

St Helens Council

Urban Regeneration & Housing
Department

Equipment & Adaptations Service



St.Helens Council

Position prior to start of Project (July 2002)

- Average of 178 new referrals every month
- 9 month waiting list(595) for complex & non complex assessments
- Customer dissatisfaction with response times
- General perceived dissatisfaction with Service as a whole

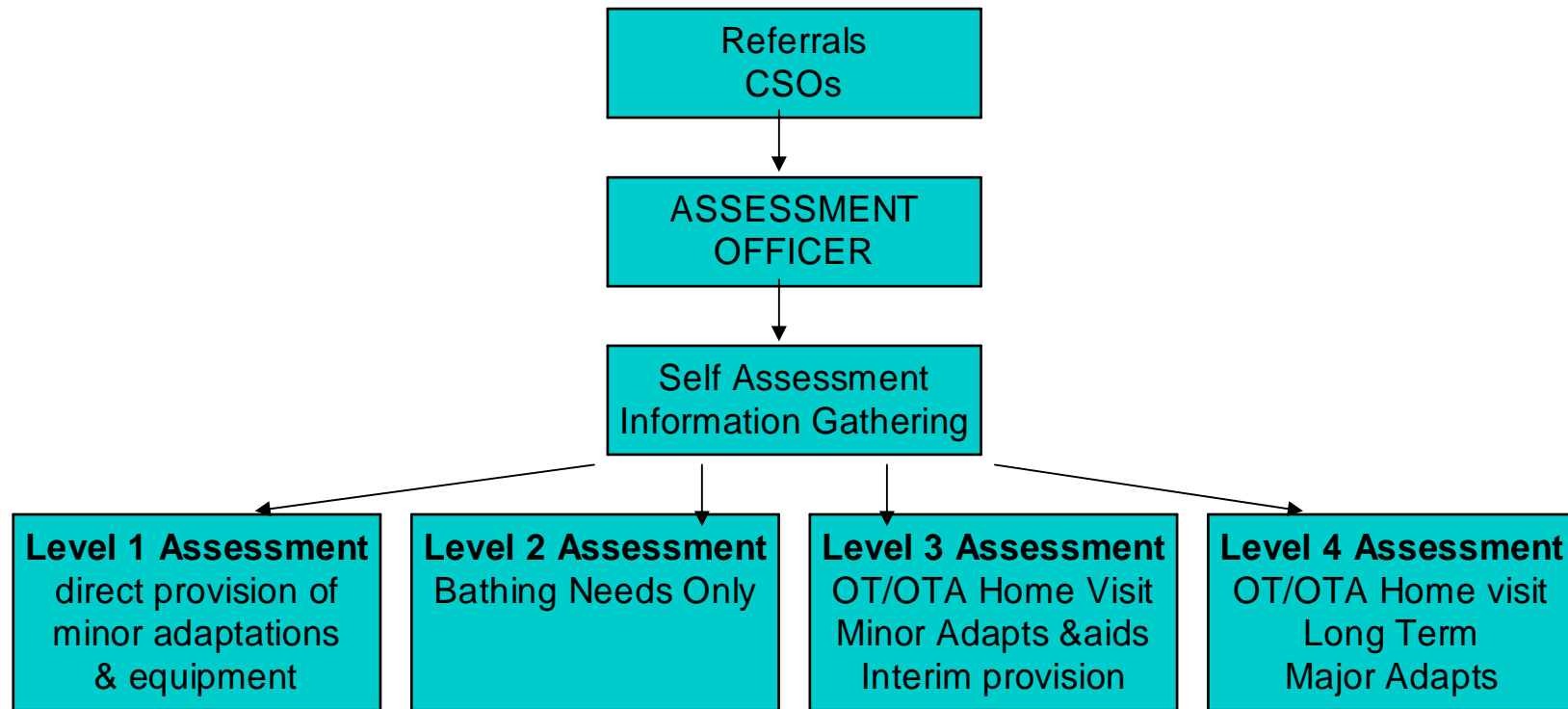


Need for Change

- More detailed information at point of referral
- Better information for customers as to how their referral will be dealt with
- Clear timescales for response
- Ability to respond quickly to simple requests for equipment
- Make the most cost effective use of staff time



