

Adapting for Change

Practice Series



Overview

Fife

Demonstration Site

Fife has **connected more directly with service users, streamlining assessment and delivery**, and **extended the housing contribution** to deliver more integrated and effective adaptation services.

Fife has developed more integrated and streamlined assessment and delivery of adaptations through increased collaboration and partnership working across agencies. Services have been redesigned to become more person centred, supported by online services and encouraging self assessment and self management. A triage system is being tested using a structured conversation to filter out and respond to straightforward needs without the delays of waiting for a full assessment process. A more responsive service with early intervention for people has been shaped by empowering other professionals in health and housing to assess and commission minor adaptations direct..

Highlights

Connecting directly to service users - streamlined assessment and delivery

- Direct contact, earlier intervention and more streamlined approaches to housing issues and adaptations
- A wider range of professionals commissioning minor adaptations
- A partnership approach to complex/extensive adaptations
- Improved hospital discharge process

Developing the Housing Contribution

- The role of housing officers extended to support tenants through a self assessment process, sustaining their ability to remain at home safely.
- Improved information for people living with dementia.
- Walk-in showers provided to all Council tenants in home improvement programme

About Fife

The Fife Demonstration Project has been led by the Council's Housing Service. The project aim is to improve service delivery for people requiring assistance due to disability, with the objectives of:

- Integrating and streamlining services, processes and systems to make them more efficient, and to improve the service user experience.
- Being more person centred and outcome focussed
- Enabling people to live as independently as possible within their communities.

A local review of services was initially carried out in 2009 that identified the requirement for several service improvements. The demonstration project provided a framework for taking things forward.

Issues that were identified for improvement by the Adapting for Change Board included:

- Increasing the number of adaptations delivered and reducing the time to do so
- Reviewing opportunities for using technology enabled care (TEC)
- Developing options for 'healthy homes' health-checks
- Providing drop-in clinics for information and advice
- Improving early joint planning to improve hospital discharge

Governance and partnerships

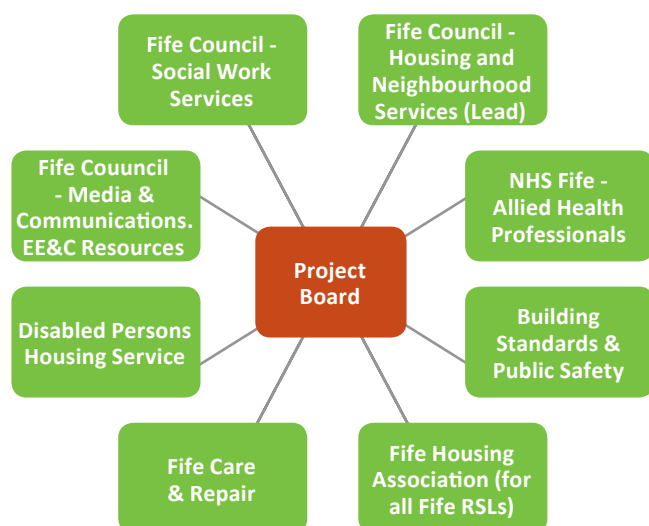
A Project Board was established to deliver the project objectives. The Board includes a range of statutory and voluntary partners involved in the delivery of adaptations.

The partners are

- Fife Health and Social Care Partnership
- Fife Council
 - Housing and Neighbourhood Services
 - Social Work Services
 - Resources & Communications
 - Building Standards & Public Safety
- NHS Fife
- Allied Health Professionals
- Disabled Persons Housing Service (DPHS)
- Fife Care & Repair

The key partners to the Board are drawn mostly from the different interests of the local authority and the Allied Health Professionals in the NHS. Although housing led, there has also been a focus on the Occupational Therapist service. The Project Board sees the longer term service improvements to help people to stay at home linked to developing the expertise of housing providers and housing OTs.

The project has an implementation plan, reporting to Fife Council's Policy Advisory Group and the Integrated Joint Board of Fife's Health and Social Care Partnership.



Direction of Travel

Going forward, the Council's Service Change Plan includes an action to develop an integrated approach to the delivery of housing adaptations in Fife. The Project clearly demonstrated the need for a more integrated approach. The remit and the outcomes being looked for are under development and it is expected that this will take the shape of a one stop shop plus a range of closer working arrangements between services, the wider professionals and strategic partners.

The purpose is to improve the level of services to our customers in Fife at all and any point of contact, including the provision of advice, reducing the time taken to carry out assessments and moving to a preventative focus and to create a seamless approvals and installation service.

The Development Group will take this forward in 2017/18 with a view to acquiring a location for a One Stop Shop in 2018.

Key contacts

Scott Neil
Team Manager
Fife Council

☎ 03451 555555 Ext 402070
✉ scott.neil@fife.gov.uk

Christine Westwater
Lead Officer
Fife Council

☎ 03451 555555 Ext 493311
✉ christine.westwater@fife.gov.uk

Useful Documents and Links

- One Year On Review (Fife 2016)
- Fife Health and Social Care Partnership Strategic Plan 2016-19
- Digital 'Postcards' for people with dementia – www.livingwithdementiainfife.scot.nhs.uk
- Link to Smart Life in Fife – www.smartlifeinfife.org
- End to end process – Customer Pathway End to End (Fife 2017)
- Customer Pathway for Local Authority Adaptations (Fife 2017)

The Improvement Hub (ihub) is part of
Healthcare Improvement Scotland



Edinburgh Office
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

0131 623 4300
website: ihub.scot

Glasgow Office
Delta House
50 West Nile Street
Glasgow
G1 2NP

0141 225 6999