

## Lower Limb Therapy Services Flow (LLTS) Quarter Report October – December 2024

### 1. Highlights and Project Update

To date 12 referrals have been received, of these if any are at pre-engagement status or declined support from Flow these are not shown on the data below.

### 2. Monthly Data Points and Support Provided

#### 2.1. Headlines

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
New Clients Supported in Period	0	0	4	1	0	5
Clients Supported in Period	3	0	4	4	4	5

(N.B. QTR 1 refers to period Jan-Mar)

#### 2.1.2. Changes in Activity

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
New Clients Supported in Period	0	0	4	1	0	5
Reduction in Loneliness at End of Support	0	0	0	0	0	0
Improved Wellbeing at End of Support	0	0	0	0	0	0
Completed At Least One Goal at End of Support	0	0	0	0	0	0
Clients Ending Support	1	0	0	1	1	2

#### 2.1.3. Data Points

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
Case concluded successfully	1	0	0	0	1	1
Clients who declined	0	0	2	0	0	2
Closed cases (other reasons, i.e. moving out of area)	0	0	1	0	0	1
Closed cases due to death	0	0	0	0	1	1
Closed cases due to disengagement	1	0	0	1	2	3
Number of contacts/interventions with clients	12	0	29	62	70	161
Number of wider beneficiaries	0	0	0	2	0	2

#### 2.1.4. Support Provided

Metric	Dec-24	Q1	Q2	Q3	Q4	YTD
Caseworker research undertaken to find solutions for clients	0	0	3	9	4	16
Caseworker support to meet aspirations	4	0	2	7	8	17
One-to-one work with clients (per client) number of individual one to one interactions with clients	2	0	20	25	16	61
Flow meeting with FC & Lead Professional	0	0	2	1	0	3
Caseworker support with Form filling	0	0	0	2	0	2
Continued ongoing contacts with professionals (total number of separate contacts)	0	0	0	2	3	5
Team Around the Person meeting conducted	0	0	0	2	0	2

