

Occupational Therapy Continuous Improvement Briefing



Making Occupational Therapy Services Better for the People of Glasgow

Dear colleague,

On behalf of the Workstream, Implementation and Steering Groups, we would like to thank all the Occupational Therapy (OT) staff, managers and professional leads who have led, contributed to and participated in all the work underway and in development in Occupational Therapy in Glasgow City.

Fiona Brown, Head of Changing the Nature of Care (Maximising Independence) and Samantha Flower, NHSGGC Occupational Therapy Lead for Partnerships.

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Share your stories!

Glasgow City HSCP OT Engagement Sessions

Four engagement sessions were run during Occupational Therapy Week on 2nd and 3rd November 2021. Approximately, 130 occupational therapists attended over the 2 days representing all care groups from across the HSCP. The sessions aimed to be integrated, inclusive and interactive.

The purpose of these engagement sessions was to bring Occupational Therapists together from across the HSCP to engage and feedback on current practice, specifically what's working well and what could be better. The sessions were facilitated by Organisational Development and the Care Group Lead Occupational Therapists for Rehab and Major Adaptations. These were limited to one hour given the pressures on services. Attendees were given a presentation of developments to date following the OT review. Breakout rooms were used to allow attendees to engage in small group discussion and to focus on 3 questions posed.



Question 1

What are your thoughts following the presentations?
What's going well?
What could be better?



Question 2

What improvement ideas do you like? Do you have any suggestions to contribute to move them forward?



Question 3

Is there anything missing from the evaluation or work in progress that you would like to be considered?

The Breakout sessions generated positive reflective discussion, and an opportunity to meet and greet staff across Care Groups. Following analysis of the themes identified, from the engagement recommendations have been made to the Occupational Therapy Continuous Improvement Group to focus on the identified priorities:

1. Development and Facilitation of a Glasgow HSCP Occupational Therapy Professional Network

This change idea will aim to meet many of the topics and issues raised through the engagement. Including, an increased focus on Occupational Therapy across the HSCP, communication, raise profile of the benefits, support competency development, offer space for training and development, fully inclusive of all care groups, provide increased support, continue engagement, and seek to understand challenges, opportunity increased staff involvement in improvement work. Some of the ideas to be incorporated in the Network identified by staff were:

- Face to face networking
- Outcome measures/assessment
- Case study
- Journal club,
- Online practice points,
- Reflective practice
- CPD / Bite Size Training

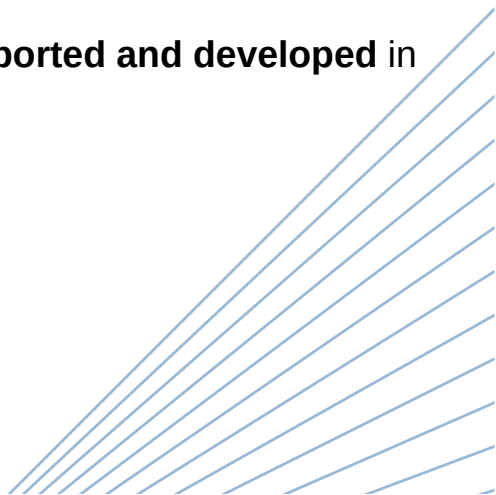
2. Re-establish and support Joint Working/Shadowing/Professional Triangles once again across teams participating in shared competencies.

3. Expansion of Competency Work supported with development of Practice Principles within each care group.

4. Mapping of OT Services and Learning & Development Strategic Planning to help to improve communication and consistency across OT services.

5. Consider further evaluation to engage with both Service Users and Team Leads as both these groups have not yet been fully included in evaluating the outcomes of the Review.

6. Consider how new staff and newly Qualified staff are supported and developed in relation to competencies within HSCP teams.



Engagement and feedback from front line managers and staff is a priority for us and we aim to include more feedback from practitioners in future newsletter, thanks to Pat for her feedback below:

"Integration for me has meant having closer working relationships with the OT's in Reablement and Rehabilitation services. Where there are shared cases or referrals, picking up the phone can mean less duplication and clearer care pathways for the individual."

Pat Orr, OP Community Mental Health Team

To find out more about the engagement sessions or the themes identified, please contact:

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Glasgow City HSCP Housing Solutions Change Programme

Spring training update - May 2022

As we explained in the last article, Housing Solutions is a preventative approach that helps anticipate housing needs and assists with early planning to avoid crisis.

The main purpose is to effect change at front line service level, in terms of the way in which housing needs are recognised and responded to, and the training focuses on supporting staff across all service settings, to apply an early intervention approach, and engage in effective housing conversations.

Through the training programme our intent is that a Housing Solutions approach will help ensure that housing and re-housing discussions are the starting point for any engagement with people (children & adults) starting to struggle in their environment.

Our recent training sessions in our Spring programme, have again evidenced the benefits of bringing together a very wide range of staff from across housing, other HSCPs and third sector partners and making 'housing conversations everyone's business', and providing staff with the relevant skills and knowledge to deliver this 'housing solutions' role.

