

# Identification of issues in the Health and Social Care System in South Edinburgh

## Quality issue / initial problem

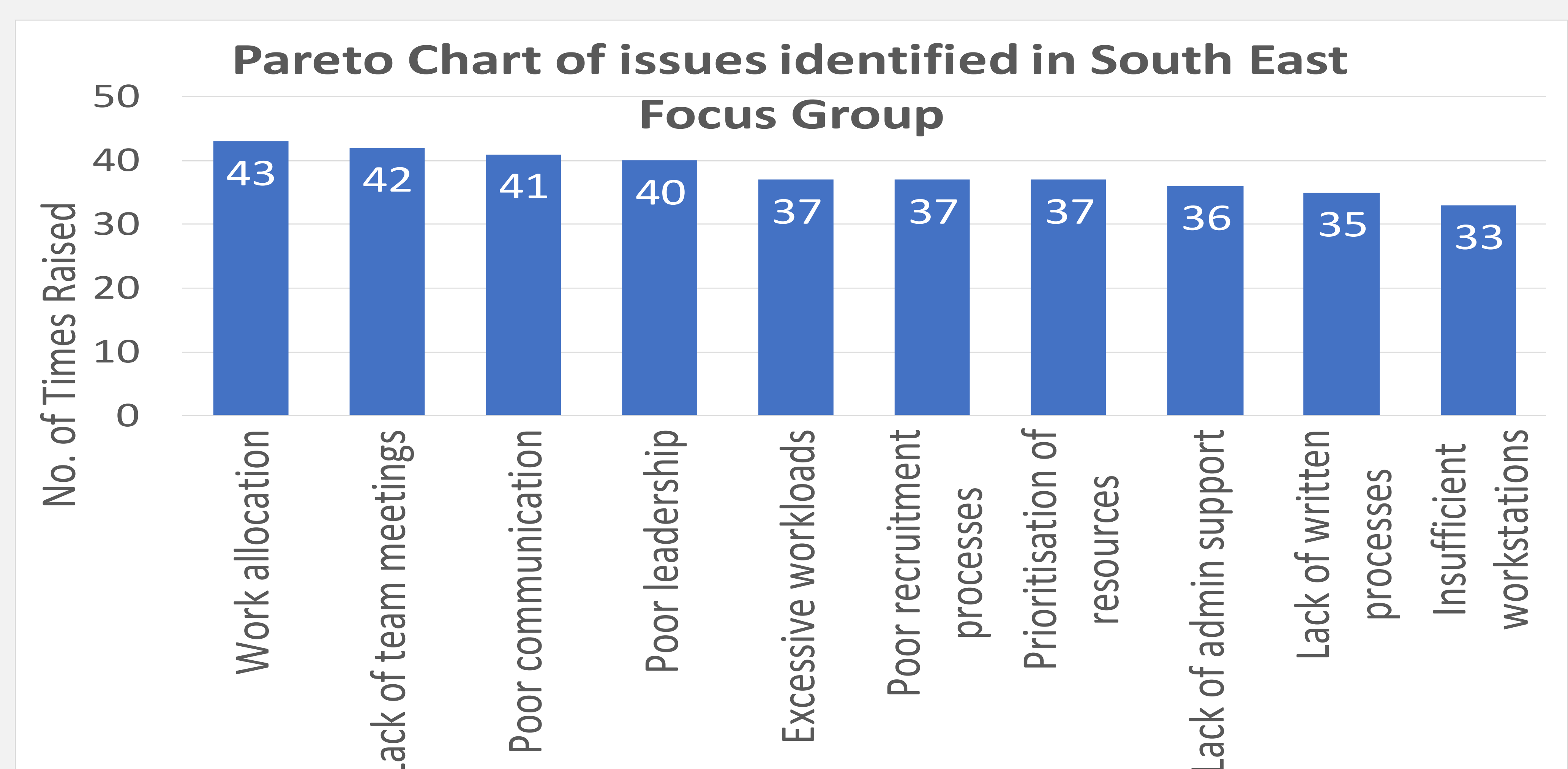
Following an unfavourable Care Inspection report of older people's services, Quality Assurance Officers were assigned to identify and address quality issues in Health and Social Care systems and processes in four Edinburgh localities. This poster will focus on work in two localities in South Edinburgh.

## Specific aim

To assist and support staff to identify, understand and improve processes within the Health and Social Care system.

## Measurement of improvement

- 7 focus groups were held with locality staff.
- Ishikawa cause and effect methodology assisted participants to identify the issues and solutions.



## Tests of change

- 1 test of change to be identified in each follow-up focus group and carried out over a 12-month period.

## Tools

- Process maps
- PDSA review of process
- Ishikawa diagrams
- Pareto charts from each focus group

## Effects of change

To facilitate staff and managers to identify and improve one procedure or process in each of the teams in South East and South West localities.

## Lessons learned and message for others

- Preparation and planning are essential – prepare for resistance to change.
- Develop communication strategy to inform participants.
- Ishikawa tool is effective at promoting participation.