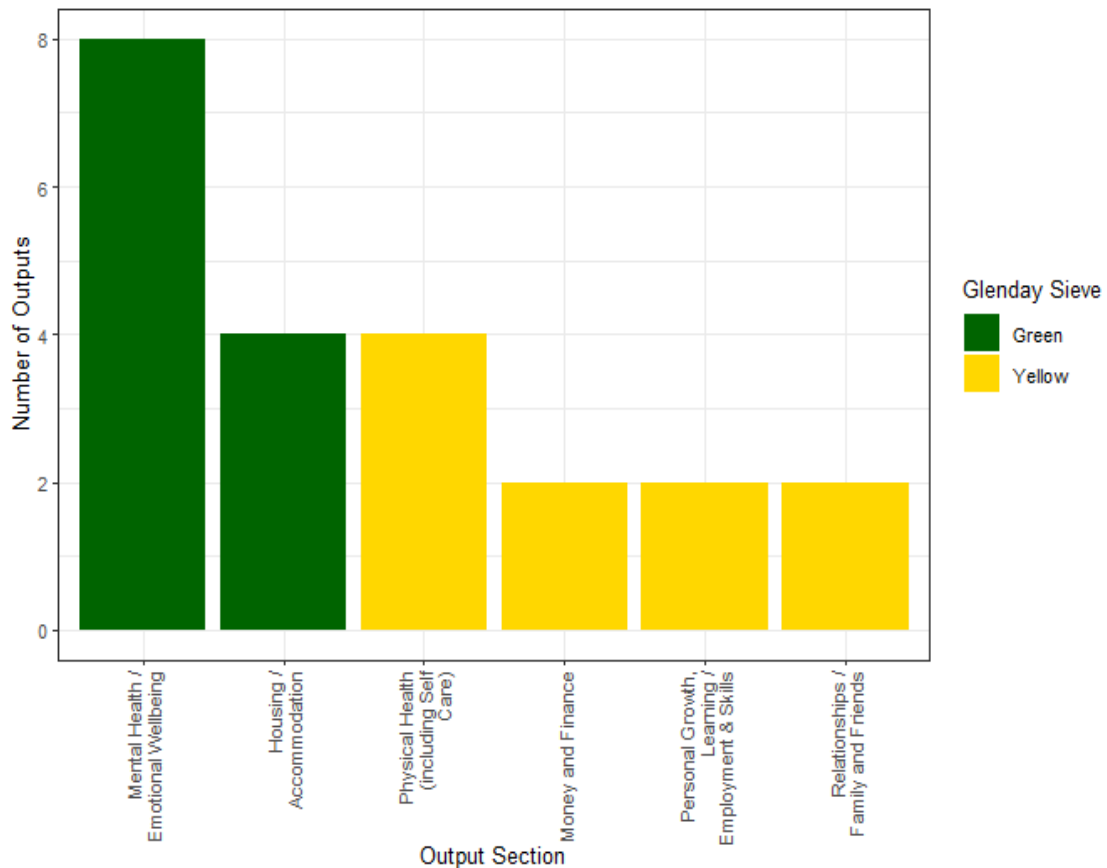
## 3. Outputs and Outcomes

### 3.1. Outputs and Outcomes: Glenday Sieve Tables:

Below are table summaries of the needs areas we have encountered and the subsequent outcomes for patients.

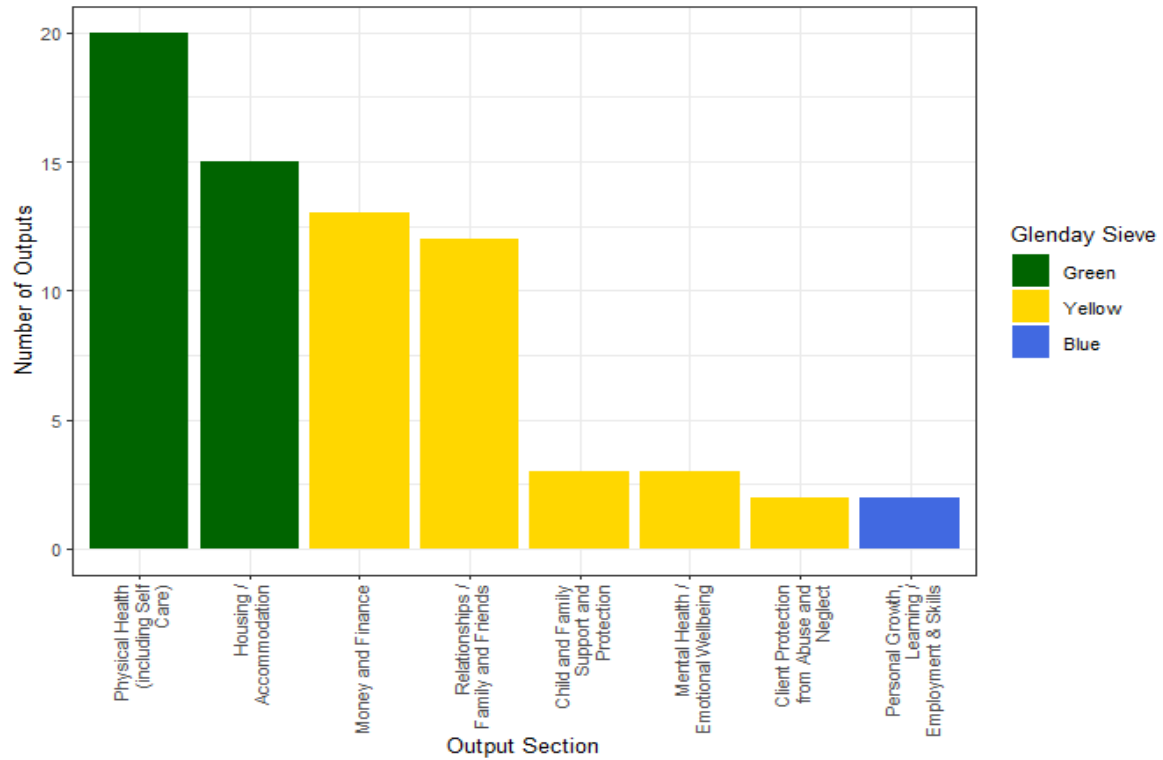
#### 3.1.2. Outputs: Sections - Previous 3 months

