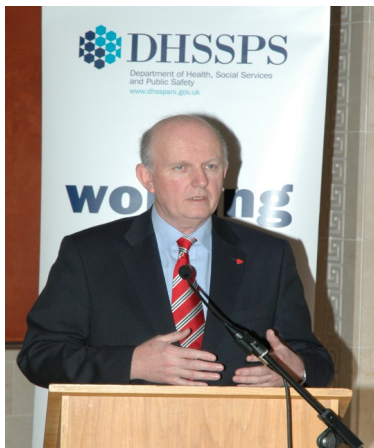




## THE NORTHERN IRELAND SINGLE ASSESSMENT TOOL

Volume 1, Issue 1, September 2009

### IMPLEMENTATION IS UNDERWAY!

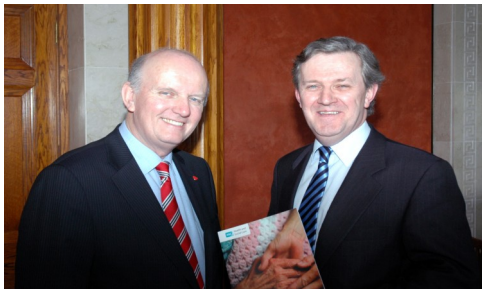


**MR MICHAEL MCGIMPSEY MLA launches the Northern Ireland Single Assessment Tool (NISAT)**

On the 11th February, Health Minister Michael McGimpsey gave his endorsement to the implementation of the Northern Ireland Single Assessment Tool (NISAT).

The event was attended by key stakeholders who had been involved in the development of the tool and those who would drive the province-wide implementation

At the launch the Minister outlined how the tool would benefit older people. He said **“NISAT will give older people a real opportunity to have their voices heard and to be at the very heart of the assessment process”**.



**Left; Michael McGimpsey with Kevin Keenan.**

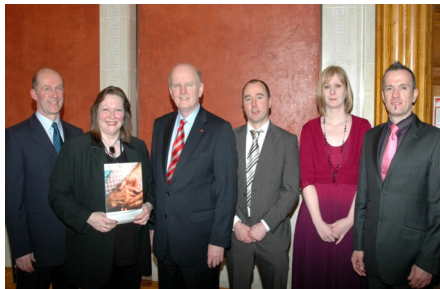
He stressed that NISAT will be the **ONLY** assessment tool to be used by Health and Social Care professionals.

There will be collaborative working, with commitment, motivation and co-operation at all levels to make implementation happen.

Christine Jenoubi, Director of Primary and Community Care, DHSSPSNI, expressed her delight in the successful development of a standardised Tool. As Steering Group Chair for the development phase, she paid tribute to the work of the Project Team from the University of Ulster and thanked all those who contributed to the final NISAT.

Chair of the Implementation Project Board, Kevin Keenan, Assistant Director Social Services, then outlined the scope, structure and outcomes of implementation. (p2)

He summed up his vision for the future as requiring a **“shared determination to improve the way we deliver services”** for older people.



**Right; Christine Jenoubi and Michael McGimpsey with the NISAT Development Team; Dr Brian Taylor, Dr Paul Slater, Mrs Joanne McConville and Prof. Brendan McCormack**

#### Inside this issue:

<b>The Ministerial Launch</b>	<b>1</b>
<b>The Benefits of Single Assessment</b>	<b>1</b>
<b>What is Single Assessment?</b>	<b>2</b>
<b>Why Change Now?</b>	<b>2</b>
<b>The Components of NISAT</b>	<b>3</b>
<b>Implementation</b>	<b>4</b>

#### WHAT ARE THE BENEFITS?

Use of the NISAT will:

- **Capture the older person’s perspective on their needs**
- **Identify ability rather than disability**
- **Improve the assessment experience**
- **Support collaborative working**
- **Reduce repetitive assessment and inappropriate referrals**
- **Support information gathering and sharing**
- **Enhance assessment skills**

**So, what is Single Assessment?**

A single assessment is **unique** to the person, uses a **standardised approach** and is recorded on a **single shared record**.

It is **NOT** a one-off event



**For the older person**

**A continuous process**

**For staff**

**A joint process**



**Why Change Now?**

Proper assessment is the cornerstone of high quality care and that is why so much has been invested in developing a Tool specifically tailored for the Health and Social Care system in Northern Ireland.

