

# Occupational Therapy Newsletter



## 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 Older People's Services (North East)**  
**Gwen Agnew, Occupational Therapy Professional Lead for Partnerships**

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# Occupational Therapy Specialist Children's Services Helpline

The Community Paediatric Occupational Therapy Team (CPOTT) was considering ways to improve the accessibility to the service in line with the ambitions of Ready to Act (2016) and Getting it Right for Every Child (2006).

When a family, carer or other agency had an enquiry, they either phoned their local Occupational Therapy (OT) office if they had been in touch previously or they went to their GP or school who would action a referral. These calls were handled in different ways and meant the referral process wasn't always standardised across the system. Equally for those who went directly to the team, limited accurate data around the number and nature of calls and outcomes was gathered. During the Coronavirus (COVID-19) pandemic, OT staff were running a blended model of home and office working and sometimes it was difficult for users of the service or those looking for advice to be able to speak to an OT when they called.

## Plan of Action

Across Scotland, Allied Health Professional (AHP) Children's Services run unit-professional and multi-professional advice lines using a variety of models. NHS Greater Glasgow and Clyde's (NHSGGC) Community Paediatric Occupational Therapy Service had not run an advice line before, therefore it was agreed that a test of change would be piloted with an OT Advice Line for both families and those working with children and young people to request advice, signposting and support from the Community Paediatric OT Service.

## Aim

To provide a central point of contact for the Community Paediatric OT Service to ensure easy and equitable access to high quality advice without the need for a request for assistance/referral.

## Progress

The OT Advice Line for NHSGGC Specialist Children's Services was set up in January 2021. The Advice Line is delivered currently by Advanced Practitioners (our expert effective decision makers). Data is being collected around the impact and improvement of the journey for families accessing Community Paediatric Occupational Therapy. Data and request information is also being used to inform the development of universal resources. An example of this is Kids Independently Developing Skills (KIDS). KIDS is a Specialist Children's Services person-centred, interactive digital health tool which also utilises social media to connect with users of the service. The advice line operates at a pre-referral level but can also be accessed by those who have been known to OT in the past.



**Occupational Therapy Advice Line**

Occupational therapists can help children and young people who have difficulties joining in with activities they need and want to do every day.

If you have questions or are worried about how a child or young person is managing ...

- Self-care; dressing, washing, going to the toilet, eating and drinking.
- Play; playing with toys, playing outside, joining in at clubs/sports, doing the activities they enjoy.
- Work; joining in at nursery/school.

Call the Occupational Therapy Advice Line!  
**Tuesdays and Fridays**  
9.30am - 12pm  
0141 531 6536

# Referral Response Test of Change

During the COVID-19 pandemic, the OT Teams were all required to adapt their response to new referrals into our services. Within the North East area of Glasgow, there were several team members who were required to shield at home, therefore, tasks within the team were redistributed and a further enhanced screening of new referrals was introduced. By increasing access to all client information systems (for example, Carefirst, EMIS and Clinical Portal) and encouraging more time for conversations between clinicians, service users and referrers, this allowed for more informed clinical reasoning and decision making. The teams also introduced the use of remote assessments using the NHS Near Me system where appropriate.

During this time, we found that 25% less referrals were being placed on the waiting list due to service users either having had their needs met at the time of referral; been signposted to a more appropriate service or had already been assessed and had their needs met by an OT in another care group. This has significantly reduced duplication between OTs in different care groups.

Increasing the communication between service users and OTs at the time of referral has facilitated good conversations and increased the quality of information gathering. It has, at times, avoided the need for a new assessment and helps service users understand what they can expect at the point of referral.

It has been extremely valuable to have a consistent member of the team responsible for the screening of new referrals; however, we are aware that this will not always be possible as services recover more fully. We are starting to explore how we can share our learning to support and inform any changes we make as part of our recovery and our move towards more integrated links across Community OT and Rehabilitation in Glasgow City Health and Social Care Partnership's (HSCP) three localities (North East, North West and South). This work supports the Maximising Independence agenda and can encourage self-management strategies at an early stage in the service user's journey. For further information contact Rebecca Galbraith at [Rebecca.Galbraith@glasgow.gov.uk](mailto:Rebecca.Galbraith@glasgow.gov.uk)

## A Very Warm Welcome to Kirsty

Kirsty Nicholson started with us at the beginning of June 2021 in her post as Glasgow City HSCP's OT Care Group Lead for Major Adaptations and Environmental Design. This role is a new addition to the OT Service in Glasgow, and aims to support professional and service development for adaptations and housing solutions interventions. Kirsty previously led in adaptations service design within North Ayrshire HSCP, where cross partnership adaptations interventions continue within multi-disciplinary community teams alongside an early housing solutions approach. Kirsty looks forward to learning about Glasgow's wealth of professional skills and processes and hopes to support HSCP staff in providing adaptations and housing solutions in a streamlined manner.





July 2021

# Community, Rehab & Older People Mental Health (OPMH) Occupational Therapists: We Wanted to Hear from You and We Did

A big thank you to all OTs who participated in the OT survey evaluation. The survey closed on 10 May, and the data is currently being fully analysed. It was very encouraging to receive an overall response rate of 71% out of the 83 OT staff targeted to participate. Broken down, this figure showed: 77% Community OTs responding in comparison to 71% OPMH staff and 66% Rehab staff. The evaluation report was collated by the Business Development Performance Team on behalf of the OT Review Group and finalised on 18 June 2021.

For more detailed information on the OT evaluation please contact  
Shona Ballentyne at  
[Shona.Ballentyne@ggc.scot.nhs.uk](mailto:Shona.Ballentyne@ggc.scot.nhs.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](mailto:Chris.Furse@glasgow.gov.uk)

