

Case Studies on Enabling Improvement No. 1

North & South Cotswolds Frailty Service Improvement

Delivery Partners: Professionals involved in frailty care in the North and South Cotswolds locality. This included community matrons, health and wellbeing coaches, administrators, business managers, and doctors.

Situation: The teams requested support to launch their concept approach to frailty assessment and support, with longer term coaching for the implementation of pathway improvements. The aim was to adopt the Comprehensive Geriatric Assessment as a standard practice, to address the challenges faced by the teams in providing consistent and effective care, and enabling people with frailty to live well for longer

Enabling Assignment:

We worked closely with the project leads over four sessions to define the project's aims, vision, considerations, and desired outcomes

Away Day Event: We facilitated interactive sessions on benefits realisation from different perspectives, the process mapping of a best practice pathway, idea generation for measures of improvement for the new service design and identifying staff support needs for implementing changes.

Ongoing Support: Our ongoing offer includes supporting the team to design a robust project structure to capture learning along the way, further development of their measurement approach for staff and patient outcomes, establishing baseline measurements and coaching on addressing any presenting resistance to change.

Activity 3: What are some ways we can measure the success of our standardised CGA bundle?

What positive changes do we want to see as a result of our new frailty bundle?

- 1. Improved patient care and outcomes
- 2. Reduced waiting times
- 3. Increased patient satisfaction
- 4. Improved staff morale and engagement
- 5. Reduced costs and resources

How could we measure this?

- 1. Patient feedback surveys
- 2. Clinical audit data
- 3. Staff surveys
- 4. Financial data
- 5. Patient safety data

What do we already measure that we could use?

The teams worked in small groups to identify some measures which would be meaningful to them, and would demonstrate improvement from baseline.

Activity 4: What support do the teams need for this work to be successful?

- 1. Training and Learning: Training and learning opportunities for staff and patients to ensure they are up to date with the latest information and skills.
- 2. Time and Resources: Ensuring staff have the time and resources to complete the work.
- 3. Support and Resources: Ensuring staff have the support and resources to complete the work.
- 4. Engagement and Communication: Ensuring staff are engaged and communicate effectively with each other and with patients.
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The group were asked to identify areas of support which would enable them to implement a standardised CGA bundle. The responses are presented by themes and represent responses from individuals and wider team discussion.

"I just wanted to send a huge thank you for all your work in facilitating our away day. The event was well received, with great engagement from attendees, and it's clear that the discussions and ideas shared will help shape the way we move forward."

Sally-Ann Bauer, Senior Community Matron

Impact: The project team reported that a structured approach provided clarity and direction and has enabled the teams to work more effectively towards the goals. The focus on best practice pathways and measurement of success means changes are grounded in evidence and can be adjusted quickly through test and learn cycles. The emphasis on staff engagement early in the project and giving time to acknowledge staff support needs has fostered a positive and collaborative working environment, reducing the potential of resistance to change.