Northern Case Management

Occupational Therapy and Case Management

Annual Review 2014/2015

Northern Case Management is fully committed to providing a client focused service and with this in mind we have been seeking annual feedback from our clients through our service user questionnaires. NCM understands the importance of our client's feedback to aid the quality of our service provision and ensure that our clients' individual needs are continually being met. In each of the following sections we look at what we do well, where we have made improvements and areas we can continue to improve upon.

Involvement & Information

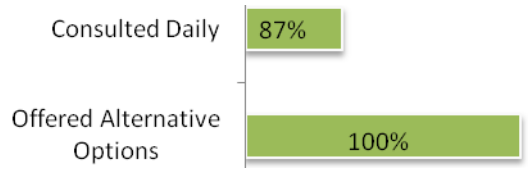
What we do well

One of NCM's main priorities is to involve our clients in their care and treatment, something which our clients acknowledge:

'86% of our clients know who to discuss any changes with about their care'

Where we have improved

NCM continues to promote the importance of consulting with our clients on a daily basis about any personal requirements, resulting in **87%** of clients now reporting that they feel consulted. With 100% stating that they are offered different alternatives.



NCM's aim for improvement

Although our clients report they know who to discuss their care with, only **86%** feel able to discuss their care plan with their NCM representative. Case Managers are focusing on empowering all of our clients to be actively involved with their care plan at every opportunity and discuss these formally at team meetings.

Personalised Care, Treatment & Support

What we do well

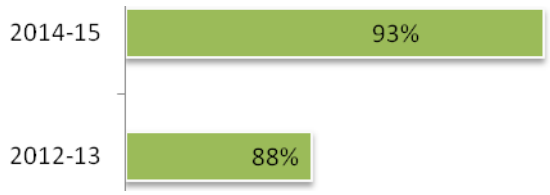
NCM are committed to tailoring care to each individual, something which is reflected in our client's feedback:

✔ **'100% of our clients feel treated with dignity by NCM'**

✔ **'100% of our clients feel that they have enough privacy'**

NCM's aim for improvement

Only 77% of NCM's clients reported that they felt they had enough say in their care and treatment. NCM will focus on this element with Case Managers promoting this at team meetings and including this as a standard item on the agenda.



Where we have improved

One area that NCM are working on is to ensure that all our clients will be satisfied in relation to their ethnic and cultural needs. We have increased our clients' satisfaction in this area from **88%** to **93%**. Achieved by ensuring that our clients Initial Needs Assessment's and our Care Management Plan were updated to reflect this by including a cultural and ethnic needs section.

Suitability of Staffing

What we do well

NCM aims to provide tailored and specialist support to clients and their families by employing and managing staff to meet the individual's needs, something that our clients recognise:

'100% of our clients feel that their support team are trained to meet their requirements'

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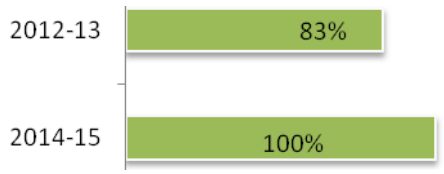
Where we have improved

In the previous questionnaires only **83%** of clients felt that their staff received enough training to meet needs, we are delighted that this has now increased to **100%.**



NCM's aim for improvement

Although all of our clients now feel that their staff are receiving relevant training, NCM will continue to focus on maintaining this figure. NCM has its own in house training department to co-ordinate mandatory and specialised training for support workers specific to the client's needs. The focus for the coming year is to keep everyone informed regarding the training we provide to support workers and NCM are producing a new flyer which will be circulated to all of our stakeholders.

Safeguarding & Safety

What we do well

The safety of our clients is paramount to NCM and we are pleased to report that:

'100% of our clients feel safe with their support team and feel that their home is a safe environment for themselves and their support staff'

NCM's aim for improvement

An area which NCM are focussing on to further safeguard our clients and staff is by promoting a safe system for the management of Petty Cash. 92% of our clients report that their Petty Cash is managed in a satisfactory way, NCM's aim is to increase this to 100%, this will be managed and reviewed by the case managers at team meetings.

Quality & Management

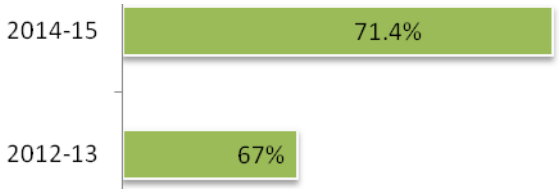
What we do well

The monitoring of NCM's service provision is essential in order to ensure that NCM consistently meets the needs of our clients. Receiving feedback is therefore crucial to enable us to continuously improve upon the quality of the services we provide and NCM are pleased to report that:

✔ **'100% of our clients who expressed an opinion felt that their complaints are listened to and understood by their Case Manager'**

Where we have improved

Previously only **67%** of our clients felt that they knew how to make a complaint, which has now increased to **71.5%**. This can be attributed to NCM implementing a clear and precise complaints procedure to ensure that any complaints reported have a satisfactory outcome.



NCM's aim for improvement

Although our clients are satisfied that their feedback is dealt with effectively still only **71.4%** of clients reporting they actually know how to make a complaint, NCM will continue to promote to all clients the complaints procedure.

NCM welcomes any feedback on the statistics published

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