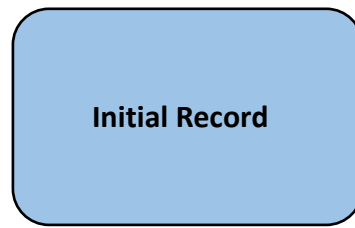


## The complete Three Conversations workflow chain

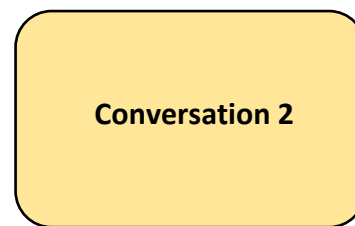
*Recording initial contact*



*What matters - Stay well and connected*



*What matters – Help when you need it*



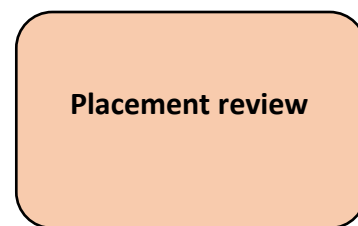
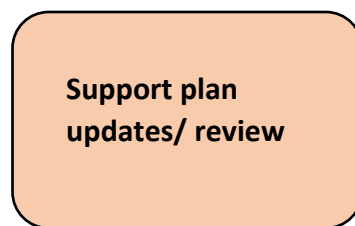
*What matters – Building a good Life*



OR



*Reviewing ongoing services in place*



Reviewing ongoing services in the community

Reviewing an ongoing placement service

Completed on A&R Duty

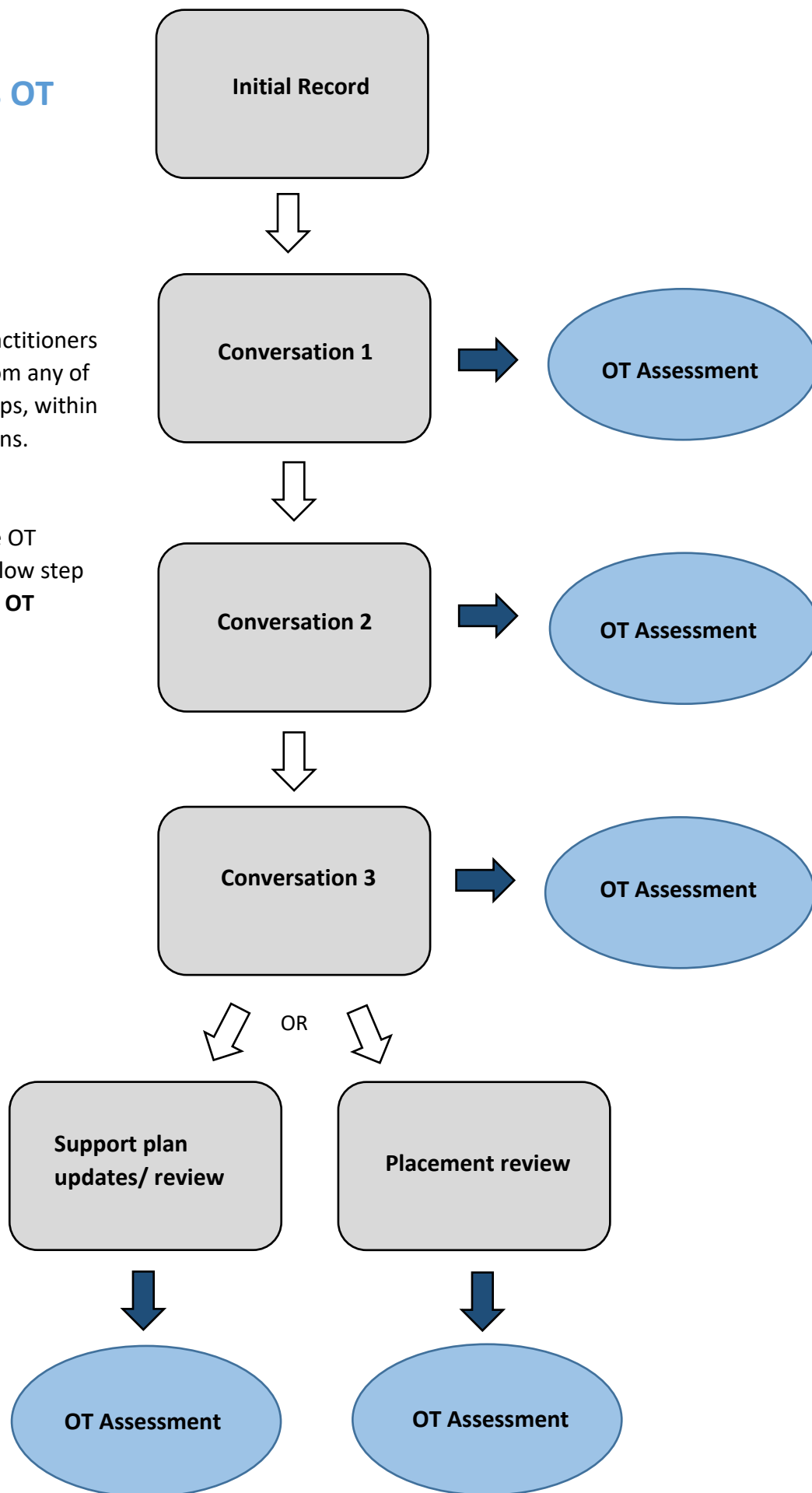
Looking at short term intervention during a period of instability (reablement included in this step)