Outcomes from Spring 2022 sessions

We have experienced a huge demand for the half day course, and encouragingly much of that is coming from services, teams, and managers who have previously attended the training and wanting other colleagues to attend. As a result we have increased the course loading and have had over 50 staff attend the first two sessions in March and April, with a further 30 attending the end of May session.

We have had a mix of staff coming from different care Groups and services such as: occupational therapists (children & adult services), physiotherapists, social workers, care managers, nurses (Rehab, LD, MH inpatient, CPN's) discharge co-ordinators, Community Connectors, Link workers, and Housing association colleagues.



This has added to the rich conversations and offered a unique opportunity for staff to reflect with a very diverse range of colleagues. Feedback has confirmed that those attending really enjoyed the reflecting on discussing and reviewing examples of the impact of housing on individuals. Common comments highlighting that this has changed their perspective and understanding of what they should be doing, and significantly improved their confidence to engage in early housing conversations.

“Very insightful training allowing me to gain a variety of perspectives. Not something I knew much about and felt I didn’t have the confidence to breach these conversations with family, but the training has allowed me to feel like I can now do this”.

“I found this training very useful, and to chat with other professionals in relation to housing options was very interesting. As well as my own experiences it was good to find out the challenges that affect other services involved with clients in relation to rehousing issues.”

Next steps

- A new programme of online sessions will be developed for late summer onwards and services will be advised when online booking opens.
- Where required, supporting communication materials, the ‘Move or stay’ booklets will be issued to those who attended the training, and all key services across health & social care should be reminding their staff to apply this approach and assist them with their intervention.

For further information on the upcoming training sessions please contact Alison Docherty, Equipu Partnership Manager at Alison.docherty@glasgow.gov.uk.

Posture Management Course

Occupational Therapy and Physiotherapy Services work with complex disabilities where postural support is essential to allow a person to participate in a good position for functional tasks such as feeding, reading, communication and participation with person centred tasks. Posture can be compromised due to sensory and motor loss from both disease and injury. Where a person does not have the independent ability to maintain their posture in “normal alignment” then additional support may be indicated in both seating, sleeping, and standing, to prevent any joint contractures, pain, skin issues and reduced participation in activity. Poor postural management can result in muscle and joint contractures that can be incredibly distressing to both the service user and carers and have serious consequences on quality of life. In addition, the cost to the health system in medical and surgical intervention, is high both financially and in terms of reduced personal outcomes. As is common in other areas of health and social care, it is recognised prevention is the best possible approach.

Nationally, there is a strong recognition that “24-hour Postural Management” is essential, both for the prevention of contractures and skin breakdown, alongside supporting development of skills and participation in daily tasks. The aim is to have effective training and support for posture management assessment and interventions, that is accessible to all appropriate professionals within Glasgow & Greater Clyde and the Glasgow HSCPs. This development work is currently in progress both locally and nationally.



To support this development and current practice, 5 OT's (with representation from all three localities across the city) attended a 4 day nationally accredited Oxford Postural Management Course for complex disabilities. This course was extremely well received by the OT's, focusing on the specialist assessment factors for effective positioning and 24-hour postural management. Detail on kinesiology, biomechanics, physiological forces, and all assessment factors was both explained, demonstrated, practiced, and applied to case scenarios, alongside live assessment for a young adult with complex postural needs.

The course took the trainees through principles of “why posture matters”, the physiological factors related to postural instability and contracture formation, the effect on both function, joint changes, pain and skin integrity, and the essential need to consider postural management in enhancing a person's wellbeing, outcomes, and participation. This included assessment and interventions to prevent joint contractures, and how best to support the person with limited range of movement. This learning provided tools for informed clinical decision making in undertaking both specialist seating and sleep systems assessments, alongside consideration of other interventions and services.

The group aims to meet to review examples of postural needs on individuals affected, on a regular basis, to ensure learning is maintained, as well as maintain communication with the other attendees for exchange of information and support. The group also aim to support both each other and other OTs in the community with future postural management assessment. The Occupational Therapy Care Group lead (Kirsty Nicholson) will also be a member of the new Equipu Partnership Postural Care Group, which will have representation from across the Equipu Partnership including Physio leads involved in the national Postural Care Strategy work.



The Community equipment service has already established arrangements related to equipment provision for Children’s services e.g., Sleep systems, and will be expanding this work for all relevant professions, services, and adult Care Group needs. This work will complement the assessment practice support, with recommended ‘Core’ stock solutions, with the aim of ensuring standardised and seamless access to appropriate equipment for postural management needs.



For further details on the Posture Management Course, please contact Kirsty Nicholson Occupational Therapy Care Group Lead – Major Adaptations & Environmental Design at Kirsty.Nicholson@glasgow.gov.uk

Share your occupational therapy stories with us!



We need your news stories!

We’re always looking for new stories about what’s happening in Occupational Therapy around Glasgow.

If you have a good story for us then please contact Chris.Furse@glasgow.gov.uk