

Introduction

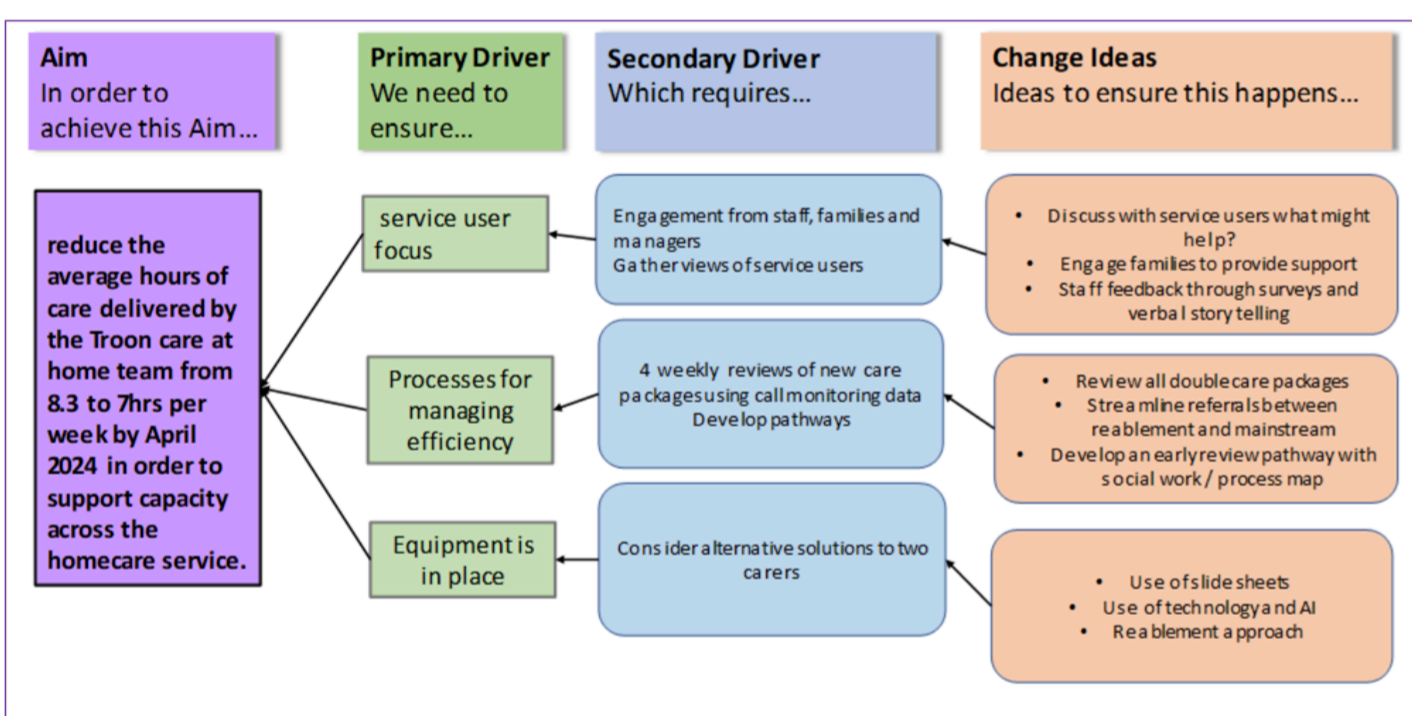
May 2023 there were 71 people delayed in hospital waiting for a care at home package. There were a total of 102 delays across both hospital sites due to recruitment issues and higher numbers of people presenting with co-morbidities and frailty. The total length of stay in hospital was deconditioning people.

Aim

In order to support capacity across the homecare service we aim to reduce the average hours of care delivered by care at home, from 8.3 to 7 per week per patient, by beginning of April 2024. This is in line with South Ayrshire HSCP strategic plan 2021-31, "we work together to give you the right care in the right place".

