

Is peer review important in the provision of Assistive Technology

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Guidance about compliance

Essential standards of quality and safety



Outcome 16: Assessing and monitoring the quality of service provision

- **Assessing and monitoring the quality of service provision**

10.—(1) The registered person must protect service users, and others who may be at risk, against the risks of inappropriate or unsafe care and treatment, by means of the effective operation of systems designed to enable the registered person to—

- (a) regularly assess and monitor the quality of the services provided in the carrying on of the regulated activity against the requirements set out in this Part of these Regulations; and
- (b) identify, assess and manage risks relating to the health, welfare and safety of service users and others who may be at risk from the carrying on of the regulated activity.

Outcome



What should people who use services experience?

People who use services:

- Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

This is because providers who comply with the regulations will:

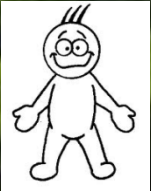
- Monitor the quality of service that people receive.
- Identify, monitor and manage risks to people who use, work in or visit the service.
- Get professional advice about how to run the service safely, where they do not have the knowledge themselves.
- Take account of:
 - comments and complaints
 - investigations into poor practice
 - records held by the service
 - advice from and reports by the Care Quality Commission.

The EAT "Quality Journey"

- What do we need to 'chart' the journey successfully.
- What does successfully mean ?
- What does it look like in your service ?
 - Like this

Patient goals met





Points of interest on the journey

- Individual clinician competence and experience.
- Many options / paths
- Many changes / updates / developments
- Many different drivers (cost, clinical goals, efficiency)
- Personal behavioural characteristics of staff.
- Availability of opinion/ critical view.



What is Peer Review ?

- **Peer review** is a process of self-regulation by a profession or a process of evaluation involving qualified individuals within the relevant field. Peer review methods are employed to maintain standards, improve performance and provide credibility.
- In academia peer review is often used to determine an academic paper's suitability for publication.

What is Peer Review ?

- A basic component of a QUALITY ASSURANCE program in which the results of health care given to a specific patient population are evaluated according to health-wellness outcome criteria established by peers of the professionals delivering the care. Peer review is focused on the patient and on the results of care given by a group of professionals rather than on individual professional practitioners. Review by peer groups is promoted by professional organizations as a means of maintaining standards of care.

ACT Peer Review System

**ACT peer review
ECS, computer & reading access**

Date

Staff present

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Clients to discuss

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Are there any safeguarding issues from previous weeks that need to be revisited? Yes/No

Details

This week's cases

Name of client
Clinician (s)/technicians at appmt/involved
Discussion
Themes and issues Include thoughts on departmental matters, skill mix and bespoke training needs.
Banding and prescription - <u>Environmental Control System</u> <i>1. Ergonomics and low tech solutions</i> <i>2. Freeway and a Rondish plus access solutions</i> <i>3. Viro plus access solutions</i>

Which band for this client ECS?

What is actual prescription?

Three reasons for the variance?

- 1.
- 2.
- 3.

Banding and prescription - Computer access

- 1. Accessibility options (any thing already in windows 7 or a free download)*
- 2. Alternative keyboard and mouse (hands)*
- 3. Alternative software with cost implications and access solutions*

Which band for this client computer access?

What is actual prescription?

Three reasons for the variance?

- 1.
- 2.
- 3.

Reading access: please discuss in format above

Outcomes

Overarching goal: _.....

What did this appmt contribute to the overarching goal?

- 1.
- 2.
- 3.

How will next steps be measured?

- 1.
- 2.
- 3.

Were there any safeguarding issues with this client?

yes/no

Safeguarding action taken/planned

Name of client
Clinician (s)/technicians at appmt/involved
Discussion MS Ref by AS for ax of PC. Scant info in file from telephone referral. Able to use remote control slowly & weakly. Is it a proactive referral or consultation? Classed as consultation at moment. Wanted help with mobile phone when partner goes out. Retrieved big button phone & big button tv remote & mains sockets. Family to investigate needs. Plan discharge and ask to refer back in future
Themes and issues Include thoughts on departmental matters, skill mix and bespoke training needs. Issues with level of detail from telephone referral. ? Need a SOP written by an EC clinician to make sure enough detail is garnered. Expectations of client not clear.
Outcomes Overarching goal: consultation only – can we have an outcome regarding this – is it are they happy with the info they received. ?
Were there any safeguarding issues with this client? No; an uneasiness about condition – tearful about condition. ? soc situation precarious. ACT to talk to SLT about thoughts. Care going in.
Safeguarding action taken/planned ACT to find out about CQC questionnaire

Name of client

***** *****

Clinician (s)/technicians at appmt/involved

**** , *****

Discussion **** Wants to be able to see into living room or kitchen and the front door – talked about having cameras plugged into TV channels, or Net aware cameras – LAN cameras. Find & send more info to *** so he can decide. Then arrange integration onto EC system if required.

Also discussed use of PS3 to access films and music, and as a consequence of this gaming controls of PS3. Agreed that this is a good contemporary way of using function of modern tech & EC kit. Need to talk to Possum and construct a page for PS3 commands and purchase Harmony remote interface box.

Themes and issues

Expanding role of ACT to encompass new mainstream tech like PS3

Banding and prescription Environmental Control System

Which band for this client ECS? Already got possum maintained Vivo, and want to add in the harmony remote functions to control PS3 to facilitate access to films, music and gaming.

