

Janet  
Anderson



# HANDS OFF...



Susan  
Sloan

Michelle  
McAuley

# AND HERE WE GO!

Emma  
Jackson

WELCOME TO  
WIGTOWNSHIRE



Pop 28,570

IHI  
Triple  
Aim  
2020  
Vision

12 WEEKS TO REACH:

SELF MANAGEMENT  
SIGN POSTING  
JOINT SERVICE IMPROVEMENT  
FEEDBACK  
FUTURE

## Aims

- Person-led service modernisation
- Preventative, Holistic, Signposting
- Independent health & wellbeing management

With Grateful Support from...

- League of Friends
- RDU staff
- Physiotherapy
- Occupational therapy
- SALT
- Dietetics
- GP liaison officer
- Pharmacy
- Social services—FIAT team
- Telecare
- Merrick Leisure Centre
- RBS
- Health and wellbeing team
- Capability Scotland
- Compass
- Psychology
- Podiatry
- Family and carers
- Cavers & Co Solicitors
- Flow meeting
- Specialist nurses:  
Stroke, Parkinson's, Continence
- Food train
- Transport services

## Background:

Increasing referrals from Wigtownshire' integrated 'flow' meeting to the Rehabilitation Day Unit (RDU) highlighted that services were often accessed at crisis point, with people feeling they lacked confidence, support, knowledge and tools to manage chronic conditions independently.

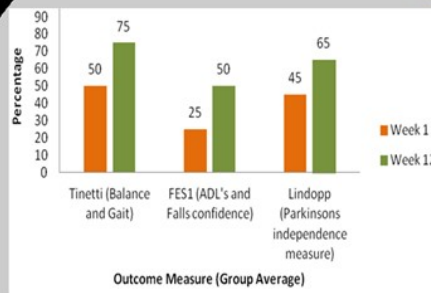
"Here, I feel like I don't have an illness, I'm not ill, I'm just Mrs X"

"I can help others in similar situations by sharing tips, it makes me feel more useful"

"I have stored all the information in my folder...I don't need it now, but might next week"

"It has made me feel more confident to ask for help when I need it"

## Results



SELF CONFIDENCE

## Methods:

Through service user feedback we jointly planned a Chronic Condition's Day Pilot (n=6, 12 weeks) with a Parkinson's focus using appreciative inquiry tools.

Each week consisted of an evidence based exercise programme, guest speaker and questions /feedback session. Outcome measures were recorded at week 1 & 12—Tinetti, FES1 & Lindopp Parkinson's Score

What we did next...  
Whiteboards, criteria, & self referral form developed & introduced with service users. Staff training in Re-ablement, Tai Chi & Appreciative Inquiry Shadowing of MDT, GP's & 3rd sector Self-Management "Packs" created 3 Chronic Condition Days planned Renamed "Community Link Unit"

Over 12 weeks balance, mobility and confidence improved by 25%; and independence by 20%, at no additional cost. NHS transport use reduced by 80%.

# Community Link Unit

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