Method

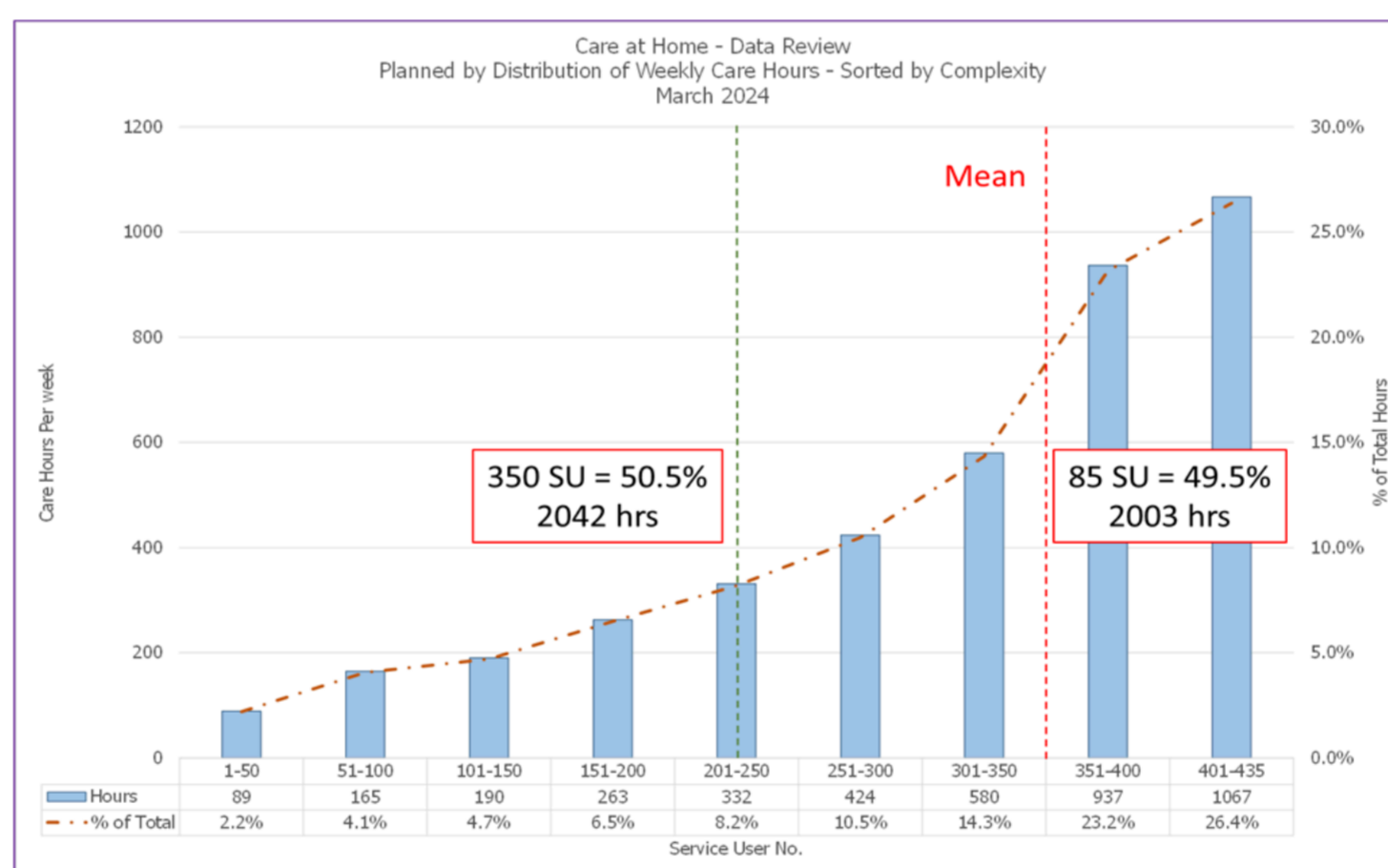
A process map helped the team to understand the system and recognise the significant amount of double care packages. The driver diagram supported change ideas which were then prioritised.



