

Adult Health and Social Care

Equipment and Adaptations
Delivery Plan 2022/24

Adult Health and Social Care: Equipment and Adaptations Delivery Plan 2022 - 2024

Our Vision and Ambitions for people of Sheffield

Our vision is that 'everyone in Sheffield lives in a place they can call home, in communities that care, doing things that matter to them, celebrated for who they are - and when they need it, they receive care and support that prioritises independence, choice, and recovery.

The vision is centred around delivery of five outcomes and six commitments. The commitments and outcomes are the guiding principles we will follow and how we deliver the strategy. They show how we'll achieve our outcomes and highlight what we want to do better. These commitments are:

1. Support people to live a fulfilling life at home, connected to the community and resources around them, and provide care and support where needed.
2. Provide temporary assistance to help people regain some stability and control in their life following ill health or crisis
3. Provide care and support with accommodation where this is needed in

a safe and supportive environment that can be called home.

4. Make sure support is led by 'what matters to you', with helpful information and easier to understand steps.
5. Recognise and value unpaid carers and the social care workforce, and the contribution they make to our city.
6. Make sure there is a good choice of affordable care and support available, with a focus on people's experiences and improving quality.

Our Commitment to Independent Living through Equipment and Adaptations

The Equipment and Adaptations service is a core service supporting across Adult Health and Social Care and children's services which promotes independence through holistic Occupational Therapy interventions offering advice, guidance, practical solutions and sometimes the prescribing of Equipment or Adaptations tailored to a disabled persons needs to enable them to maintain dignity and independence and reduce the need for long

term care and support services. Our aim is to improve outcomes of Adults and Carers across Sheffield.

To that end its our ambition that Adults in need of Care and Support can live safely and well, in a place they call home.

The Delivery Plan is structured to deliver on the outcomes needed for Adaptations Housing and Health services to recover their position post covid and transition to agreed performance outcomes which will ensure timely service delivery to people, partners and other services who all rely on the service provision being available. The delivery plan outlines the associated development areas, and opportunities for improvement aligned to them.

This Delivery Plan aims to support the ambitions and governance roles of the Committee by setting out clear: -

- ✓ Performance and governance milestones so people and Carers experience timely and effective support from Adaptations Housing and Health to achieves their outcomes.

✓ Involvement milestones so that Adults, Children and Carers feel involved in planning and

development of services aimed to promote independent living

✓ Delivery milestones which promote multi-agency approaches towards

independent living and achievement of personalised outcomes.

What is Independent Living?

There are a series of guides to the Care Act 2014 that have been developed by the College of Occupational Therapists and funded by Dept of Health the link is here [Adass](#)

Care Act 2014 Guidance for Occupational Therapists

There are a series of guides to the Care Act 2014 that have been developed by the College of Occupational Therapists, funded by the Department of Health and endorsed by ADASS. They aim to assist occupational therapy practitioners, to understand and deliver some of the key concepts and duties within the Act. They may also be useful to commissioners and others within the health and social care workforce.

The topics currently covered within the series are:

- Wellbeing
- Prevention
- Disabled Facilities Grant
- Transitions; custodial settings; employment; education and training.

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Within each topic, the guides look at the selected areas which potentially have the most implications for the work of occupational therapists. The Care Act 2014 ensures that the focus of the individual and their needs, and their chosen goals or outcomes. Its underpinning precept is that 'the core purpose of adult care and support is to help people achieve the outcomes that matter to them in their life' (DH 2016, section 1.1).

The Act gives adults and their carers a legal entitlement to care and support to meet their eligible needs, recognising that these are different and personal to each individual. Local authorities must consider how to meet each person's specific needs. This requirement is reinforced by a number of principles which must also be incorporated into the care and support activities that are carried out by the local authority. Implementation of the Act will require a significant change in practice for many involved in health and social care services, including occupational therapists.

Much of the work Occupational Therapists undertake can be viewed prevention – preventing, reducing and delaying needs. The following example illustrates how Occupational Therapists support in meeting the components of eligibility described within the 2014 Care Act in a way that promotes independence and delivers the best financial value.

