

Improve the layout and content of the Community intensive support services (CISS) Initial assessment to provide a more comprehensive multi-disciplinary assessment of a person with learning disabilities, mental and physical health needs to ensure they receive effective treatment and interventions.

Introduction

For individuals who have learning disabilities, the lack of early recognition of mental health disorders or unmet health needs leads to negative consequences (2) for the individual and for the family, such as ineffective treatment or inappropriate resource use.

To ensure effective treatment this requires a comprehensive initial assessment and clear pathways of care (1).

This QI project sought to improve the initial assessment for the use of the community intensive support team and provide a multidisciplinary assessment of the physical and mental health needs of our patients.

The approach

AIM

The project aim is to improve the initial assessment to ensure that the service user receives effective treatments and interventions in a timely manner.

What we measured to understand if our change was an improvement

The CISS pathway will be used to establish the average length that an individual requires intensive support for compared to the average length an individual required intensive support prior to the introduction of the new Initial assessment. This will be carried out over 3 months.

Having a more in-depth assessment should identify any unmet needs and referrals necessary so interventions and an effective care plan can be put in place sooner. Feedback from staff that used the new initial assessment and feedback form service users regarding their journey through the CISS pathway.

Measuring teams performance and standards of assessment against the standards set out by QNLD (4)

Methodology

To develop the service improvement key question were asked and the plan- do- study-act (PDSA) cycle was used to develop and test the changes implemented.

Feedback was obtained by a small group of nurses that had used the current initial assessment and the information was collated to identify what was and was not working with the current initial assessment.

A number of Initial assessments were also looked at by the nurses, highlighting improvements that could be utilised

Working with a multidisciplinary team a template was developed to incorporate a full assessment of an individuals physical and mental health care needs.

The small group of nurses then fed back on the template and any necessary adjustments were made.

The finished template was then given to the wider team for feed back

What changes we made / are making

The initial assessment took in to consideration the nice guidance , assessment of mental health problems in people with learning disabilities (2021)(3) as well as incorporating assessments from a multi-disciplinary team to include, SALT, OT, Physio, Sensory Development and Physical health to ensure a holistic approach.

Each profession had its own designated section and at the end of each section opportunity to make a referral to that profession.

Staff would not have to complete an additional referral form , creating duplicated information, therefore reducing paperwork, time and ensuring the information is in all one place.

An initial assessment pack was created with relevant information of services (such as Carers assessment, Annual health check) that the client and support network could access. Information regarding the CISS team and what happens next after the initial assessment was also included in the pack.

The impact

- **As** the initial assessment has not been finalised . The projected impact would be for service users to spend less time at the intensive support stage and for them to reach the intensive support stage quicker.
- **Reduced** paperwork for staff as there is no need to complete an additional referral form once the initial assessment is completed
- **Service** user and family can be signposted to services quicker due to the initial assessment pack and do not have to wait for interventions and work to begin
- Staff have clear guidance of the standards that are expected of an initial assessment

Next steps

- . **An** initial trial would be carried out where any changes needed would be completed before rolling out following the PDSA cycle.
- **Once** rolled out continuous feedback of the initial assessment from staff and service users over a period of 3 months through questionnaires and face to face conversations .

Leadership learning

- It has had a positive impact on my confidence which has allowed me to have opportunities to influence future developments within the Trust.

Sarah Kyle, email. Sarah.kyle@shsc.nhs.uk

Team :Anna Lidster, Alison Taylor ,Rosie Duncan, Molly Wright. (29.01.2021)

Date:29/01/2021

References: (1) X Hong and Roper 2000) The development of an initial assessment for people with severe learning disabilities. British Journal of OT, (2) NICE Guidance 2016) mental health problems in people with learning disabilities: prevention, assessment and management (3) NICE 2020) assessment of mental health problems in people with learning disabilities (4) colwin & Clarke, Golparvar 2019) Standards for Adult community learning disability services.