Results:

Data showed 85 / 435 service users used 50% of the care hours.

PCS charts showed no improvement in time taken by using the slide sheet.



Process Changes:

Key changes tested were:

- Whether time taken for positional changes would be decreased using non slip one person slide sheet.
- Whether the patients experience was improved.
- Whether staff experience was improved.

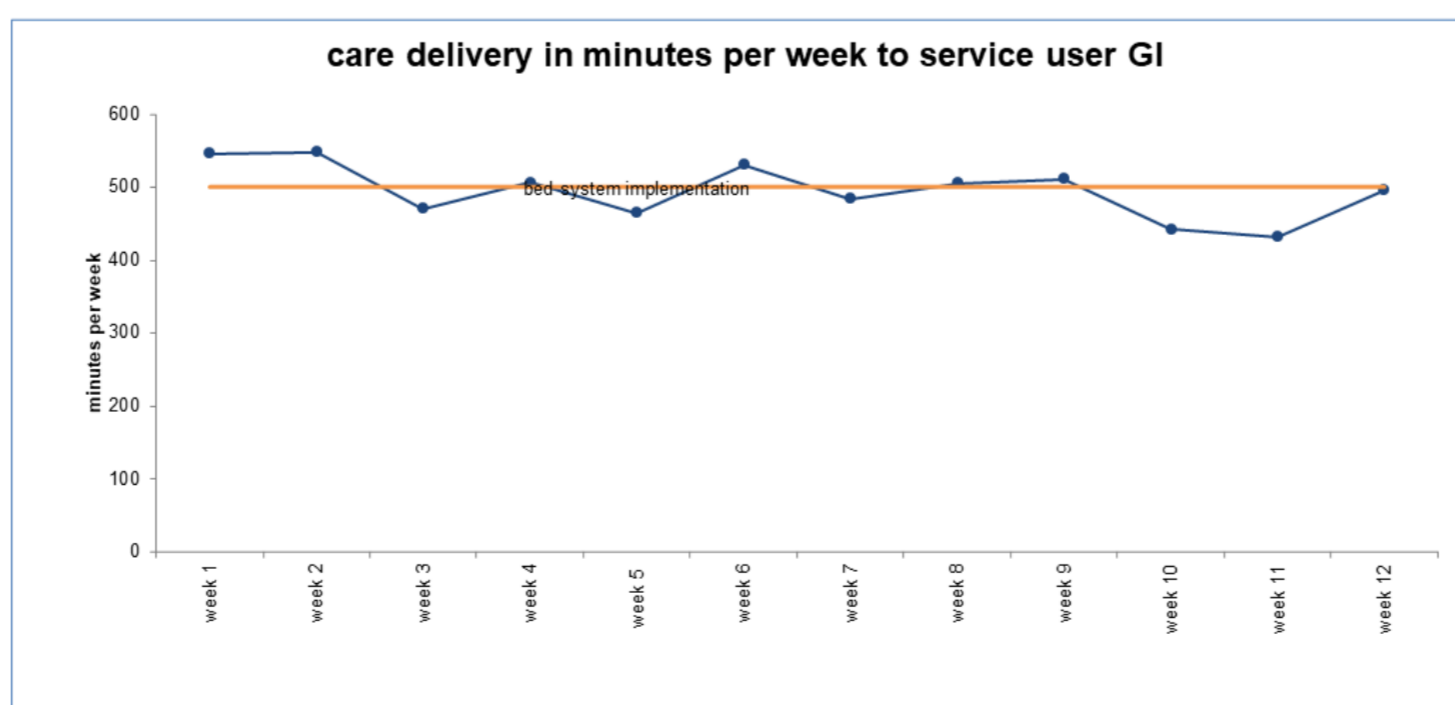
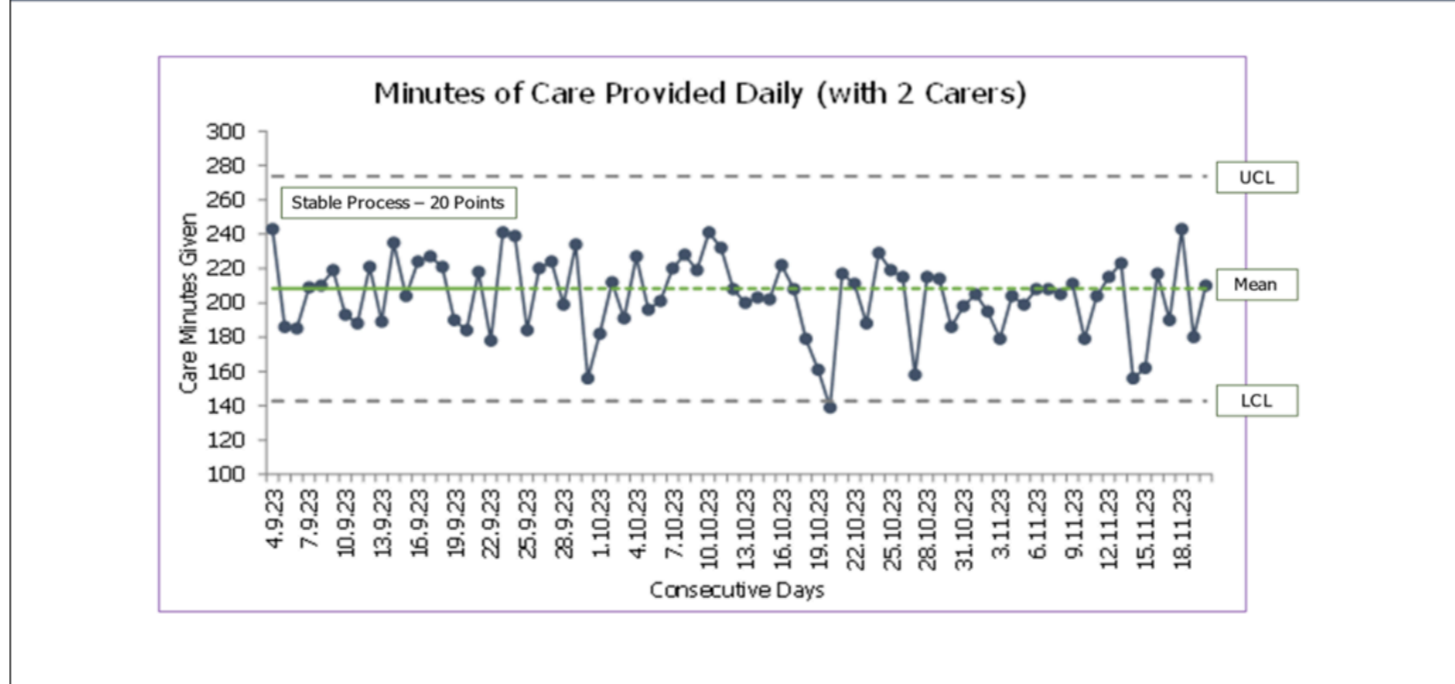
Key Learning Points:

- Human factors were very important and data needed to be checked more frequently.
- Qualitative data is of equal importance
- Exploring several change ideas was positive.

Next Steps:

Trial a different change idea to reduce the numbers of double carers.

Outcome over Time (I Chart)



Conclusions:

The qualitative data did not show improvement in time taken to deliver care using the one person slide sheet, however both patient and staff experiences were improved.

The data did demonstrate that we have a stable process despite being delivered by and to people every day

Key Reference Materials:

- The Health Care Data Guide Provost and Murray 2009
- The Improvement Guide End Edition Langley G et al 2009
- Leading Change Kotter J 2012