If customers have needs caused by physical or mental impairment or illness, the local authority must consider whether the effect of the adult's needs is that they are unable to achieve two or more of the following specified outcomes:

a) Managing and maintaining nutrition Local authorities should consider whether the adult has access to food and drink to maintain nutrition, and that the adult is able to prepare and consume the food and drink. *OT can support with specialised equipment or advise as to where to purchase specialised equipment. We can advise about shopping, make suggestions re organising a kitchen or even adapting a kitchen or providing equipment to make food preparation and consumption easier*

- b) Maintaining personal hygiene Local authorities should, for example, consider the adult's ability to wash themselves and launder their clothes. *Level access showers, bathing equipment, wash and dry toilets advice re small equipment such as flannel straps or long handled equipment.*
- c) Managing toilet needs Local authorities should consider the adult's ability to access and use a toilet and manage their toilet needs. *OT's can assess and provide Equipment such as raised toilet seats, WC frames, wash and dry toilets advise.*
- d) Being appropriately clothed Local authorities should consider the adult's ability to dress themselves and to be appropriately dressed, for instance in relation to the weather to maintain their health. *Advise re clothing and equipment to assist*
- e) Being able to make use of the adult's home safely Local authorities should consider the adult's ability to move around the home safely, which could for example include getting up steps, using kitchen facilities or accessing the bathroom. This should also include the immediate environment around the home such as access to the property, for example steps leading up to the home. *Adaptations to the property, stair lifts, grab rails etc*
- f) Maintaining a habitable home environment Local authorities should consider whether the condition of the adult's home is sufficiently clean and maintained to be safe. A habitable home is safe and has essential amenities. An adult may require support to sustain their occupancy of the home and to maintain amenities, such as water, electricity and gas. *Advice re: equipment to help for example: long handled dustpan and brushes.*
- g) Developing and maintaining family or other personal relationships Local authorities should consider whether the adult is lonely or isolated, either because their needs prevent them from maintaining the personal relationships they have or because their needs prevent them from developing new relationships. *Referring for walking aids or wheelchairs and advice re community resources such as Community transport etc.*
- h) Accessing and engaging in work, training, education or volunteering Local authorities should consider whether the adult has an opportunity to apply themselves and contribute to society through work, training, education or volunteering, subject to their own wishes in this regard. This includes the physical access to any facility and support with the participation in the relevant activity. *Referring to access to work, walking for work*
- i) Making use of necessary facilities or services in the local community including public transport and recreational facilities or services Local authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing. Local authorities do not have responsibility for the provision of NHS. *Advice re local resources , community transport, advice re shopping, refer for walking aids (NHS)*

The above examples are illustrative and not a definitive list.

What Does Good Look Like?

We have started this delivery plan by setting out some initial indicators of what we think good looks like and to improve individuals and carers outcomes and experiences of the Adaptations Housing and Health services. The plan is to continue to develop these indicators in partnership with the people we support, carers and partners as we develop and embed our approach to Occupational Therapy in the city.

Leadership & Governance

- ✓ Strategic leaders work together, and evidence joined up visible and effective leadership around a shared vision and plan
- ✓ Staff, Adults, Children, Carers and Partners are and feel confident about the support, leadership and plans in place.
- ✓ Continuous improvement, quality assurance, policies and audit processes and delivery on improvements identified are embedded and evidenced throughout all levels of the service and publicly available.
- ✓ There are periodical self-evaluations, effective multi-agency audits and thematic reviews to determine areas for improvement and then delivery of the improvements identified.

Confident Practice

- ✓ All staff are appropriately trained and qualified in Occupational Therapy. They are supported through managers RCOT and local OT forums to deliver innovative and excellent outcomes with people.
- ✓ Our approach to the management delivery of Equipment and Adaptations is collaborative and inclusive, we are not a “one size fits all” service and utilise the “OT Big Brain “to deliver what people need.
- ✓ Our assessments are clearly evidenced and recorded and shared with people; we utilise the best in technology to empower people to self-assess and engage fully we use best practice from our professional with service delivery.
- ✓ We utilise best practice guidelines from OT professional forums to inform our best offer for people

Quality & Outcomes

- ✓ People are kept informed about their application all the way through.
- ✓ People are consulted on the criteria, timescale and funding for equipment and Adaptations.
- ✓ We listen to people and improve service delivery as a result and feedback the changes to people.
- ✓ We aim to assess people within 6 weeks of the application being made, or 5 days for critical needs
- ✓ Benchmarking with other areas to learn from good practice and inform continuous improvement

Providing Enablement

- ✓ We have daily, accurate screening of all applications to Equipment and Adaptations by managers.
- ✓ We have duty Occupational Therapists triaging all applications daily to enable a risk-based approach to assessment and provision of equipment and to enable the high volumes of requests for smaller pieces of equipment are responded to quickly, releasing occupational therapists to focus on more complex assessments.
- ✓ We develop specialist Occupational Therapists in our teams working with people with dementia, transitioning young people from Children’s to adult services, care handling specialist OT’s : the knowledge of the specialist workers supports better outcomes for people and a tailored response to requests from individuals and carers

- ✓ People have appropriate advice and support at the right time, including exploration of digital self-assessment tools and video calls to enable lower risk equipment and adaptations to be assessed and delivered quickly

Equipment and Adaptations Delivery Plan

Ambition: Adults in Need of Equipment and Adaptations to be able to live safely in their chosen home

Context: The Royal college of Occupational Therapists state that occupational therapy outcomes for people are maximised by early intervention within 6 weeks of people identifying an issue. Our ambition for Equipment and Adaptations is to create a service for the people of Sheffield where they can access the assessment and equipment they require within 6 weeks.