Looking at eligibility and potentially ongoing services

## Where does OT come in?

You'll find that practitioners can refer to OT from any of their workflow steps, within Three Conversations.

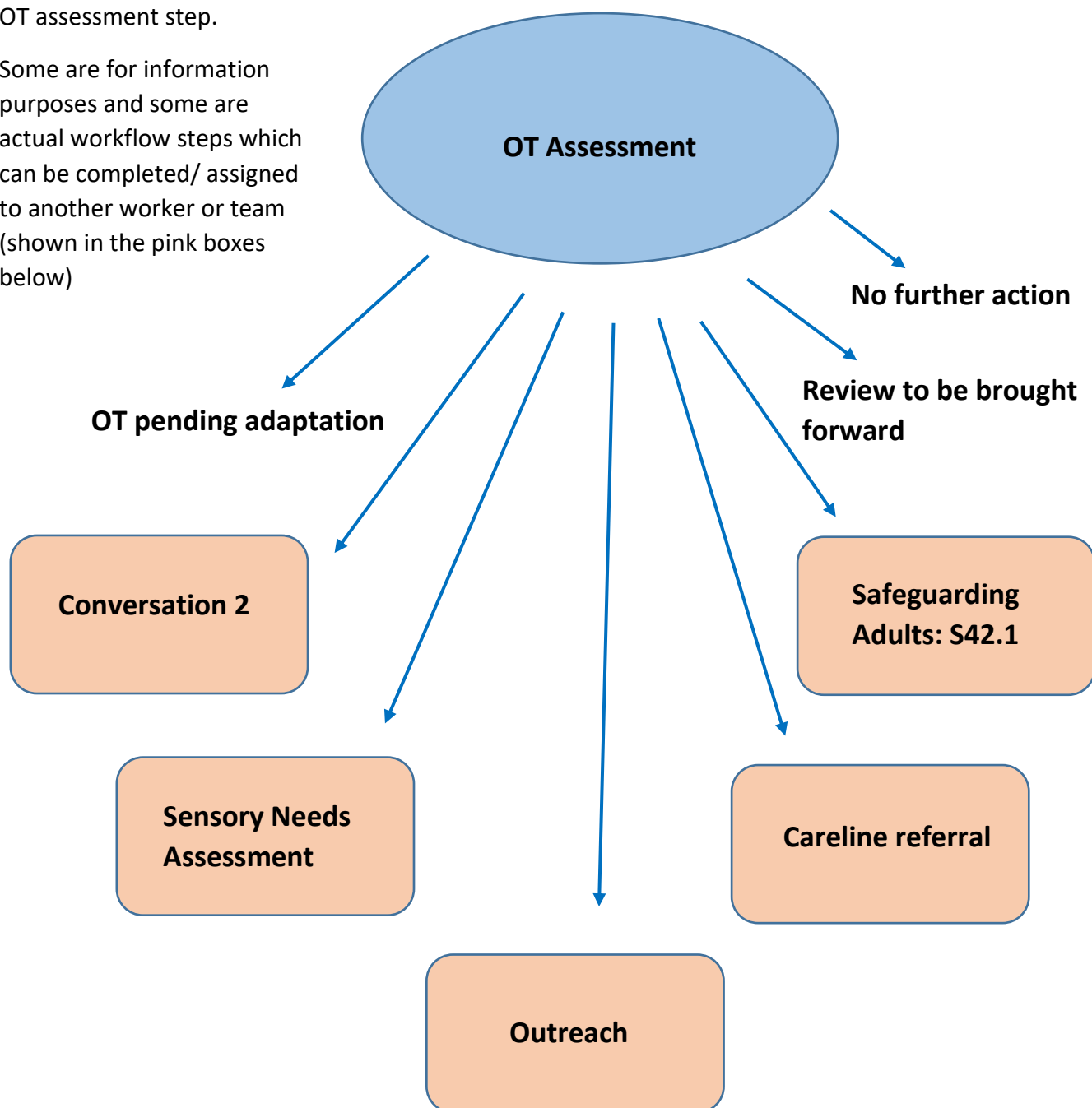
The full title of the OT Assessment workflow step is: **What matters - OT Assessment**



