



Problem statement:

The supplementary assessor (SA) education package and three month competency sign-off process allows non-qualified members of the Community Rehabilitation Team Adults (CRTA) to assess people and prescribe a range of basic activities and daily living equipment. Often, colleagues are waiting for there to be a big enough cohort for a training day to be organised by adult rehabilitation OTs and this may not be local to their base. Also, the education package is not standardised and there is little assurance around consistency of what is provided.

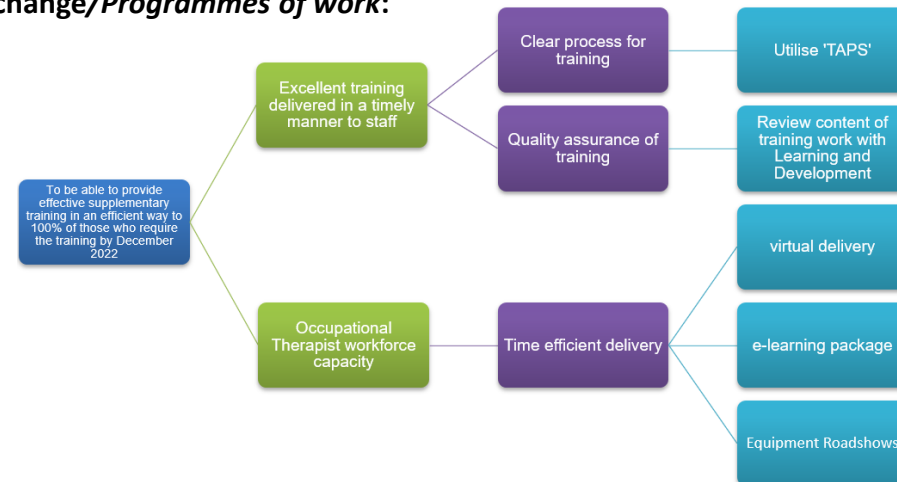
SMART aim/Vision Statement:

To successfully implement an e-learning education package for new and refresher Supplementary Assessors to a content satisfaction rating of 4 out of 5 by August 2023.

Measures to track improvement/Targets:

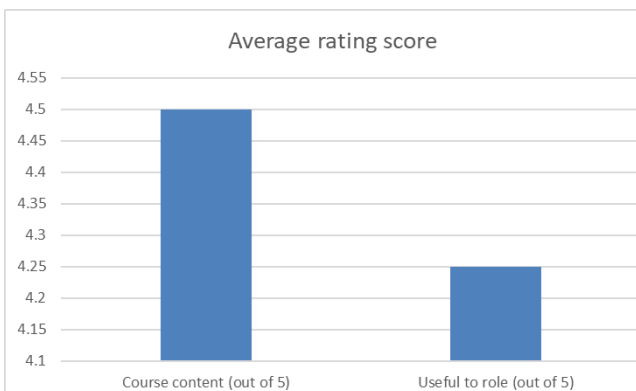
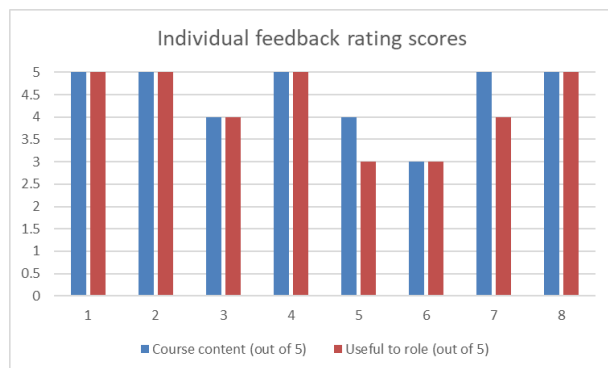
This improvement links to our We care ambition of better patient experience, as patients will be able to receive the right care at the right time, with no delays to staff training. When a supplementary assessor, (also known as trusted assessor), goes to assess a patient, they will be able to provide appropriate equipment, which is covered in the training, without needing (unless an OT assessment has been identified), a qualified OT to visit or a referral to another service. There will also be sustainability improvements by not completing the education session face to face, as OT colleagues and those completing the training will not need to travel to a central venue. Also, having access to the required education earlier, especially during induction, will impact positively on the trust ambition of A Great Place to Work, with new colleagues being supported into their role appropriately.

Tests of change/Programmes of work:



Data/Current state and baseline. Measurements for the targets:

Since going live on the e-learning site TAPS in November 2022, 44 colleagues have completed the SA education package. Of these, eight provided their feedback:



Results, what we learned and what's next/Analysis:

The aim of successfully implementing the e-learning package has been achieved with an average course content satisfaction rate of **4.5 out of 5** (for colleagues who provided feedback). The average rating for usefulness within their job role was **4.25 out of 5**. The implementation has been very successful, with other services including urgent care, learning disabilities and neurodevelopment all utilising the e-learning package for appropriate team members. Colleagues who provided feedback gave comments such as **“a very good course”**, stating that the e-learning was **“a good refresher”**, that it was also **“perfect for those starting with equipment provision”** and it provided **“good simple actions”**. There is also further discussion with Education and Development Team to explore the possibility of having the competency sign-off uploaded on TAPS.