We believe that achieving this target will not only deliver better outcomes for people, but we will see a reduction in prescribing expensive adaptations. For example being able to prescribe a bath board rather than a level access shower.

Accountable Officer: Director Adult Health and Social Care

Accountable Committee/ Board: Adult Health and Social Care Policy Committee

Performance picture	Baseline	Current	Target	Direction of travel	RAG
Number of people being assessed within 6 weeks of applying to Equipment and Adaptations.	342 people assessed monthly (Q1 21/22)	Currently 456 people assessed monthly	(Y & H Q1 22/23 average)		
Satisfaction with Equipment and Adaptations process	76.7% (Q1 22/23)	As baseline	(Y & H Q1 22/23 average)		
Accessibility of Services: Equipment and Adaptations waiting lists - time waiting for an assessment	8 months (Q1 22/23)	6 months (Oct 22)	6 Weeks (May 23)		
Accessibility of Services: Equipment and Adaptations waiting lists	2900 (July 21)	2029 (Oct 22)	400 (May 23)		

Theme	Milestone/action	By when	Lead	RAG
Leadership and	Establish routine performance and risk reporting to Policy Committee, Performance & Delivery Board, Performance Clinics including	October 2022	AD Living and Ageing well South / Service	Green

Governance	Benchmarking with other authorities and improvement activities and recommendations in response to learning.		Manager Adaptations Housing and Health	
	Commission a thematic and benchmarking audit of Equipment and Adaptations to establish areas for learning and improvement.	January 2023	Service Manager Adaptations Housing and Health	Green
	Review current Equipment and Adaptations Referral process to ensure in line with benchmark and best practice and take learning and recommendations to the Performance and Delivery Board.	December 2022	Service Manager Adaptations Housing and Health	Green
	Recruit to the Principal Occupational Therapist to build dedicated capacity to deliver on the Adult Health and Social Care Equipment and Adaptations Delivery Plan, benchmarking with other authorities and coordination of strategic Occupational Therapy performance and improvement activity across the service.	March 2023	AD Living and Ageing well South / Service Manager Adaptations Housing and Health	Green
	Implement regular communications and updates about Equipment and Adaptations activities and practice updates.	December 2022	AD Living and Ageing well South / Service Manager Adaptations Housing and Health	Green
	Implement learning and development for Strategic Leaders, Members and Senior Leaders to enable joined up and visible approaches to Occupational Therapy services across Sheffield.	June 2023	AD Living and Ageing well South / Service Manager /Principal Occupational Therapist Adaptations Housing and Health	Green
Outcomes and Experiences	Further support Citizens Involvement to support and enable co-production and engagement with people who use our services and their families and carers.	March 2023	Service Manager Adaptations Housing and Health	Green
	Equipment and Adaptations Waiting list reduced to acceptable risk levels (ie 6 weeks)	May 2023	Service Manager Adaptations Housing and Health	Green

Page 140	Equipment and Adaptations Critical needs Waiting Lists reduced to acceptable risk levels (i.e. 5 working days)	May 2023	Service Manager Adaptations Housing and Health	Green
	Support the Disabled Facilities grant provision to deliver major adaptations within the statutory and discretionary funding envelope (i.e., £30K mandatory grant and £20k discretionary grant)	ongoing	AD Living and Ageing well South / Service Manager Adaptations Housing and Health	green
	Support the Disabled Facilities Grants team to manage people's expectations who have been assessed as needing Adaptations, but are waiting a significant time for them to be delivered due to funding pressure on the DFG	ongoing	AD Living and Ageing well South / Service Manager Adaptations Housing and Health / Capital and Revenue Finance colleagues	RED

<p>Risks</p> <ul style="list-style-type: none"> • <i>An increase in demand prevents waiting list being reduced</i> • <i>Ongoing response the pandemic and winter pressures reduces focus on prevention across social care.</i>

<p>Other issues</p> <ul style="list-style-type: none"> • Ongoing challenge in recruiting to Occupational Therapists reduces impact on addressing waiting lists.