Glenday Sieve Plot for Output Sections for the Previous 3 Months  
Oct-24 to Dec-24



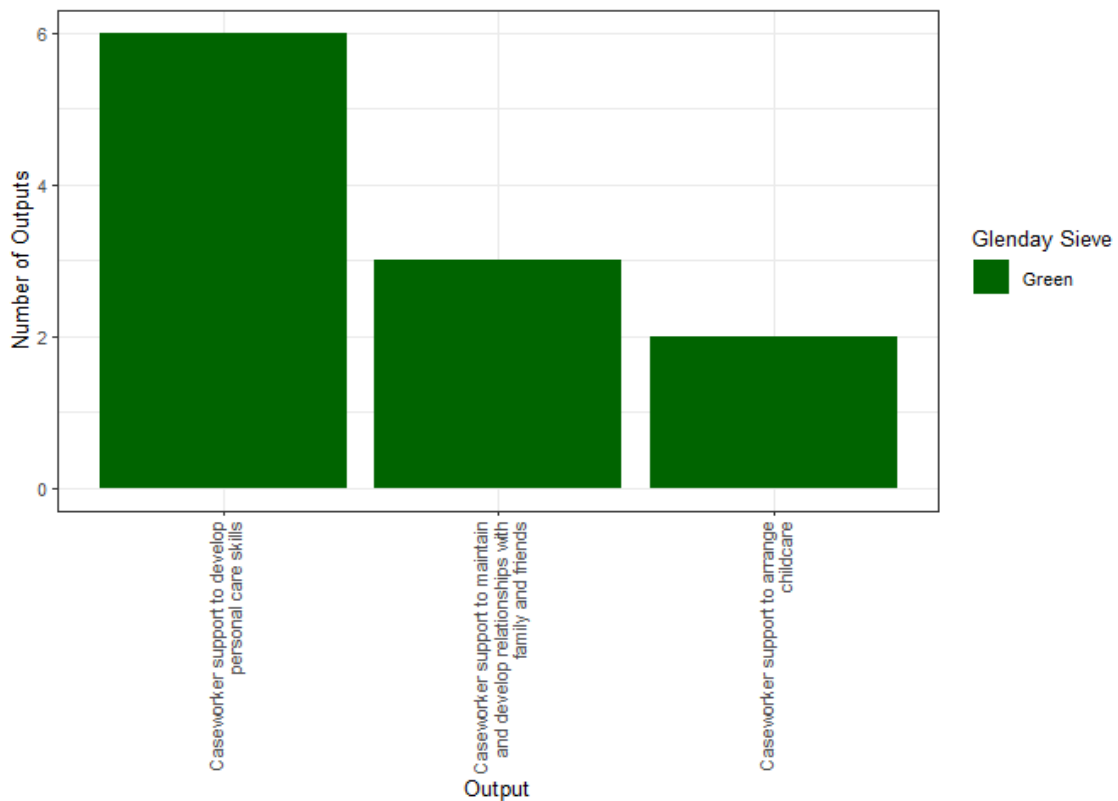
### 3.1.3. Outputs: Sections - Year to Date

