

•Reablement team•

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THE GLASGOW
SCHOOL OF ART



Project overview

Goal centred support groups.

Making better use of services available.

Addressing human needs such as relationships, creativity and self esteem.

Reducing the risk of re-referring.

Reablement

What is it?

"Reablement is a form of rehabilitation aiming to recover abilities and skills illness has taken away".



Quotes

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"Elderly people need friends not services".

"There are so many rehabilitation services out there but I don't know how to access them".

"Not all clients were aware that they were working towards goals".

"I felt abandoned after the rehabilitation ended".



Insights

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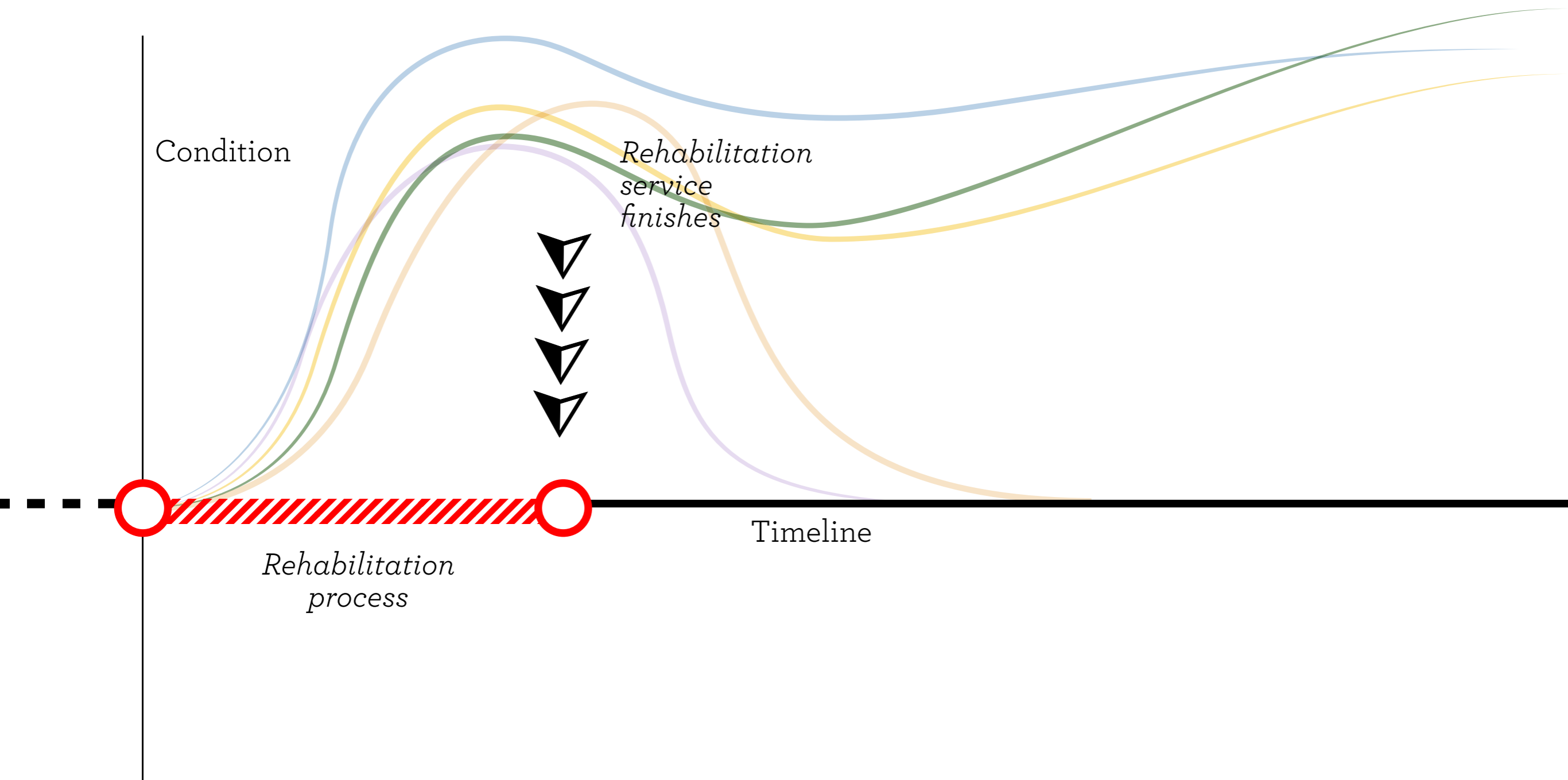
There is a perceived lack of follow up for some people.



