

“Integrated Therapy Services”

OT – Cognitive Assessment and Assess environment
Access/Home visits
Equipment delivery/specialised equipment
Liaising with other professionals

Daily progression of mobility
Review and assess patients from care homes
Assess patients in A&E
Chest Management
Specialised equip and setting rehab

Introduction

The journey of Integrating Therapy Services (ITS) began with challenging our current practices. This was based on the increasing pressures of hospital discharges, duplication within our services and a fragmented patient journey.

By focusing on team work, communication and timely discharges, ITS created a seamless service amongst two professions of Physiotherapy and Occupational Therapy to enable an efficient and effective patient journey.

Aim

To integrate and expand the role of the therapy team in order to create an efficient and effective patient journey in therapy care during their hospital stay.

How did we implement ITS

ITS was developed as a new service improvement across therapy services. We had to ensure that this was implemented well to ensure all staff were engaged and they understood the reasons for why we needed to implement this change.

This is how we did it:

- The Introduction of ITS was presented to the Therapy Team.
- As a whole team it was important that we discussed potential barriers and how these could be overcome.
- All Therapy staff felt positive about ITS and agreed to support the implementation and discussed the benefits of joint working eg: one professional journey for the patient, integrating roles and personal development.
- Before the journey of ITS began we agreed that co-location would be essential for both professions. Therefore, the physiotherapy team relocated to the occupational therapy office to become Acute Therapy. This then commenced the implementation of ITS and the building of working relationships between professions.
- ITS then began through Joint assessments between Physiotherapy and Occupational Therapy, completing dual professional competencies and completing joint handovers. Some of the dual competencies completed included; providing walking aids such as frames, completing stair assessments and providing toileting equipment such as commodes and mowbrays.
- Most importantly, effective communication was key between the teams to ensure the best possible care was provided to the patient.
- Finally valuing the importance of the individual Occupational Therapy and Physiotherapy role when specialist skills are required.

Review complex patients

Mobility and discharge

Seamless Service

One Professional lead contact

Liaising with family and carers

Liaising with IDT

D/C planning

Provide basic equipment

Merging of roles

Assess Transfers

Assess Mobility

Stair/Step Assessment

Communication

Handovers

Joint Assessments

OT and PT

The results so far

Overall ITS has had a successful journey so far being able to provide a seamless service and journey for the patient during their hospital stay. We have also been able to achieve:

- Increased personal development for staff.
- Effective communication on a daily basis.
- Efficient and timely discharge planning.
- Increased time management skills.
- Assessment and treatment of patient earlier than previously would have been referred.
- Positive feedback from patients and the therapy team.
- Providing equipment independently.
- Less duplication of tasks.
- More seamless journey.

The future of ITS

ITS has created a new way of working in Therapy and has already demonstrated many successes. The journey is transferrable to different areas within the trust and ITS continues to grow. Below are some of the ideas we see for the future:

- ITS to be developed across all sites.
- All staff completing their competencies including qualified.
- Rotational Staff to have training on the principles of ITS and complete competencies.
- For ITS to be part of the Clinical Therapy Induction at Doncaster and Bassetlaw Teaching Hospital NHS Foundation Trust.
- ITS to be published and recognised in both Occupational Therapy and Physiotherapy journal as a new service improvement.

“It was **really useful** going on the home visit **together**”

“This has helped to **prevent delayed discharges**”

“Joint Assessments are **really benefiting the patient**”

“I’m **learning a lot** about the profession from achieving these competencies”

“It **will be interesting to look back** to what we stated were going to be the barriers, I bet it has changed”