

## BORDERS CARE &amp; REPAIR

# One Stop Shop

## Achievements

### People with adaptations needs now have one easy to access point of contact

People who need an adaptation or who are thinking about their future needs benefit from a much easier to access and use One Stop Shop. Specialist expertise is readily available from a single access point throughout the process. Any stress associated with making grant applications in the private sector or dealing with contractors is reduced considerably.

The One Stop Shop based in Care & Repair, a voluntary organisation, and the ability to self-refer has particular benefits in a rural area. Borders has small and closely connected settlements over a large geographic area and a culture of self-reliance and independence. This can result in a reluctance to use statutory services. The independent branding of Care & Repair and its position in the voluntary sector has encouraged a broader range of clients to use the services available.

### More streamlined and co-ordinated administration has made the whole process much quicker

The pilot arrangements showed impressive reductions in the time 'end to end' from initial contact to completion of the adaptation. Process times have been reduced.

### Template tools have provided more consistency

Considerable variations between the assessment priorities and solutions offered to clients in each social work locality led to frequent challenges and tensions between services. A template assessment and options appraisal form has been agreed for use by all community based Occupational Therapists, providing greater consistency of practice and more equitable use of resources.

### Publicly funded resources are used more efficiently

Reducing waiting times by eliminating the need for complex assessment processes in routine cases makes better use of skilled occupational therapy resources (**Dedicated Occupational Therapists Practice Note**). The speedier response reduces the risk of delays in discharge from hospital, and avoid the need for more expensive short term care solutions.

“The average from referral to completion within Care & Repair also dropped significantly from 143 days to 61 days.”

Care & Repair Pilot Evaluation (2015)

Borders **one stop shop** with **dedicated occupational therapists** and a cross tenure **funding partnership** has speeded the process, widened access and shown **value for money**

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## How they did it

### Easier access

Professionals (such as housing officers, hospital occupational therapists, Care Managers and GPs) can refer routine cases, or clients can self-refer, to the service without requiring a social work assessment.

Clients in the private sector who are funding their own adaptation are also able to access the service directly for information and advice, and can be offered an assessment if necessary, without having to go through the local authority social work system.

### Wider range of services

People contacting the One Stop Shop can access all the following services:

- Assessment services
- Access to technical expertise through housing partners
- Model specifications
- Assistance with tendering and suitable contractors
- Minor works can be delivered by the Handyperson service
- Signposting to specialist housing advice

“Best service development in regards to adaptations and greatly reduces stress as the pilot carries the work from the start.”

Occupational Therapist, Borders NHS

### Dedicated occupational therapists

Dedicated occupational therapists are co-located within the Care & Repair service, which is hosted by Eildon Housing Group (see also [Borders Overview and Dedicated Occupational Therapists Notes](#)).

The expertise for assessment of needs and delivery of an adaptation or handyperson service are all available through one single co-ordinated contact point for clients throughout the assessment, funding and delivery process.

An in-house Occupational Therapist can assess a client's requirements, and liaise with Care & Repair to plan and design the adaptations needed to meet an individual's needs.

The combination of easier access to a wider range of services and the co-location of dedicated occupational therapists has improved performance both in terms of the response and delivery times, and levels of satisfaction.

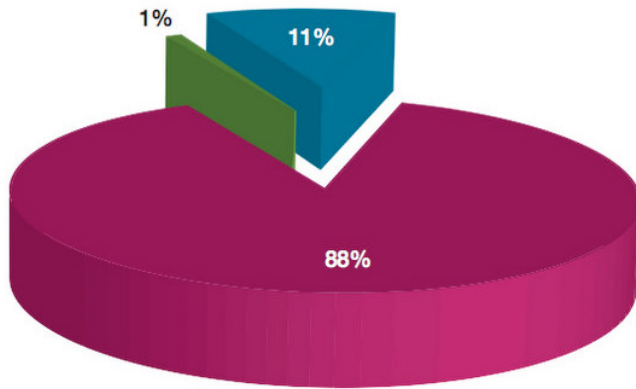
Client satisfaction surveys have consistently shown consistently higher levels of satisfaction. Nearly all those responding to the survey said that the Care & Repair service was 'very good', and that they were more confident, more able to use facilities and were less likely to have a fall.

Stakeholders have also reported positively on the impact of the redesign, stating that it streamlines the service, cuts down duplication and provides a high quality, professional response.