Outcomes

Overarching goal: To watch films through PS3

What did this appmt contribute to the overarching goal?

1. Will facilitate access to above items
- 2.
- 3.

How will next steps be measured?

1. Review following install
- 2.
- 3.

Were there any safeguarding issues with this client?

no

Safeguarding action taken/planned

Postural consideration for when in bed? Memory foam? Talk to district nurses re prescription, and posture mobility service re 24hr postural management.

Name of client	
Clinician (s)/technicians at appmt/involved	
Discussion	
<p>He is 3-4 years. Special school . SLT asked us to be involved once in school. In foster care. Dad came to appmt. Leaving school to ***** school very soon. Recommendations to new school. Done lots of work on low tech. 12 to a page fist point. Nouns++ could clarify if need be. Very social , cognitive good. Motivatiied by book. Using go talk 20 with difficulty. Discussed low tech in details. Really good eye pointing. Discussed look2 talk and block access. Gave ideas what will Horton lodge offer. Dad keen on voice out put. Dad quite directive. Big priority physical skills, discussed /try joystick access. Posted out a point IT. Risk ? just to post out. plus little switches. What about head mouse? Did show dad. ***** was not really able to use it there and then. Suggest these to HL. Posted lots of ideas and information eg computer games, big report.</p> <p>The new local team will come back to us.</p> <p>To review the joy stick? Phone in 3 months.</p>	
Themes and issues Include thoughts on departmental, pairing & bespoke training needs.	
Banding and prescription	
<i>1 Big Mack</i>	
<i>2 Tech Speak 32</i>	
<i>3 Zingui (synth speech) with The Grid 2, ECS capacity</i>	
Which band for this client? 2	
What actual prescription? Point IT	
3 reasons for the variance?	
<ol style="list-style-type: none"> 1. access trial 2. due to move school 3. low tech main method for now for Comm 	
Outcomes	
Overarching goal: to provide ideas to progress access to communication and control	
What did this appmt contribute to the overarching goal?	
<ol style="list-style-type: none"> 1. discussion 2. advice 3 kit 	
How will next steps be measured?	
<ol style="list-style-type: none"> 1. phone call 2. if re referred. 	
Were there any safeguarding issues with this client?	No
But report will go to social worker direct from ACT.	
Safeguarding action taken/planned	

Peer Review in Barnsley

- Team meeting every week
 - Clinical scientists
 - Technicians when appropriate
- Purpose of meeting
 - Discuss referrals
 - **Review cases**
 - **Including outcome measures**
 - **Risk evaluations**
 - Review technologies
 - Other business

Review Cases

- Aim
 - To present cases we are working on to team and discuss our planned next steps, possible solutions and issues/challenges
- No fixed procedure however roughly the process is:
 - Description of patient
 - Reason for referral
 - Current technology usage
 - Patient's wants and aims
 - Work so far
 - Planned next steps
 - Discussion

Typical Case

- Person with MND
- Referral around Environmental Controls but at appointment also discussed computer access
- Initial consideration – Access method
 - Observed using mobile phone with physical buttons
- Discussion at peer review meeting about possible options

Typical Case

- Number of options identified
 - Small tablet computer with mini joystick
 - Small tablet computer using touchscreen
 - Small tablet computer using physical buttons on either side
- Discussion generated a number of possible options
- Also enabled shared learning

Typical Case

- Plan to review and set up ideas and trial with patient
- Feedback to peer review meeting following trial to evaluate and review

Outcome Measures

- Therapy Outcome Measures
- Goal Attainment Scales (GAS)

- Three heads are better than one
 - Different experience
 - Different ways of approaching the problem
 - Different knowledge
- Consistency
 - Potentially different approaches but peer review provides check on consistency of practice
- Team Validation
 - Outcome measures

Regional Peer Review

- Quarterly meeting bringing together people involved in provision of Environmental Controls across the North
- Scaled up version of team review
- Opportunity to discuss:
 - National situation
 - New technology
 - Challenging cases
 - Practice

New Technology

- Pooling of experience
 - Potentially long learning curve with a new pieces of equipment
 - Pooling experience from regional group enables this learning curve and potentially feedback to the companies to be established more quickly

Challenging cases and practice

- As with local peer review an opportunity to learn from others experience and different approaches
- Possibility to compare outcome measures if we are all using the same

Online Forums

- Number of online forums which can also provide peer support
- Different kind of support
 - Not able to give full patient details (obviously)
 - Description of scenario/problem
 - Number of responses

Online Forums

- “Another Friday afternoon question if anyone has some good ideas: My colleague has setup a Spectra Plus with Dynamics G90A for 3 head switch drive and a separate 4th switch for mode, which goes into the Environmental Control unit for communication aid use. Unfortunately the middle (forwards drive) drive now is the through switch for the Voice Output Communication Aid and ideally we want the left switch to be the through without changing the forwards. I don't think Dynamics can solve this, but possibly a P&G might. Any thoughts? Many thanks”
- “I'm seeing a couple of students who seem to be able to use the touch screen keyboard on ipad better than a standard keyboard (& the windows slate). Is there any consensus in education about the best idevice app for word processing?”

Over to you?

- How do you know you are delivering a quality service?
- Benefits of peer review?
- Pitfalls of peer review?