Quality Improvement update Trust Board 22 02 2023

Domiciliary Care Improvement Priority - ECO System Mapping

- The Domiciliary Care ECO System Map Report has now been verified and will be ready for dissemination following the final design edit
- The report includes a suite of maps articulating the complexity of the Domiciliary Care system, exploring the pathway interfaces and challenges. The opportunity for improvement and system redesign is visualised through the map
- An evaluation matrix has been devised using the Eco Map and the steering committee are working through a weighting exercise to develop a robust improvement plan focusing on short term projects and long term transformation. The matrix criteria was developed using a Quality approach focusing on the Trust and Domiciliary Care Strategic priorities and current pressures. Each of the 14 Improvement ideas, identified by the mapping process, is weighted against the matrix criteria for accessibility, scope, opportunity and impact of improvement resource and effort.
- This methodology is being tested for strategic decision making for future improvement work
- ECO System Mapping was presented to the HSCQI Timely Access to Safe Care learning session resulting in regional interest in further use of the methodology
- A service user survey has been devised to establish a greater understanding of the pathway and engage service-users in discussion about their perceptions of existing services and possible future innovations to help inform and prioritise future quality improvement projects. The pilot project will elicit feedback from a representative group of 20 service-users;
    - Drawn from different geographical areas of SEHSCT
    - Experiencing different types of Domiciliary Care (short-term and long-term care packages, telecare services and care packages for basic and complex needs)
    - Accessing Domiciliary Care through different pathways
    - Experiencing Domiciliary Care delivered through different providers

Next steps

- Co-design the improvement plan with the project stakeholders including timeframes and metrics from the ECO Maps to be completed by end of February.
- Produce report on the service user survey and use to develop channels for improvement co-production.

Unscheduled Care

There are two aspects of focus for Unscheduled Care (USC):

1. UHD - Care of Elderly – Length of Stay on Ward

During January, work has continued to focus on winter pressures management; members of the project team also attended the HSCQI TASC Collaborative to present on work to date and learn from other services.

- The focus for February 2023 is on gathering data on discharged service user's experience of the ward including their discharge process. This process will continue on week beginning 13 February 2023
- Further improvement team meetings have been agreed to develop and test key change ideas across February and March 2023 at ward level
- Early learning from the initial findings of Domiciliary Care Eco-mapping would indicate a need for wider USC eco-mapping to affect change **at system level** and subsequently at ward level to comprehensively impact patient flow

2. Downe Hospital – Access - Right Person, Right Place, Right Time

The multi professional/multi stakeholder project group met in January; key actions have been agreed within 2 main areas:

- Data development: identify and review all relevant datasets
- Patient Flow:
  - Communication and Education regarding Single Point of Entry process
  - Review pathway for admissions from Urgent Care in relation to the Rapid Access Centre
  - Review Discharge process to influence earlier discharge from a ward on the identified discharge day

A learning session with NHS Borders was provided for key senior leadership across USC in January 2023 in relation to patient flow.
There is an opportunity to develop further collaboration with the ECO mapping system designer to explore a systems approach to unscheduled care by ECO Mapping the process.

Unallocated Cases in Childrens Services:

Childrens services continue their improvement work in relation to unallocated cases; this work has focused on the governance processes in relation to the Collaborative Unallocated Process (CUP) model and early intervention through the development of the Family Support team. Some of the improvement project work includes:

- As Children's Services considers their directorate redesign, there is an opportunity to take a strategic approach in the understanding and service response to Unallocated Cases.
- Roll out of the 'Collaborative Unallocated Process' (CUP) model: The model is now fully operational across all of Safeguarding and Children's Disability. As a result, all 316 unallocated cases (5/2/23) have been reviewed at least once in the past 4 weeks.
- The impact of this improvement work is an improved governance process where all children in the unallocated list are reviewed monthly, reducing risk and enabling an improved degree of flexibility to alternative supportive care.
- The new multi-skilled Family Support Team has been tested in Ards Safeguarding Child and Family team and the team are now working on scaling this up across the Trust as part of the Children's Directorate service re-design taking place.
- A new SharePoint case management filing system has been introduced within Children's Disability services, providing greater oversight over all cases. Transition to the new system is underway, with all files to be transferred by the end of March 2023. The CUP model has ensured that all unallocated cases in Children's Disability are reviewed and triaged every 4 weeks.