Research shows us that older people are unhappy with current assessment practice. In particular they feel:

- **Questions are asked repeatedly**
- **Staff do not appear to speak to each other**
- **They are not included in the assessment process**
- **Their views are not always heard**

All levels of Health and Social Care staff also recognize change is needed. Some of the problems identified include:

- **The vast array of paperwork and time which is required for assessment**
- **The variation in depth and content of assessment across the province**
- **The need to be person-focused, not service-focused**
- **Inadequate information received between professions and settings**
- **Difficulties sharing information with others**
- **Difficulty gathering statistics for future service planning**

The use of NISAT will build on existing good practice and provide the opportunity to address these issues. With the amalgamation of Boards and Trusts and development of Integrated Teams, now is the ideal time for change.

**IMPLEMENTATION MAIN ISSUES AND CONCERNS**

*The Project Team ran province-wide workshops in February to raise awareness and capture information on current assessment processes. During these events many similar concerns were raised. All these have been taken on board and action is being taken to address them. Some concerns that were raised included:*

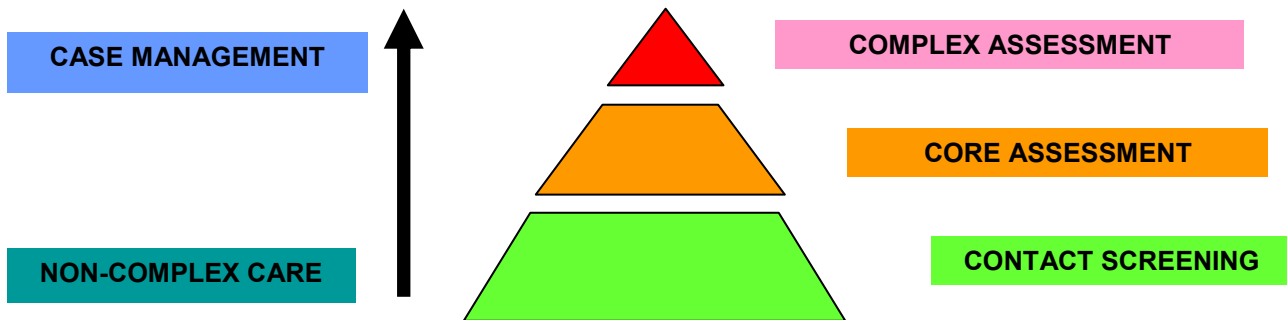
- **The need for a long-term IT solution if information-sharing is going to be effective**
- **Impossibility of total implementation within the project timescales**
- **The vast number of staff involved who will require training**
- **The impact on staff in terms of time required to complete the assessment**
- **Fear that NISAT will impinge on practice rather than improve it**
- **Resistance to change will become a major barrier**



**WHAT WORK IS CURRENTLY UNDERWAY?**



# THE NISAT - To capture all levels of need of the Older Person



## THE COMPONENTS OF NISAT — When and Who?

<b>CONTACT SCREENING</b>	<b>CORE ASSESSMENT</b>	<b>COMPLEX ASSESSMENT</b>
<p>On first contact with Health and Social Care</p> <p><i>By any Health and Social Care professional or support staff</i></p>	<p>Needs are not clear-cut</p> <p>Requests are made for further assessment</p> <p><i>A holistic picture covering all aspects is required</i></p> <p><i>By any Health and Social Care professional</i></p>	<p>Intensive long or short-term support is needed</p> <p>Co-ordination required</p> <p>Change of domicile recommended</p> <p><i>By Care managers or those co-ordinating complex needs</i></p>
<b>SPECIALIST REFERRAL</b>	<b>SPECIALIST SUMMARY</b>	<b>G.P. AND MEDICAL PRACTITIONER REPORT</b>
<p>For use when need for specialist referral is triggered</p> <p><i>By any Health and Social Care professional</i></p>	<p>When specialist recommendations are needed</p> <p><i>By any specialist practitioner</i></p>	<p>For medical information</p> <p>Where referral is required to other specialists through the G.P.</p> <p><i>By any medical practitioner</i></p>

### NISAT IMPORTANT FACTS:

- It is multi-disciplinary
- It covers all aspects of a person's life
- Levels help keep assessment appropriate to need
- Information gathered at each level does not need to be gathered again
- Each level informs the next
- It does not replace specialist assessments
- Concentrates on ability, not disability
- It will capture everyone's perspective and views, including the older person
- It structures assessment.
- It is designed around domains and uses prompts to clarify questions
- Replaces care management documentation
- It is well researched

## Also-A Carer's Assessment

A standardised Carer's Assessment has also been developed to use in conjunction with the NISAT or as a stand-alone document.

