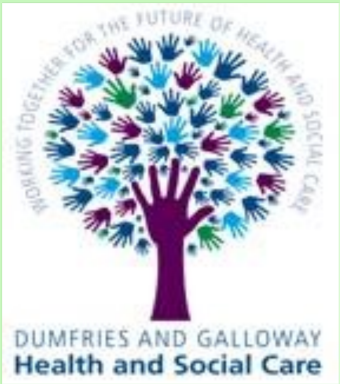


Empowering Choice!



Aim:

A 15% reduction by July 2025 in the number of people waiting on an Occupational Therapy assessment for accessible showers in line with the 'scheme of assistance' (Housing Act, 2006) by providing information that allows informed patient choice.



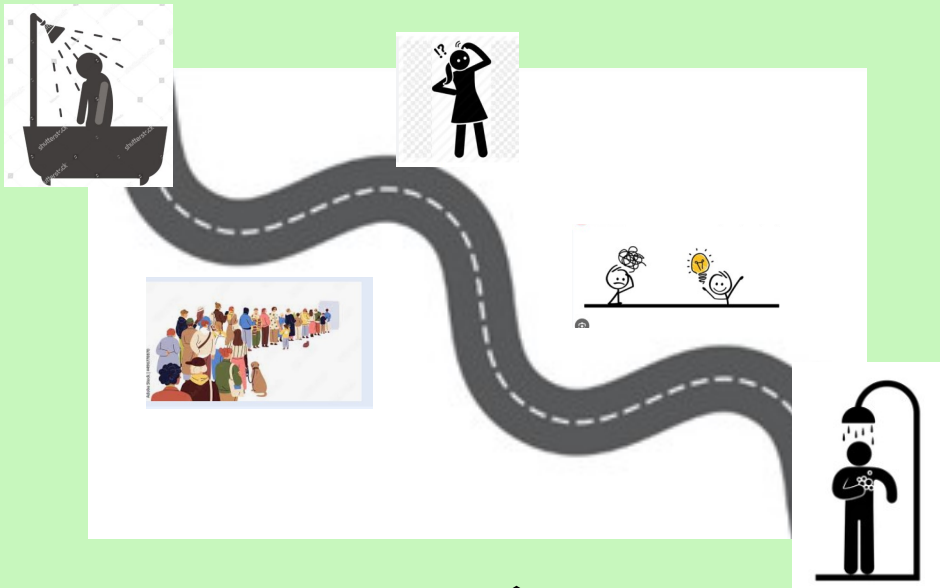
Process

- Gathered information on current waiting times for showering assessments and the number of reviews of decision requests.
- Liaised with staff to gather their views and the impact of the above dis-satisfaction has on them.
- Used various tools including a Driver diagram to help us break down this complex aim onto more manageable parts; a Process map to visually assist us to understand the complexities of the current shower assessment process; and a RACI Matrix to assist us to work through communication with key stakeholders

Next Steps

- Review processes for other adaptations such as stairlifts and develop further letters to empower clients
- Link with GP practices to provide them with information they can share with their patients
- Provide information for Home Teams colleagues

PDSA Cycle



Outcomes

- Created a letter for referrals requesting a showering assessment with additional information including alternative funding options
- Co-produced a new Council web page regarding Occupational Therapy Service to encourage empowerment for clients through self-referral and Informed choice

<https://www.dumfriesandgalloway.gov.uk/social-care-health/support-your-home/occupational-therapy>

Areas of Learning

Successes	Challenges
Communicating effectively to make the change happen.	Working with, and communicating with others, whose agendas may differ.



Knowing we can affect the change. Using the language and tools from QI journey gave us confidence to challenge.