4 Level Assessment Model



Level 1 Assessment

3 days

Clear Need for
Basic Equipment and/or
Minor Adaptations

Direct Request to
Stores

Direct Order for
Minor Adaptations
via Care & Repair

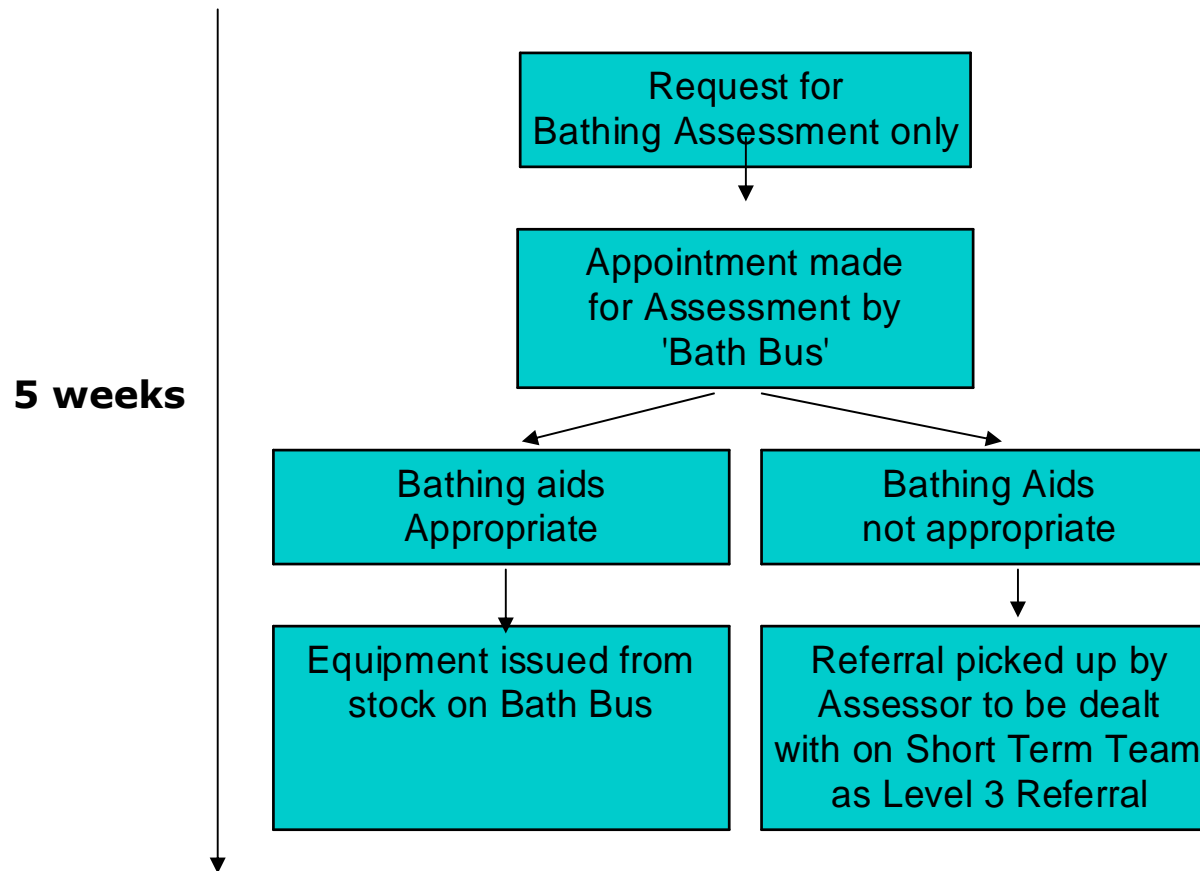
7 days

Equipment delivered
By
ICES

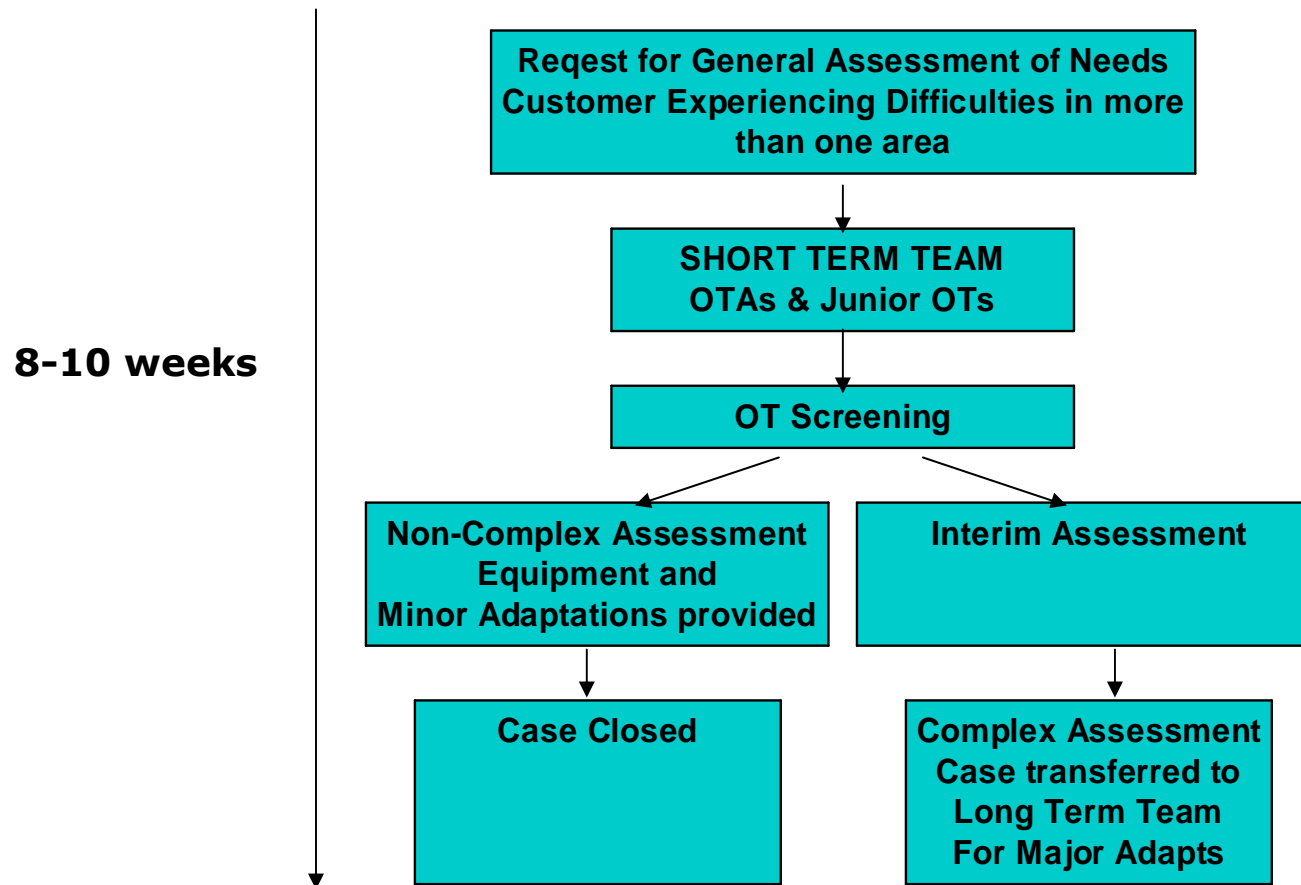


St. Helens Council

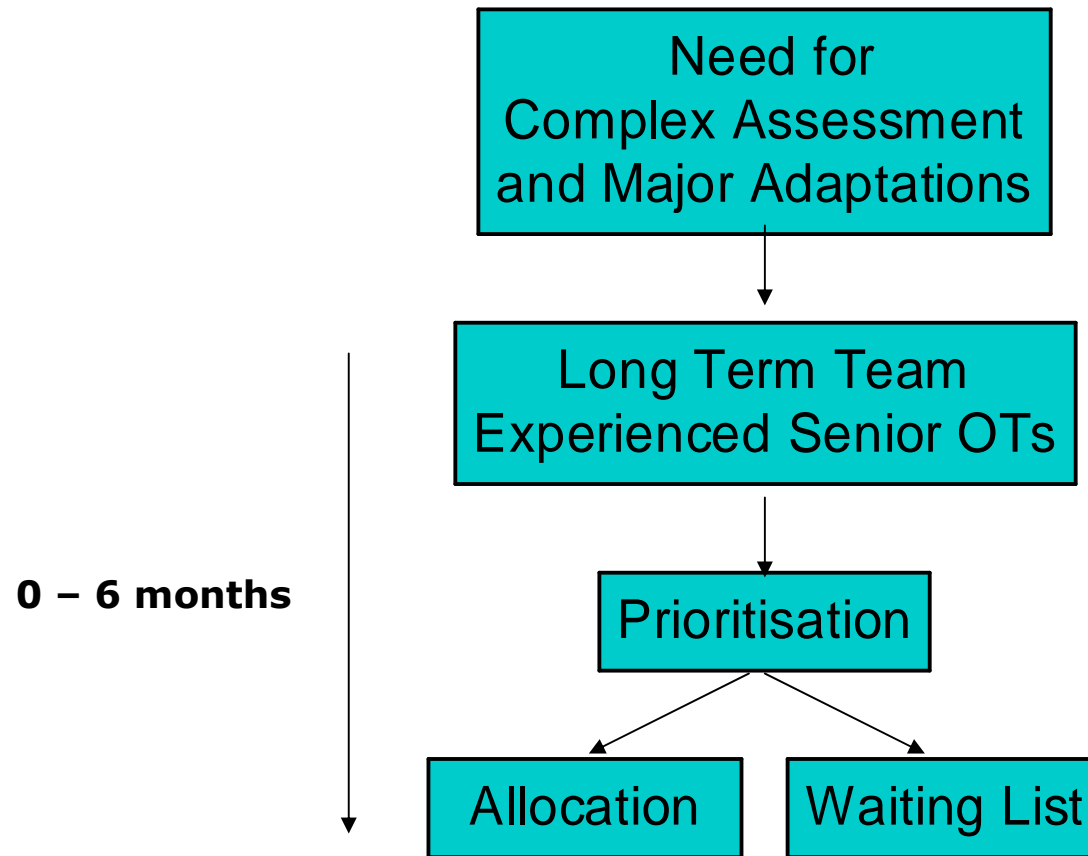