Starting point

The current situation

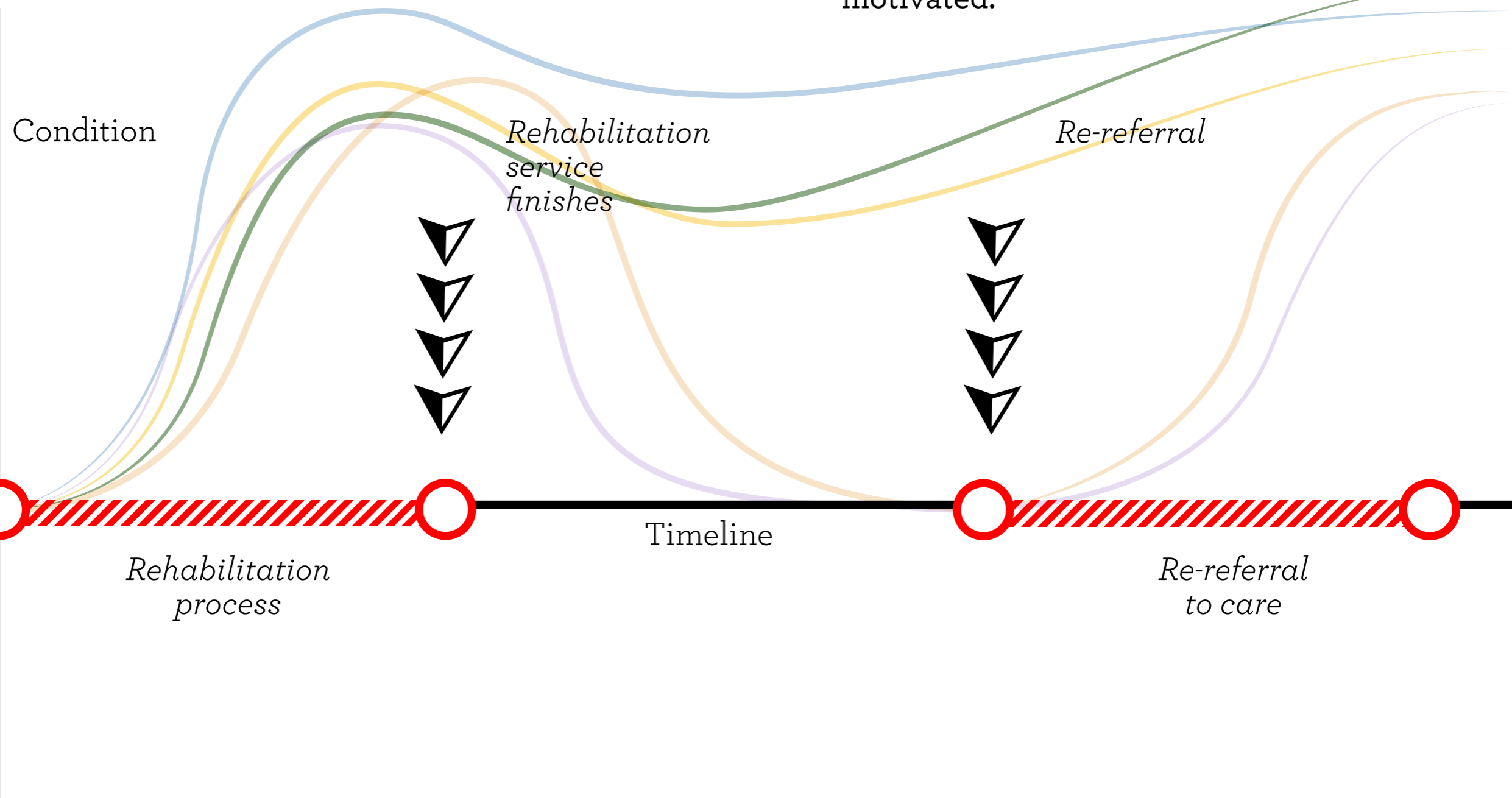
Most clients show vast improvement in the process of rehabilitation.



