



## Response to Covid-19 – Lockdown 3

15 January 2021



The level of transmission of the new variant of Covid-19 has brought additional challenges to that of the March 2020 lockdown: Protecting our clients; protecting our staff, together with protecting the NHS are our primary concerns. We continue to deliver highly effective virtual services that are innovatively adapted and evidenced to show great value.

### Face-to-face services

- We have taken the decision to suspend face-to-face services unless it is essential, any visits will be subject to our rigorous risk assessments.
- Our experience over the last year has evidenced the value of virtual services backed up by face-to-face visits later in the case when risk levels have reduced.

### Why refer?

- In a previous update we explained the full benefits in continuing to refer at this time for a virtual INA. The key reason is that early intervention and engagement with the client is a clinically critical factor in the long-term success of rehabilitation.
- Whilst we may not be able to access the full rehabilitation programme recommended, this helps to maintain the client's physical and mental wellbeing.
- This approach, with a follow up face to face after lockdown has been shown to highly effective.
- Where clinically justified, virtual and face-to-face treatment programmes are recommended, as well as diagnostic services.

### Success of new Occupational Therapy services

- The initial lockdown gave us a chance to review the Activities of Daily Living Assessments (ADL) that were offered in the market. We considered these were not delivering value, particularly on the less complex needs cases.
- In response we have developed a stepped approach:
  - Step 1:** Simple ADL Needs: Our Case Managers will recommend simple aids as part of the INA.
  - Step 2:** Moderate ADL Needs: We developed a new Equipment Needs Assessment which advises on smaller aids and adaptation needs. It also provides advice for use of the equipment, all within a single fixed fee.
  - Step 3:** Complex ADL Needs: We now offer an Occupational Therapy Evaluation (OTE), which is similar to a full ADL and considers the need for aids and housing adaptations, with an equal focus on therapies and interventions to function to support for the ADL. Examples of interventions following the OTE include: Fatigue/Pain/Sleep Management; Mental Health/Physical Wellbeing.
- This approach delivers far greater value for the client and customer. Please contact us to find out more.

For further information please call on 01698 207 755, or email [helpis@proclaim-care.co.uk](mailto:helpis@proclaim-care.co.uk) or visit [proclaim-care.co.uk](http://proclaim-care.co.uk)

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