

How do we improve assessment processes for equipment and adaptations?

# Our challenge



## What does this mean for stakeholders?

- ✓ Clients may identify a need but wait a long time for this to be resolved
- ✓ More complex prevention and reablement does not get the focus it needs from OTs
- ✓ Assessments from clinicians/professionals are re-done
- ✓ Assessment skills are not fully utilised or developed
- ✓ We are not capitalising on the smartphone skills clients, carers and staff use in their everyday lives

That means clients have to have another visit, have to tell their story again and means more delay. It adds to their inconvenience.

# Evolution in the Discovery Phase

Clients, carers and staff all believed that the technological innovation in assessments really does start with this:

★ It can take images!



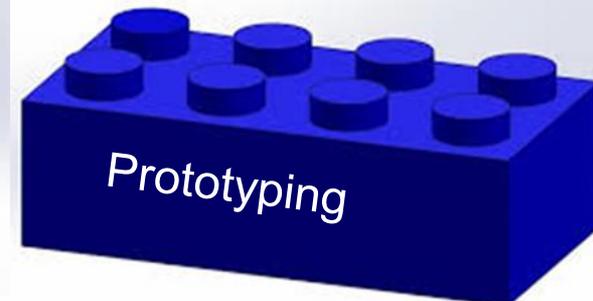
★ It makes great videos!

★ You can livestream!

Our attention increasingly focused on process and behavioural changes:

- ❖ Promote self-help on the website
- ❖ Use functionality in Office 365 and/or Mosaic Portal to facilitate communication
- ❖ Staff can use the images they capture as a basis for discussion and learning with colleagues

# Research Methodology



# Our solution

Images, videos and livestreaming to become an everyday means to illustrate the challenges a client has in their home environment.

Increase through this the number of referrals resolved at first point of contact.

Builds on basis that professionals, clinicians, clients and carers are already using smartphones in other contexts to share experiences.

Co-produced with an expert by experience.

Validated by a multi-agency project board and stakeholder engagement board.

# How Will Stakeholders Benefit?

## Clients

More timely assessments

Telling their stories once

OT resources stretch further

*They can work with  
more complex cases*



*More job satisfaction  
for them!*



## Multi-Agency Staff

Greater ability to resolve need first time

Opportunity to develop assessment skills

# Validation

‘I was pleasantly surprised to be able to supply suggestions, photographs and measurements by email, followed up by telephone discussions with your team to [...] identify what was needed where and ensure it was safe. [...] This seemed an efficient, effective, proportional and less intrusive way of working than sending someone out for a minor adaptation to a known service user.’ **Email from a carer**

**Qualitative feedback like this from clients, carers and staff will be gathered.**

**Metrics will be based on data captured in our case management system.**

# Our learning

- ✓ The need to set out the problem and refine it (and refine it again) until it is clearly defined
- ✓ The value of prototyping and the techniques we can use
- ✓ The discipline created by a logic model
- ✓ Citizen use of smartphone technology is running ahead of public sector adoption
- ✓ Be vigilant for scope creep

# With thanks to....



Our project board



Two of our innovative OTs



Our funders



The Stakeholder Engagement Board



.....and many more besides