Glenday Sieve Plot for Output Sections for the Year to Date  
Jan-24 to Dec-24



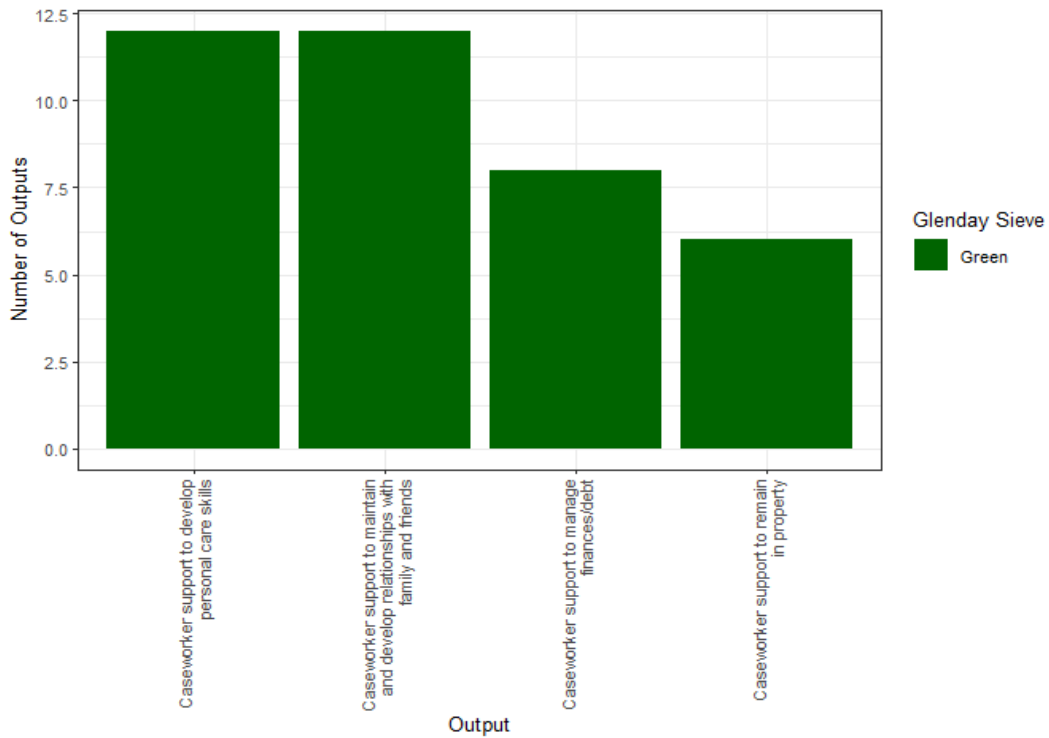
### 3.1.4. Outputs: Sections and Outputs - Previous 3 months

Glenday Sieve Plot (Green only) for Outputs for the Previous 3 Months  
Oct-24 to Dec-24



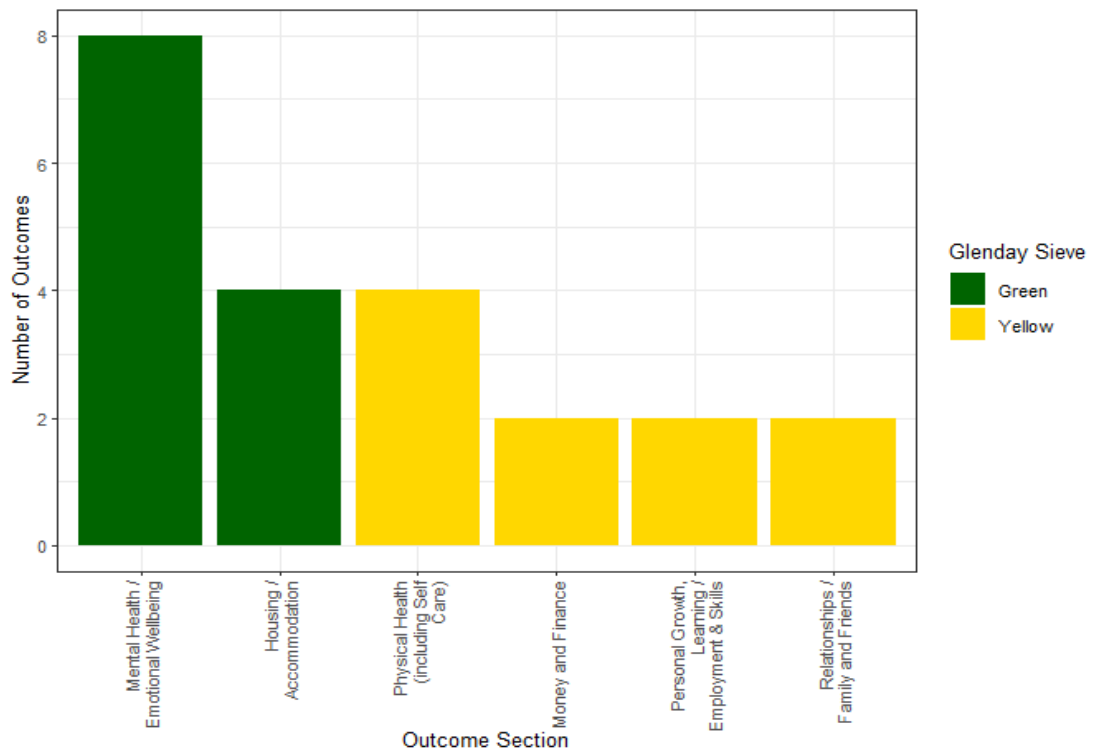
### 3.1.5. Outputs: Sections and Outputs - Year to Date

