



**Trafford Local
Care Organisation**

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

July 2023

Powered by:



Context

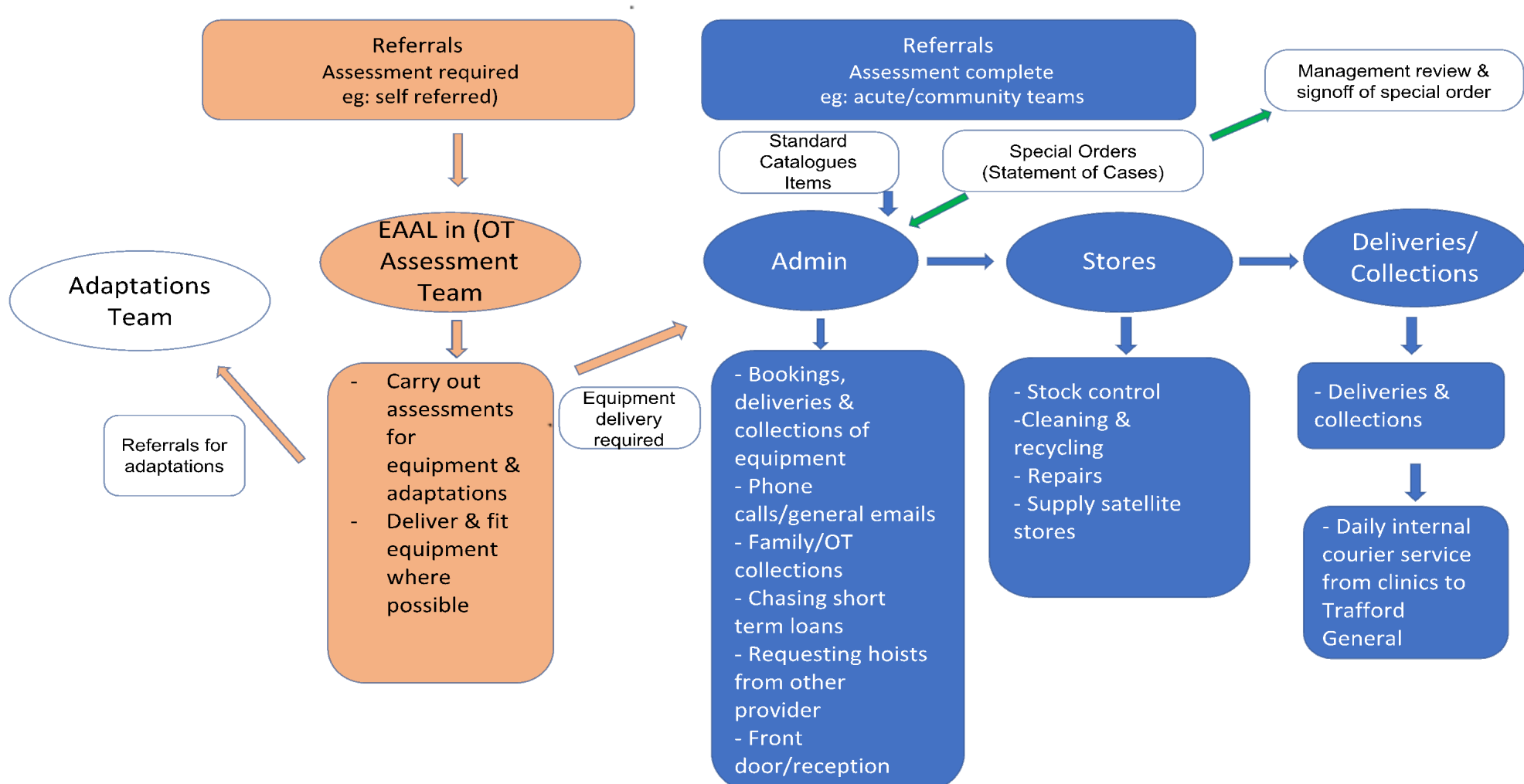
One Stop Resource Centre.

- 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 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.

OT Assessment Team.

- The OT Assessment team including the Equipment, Advice and Adaptations Line (EAAL) has close interdependencies with the resource centre for ordering of 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.

Process Overview



- Over the past 18 months there have been several issues contributing to a backlog for equipment orders and subsequent deliveries including sickness absence within the team and residents hesitancy to arrange equipment collections from their homes due to COVID-19 pandemic.
- Improvements in November 2022 were significant. However, due to absence within the team outstanding orders have increased again to 320. The longest wait for equipment for these priority items is 55 days and many of these waits are now related to family member access to properties.

| | Current Delivery Time | Target | Longest Wait | Reason for non delivery of longest wait |
|-------------------|-----------------------|--------|--------------|--|
| Bed (x12) | 1 working day | | 21 days | OSRC attempted to book delivery no answer, voicemail left. |
| Cushions (x26) | 3 working days | | 55 days | OSRC attempted to book delivery, no answer, voicemail left. |
| Commodes (x27) | 3 working days | | 16 days | Attempted / failed delivery 29.06.2023. Unable to re arrange. No answer, voicemail left. |
| Mattresses (x22) | 1 working day | | 41days | OSRC attempted to book delivery, no answer, voicemail left. |