Informal Carers play a vital role in the care of the older person and have a statutory right to an individual assessment.

Regardless of the outcome in terms of service provision, the time spent with the Carer is an invaluable way to show support and recognition for their role:

- enrich information gathered on the cared for person
- capture the carer's perspective
- identify support needed to sustain their role
- highlight unmet need



# IMPLEMENTATION – IT’S UP AND RUNNING

## THE PROJECT SCOPE

The NISAT will be introduced into practice, by June 2010



Planning for implementation began in earnest in August 2008 with the identification of Project Lead, Kevin Keenan, Assistant Director of Social Services and recruitment of a Project Officer, Joanne McConville.

### OBJECTIVES

- To introduce the NISAT
- To improve the assessment experience for older people and staff
- To develop a culture for assessment based on the principles of single assessment
- To aid collaborative, integrated working
- To stream-line information-sharing processes
- To trigger Carer’s Assessment
- To revitalize care management processes
- To support a more systematic, standardized approach to allocation of resources

### MEMBERSHIP

Careful consideration was given to membership of each group & team . Several principles were applied:

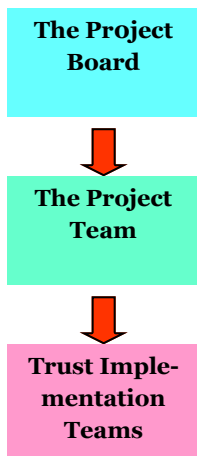
- As the NISAT is multi-disciplinary it was vital that membership of the Board & Project Teams would reflect this.
- It was also important to ensure that representatives who could lead on main strands of the project were included. These strands include Training & Development and IT.
- As a n objective is to introduce NISAT to all settings Trust Leads have been encourage to include those from acute, community and intermediate care.

### IMPLEMENTATION OFFICERS

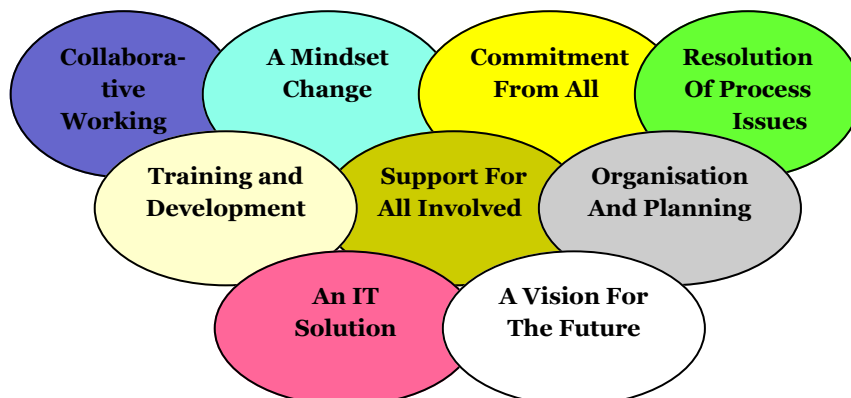
It was recognized at an early stage that the project was so large and complex that full-time posts would be required to drive the project forward at Trust level.

In order to achieve this the Department gave funding for 5 Trust Implementation Officer posts— all Officers are in post.

### STRUCTURE



### What Will it Take to Make Implementation Work?



### THE TEAM—So Far

#### Project Lead:

Mr Kevin Keenan  
Assist. Director  
Social Services  
HSCB (Northern Office)

#### Regional Project Officer:

Mrs Joanne McConville.  
HSCB (Northern Office)

#### Trust Implementation

##### Officers:

#### NHSCT:

Mrs Julie Foster

#### BHSCT:

Mrs Barbara Gregg

#### SEHSCT:

Mrs Brona McCarthy

#### SHSCT:

Mr Liam O’Flaherty

#### WHSCT:

Mrs Margaret Murphy

### FOR FURTHER INFORMATION PLEASE CONTACT:

Elizabeth Bell  
HSCB (Northern Office)

Telephone:  
028 2531 1228

E-mail:  
elizabeth.bell@hscni.net