Poster Abstract

Releasing Time to Care, Engagement, and Coproduction : The Integration of Health and Social Care Occupational Therapy in East Ayrshire

Alistair J Reid, Nhs Ayrshire and Arran, United Kingdom

Noreen Caldwell, The Scottish Health Council, United Kingdom

Gillian Henderson, Nhs Ayrshire And Arran, United Kingdom

Jacqueline Mccomish, Nhs Ayrshire And Arran, United Kingdom

Laura Ann Ruiz De Pascual, East Ayrshire Council, United Kingdom

*Correspondence to: **Alistair J Reid,** Nhs Ayrshire And Arran, United Kingdom, E-mail:*
Alistair.Reid@aaaht.scot.nhs.uk

Abstract

Introduction: Health and social care services in Scotland are unsustainable for the future. Changing demographics, advances in technology and rising public expectation require, now more than ever, that creative and innovative new ways are found to support people to lead prosperous, independent lives in their own communities1.
The integration of health and social care in Scotland, therefore, brings significant opportunity for services to review current practice and redesign services in ways which truly meet the needs of people who use them.

Practice change implemented: Releasing Time To Care (RTC) methodology was used to facilitate a structured approach to the integration of Occupational Therapy (OT) in East Ayrshire.
This poster highlights the co-productive approach taken by the Scottish Health Council, NHS Ayrshire and Arran, and East Ayrshire Council to engage local communities in the process of service redesign, aiming to create integrated OT services which best meet the needs of people accessing such services.

Aim of change:
• To use RTC Methodology to jointly identify areas for improvement.
• To ensure that any changes were based on the views and needs of people who used OT services in East Ayrshire.
• To ensure that there was opportunity for all OT staff in the partnership area to engage in, and influence the process.

Targeted population and stakeholders: A range of methods were employed to seek opinion on the OT service, and inform future development – from those who used services, their carers and the people delivering these services .

Timeline:
February 2014 - Appreciative Inquiry to bring together the OT profession and discuss existing strengths and opportunities.
March 2014 - Patient story project work commenced.
May 2014 – October 2014 – Four full day events held for OT staff to learn and apply RTC tools whilst shaping future direction of services.
September 2014 - Questionnaire devised and distributed to capture feedback from service users across entire OT services in East locality.
October 2014 - Focus groups, facilitated by Scottish Health Council, using Ketso method to capture feedback from service users and their carers.
October 2014 - Social media – twitter page launched to invite wider comment on OT service and thoughts for improvement.

Highlights: The variety of methods utilised and the facilitation and support provided by the Scottish Health Council

Comments on sustainability: This project is ongoing. The approach taken to seek the views of people who access services will support redesign of services in a manner which is supportive of its long term sustainability.

Transferability: This work will be of interest to any other organisations attempting to integrate services across health and social care.

Discussions and Conclusions: The poster highlights the results gathered, and how this translates into future service development priorities.

Lessons learned:
• The value of using several methods to invite stakeholder opinion
• The need to gather stakeholder views early in the service development journey.
• The value of working with agencies such as the Scottish Health Council in engaging with people to influence service improvement.

Keywords

integration; engagement; coproduction

References

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http://www.scotland.gov.uk/Topics/Health/Policy/2020-Vision

PowerPoint presentation

http://integratedcarefoundation.org/resource/icic15-presentations