



Welcome to the 4th edition of

SAT NEWS

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Edition Four

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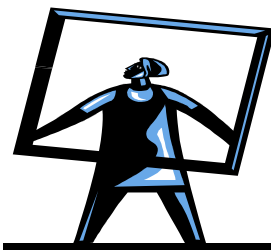
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THE BIGGER PICTURE - why Single Assessment now?

Our community-based health and social services have a range of challenges to meet:

- Too many people end up in hospital unnecessarily;
- People admitted often stay longer than they need to;
- When people are assessed as medically fit, their discharge is

- often delayed because the right community-based services are not available;
- Too many people are placed in residential or nursing homes without the prospect of rehabilitation
- People in the community with assessed care needs are having to wait too long for the support they require.

People are caught in a vicious circle of:

- increasing dependence;
- family support networks under pressure; and
- emergency admissions in response to crises.

A key element of HPSS reform and modernisation plans is the need to develop a continuum of integrated primary and community care services that focus on people at greatest risk by supporting them to live independent lives and reducing unnecessary and inappropriate reliance on hospital services. The objective of these services must be to provide the maximum opportunities for people to live independently and safely at home for as long as reasonably possible.

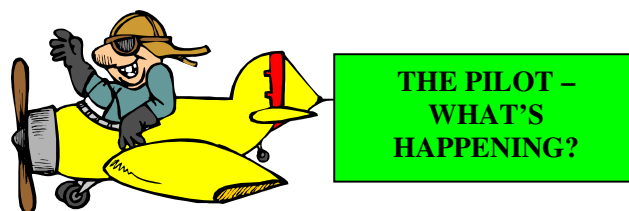
This involves the development of services such as intermediate care, including rehabilitation after illness, case

management of those most at risk of unplanned hospital admission and the development of services for carers. All these developments demand the creation of multi-disciplinary working teams across professional boundaries to provide fully integrated services to patients and their carers. But to ensure that these services and the associated resources are targeted in the most effective way we must also have robust assessment and review mechanisms, therefore, these developments are being underpinned by the creation of a Single Assessment Tool (SAT) for Northern Ireland.

Current policy in health and social care emphasises the importance of comprehensive assessment for older people in order to adequately determine and deliver the most appropriate care and services. The existing evidence suggests that many older people experience a wide range of assessment approaches by a variety of different health and social care professionals. These multiple and often disconnected assessments fail to capture a complete picture of the older person and their care needs. Older people, their carers and those who advocate on their behalf have for a long-time called for a better coordinated and managed approach to the assessment of care needs and service delivery.

It is precisely with this intention in mind that the SAT Project has been established. The development of a single assessment

tool will have an enormous impact in terms of reducing the bureaucracy faced by users, liberating professional time and improving the quality and longevity of assessment itself. The assessment tool will be used by a range of professional staff to assess the need for referral to a range of services. The tool will facilitate staff in gathering the information necessary, at the most appropriate time, to plan home care services for older people with complex needs so as to enable them to continue living at home, with appropriate home care support, or to make a decision regarding their long term care needs.



The project team have been unable to gain OREC(NI) approval for the reliability testing of the Single Assessment Tool. The main concern of the panel was the inclusion of older people with dementia, their ability to consent to take part in the study and the potential to overburden them due to the necessary timescales required to complete paired assessments.

Despite an in-depth rationale provided by the project team regarding the importance of including this group, we cannot go ahead with the pilot as previously outlined and therefore have made some significant changes which are now considered "service

improvement". The changes will involve the use of case studies for completion of the core section of the tool and actors providing a scenario for care managers to complete the complex section. Quantitative data gathered from these assessments will then be tested for reliability.

At present pilot site Trusts have begun to look at individual processes within their area to check the usability of the single assessment tool and to compare with information currently gathered to ensure it will enable appropriate identification of need. The project team will host a focus group to discuss assessor's findings

Assessors and pilot site managers have been very patient, helpful and understanding throughout this difficult and frustrating process, but all have kept up with the various changes to the proposed pilot. The project team would like to give all informed a very big thanks for their continued support.



CARERS' NEEDS WORKSHOP

On the 22nd March the project team hosted a Carers' Needs Workshop to raise awareness of and give an explanation of the Single Assessment Tool in relation to identification of Carers' Needs. Attendees came from different Trusts, representatives from voluntary organizations and was enhanced by the presence of three carers who gave us a great insight into their views of assessment and the processes and services available to them at present.

Within the Tool the opinions of the carer in relation to the assessed individual are captured throughout, but in order to offer assessment for carers in their own right an additional component is also being developed. Suggestions on content and structure were collected at this workshop and these have directly fed into the new draft of this comprehensive carers' assessment.

The carers who participated highlighted the importance of this commenting that they valued;

- Recognition of their role
- Peace of mind from knowing who to contact in the future

- A chance to talk through the issues and consider their own needs
- Information on their dependents condition and likely prognosis
- Information on other support available
- A sense of shared responsibility
- Increases confidence to take up services

The comprehensive carer's needs assessment has now been amended and has been widely circulated. It will also be piloted through process testing in South & East Belfast and through use of pen technology in Down Lisburn.



