The role of Occupational Therapy in Quality Improvement and transforming catering services in Forensics

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Background
Following the introduction of a Quality Improvement Programme within East London Foundation Trust an OT-led project was launched to try to address feedback from service users regarding poor quality meals. Alongside this, the project aimed to support service users in developing skills of daily living to enable a smoother transition from hospital into the community. The project setting was a Low Secure Forensic Mental Health Unit in East London on the Active Rehabilitation Wards.

Quality Improvement Model
The Model for Improvement (Langley et al, 2009) formed the theoretical basis for the Quality Improvement programme. The model incorporates the Plan, Do, Study, Act (PDSA) methodology which allows for change ideas to be tested on a cyclical process on a smaller scale, reducing risk and anxiety.

Aims of the Project
To increase participation in activities of daily living and meaningful occupation, develop skills for discharge, improve meal provision (and hopefully dietary intake), and improve the overall ward environment.

In addition the project aimed to embody the key principles within Recovery of enabling environments and co-production of services by involving service users from the beginning of the project (Drennan, 2014, Perkins and Slade, 2012).

PDSAs

- **Cycle 1:** Pilot weekly meal
- **Cycle 2:** Pilot daily evening meal over one month
- **Cycle 3:** Long-term implementation on pilot ward
- **Cycle 4:** Repeat Cycles 1-3 on Rehab Wards
- **Cycle 5:** Commence Cycle 1 on Medium Secure wards

Driving forces
- Enthusiasm
- Management support
- Good quality food
- Well supported by staff
- Time of Day
- Variety within menu

Restraint forces
- Washing Up
- Rota – people dropping out
- New systems
- Culture change

Teams Approach
Following challenges encouraging more people to be involved, a teams approach was adopted, creating structure and peer support.

Outcomes

- Baseline
- Repeat

P Chart: Percentage of Service Users Involved in Self-Catering
(wkly)

Pilot ward ADL Scores – MOHOST
Change in score for the domain of Process Skills. 89% of scores improved at re-test after 5 months with an average increase of 1.7.

References