Glenday Sieve Plot (Green only) for Outputs for the Year to Date  
Jan-24 to Dec-24



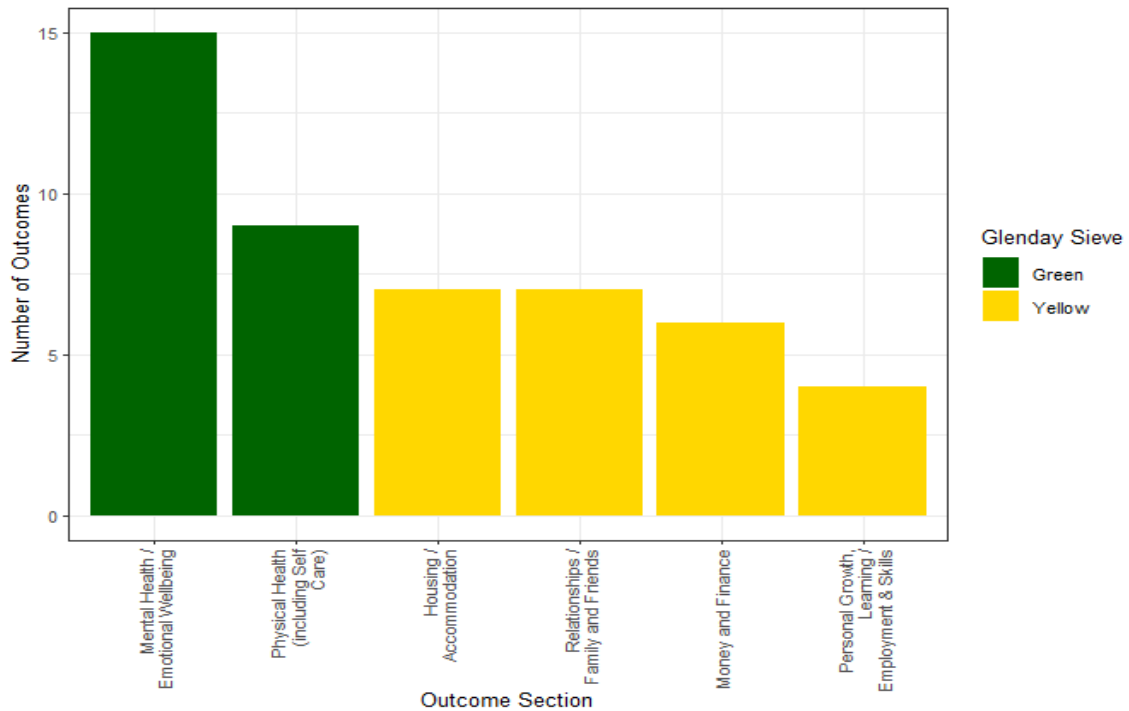
### 3.2. Outcomes: Sections - Previous 3 months

Glenday Sieve Plot for Outcome Sections for the Previous 3 Months  
Oct-24 to Dec-24