## What actions can be taken from an OT Assessment?

There are different actions that can be selected from an OT assessment step.

Some are for information purposes and some are actual workflow steps which can be completed/ assigned to another worker or team (shown in the pink boxes below)

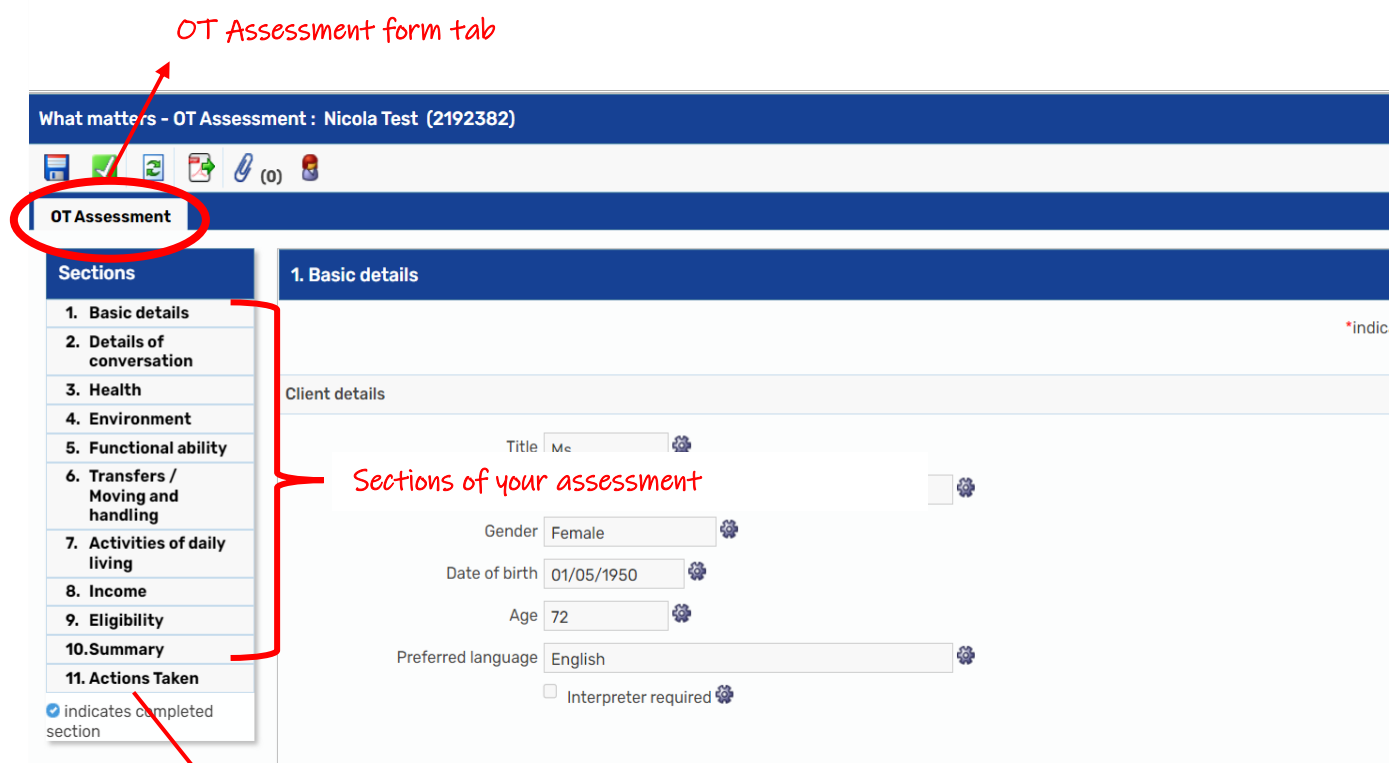


## What does the OT assessment workflow look like?

Within the OT assessment workflow step you will find the OT assessment form, with various sections covering your assessment.

Not all of these sections need to be completed if not relevant.

*OT Assessment form tab*



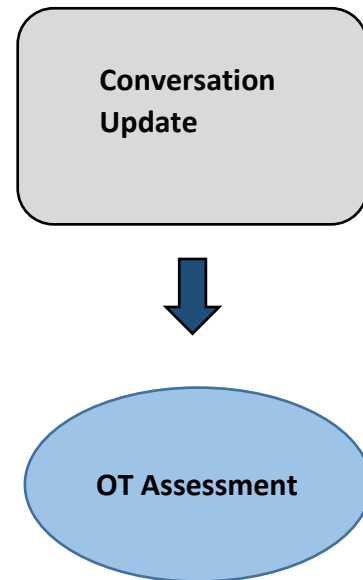
*Sections of your assessment*

*Where you'll find the next actions options as detailed in the previous page of this guide*

## An OT assessment step can also be sent from a Conversation Update workflow step

The **What Matters- Conversation Update** workflow is a stand-alone step generated when the practitioner does not need to pick up the existing/ waiting Conversation workflow step to refer to OT.

For example, if a review workflow step didn't need to be picked up as there was no issues with the care being provided and the person's service was not due for review, but an OT need has been identified, practitioners can generate a Conversation Update workflow step, and refer to OT that way- recording details of that request/ referral.



What matters - Conversation update : Nicola Test (2192382)

you?\*

Please tick if a referral is required to any of these services

Occupational Therapy (OT)       Outreach       Sensory Needs

Family Group Conference (FGC)       Welfare Rights

**OT:**

If requesting intervention from an OT, please consider the following before making a referral and add relevant details below:

- **What is the referrer requesting in summary?** – What outcome are they hoping to achieve?
- **Living situation:** Current housing tenure/ type of property, stairs, access, other people they may live with.
- **Medical background/ Health:** (physical, mental health, sensory, cognitive, psychological) – how does this impact on day to day function? Has there been a recent change/ does this fluctuate?
- **Mobility and Transfers:** bed, toilet, chair etc. what is difficult to complete and why? What equipment do they currently have? Have they had any falls? Are they accessing the community, and if so, how?
- **Personal care:** toileting/continence/wash and dress. how urgent is this? Is the risk reduced because care is in place?
- **Consent to be gained**

Details

This workflow step is generated from 'Start' (not from the Three Conversations chain).

You can see practitioners would select OT as the reason for the Conversation Update, and there are prompts for them to ensure the OT receiving this has enough information to plan their assessment.