CARE MANAGEMENT WORKSHOP

In March the project team held a workshop to discuss issues in relation to care management. At this stage in the tool development it was important to gather the source and type of information required by care managers in order to design paperwork to collate this in a standardized manner. Following the workshop the project team was able to identify who a care manager would refer to should a specialist assessment be required, what they would consider to be a specialist assessment and

what information they would require from others to inform decision-making.

Several other issues were discussed such as the importance of the carer's role and need for assessment in their own right and the role of the GP in care management.

Attendees also spent time commenting on the content and design of the draft single assessment tool. The information gathered has been entered onto a database and will feed directly into the development of the final product.

Feedback on the day was very positive and the project team thank all who gave up their time from busy schedules to give us continued support and suggestions.



CREATIVE KEY PROJECT - WORKSHOP 2

As mentioned in newsletter 3 throughout this project the team has looked for creative ways to engage older people to gauge their perspectives on their daily lives in the past, present and future.

The Creative Key Project aims were to use various techniques, such as music, dance

and art to generate conversation and provide a safe, creative environment where participants were free to share their experiences.

Following the success of the first workshop concentrating on music and dance in December a second workshop was held using art to cover several themes relating to the lives of older people. Volunteers came from Mount Oriel Day Centre each Friday morning for six weeks. Many of the attendees were very keen on drawing and painting, but had not tried to use techniques such as print and silk painting or pastels and paper to make collages. Participants became confident in trying new ways to express themselves through art and conversation flowed by the final session with some wonderful work being produced.

Many issues arose throughout the sessions. Each person had different goals One person wished she could "fall in love again", one just wanted to get to a "nice café for a good cup of tea and a bun" and all talked about their relationships both past and present and how vital they were in their lives. Everyone agreed that "a positive attitude" was the most important element to having a happy life, but throughout the workshop the effects of physical health on a person's quality of life became a dominant talking point.

Comments and issues raised were recorded by the project team and will feed into the

content and the structure of the final Single Assessment Tool.

Art work produced will be presented at the end of the project and it is hoped that further workshops will be arranged in the Autumn.

The project team would like to thank all who attended for a most enjoyable and informative workshop.

Adam Hamilton is one of our group and kindly wrote a poem about the workshops

Our Art Group

On Friday morning to Knockbracken we all go

*Julie is our driver, whom we all know
We travel through the complex, full of
bumps*

And oh boy how the bus sure jumps.

*We arrive at the Art Class just after
ten*

*And are welcomed by Helen and Joanne
with pencil and pens*

*On the table is coloured paper for one
and all*

*It is time to get busy, before the tea
call.*

*The tea and coffee now ready, biscuits
and buns for our snack*

*It is time now to have a good bit of
craic.*

*Our break time is over, it's back to the
paper and glue*

*All different designs on our boards, red,
white, green and blue*

*Our carers are keeping an eye, that's
ongoing*

*The river, the mountains and sky all
flowing.*

*Our bus has arrived and it's time to
depart,*

*Looking forward with Jennifer to return
for more Art.*

As relationships were a main topic
discussed at the workshops Adam also
composed a poem on this subject

THE COUNTRY LOVERS

*There's a quaint thatched cottage over
the hills*

*Painted white, with half-door, windows
and sills*

*The gardens' well laboured for all to see
With vegetables, tatties, some beans
and peas.*

*The woman who's gardening is called
Mary Jane*

*And has arms and hands that would put
men to shame.*

*She wears a denim jacket and has heavy
boots*

*She cuts away at the hay, and pulls out
all the roots.*

*In the country we know they court very
long*

*There's a wee man she has, called Willie
John.*

*He does odd jobs that need to be done
She repays him with tea and a big Paris
Bun.*

*The turf fire is burning, sodas, tattie
bread all done*

*When the sound of hob-nail boots, Oh
Willie John has come.*

*Mary tells Willie John, I have something
to say*

*"Don't you think it's time we got married
someday?"*

*Willie John sits down in his big armchair
Puts his mug of tea down, rubs fingers
through hair*

*"Mary Jane have a titter of wit, let's
not fuss*

*Who do you think would have either of
us?"*



THE PROJECT TEAM NEEDS YOUR HELP TO
NAME THE SINGLE ASSESSMENT TOOL. ALL
SUGESTIONS WILL BE GRATEFULLY RECEIVE



REPORT ON THE ANALYSIS OF NORTHERN IRELAND ASSESSMENT DOCUMENTATION

The research team wished to review current assessment instruments in Northern Ireland. Trusts were invited to provide the research team with copies of their existing assessment documents. Eleven sets of documents were provided. The instruments were assessed according to an instrument validation criteria set out by the Department of Health. The criteria included 15 questions addressing issues of person-centredness, usability, reliability and validity of the instruments. The comprehensive coverage of the instruments was compared to nine domains outlined in the NSF for Older People as being comprehensive.

