



# The AAC Care Pathway as part of a Regional EAT Strategy

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# Introduction

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## Why consider a Care Pathway?

- Recognised nationally within the Health Service
- Received funding from the Regional Commissioners for 2 years to carry out an EAT Project and develop a Care Pathway (EC and AAC).



## Why was an AAC Care Pathway necessary?

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- Driven by the local SLT managers
- Lack of an identified co-ordinator
- No clear identified process for a person with AAC needs to follow
- No agreed assessment documents, resulting in important information not being recorded or elicited



## Why was a Care Pathway necessary? (cont'd)

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- Huge differences in awareness of how to work with people with AAC needs in local services
- Inconsistent recording of treatment objectives making it difficult to judge the success of interventions
- The person with AAC needs and their carers not knowing what to expect from local and regional services
- Models of Service Delivery within the Regional Centre not meeting the needs of local services in an efficient manner



# Getting Started

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1. Formation of a focus or working group
2. Draw up a Process Map and develop a mission statement
3. Develop the documentation
4. Introduce and implement the Care Pathway documentation
5. Continue to redraft and develop the Care Pathway.



# Mission Statement

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*“The AAC Care Pathway aims to achieve the delivery of high quality services for people with AAC needs in the West Midlands region”*



## The Care Pathway Project aims:

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- To increase awareness and understanding of how an AAC Care Pathway can improve the care and service received by individuals within the West Midlands region.
- To identify and evaluate current pathways of care for people with AAC needs.
- To identify key areas for improvement within current pathways of care.
- To clarify roles and responsibilities in multidisciplinary, inter/intra agency working.

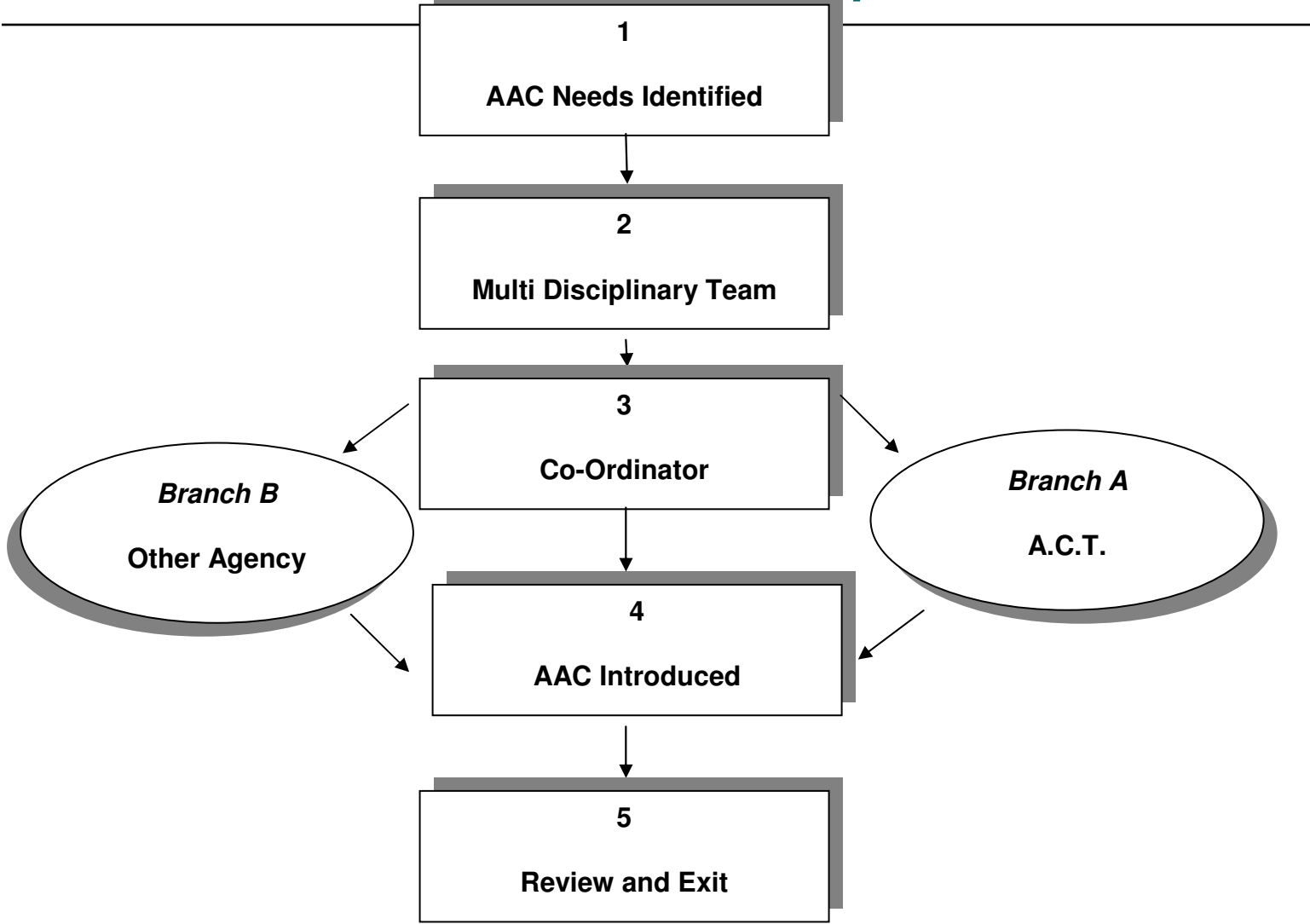


## Project aims (cont'd)

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- To improve consistency of service delivery to an individual based upon evidence and best practice.
- To define an agreed, anticipated course of action, whilst allowing for variation, based upon need.
- To provide streamlined and standardised documentation.
- To monitor service delivery against agreed standards.

# Process Map





# What is it?

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- Introduction
- Pathway Documentation
- Documentation Guide



## Main Areas of Consideration

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- Identification of a Co-ordinator
- Accessing services not available locally, e.g. Occupational Therapy
- Recording variances
- Auditing the services using the documentation, I.e. by location and by client group
- Time taken to complete the project
- Maintaining ongoing support



# Changes in the Models of Service Delivery from the Regional Centre

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1. Help Desk
2. Outreach
3. Assessment
4. Consultancy
5. Training

(see website for copies of the documentation guide with definitions p13-14 [www.wmrc.nhs.uk/act](http://www.wmrc.nhs.uk/act) )



# The Helpdesk

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- Provides one-off, short term advice by means of a dedicated phone line and e-mail monitored by ACT clinicians.
- The intention was originally to deal with enquiries of a general nature.
- All enquiries are logged to undertake an audit in the future in order to tailor the helpline to meet the demands of those using the service.



## What next?

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- Organising and developing the SIG.
- Developing a training strategy for introducing and implementing the Care Pathway.
- Developing a training strategy for introducing and implementing AAC.
- Maintaining and evolving the documentation.