Starting point

The current situation

After the process, without the constant push of professionals, people can find it hard to follow through and keep motivated.



Condition

Rehabilitation
service
finishes

Re-referral

Timeline

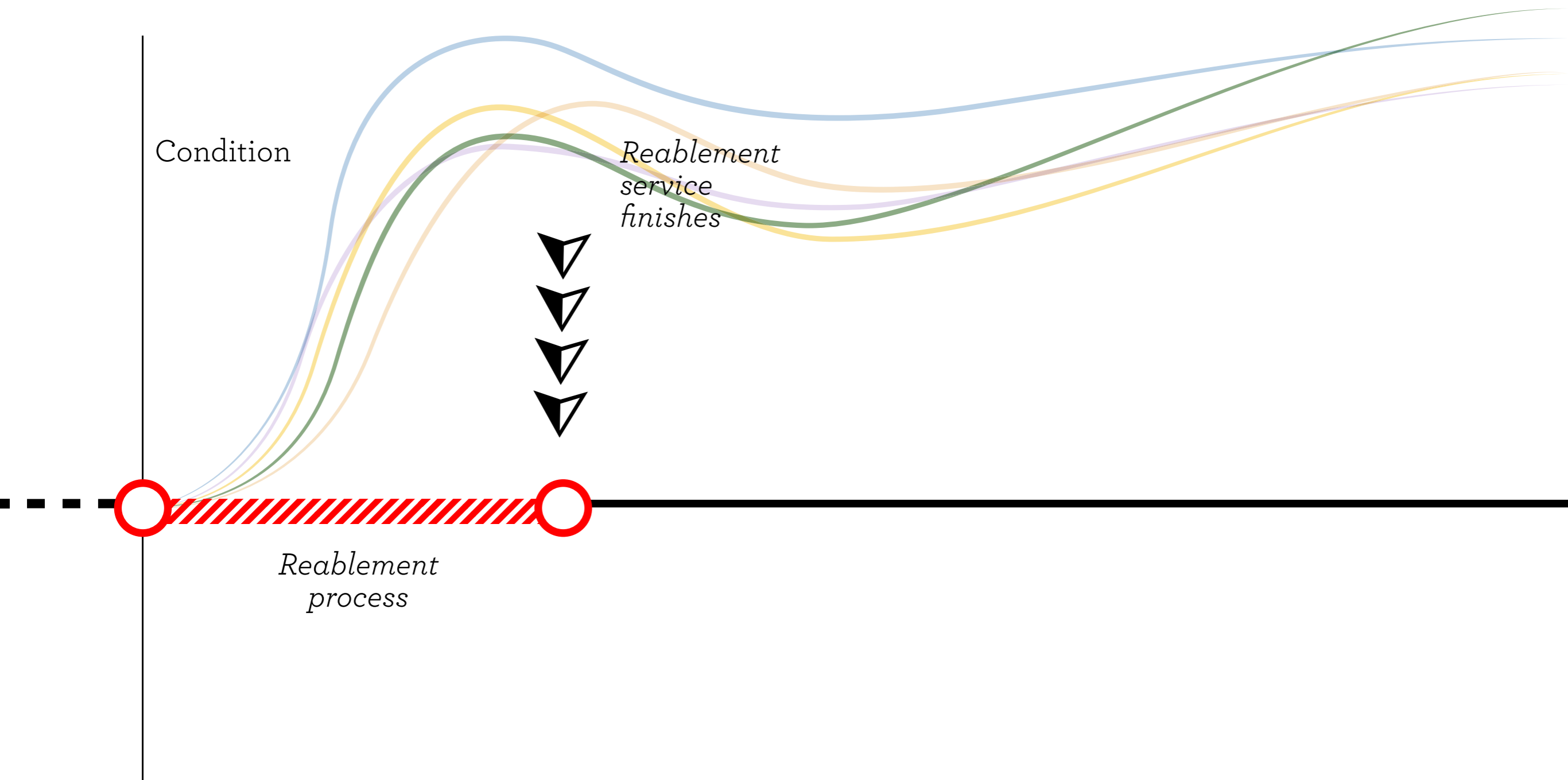
Rehabilitation
process

Re-referral
to care

Next situation

Our goal

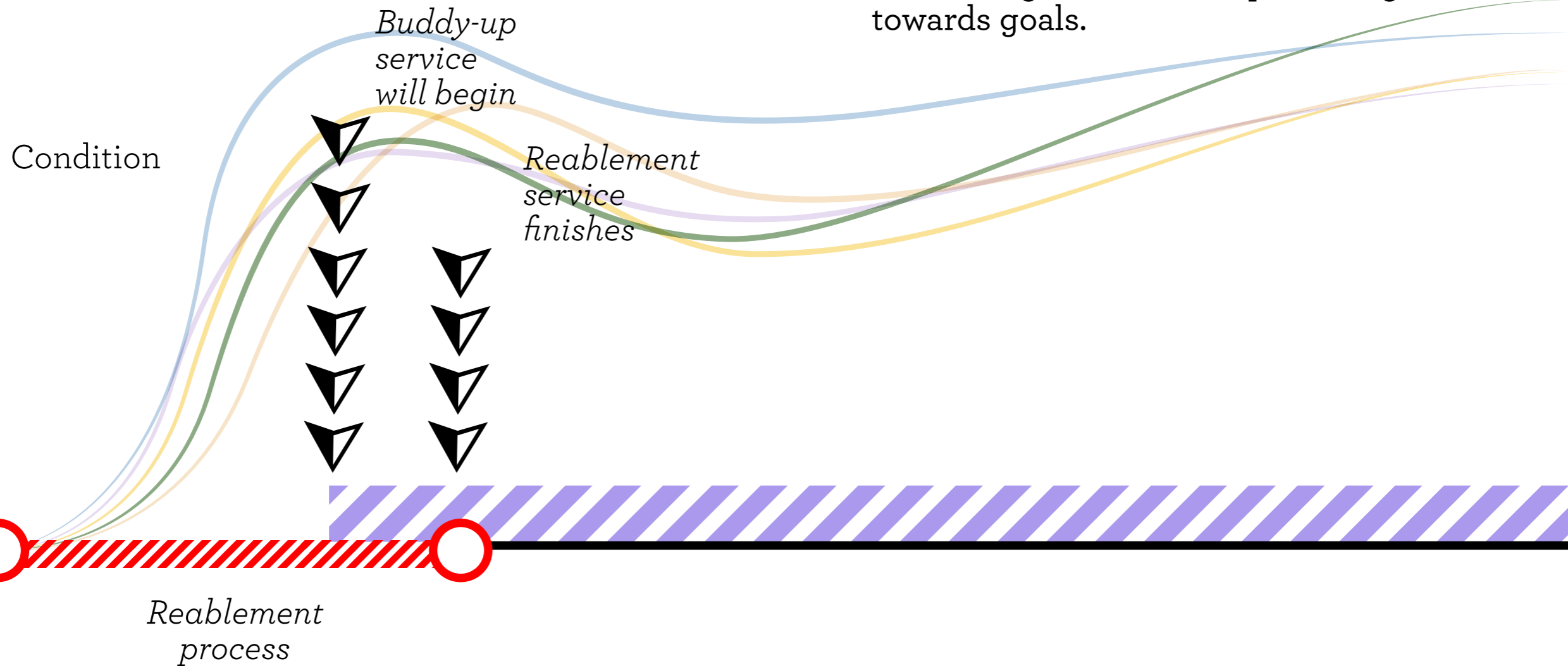
Our service wants to combat this by stepping in after reablement is ended.



