Developing a locally based behaviour support service
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Quality issue / initial problem

Behaviour support services for adults with learning disabilities across Lothian are being redesigned. Midlothian H&SCP is developing a Behaviour Support Service with one of the key principles being that it should be proactive in its approach so that resources can be targeted at preventative approaches.
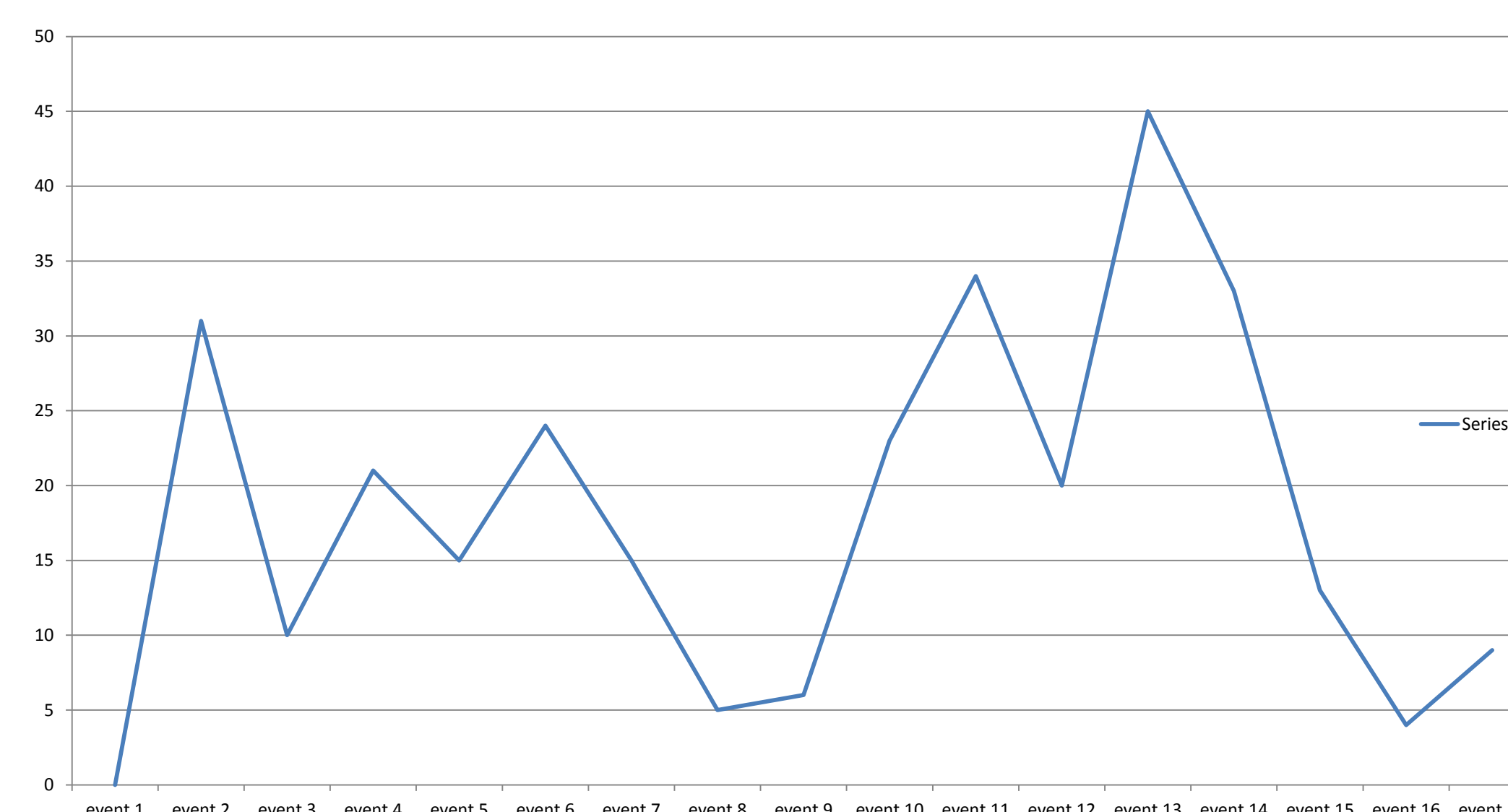
Specific aim

