

Adult Health and Social Care

Page 133

Equipment and Adaptations Delivery Plan 2022/25

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 Adults Occupational Therapy team complete work under the remit of The *Care Act 2014* to promote the independence and *wellbeing* of an individual and help to *prevent, delay, or reduce* the need for a person to access formal care and support.

Occupational Therapy can help you live your best life. It's about being able to do the things you want and need to do. That could mean helping you overcome challenges you may face when completing everyday tasks or activities – what we call occupations. These could be getting dressed, getting out of the house, or simply doing the dishes.

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 Occupational Therapy and Adapted Housing 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 to provide guidance about the key concepts and duties in the Act. The link is here - [Adass](#). The topics currently covered within the series are Wellbeing, Prevention, Disabled Facilities Grant, Transitions; custodial settings; employment; education and training.

- ✓ Within each topic, the guides look at the selected areas which potentially have the most implications for the work of Occupational Therapists and support *'the core purpose of adult care and support is to help people achieve the outcomes that matter to them in their life'*. Much of the work Occupational Therapists undertake can be viewed prevention – preventing, reducing, and delaying needs. For example, Occupational Therapists can help a person: -
- ✓ Managing and maintain nutrition, access to food and drink and prepare and consume the food and drink by providing equipment or *advise about shopping, make suggestions re organising a kitchen or even adapting a kitchen or providing equipment to make food preparation and consumption easier.*
- ✓ Maintaining personal hygiene, by washing themselves and launder their clothes through *Level access showers, bathing equipment, wash and dry toilets advice re small equipment such as flannel straps or long handled equipment.*
- ✓ *Managing toileting needs by providing equipment such as raised toilet seats, WC frames, wash and dry toilets advise. Be appropriately clothed and enable a person to dress themselves and to be appropriately dressed by providing advise regards clothing and equipment to assist*
- ✓ *Be appropriately clothed and enable a person to dress themselves and to be appropriately dressed by providing advise regards clothing and equipment to assist*
- ✓ *Be able to move around the home safely, which could for example include getting up steps, using kitchen facilities or accessing the bathroom and have access to their property by providing adaptations to the property such as stair lifts, grab rails.*
- ✓ *Maintaining a habitable home environment through keeping it sufficiently clean, safe and have essential amenities through providing advice such as equipment to help for example: long handled dustpan and brushes and enablement.*
- ✓ *Developing and maintaining family or other personal relationships and accessing their community by referring for walking aids or wheelchairs and advice re community resources such as Community Transport.*

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.

<p style="text-align: center;">Leadership & Governance</p> <ul style="list-style-type: none"> ✓ 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. 	<p style="text-align: center;">Quality & Outcomes</p> <ul style="list-style-type: none"> ✓ 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
<p style="text-align: center;">Confident Practice</p> <ul style="list-style-type: none"> ✓ 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 	<p style="text-align: center;">Providing Enablement</p> <ul style="list-style-type: none"> ✓ 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
Number of referrals to Occupational Therapy Services (Annual 12 month rolling).	3852	8195	Monitoring	
% equipment provided within timescale once assessment completed (Emergency = same day, Urgent = next day, standard = 5 day)	98.6%	99.95%		
Accessibility of Services: Equipment and Adaptations waiting lists - time waiting for an assessment	8 months (Q1 22/23)	2 months	6 Weeks	
Accessibility of Services: Equipment and Adaptations waiting lists	2900 (July 21)	1087 (Feb 24)	400	

Theme	Milestone/action	By when	Lead	Update	RAG
Page 136 Leadership and Governance	Establish routine performance and risk reporting to Policy Committee, Performance & Delivery Board, Performance Clinics including Benchmarking with other authorities and improvement activities and recommendations in response to learning.	Completed	AD Living and Ageing well South / Service Manager Adaptations Housing and Health	A performance dashboard is in place and reported to Committee quarterly. Six monthly reporting is also in place regards Equipment and Adaptations Update	
	Commission a thematic and benchmarking audit of Equipment and Adaptations to establish areas for learning and improvement.	Completed	Service Manager Adaptations Housing and Health	This has been completed and from these specific reviews taking place regards ICELS, Adapted Housing and Grants Processes as reported to Committee in March 2024. A new internal audit has been requested.	
	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.	Completed	Service Manager Adaptations Housing and Health		
	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.	Completed	AD Living and Ageing well South / Service Manager Adaptations Housing and Health	Principal Occupational Therapist recruited to and in post from March 2024. The Principal OT will now focus on the coordination of the delivery plan, practice development and reviews of Equipment.	
	Implement regular communications and updates about Equipment and Adaptations activities and practice updates.	Ongoing	AD Living and Ageing Well / Service Manager Adaptations Housing and Health	With Principal OT and Service Manager Occupational Therapy and Adapted Housing now in post, practice updates and workshops are implemented and underway. A delivery priority for 24/25 is to embed an OT, Equipment and Adaptations Newsletter. A new advice leaflet has been produced and will be published after Committee in March	
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 2025	Principal Occupational Therapist	This is a delivery priority for 24/25 now that the Principal OT is in post aligned to our ambitions to become a disability friendly city.	Delivery Priority 24/25
	Equipment and Adaptations Waiting list reduced to acceptable risk levels (i.e. 6 weeks which is Royal College OT Standard)	September 2024	Service Manager Adaptations Housing and Health	A dedicated work programme is in place to reduce waits to acceptable levels set against a 102% increase in demand. This is a key delivery priority for 24/25 and update at Committee in March 24.	Delivery Priority 24/25

Complete a review of Integrated Equipment Loan Service to inform future model and contract.	December 2024	Principal Occupational Therapist Assistant Director Transformation	Review has initiated as a partnership between Sheffield City Council and SY ICB and with current provider. An associated review of prescribing is underway to build capacity and support integrated working.	Delivery Priority 24/25
Complete a review of prescribing to build capacity through Trusted Assessors and to review delegations via s75 to promote integrated arrangements.	December 2024	Principal Occupational Therapist	Review of s75 initiated and work underway to build and develop Trusted Assessors across Adult Care. This is a delivery priority for 24/25.	Delivery Priority 24/25
Complete a review of adapted housing and grants processes and systems to enable individuals to experience streamlined and joined up provision.	December 2024	Service Manager Adaptations Housing and Health	Review has initiated with mapping underway. Guidance in place for Disability Facility Grant implementation and update Criteria completed.	Delivery Priority 24/25
Complete a further self-assessment and accompanying delivery plan to inform priorities for 24/26 and reporting to September Committee.	September 2024	AD Living and Ageing Well	Self assessment underway and delivery priority for 24/25. This includes an internal audit commissioned to support best practice on equipment and adaptations. The delivery plan will be updated based on learning from self assessment and internal audit.	Delivery Priority 24/25
Complete a recommissioning of minor and major adaptations to ensure a robust framework is in place.	April 2025	AD Commissioning and Partnerships	In commissioning priorities for 24/25 and delivery priority for 24/25.	Delivery Priority 24/25
Complete practice guidance and practice development to support ongoing implementation of Care Act 2014.	April 2025	Principal Occupational Therapist	Practice development workshops underway with plan to develop and implement guidance's once Principal OT in place.	Delivery Priority 24/25
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)	Completed	AD Living and Ageing well South / Service Manager Adaptations Housing and Health	The approach was noted to Committee in November 2023 and a guidance has been developed to enable consistent implementation. This will be supported by practice guidance.	

This page is intentionally left blank