Next situation

Our goal

Our service wants to combat this by stepping in after reablement is ended. Motivating clients to keep working towards goals.



Personas

Clara

motivated
able



Clara 69 just put her cane on the shelf after hip surgery, but still needs exercise to not deteriorate.

Eva

Hesitant
less able



Eva 65, uses a rollator since a stroke. Feels ashamed & stays home. Needs to exercise to improve condition.

User journeys



- Sharing goals with professionals



User journeys



Referral to the service



User journeys

 Buddyup[®]



Matching into
group by buddy
leader



User journeys

Buddyup[®]



Dial-a-bus with
buddy card

User journeys

Buddyup[®]



Goal centered group meeting

User journeys



Optional pairing

Benefits

Main advantages

Users

Creating motivation through building relationships.

Raising awareness.

Follow up through regular meetings.



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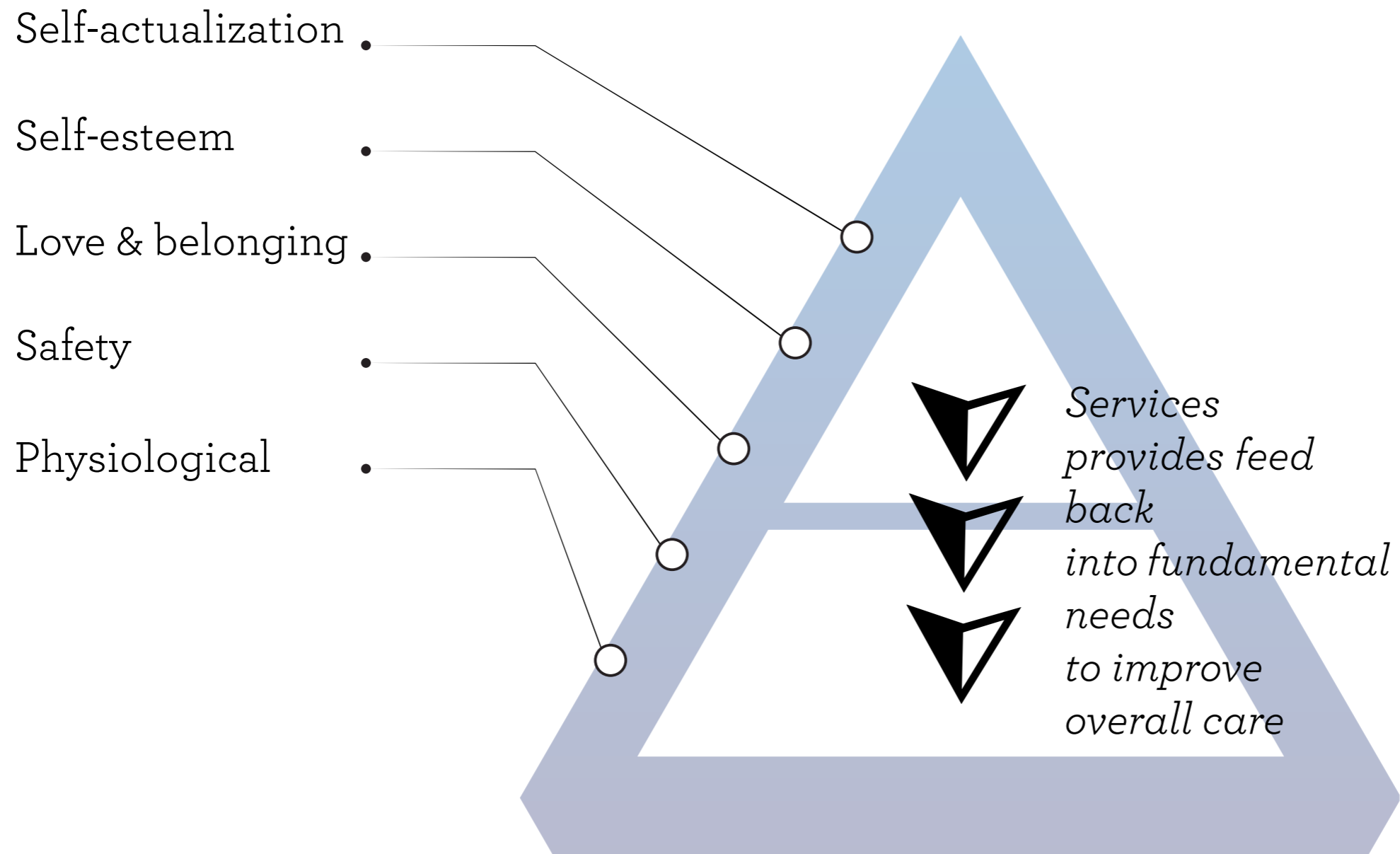
Professionals

