

Be@Home: TESTS OF CHANGE

DATE OF MEETING:	Project Board - 3 October 2016
TITLE OF REPORT:	Tests of Change for final 6 months of project
EXECUTIVE LEAD:	David Goldie, Head of Housing, Highland Council
REPORTING OFFICER:	Maureen Cameron, Manager, Lochaber Care and Repair

Purpose of the Report

This report sets out proposed methods for testing the impact of revised pathways and approaches designed to support delivery of the strategic objectives agreed by the Be@Home Project Board. These objectives align with national health and social care outcomes 1 and 2 and fit with NHS Adult Services Commissioning Intentions 2016 – 2017 of which The Highland Council is a strategic partner.

Strategic Objectives of Be@Home

The general intention of the project is to provide customers with accessible, streamlined and faster service delivery on a wider menu of housing solutions (by integration of aids, equipment, adaptations, technology and housing options services) to better support remaining at home safely in the community for longer. The specific objectives agreed by the Project Board were:

1. Simplify and promote equality access to Housing Adaptations, Aids, Equipment and TEC through a tenure neutral one stop local shop.
2. Align OT resources to the project to enable a focus on early intervention and prevention.
3. Integrate a housing options approach to assessment which puts the person at the centre and increases choice.
4. Integrate Technology Enabled Care as part of the assessment process.
5. Integrate the delivery model into the hospital discharge approach.
6. Promote the use of assistive technology to include people with dementia & their carers.
7. Align housing sector adaptations resources to the project.
8. Prevention of unnecessary admission to hospital.
9. Ensure effective strategic leadership and operational collaboration

Model of Approach

A One Stop Shop model was agreed, providing customers with early access to advice and information about a range of solutions or related products that may be of added value to their current or future circumstances, notwithstanding any specific request for service provision.

To elicit information about the customer's sense of their needs an initial conversation script was drafted to support this person centred approach. This approach includes an opportunity for the customer to share their perception of how well they are currently managing/coping at home for the purpose of measuring the impact of any future service provided through the model.

This more holistic approach provides customers with early access to a wider menu of service options based on their sense of their current or future needs, or, an interest in planning for these, or, the need for a formal specialist OT assessment.

The pathways to and from each of the services within the menu of options and the One Stop Shop were redesigned to: minimise/remove duplication across service partners, support more timely service delivery, and enable a clearly identifiable single point of service provision for customers and professionals alike.

Referrals – how it works

The primary intention of the one stop shop model is to promote availability of the service to individuals such that it stimulates self referral/direct access. It is intended to maintain promotions and publicity with this emphasis for the remaining duration of the project.

Nonetheless, there are clearly a wide range of local organisations and professionals providing services to customer groups that could potentially benefit from referrals to the Be@Home menu of options model. These include:

- Handypersons
- Occupational Therapists and Assistants
- Housing Officers, Housing Options Officers and Housing Service personnel generally
- Physiotherapists and other allied health professionals
- GPs and practice management staff
- Dementia Coordinators
- District Nurses
- Local community organisations
- Health and Social Care Coordinator
- Social Workers and Care Managers
- Hospital Discharge planners

Tests of Change : Evidencing Outcomes and Impact

To measure the impact of progress with the agreed changes the following performance monitoring and outcome measurement data will be collected over then final 6 months as an evidence based approach:

- **Timescales** : customer based outcome measurement for comparison with baseline data
- **Customer outcome perceptions** : test using COPM methodology
- **Customer satisfaction** : applying LCR satisfaction measurement to all customers/tenures
- **Number by referral source** : to assess any impact of shift to early/preventative approach
- **No. of complex OT assessments**: to understand specialist demand/future capacity planning etc
- **Number of Telecare and TEC referrals, & installations**: to monitor impact on TEC targets
- **No. of Housing Options referrals and outcomes**: to monitor impact on specialist provision planning etc
- **Adaptations by type and costs, by tenure (i.e funding route)**: to monitor change in demand/patterns of spend, support future budget planning, and test 'virtual' shared budget management
- **Aids and equipment by type and costs**: to monitor change in demand/patterns of spend and support future budget planning