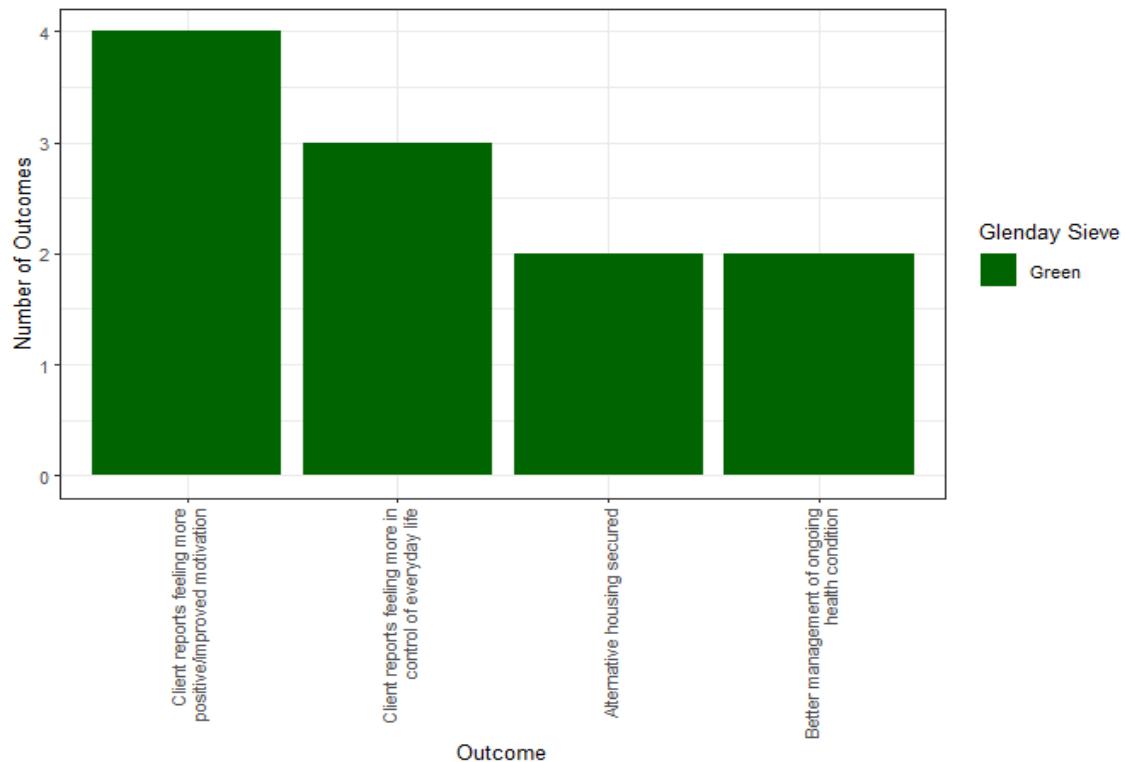
### 3.2.1. Outcomes: Sections - Year to Date

