

Adaptation 4-6 weekly Review Pathway

V0.1

Feb 2024

Purpose of pathway:

To have regular contact and communication with each Service user on the waitlist for completion of adaptations to provide a high-quality service focused on the service users' needs enabling them to become as independent as possible within their own environment and to be able to access the community.

Procedure:

To work from an excel spreadsheet, to contact all service users from the waiting list of unallocated cases awaiting a surveyor.

1. Check LAS system to review where in the process the service user is up to.
 - Data cleansing – check contact details is correct, demographics, if any duplicate records and consent to sharing.
 - What adaptation are they waiting for?
 - Have there been any delays?
 - Has progress been stalled anywhere?
 - What needs to happen next to move the adaptations on?
 - Speak to team members such as original assessing Occupational Therapist for clarification if not clear.
 - Report any unexpected delays to Team Manager.
2. Contact the service user by telephone or family member if more applicable.
 - How is the service user managing?
 - Are there at risk? Is the person taking risk reducing methods (e.g.: sleeping downstairs in the interim) Reinforce contingency measures.
 - Are we waiting for the service user to provide any information back to us?
 - Do they have a copy of their support plan/ specification/ non-agency info? (re send if not)
 - Do they have the closure letter from the OT with a contact phone number? (Remind of correct phone number)
 - Provide information on status of adaptation and apologise if there has been a delay.
 - Order any interim equipment if needed.
 - Signpost to other agency if needed or at risk.
 - Remind service user of contact number for NRS if relevant.
 - Record all information on LAS.
- Record on spreadsheet that person has been contacted including dates and time of call and add next review call to LAS.

Document Control

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Contact (Job Title)	Amanda Edwards / Service Manager
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Decision making body & date of approval	n/a

Revision History			
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