases in pre approval stages

- ▶ 68 DFG cases in pre approval stages

OT Referrals April 22 to Date

Total Number 104



■ Fast Track RSL ■ Fast Track Owner ■ DFG RSL ■ DFG Owner

12