Glenday Sieve Plot for Outcome Sections for the Year to Date  
Oct-24 to Dec-24



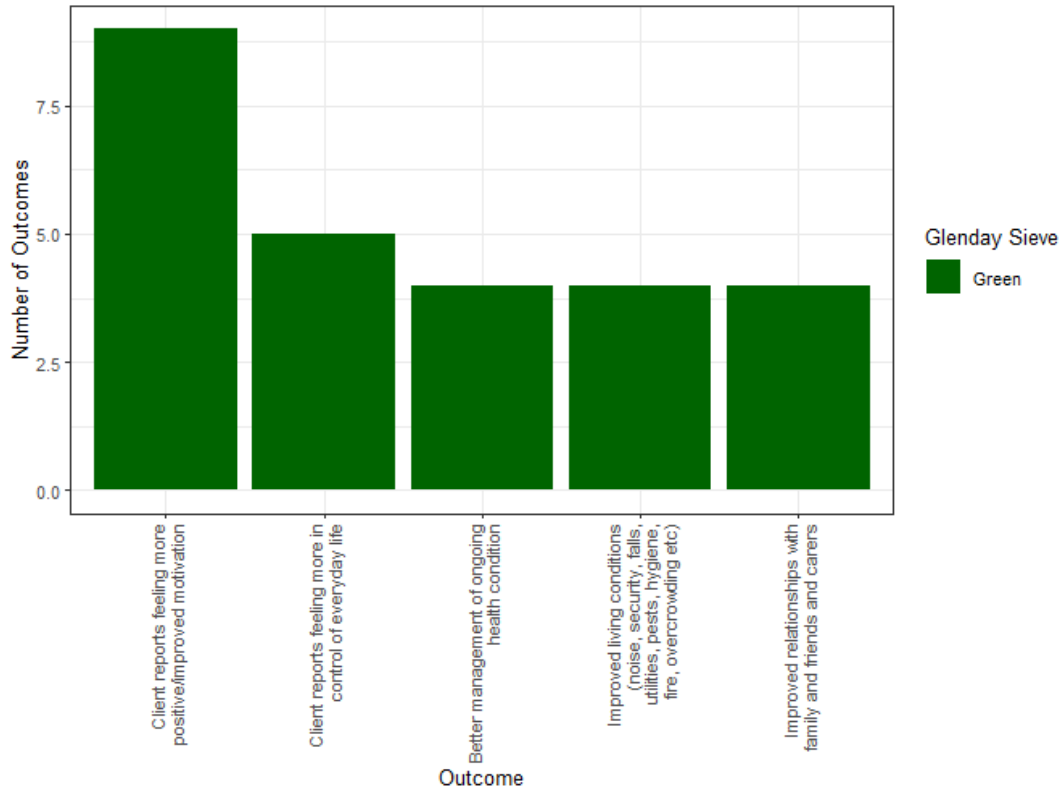
### 3.2.2. Outcomes: Sections and Outcomes - Previous 3 months

Glenday Sieve Plot (Green only) for Outcomes for the Previous 3 Months  
Oct-24 to Dec-24



## 3.2.3. Outcomes: Sections and Outcomes - Year to Date

Glenday Sieve Plot (Green only) for Outcomes for the Year to Date  
Oct-24 to Dec-24



## 4. Quarterly Patterns of Need and Barriers/Challenges to Delivery

### 4.1. Quarterly emerging patterns of need identified by case worker:

Most referrals have been made regarding income maximisation e.g. welfare benefits advice/assessments/reviews, such as attendance allowance, some of which aiming to increase the affordability of additional leg care such as creaming and washing.

### 4.1.2. Quarterly identified barriers/challenges to effective working by caseworker:

- Recently the Lower Limb Therapy Services (LLTS) for Northern, Mid and East Devon have been brought together under a single Devon wide NHS management structure. This process also highlighted disparities with the way wider support (Flow and social prescribing) is provided across the 3 areas, such as East Devon have a permanent social prescriber caseworker employed for 30 hours per week in comparison to Northern Devon, which has a Flow caseworker employed on a short-term contract (to March 2025) for 12 hours per week.
- Due to above process and other staffing resource difficulties in the North the LLTS managers had to take on additional duties resulting in their focus being on clinical delivery, which in turn led to a significantly reduced number of referrals to the project.
- In December a project review meeting was held with the Flow Caseworker, Flow Operations Manager and Leg Ulcer B7 Team Manager, after which 3 referrals were received, and the team are anticipating their staff resources to return to normal capacity and referrals to Flow able to increase.

## 5. Case Study

### 5.1. Case Study

Case study included in the November 2024 report.

## 6. Feedback

### 6.1. Client Feedback

*I don't want you to speak to my landlord, or visit, it might upset them & I have been here a long time.*

*Thank you for looking into my benefits, I don't think I get what I should*

*Thanks for chasing them, they had forgotten me*

*At last, someone is looking at it, thanks for arranging the OT*

*I appreciate you trying to help me & my brother*

*I appreciate what you are doing but I don't want to upset my landlady*

*Thanks for the help, appreciated*

*I'm happy with the way things are & don't need help now*

*Thank you for helping me record my housing searches, without your help I keep forgetting to do it.*

*I don't want help, someone interfering will upset my landlady*

*The housing association have agreed to rehouse me (in more suitable accommodation), thanks for your help.*

### 6.2. Professional Feedback

*Andy has worked wonders with N. She is a completely different person.*

*We need to ensure we keep Andrew next year.*

*There is no doubt Social Prescribing saves the clinics money.*

*(Comments from LLTS Band 7 staff)*