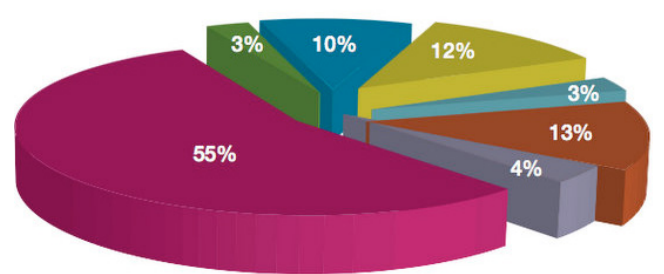
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The pie charts below show how referral routes widened during the pilot enabling many other services and organisations to refer people directly.

**C&R 2014/2015**



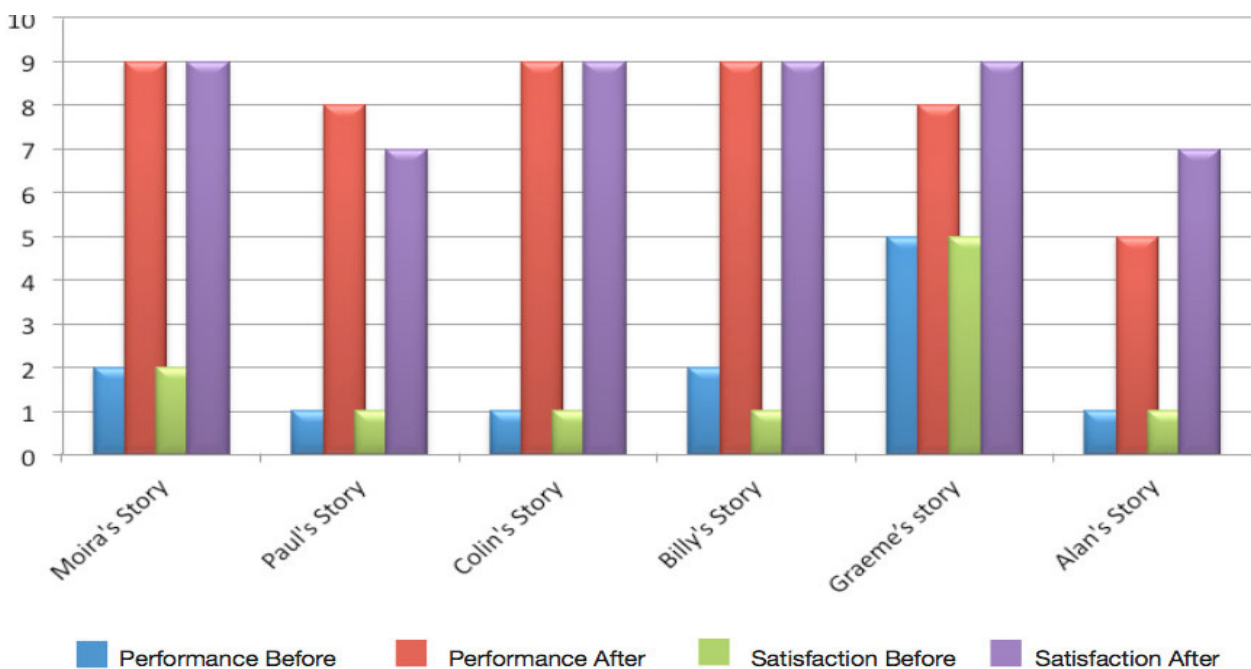
**Pilot**



- SC&H - OT/OTA/OT Duty
- SC&H - Social Worker/Care Manager/CCA/START
- NHS - OT

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- NHS - OT
- SC&H - Duty Hub
- NHS - GP/Other
- Self-Referral
- Housing Association

The chart below illustrates occupational performance measured by the Canadian Outcome and Performance Measure (COPM) before and after, and satisfaction before and after, the intervention.





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## Useful Documents and Links

Borders Care & Repair Pilot Evaluation (October 2015)  
– in particular, the following appendices:

- Appendix 1: Individual Customer Stories
- Appendix 2: Outcomes for Individual Cases
- Appendix 3: Referral Form, Screening Form and Discharge Summary
- Appendix 5: Stakeholder Assessment Questionnaire

The following Practice Notes are available:

- One Stop Shop
- Dedicated Occupational Therapists
- Funding Partnership
- Governance and Value for Money
- People's Stories

All Adapting for Change Practice Notes are available from **The Improvement Hub** and **Scotland's Housing Network**

The Improvement Hub (ihub) is part of  
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