To increase the length of time between urgent behaviour support referrals to the Midlothian CLDT

Measurement of improvement

Urgent behaviour support referrals to the CLDT have been identified over the last 12 months and the time between referrals recorded. This will be compared with post intervention data for a similar period
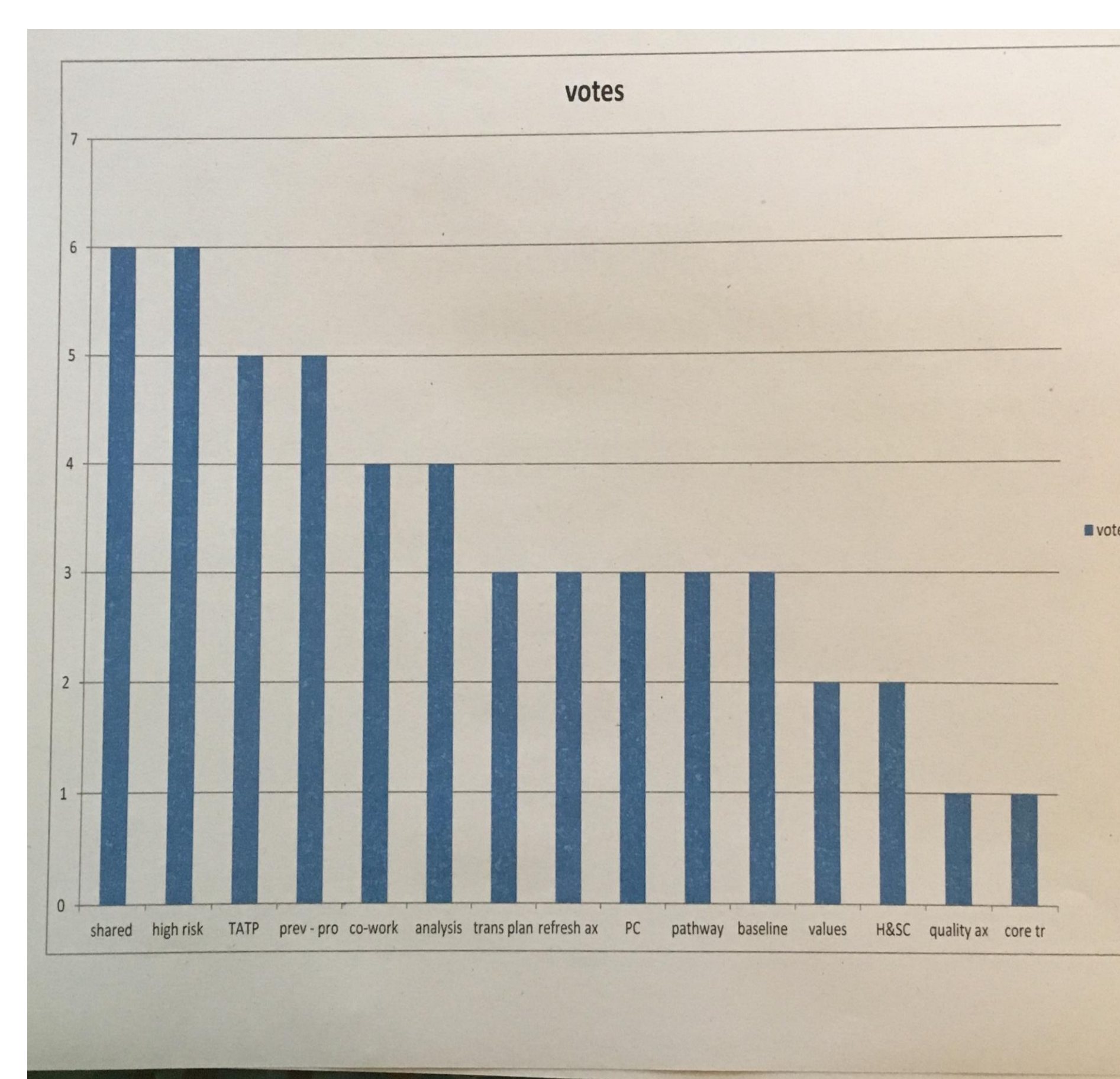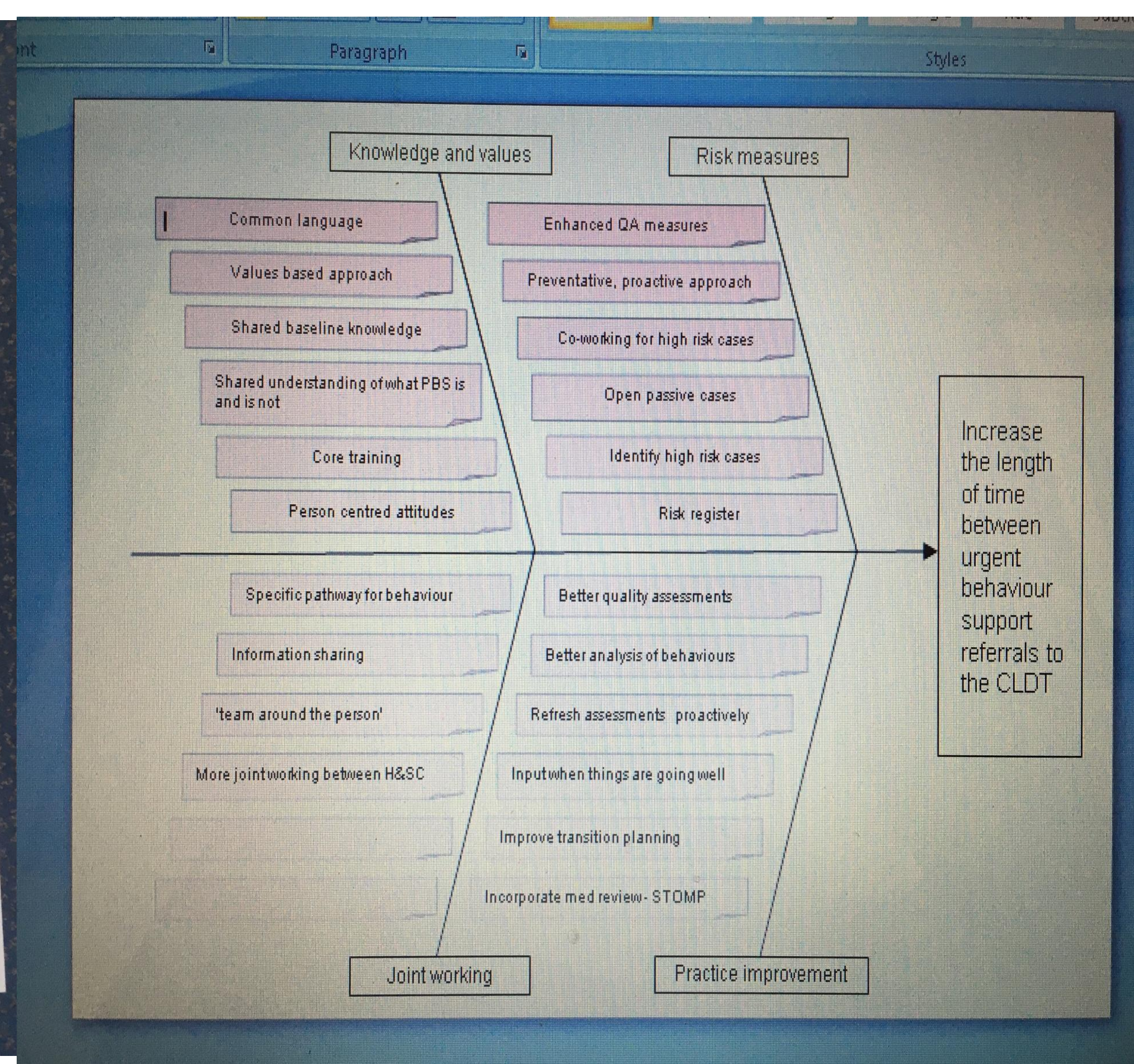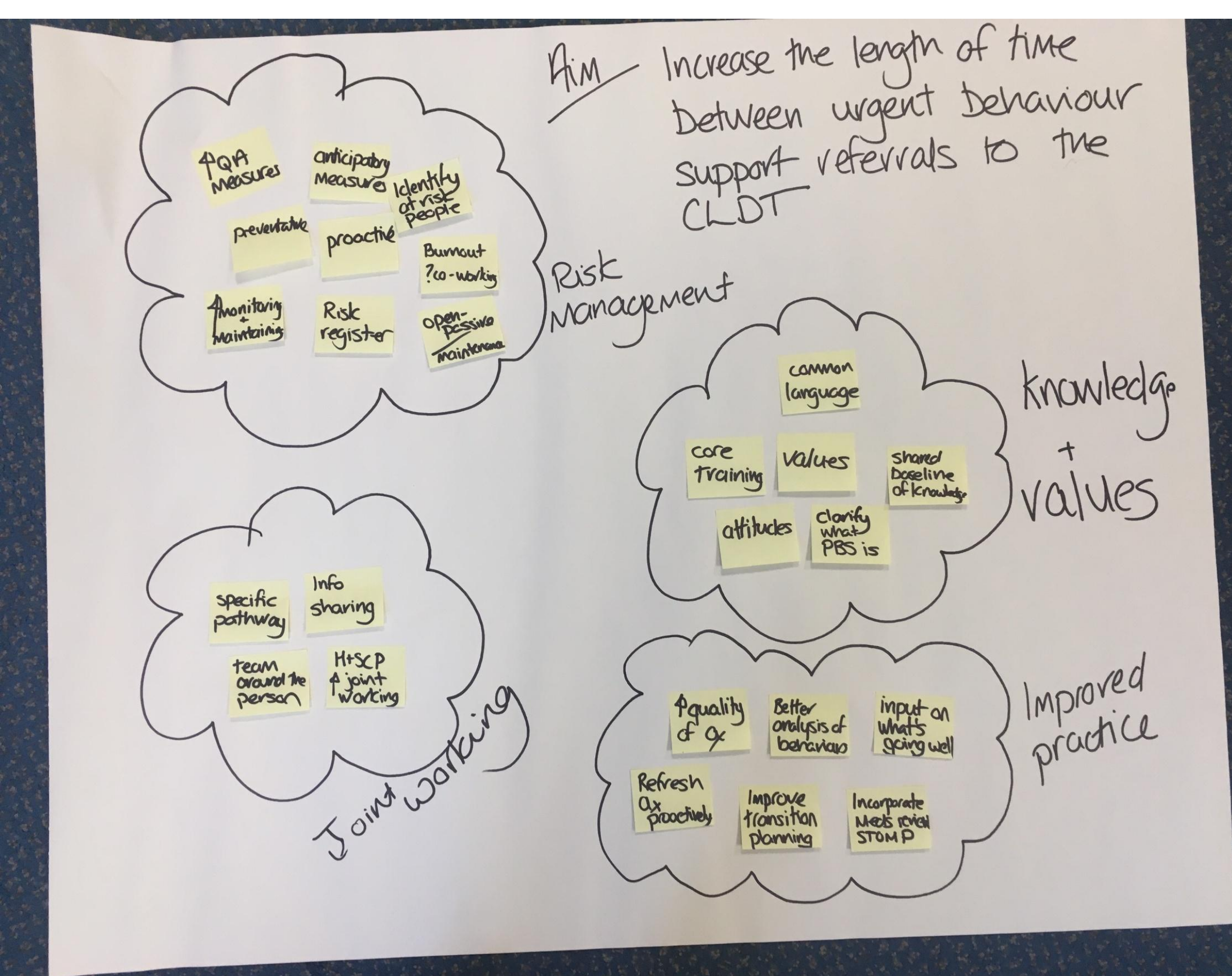
Baseline data

Tools: Driver diagram   Fish bone diagram   Pareto chart

Tests of change

A tool was required to identify 'at risk' cases. A brain storming exercise identified risk factors, and a tool was developed, piloted and refined based on feedback in 2 tests of change

- Test 1: 78% accurate
- Test 2: 91% accurate

Effects of change

The anticipated impact is that the number of requests to the CLDT for urgent behaviour support will reduce, and service users with behaviour support needs will be supported in a more proactive way. A part time post has been developed to support this process thus making changes sustainable.

Lessons learned and message for others

This project has many strands, and stakeholders from different agencies, which presents challenges. The QA course has shown me that narrowing the focus makes change manageable, that data can be your friend (!) and that gathering ideas from others about the proposed changes is not as difficult or time consuming as you might think, and helps to move things forward.

Data Needs to be Your Friend

Without data, you are just another person with an opinion…..