Healthy older people,
Fewer re-admissions,
Freeing up care.



Benefits

Hierarchy of needs



Supporting research

Recovery international Alcoholics anonymous

Mutual peer
support
groups
improve:

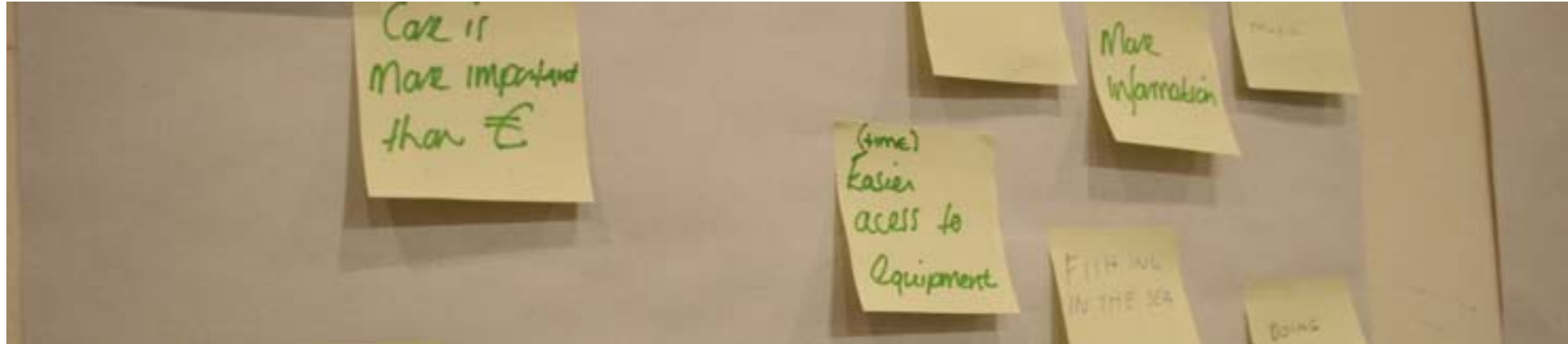
Effectiveness
of
professional
support to
individuals.*

Adherence to
medical advice
acceptance of
condition.**



* Psychologische therapeutische Selbsthilfegruppen (1984)
** Social identity and self help group (1996)

Possible difficulties



How to reach everyone, buddy calls & dial-a-bus.

If rehabilitation fails friendships are still made.

Cost analysis

A profitable equation

“Since May from 300 referrals we’ve had 28 re-referrals”

Basically 10% of all referrals are re-referred.

6 Months - 28 people - 6 weeks of Rehabilitation costing £175 pwpc **£29,400**

12 Months - 56 people - 6 weeks of Rehabilitation costing £175 pwpc **£58,800**

These statistics are for the **South East** of Glasgow, and are based only on **Community referrals**, not Hospital discharge (fast track).

If through the Buddy Up concept we could **reduce re-referrals by 50%** we could save **£29,400** per year for this area. Part of this saving could be fed into the Buddy up concept, reducing the savings but above all **improving care and quality of life** for clients involved.

"The design of participatory systems, in which many more forms of value beyond simply cash, are both created and measured, will be the major theme, not only for design but our economy as we go forward".

Tim Brown "design thinking" July 2009