

CASE STUDY: AHPs working differently.  
**Proactive Elderly Care Team (PECT)**  
*Lancashire Teaching Hospitals NHS Trust*

**Summary:** The team work in Emergency Department and Clinical Assessment Unit, 8-7 Monday to Friday and 8-5 at weekends. The multidisciplinary team deliver the Comprehensive Geriatric Assessment and Dementia Assessments to support achieving a local CQUIN.

**Key Themes:**

- ▶ Innovation
- ▶ Integration
- ▶ 7 day working

**Which AHPs are involved?**

- ▶ Occupational Therapists
- ▶ Physiotherapists
- ▶ Also in the team there is a medical Consultant and a specialist nurse.

**What setting does the service operate in?**

Hospital based working, in the Emergency Department and Clinical Assessment Unit

**Does the service work with Older People?** Yes, with those aged over 75.

**How did you identify the changes that needed to take place?** Became increasingly aware of gaps in the management of older people and the pressures on the services – were they meeting

the needs of older people? It was also recognised that the Occupational Therapist's had specific skills with patients with dementia that weren't being utilised. Read around the topic and found other similar services throughout the country.

**When did you start making the change & how long did it take?** The process took 4-5 months. We ran a pilot scheme for a long time starting at Royal Preston Hospital and then expanded to Chorley.

**How did you go about making the change?** The PECT was piloted initially with commitment from senior management to fund backfill for staff seconded into the pilot.

**How was the change funded?**

**Who was involved in the consultation and process of change?** Clinicians and senior managers.

**What communication strategies were used to engage people in the change?**

**Were changes needed to the existing skill mix?** No – all posts were newly developed.

**Were any new roles developed?** No, but there is potential to develop a consultant role and assistant practitioner posts are being considered.

### **What have been the benefits?**

- ▶ The patients are assessed quickly and appropriately.
- ▶ Patients receive the Comprehensive Geriatric Assessment (CGA) and dementia screening.
- ▶ Reduced length of stay
- ▶ Reduced inappropriate admissions
- ▶ Cost savings related to decreased length of stay
- ▶ Income generation from the achievement of the CQUIN related to dementia.

### **What has been the response to change?**

- ▶ Good feedback from patients, the team and the parent organisation.
- ▶ Won quality award and nominated for HSJ award.

### ***7-day working***

**What are your agreed staffing levels and how do you calculate them?** There is always an Occupational Therapist and a Physiotherapist on duty.

**Has demand increased as a result of implementing 7 day working?** Not applicable.

### ***What difficulties did you face?***

Issues with commissioner sign off for developments and some delays with finances for backfill to support the pilot.

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**Information collected (via phone interview) on 06/10/2014 by Jolly Barrow.**