

## My Pocket Case Study:

### Good Practice in Co-production in Aberdeen

#### Carers and cared for co-designing exercise classes with sports, health and third sector partners in Aberdeen

Contact: Janet Thompson, Occupational Therapy Service  
Aberdeen City Health and Social Care Partnership  
e-mail: [Jthompson3@nhs.net](mailto:Jthompson3@nhs.net)

Which of the four Co's is this about –  
co-commissioning, co-design, co-delivery or co-assessment?



Which service users and local communities are co-producing with which public services?

Patients attending the Falls Triage Clinic and the 'Carer's Exercise and Information Group', Occupational Therapy and Physiotherapy staff, Voluntary Services Aberdeen (VSA), Sport Aberdeen, and Aberdeen Council of Voluntary Organisations (ACVO).

This service is delivered to anybody who is registered with an Aberdeen City General Practitioner.

How are they improving services and outcomes?

Feedback from patients attending the Falls Triage Clinic highlighted some problems with access to its strength and balance exercise classes. Carers reported that they were not able to commit to attending 12 week programmes because of their caring commitments.

The Clinic took this on board and looked to make suitable changes. The Clinic and carers worked together to co-design an exercise programme which would be more accessible for carers. The resulting programme was initially located at VSA Forest Grove and involved cared for people spending time in respite, while carers took part in the exercise group.

This had to be redesigned when respite places were no longer available and the venue's future was uncertain. Consequently, the Carer's Exercise and Information Group was redesigned using feedback from \*'Emotional Touch Points' (ETP) interviews with group

*participants. The group changed venue and carers were invited to attend the new venue, along with the people that they cared for. The day and time of the group was reviewed and transport to the group was provided via ACVO using Change Fund monies. (This funding has now ended, making transport more of a challenge once again).*

*The group has continued to co-assess its development with service users and is planning to develop further by linking up with Sport Aberdeen and VSA to provide a follow-on exercise class for couples that is not time limited and is dementia-friendly. This group will use exercise instructors from Sport Aberdeen and support staff from NHSG and VSA and will retain the information/support element in each session. It has now become routine that feedback is gathered by Emotional Touch Points (ETP) at the end of each 12 week block and used to make patient-led service changes. ETP interviews are conducted by NHSG staff, who are not involved in the Group. Participants who consent to interview are randomly selected by the interviewers.*

*\* ETP is a tool devised by NHS Education for Scotland to support compassionate caring within the NHS*

### **What difference has it made? E.g. improved services, better outcomes, savings.**

#### *Staff said they gained*

- *increased awareness of issues affecting carers*
- *an understanding that decisions about how, where and when services are provided must involve service users*
- *satisfaction that carers had the same opportunities as other people*
- *staff recognition that caring relationships are complex; often people are interdependent and there is no clear 'carer' role v. 'cared for' role*

#### *Carers said they gained*

- *social contact and shared experiences*
- *improved strength, balance and general fitness*
- *time to think about their own needs*
- *better awareness of support networks, services and how to access them*

#### *Other outcomes*

- *social inclusion and mutual support among participants*
- *valuable partnership between service users, health professionals and third and private sector partners*
- *effective use of financial resources and staff time*

### **Where is further information available? E.g. URL, report, blog etc.**

*Evaluation reports written at each development stage for CIS Funding Health Improvement Funding Bid*

Two Posters e-mail: [GrDale@sportaberdeen.co.uk](mailto:GrDale@sportaberdeen.co.uk)

