

CONFERENCE ABSTRACT

Implementing a Value-Based Complex Case Management Workshop to support Intellectual Disability and Autism care during the pandemic. A Quality Improvement Project

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Introduction: This programme evolved from the Complex Case and Recovery Management Framework (The CCaRM1), developed within Merseycare Specialist LD Services.

- This value-based platform was being used by the Specialist Support Team (SST) to support people in the community with Learning Disability and Autism diagnosis with complex needs.

- With lockdown constraints, the service became reliant on working indirectly through family and carers

Aims & Hypothesis, Theory /Methods: Despite the challenges posed by the COVID-19 epidemic, several resourceful initiatives were implemented, across the clinical landscape

The Self-guided CCaRM Programme was developed under QI framework as a format for on-line workshops with those concerned. The expectation was to reframe support already there and streamline further support to best effect

Pre-workshop exercise was shared for each attendee

A skype-based workshop practised

Explored areas of strengths, concerns, & possible fresh approaches towards the themes

Collaborative care plans were refreshed

Key Findings: PDSA 1-ONLINE CCARM Workshop 2020: A skype-based workshop was convened for all relevant parties. In advance, attendees reviewed concerns using the 6 self-guided CCaRM headings, in line with the original CCaRM, as follows:

Having a good circle of support

Having a good shared understanding

Having clear problem areas thought about

Social Participation and Living a Good Life

Keeping people safe and well

Making progress

For each theme, areas of strengths, concerns, and possible fresh approaches were explored. Subsequently, collaborative care plans were refreshed accordingly.

PDSA 2-ONLINE Complex case management workshop 2021–TRAINEES & TRAINERS: 60-minute slot is proposed, on the end of the NWLD Northwest monthly academic teaching forum meetings, starting from June 2021

The structure of the workshop will borrow the informality and spirit of support from Balint groups.

Each session will conclude with an evaluation discussion of workshop usefulness.

There were 8 such workshops conducted over the lockdown in PDSA1 and 6 workshops conducted for PDSA 2

Participants included support staff and family members, though no service users in the first PDSA cycle .

Second PDSA cycle included educators professionals and trainees of Psychiatry

Excellent feedback: that the experience helped with understanding and confidence in roles and generated fresh ideas to try.

Conclusions: We consider that the online workshops is a great success in creating competent and well-rounded MDT professionals and the ID psychiatrist in Northwest region of England

Implications: Our paper outlines the impact of value-based complex case management workshops in Intellectual Disability and Autism Care to ensure better outcomes in challenging times

- By Analysing the potential impact of the COVID-19 pandemic on Intellectual Disability complex case management.
- By strengthening self-management capabilities for complex care needs
- By developing expertise as a collaborative project
- By Coping with Diagnostic Overshadowing
- By developing a value-based case management process