



QI Project for Referrals to Community Therapies

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Aim

To increase understanding and efficiency of accessing therapies for people on CPA

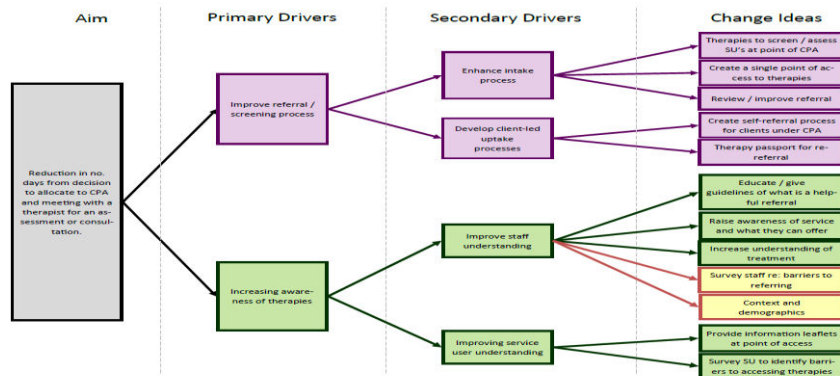
Why is this important to service users and carers?

Service users on CPA are not routinely being offered therapies but many guidelines for the treatment of mental health difficulties recommend therapies as a first line intervention. Increasing access and shared understanding will allow service users to receive a range of services to support their needs. Service users have been consulted in a SU Forum and Sophia is the lived experience member of our project team.

Tests of Change

- ♦Arts, Psychology and OT formed a single point of access
- ♦New CPA's are routinely reviewed for therapy input at point of CPA
- ♦Community therapy leaflets are being produced to be sent to all new CPA service users
- ♦Staff focus groups conducted, to better understand factors that affect decisions to refer to therapy

Driver diagram



Biographic Data

- Data has been procured to assess demographic and contextual differences between those accessing therapy and those not. However acquiring the data has been a very difficult process due to recording issues, differences in practice and RiO extraction. Data analysis is ongoing.
- As a consequence of these difficulties, a data set regarding the Project Aim has not yet been generated.

Focus Group Data

- Psychology as more helpful for first experiences of mental health and less for chronic presentations
- Role of psychology at point of crisis
- Role of client insight into difficulties
- Limited staff knowledge about what kinds of psychology approaches are offered
- Who meets criteria?
- Ability to reflect, talk and concentrate
- When other interventions are exhausted
- Cultural barriers
- Language barriers

Learning and what next?

Anecdotal data suggests that service users of White ethnicity are over-represented in therapies. Referrals and access to therapies has increased due to joint Community Therapies screening and incorporation of therapy options into the CPA process. Given increased uptake, this suggests that Community Therapies is now better meeting service user needs.

A number of factors have been found to impact on staff decisions to refer clients to therapies. These may be addressed during a psychology education day.