Level 2 Assessment



Level 3 Assessment



Level 4 Assessment



OT Team

- Team Manager
- Senior practitioner OT
- 3.5 Generic OTs + 1 Paediatric OT
- 9 FTE OT Assistants
- 2 Junior OTs Seconded from PCT(6months)
- 1.5 Assessment Officers
- 1 Systems/office manager
- 4 Admin/Review officers

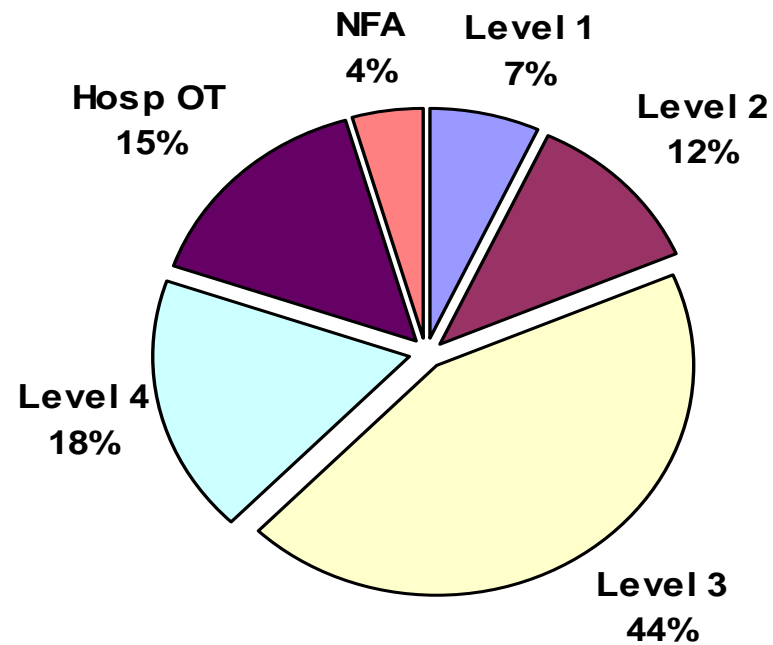


Community Paediatric OT Service

- NSF for Children (2004): Early intervention , improved access to services, safeguarding and promotion of child welfare
- Paediatric OT post created 2005
- New cases visited within 2 weeks of referral
- Regular equipment reviews
- Potential for joint funding through CYPS
- Financial implications for DFG



New Referrals by Type 2006-2007



Trends in New OT New Referrals

