



Exploring Carer and Service user experiences of the Single Assessment Process in TH Community LD Team

Led by Jason Crabtree, Consultant Clinical Psychologist



The main achievement of this SRRP has been around providing service users and carers with a voice & gaining their recommendations regarding the development of the single assessment process

QI Project and QI SRRP Aim

The main QI project: Improving the single assessment process.

My part of the QI project: Ensuring that service user and carer feedback is central to the suggested improvements.

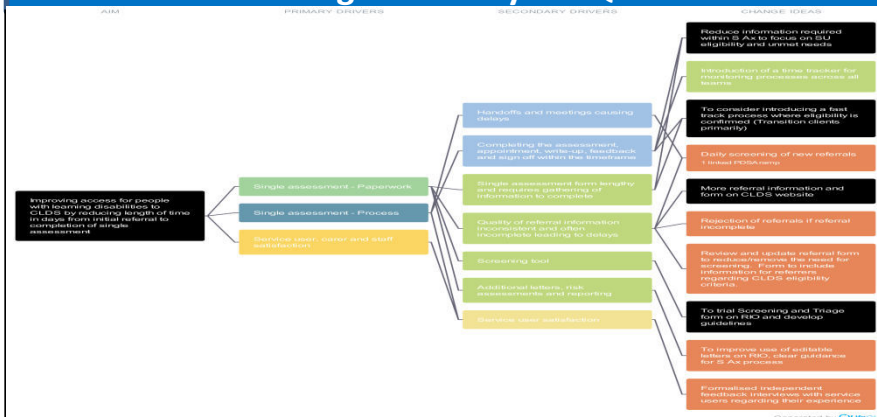
Why is this important to Service Users and Carers?

This project has directly involved service users and carers, allowing them to shape the future of service provision by providing them with a voice in terms of their experiences of the single assessment process.

QI SRRP Methodology

- Semi-structured interviews
- Pilot conducted
- 16 participants
- Transcribed
- Analysed using content analysis

Driver Diagram with your QI SRRP



Data (Quantitative/Qualitative)

Qualitative data.

Initial themes emerging are around:

- The importance of connection with the assessor
- The importance of clear communication & access to information
- Appreciation of the efforts made by the team
- Varying views around the degree of integration of different services
- 'Fear of the unknown' in terms of the future & accessing support

Learning and Recommendations

Through this QI project, I have reflected on the importance of giving carers and service users a voice in terms of the services that are offered to them. I have made recommendations based on the feedback received, which will be implemented by the LD team as change ideas.