

Co-designing Always Events

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Specialist Services Secure Services Mental Health Community Services Children and Families



The Co-Design Team with Helen Lee

Head of Quality Improvement and Experience



What are Always Events?

Always Events are aspects of the care experience that are so important to people who use services and carers that health care providers must perform them consistently for every patient, every time.

The Always Event programme provides:

- A foundation for partnering with people who use services & their carers;
- Actions to ensure optimal care experiences & outcomes
- A unifying force for all that demonstrates an ongoing commitment to person and family centred care.



Engaging staff.....

- We are looking for a team who will be willing to participate in this exciting and innovative national pilot of Always Events over the coming months
- The team will receive support from the Quality Improvement and Experience Team within LCFT, IHI and Picker
- If you would like to nominate a team or discuss this further please contact Helen Lee



Action Area 2: Working with people to provide a positive experience of care Making a difference together





Thinking time.....

- Tell us about your experience when you have stopped seeing your community nurse or therapist?
- How can we make ending your support from Learning Disability Services better for you?
- Tell us the best way to communicate with you?











Sometimes the questions are complicated & the answers are simple





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Supporting Health and Wellbeing Nursing & Quality Directorate





Co-designing ...

I will always feel supported in transitions of care

Were you given enough notice about when you were going to be discharged? I will always feel supported in moving on in care

Were you told in enough time that you were ready to move on?

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Evaluation

- July 2015 -Early Jan 2016 26 people were discharged following the new procedure (new letter, contact card, pop in and chat invitation)
- A follow up contact call was made 2 weeks later by either a healthcare support worker or the Speech and Language Assistant (people opted out)
- Cases were discussed at the team weekly discharge meeting











Were you told in enough time that you were ready to move on?

Yes, XXXX sat with me and talked through all the work we had done I was told in plenty of time and I understood what it meant

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Were you involved in making choices about moving on?

Yes, xxx gave us choices and explained everything to us Lancashire Care NHS Foundation Trust

Lots of visuals and help given to explain what was happening

That was up to the doctors





Have you been told who to contact if you are worried......

Given all details in spoken, written and pictorial

Yes I know how to get hold of the nurses at Bridge House





Did you receive a contact card ?

Yes I did! Still got it on my wall!

I have it in my sitting room!





Will you be coming to the Pop in and Chat?

No, XXX does not like crowds and it would not be his choice to attend, he would find it frightening





Pop in and Chat

The early pop-in and chat sessions were successful in codesigning the Always Event pilot. Co-design team were involved in:

- Refining the questions to be asked on the follow-up calls
- Creating the Always Event aim statement 'I will always feel supported when moving on in care'
- Suggesting the name for these sessions 'pop in and chat'





Pop in and Chat

The pop in and chat has continued to engage people with learning difficulties in suggesting and making improvements to the service:

- The Friends and Family Test questions have been refined by service users to improve their accessibility and applicability for learning disability services
- The October pop in and chat focused on how the service could help people feel less worried about leaving the learning disability services.





Feedback about the Pop in and Chat

 People using the service have been positive about the pop in and chat saying that it allows them to see friends again, keep in contact with the service and suggest improvements to the service which may help other service users.



Staff member:

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"I've only been to one of the Pop In and Chat Sessions ... the service users loved it ... It's sort of being used as a tool with service users to try and implement things for the better ... which the service users absolutely love, you know. They love how it's being run ... they love it because the service users feel appreciated by being involved in making things better for other service users."



6 Staff Interviews

- Initially some challenges during leadership transition
- Now there is a clear understanding and the team feel the process is straightforward and works well
- Clinician discusses discharge with the person moving on, making them aware of the follow up call and pop in and chat
- Team administrator sends new discharge letter, contact card, pop in and chat invitation (next 3 dates)
- Follow up call by support workers



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Staff feedback on discharge:

"... it feels better, it feels positive for us and positive for the service users as well and like I say, it's not just ... "That's it now, that's us, that's the relationship with the team finished", it sort of feels like it's a nice transition and you'd sort of withdraw the support a bit more gradually"

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Impact for staff:

"... it's just become sort of a more familiar part of how we work now, and we sort of just, it's just done alongside everything else that we do as part of that package."

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"In terms of additional work, none really, just a case of having conversation, you know, before discharge to make sure that people are aware of the opportunities that they can take part in, so not really anything like that."

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Team working

it's got some value. because of people who believe that the voices of individuals with a learning disability need to be heard

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... it's been a team approach....how we're all going to work together to get the best outcome

Staff report that they have felt supported by their line manager and colleagues to deliver the **Always Event Activities**



Impact for people who use services experiences

Positive impact

"it's reassuring for the person to know that, you know they'll get a phone call in a couple of weeks and they get the letters with the photograph on, it's more personal, not just a letter that looks like any other letter, you know it's something that they can relate to and hopefully recognise the photograph and know who it's about."





- Co-design team meeting to consider findings from the evaluation:
 - review follow up call wording
 - reviewing how the team shares the feedback from the calls
 - reviewed pop in and chat









Thank you...

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