The key findings to emerge for the analysis were that:

- Overall the instruments served the purpose they were designed for;
- There was wide variability in the length, structure, content, and comprehensiveness of the instruments;
- There was considerable variability in the comprehensiveness of the instruments across all eleven trust;

- There was also considerable variability in the level of coverage within trusts documents.

The finding confirmed the necessity for the development of a standardized instrument; standardized in terms of the level of assessment in each domain and standardized across different trusts. The full report will be available in the coming months.

A NEW DRAFT TOOL

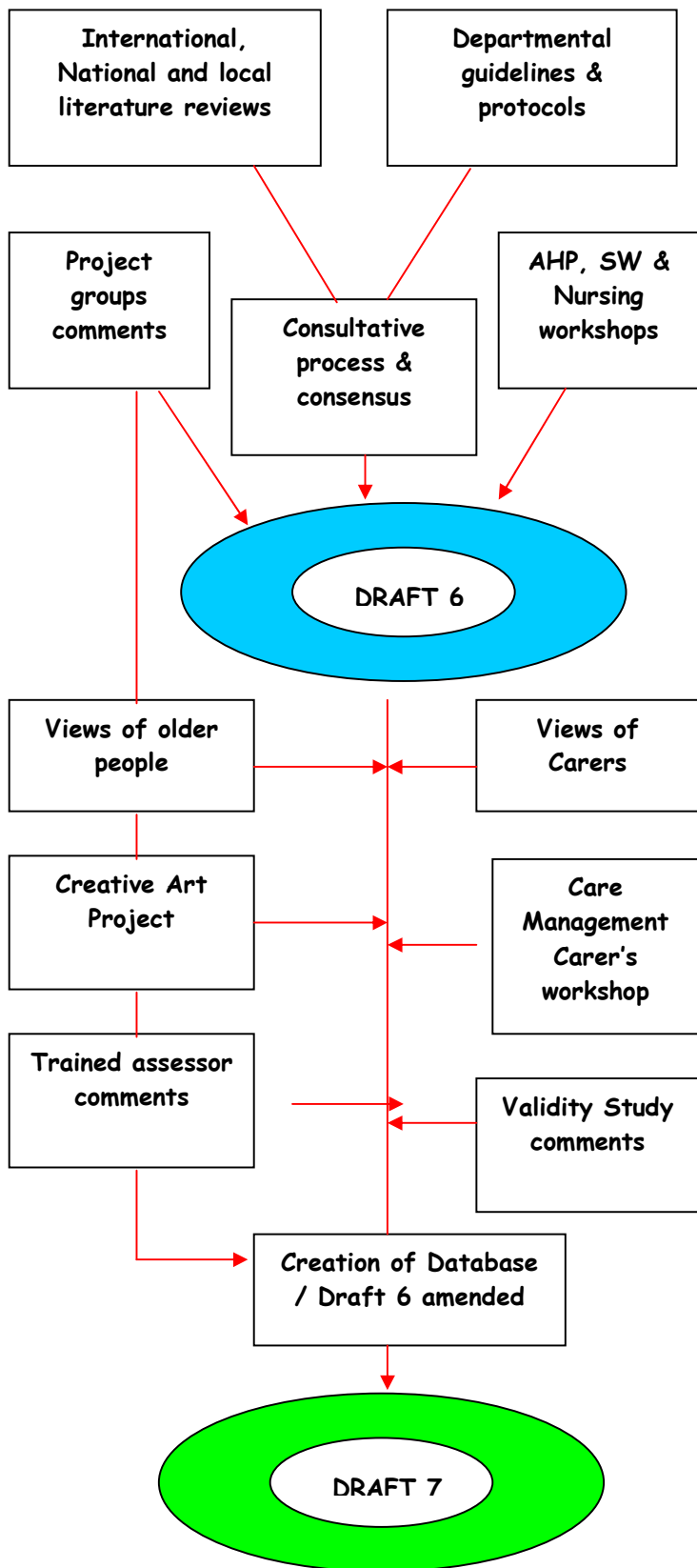
Extensive information and comments from all project groups, workshops and the validity study have been logged onto a data base. As a result the project team will be taking advantage of the delay to the start of the reliability study to amend draft 6 which was to be used for the pilot and produce draft 7 based on these sources.

This will be produced for comment in August and this is the draft that will be used for the training days and reliability study in September.

A guidance document emphasizing the changes will be produced with the new draft.

As always we appreciate all comments and suggestions made

Development of Draft 7



Roadshows

The project team is planning another series of roadshows in December this year. These events will take place in each of the new HSS Trusts and will replicate the model successfully used to launch the SAT project.

The purpose of the roadshows will be to present the finalized assessment to key stakeholders and discuss implementation issues.

Dates for the roadshows will be distributed very soon

..... and finally

A collective thank you to all those who have given so generously of your time to the various stages of the project. We couldn't have got this far without you. Your support is greatly appreciated