- The OT Assessment Team was also impacted during COVID pandemic when the service closed but continued to receive answerphone messages. This was compounded when the service reopened for major adaptations in August 2020 although most of the team were at this time on re-deployment. The clinical team are now fully established with a band 4 recent vacancy on the equipment and adaptations line (EAAL).
- A waiting list initiative has transferred 800 complete assessments over to another provider. The current OT waiting list is now 291 assessments. 72 further cases (replacing those that no longer require the service) will be passed over to the alternative provider by Friday 21st July. 43 cases on the current waiting list have been risk assessed as urgent and 248 routine. The longest current urgent wait is 398 days however this will decrease significantly once the 72 cases are passed over with the longest wait anticipated to be within this calendar year.

Stabilisation Actions Delivered

| Improvement Actions | |
|---|--|
| ✓ Service stabilisation plans are being delivered by both the OSRC and OT Assessment Team | ✓ OT Clinical Assessment Team successful recruitment. Recruitment ongoing into EAAL (band 4) & support worker (band 3). |
| ✓ 1.0wte agency driver in post January – July 2023 providing additional capacity. Agency re-approached for further driver due to agency driver having left. | ✓ Workable process for urgent referrals implemented. |
| ✓ Stores to load single run equipment onto vans saving some time for delivery team. | ✓ The OT Company commissioned to deliver 800 OT Assessments to support the TLCO team, phase 1 completed and phase 2 will complete September 2023 |
| ✓ Weekly tracker implemented to monitor demand, outstanding orders and focus urgent requests. | ✓ ELMs2 ordering and scheduling system implementation group established, training commenced and go live date September 2023 |
| ✓ Ongoing data cleanse system and waiting list exercise. | ✓ Families and OT team are continuing to collect and deliver equipment where possible. |
| ✓ Opening hours extended to open 7.30 to support collections of equipment direct from stores by families and staff. | ✓ Satellite stores expanded at Gorton, Opel House and MRI: supports discharges and provide equipment sites for acute colleagues. |
| ✓ Recycling of equipment to add to stock. | ✓ Staff absence management and extra hours for team and other colleagues to deliver equipment has been taken up. |
| ✓ Foot protectors and cushions are now being delivered by District Nurses. | ✓ Expanded capacity through stores and pilot to increase runs on delivery schedule. |
| ✓ Social Care Trusted Assessors trained to refer for simple items of equipment. | ✓ Training of CNRT & Palliative OT's to undertake stairlift/fixed lift assessments. |

Next Steps

OSRC Plan

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

- Continue to offer additional hours to existing team and agency.
- Implementation of ELMs2 ordering and scheduling system September 2023.
- ELMs2 cascade training to be delivered in August.
- Jointly explore options for the most effective equipment delivery function.

OT Assessment Team Plan

- Waiting list initiative completed.
- Explore options jointly with commissioners in context of additional pressures.
- Detailed capacity and demand review of the assessment team functionality is to be undertaken to assess and plan an approach to address the waiting times..



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 2022/23
- ▶ 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

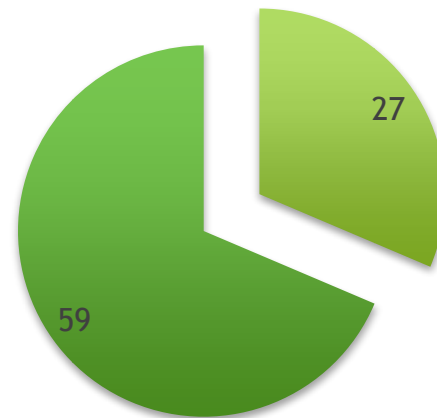
- ▶ Active DFG files open with Adaptation officers or at PMT stage 148 as of this presentation.
- ▶ No current waiting list
- ▶ With 4 Adaptations officers we have the capacity to hold 200 cases
- ▶ Seeing an increasing number of complex and high value referrals -
- ▶ Pre Covid 19- Average of approximately 33 referrals per month to the service - OT referrals have started to increase from February 2023 onwards towards pre Covid levels.
- ▶ OSRC/MFT service is working through a backlog of cases and of this we can expect 25% of this to be major referrals
- ▶ Expect a steady increase of new referrals in 2023 /24 which will take us beyond the 200 case threshold by Oct 23

Workload April 2023 to Date

- ▶ 26 Fast Track cases completed YTD - £100,855.50
- ▶ 16 DFG cases completed YTD £522,627.31 Avg spend £32,664.20
- ▶ (High proportion of OS complex builds has raised the Average spend to date)
(7 child cases £312,523.47 9 Adult cases £210,103.84)
- ▶ 19 Fast track approved pending completion at a cost of £88,819.25
- ▶ 56 DFG approved pending completion at a cost of £1,280,590.78
- ▶ (15 Child cases £585,905.58 41 Adult cases £694,685.20)
- ▶ 18 Fast Track cases in pre approval stages
- ▶ 96 DFG cases in pre approval stages or PMT stage

OT Referrals April 23 to Date

Total Number 86



■ Fast Track ■ DFG

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