



Sequena summary information

Sequena description

Sequena's goal is to equip Health & Care organisations to design lean, modern and efficient customer-focused services fit for the 21st century. This can be service improvement to bring increased efficiency and capacity or real transformation including 'hearts & minds' culture change to achieve better service delivery with cash-releasing savings. We work directly with Health & Care organisations and their key suppliers.

Sequena Main Activities

Our main activities revolve around LASER™ which stands for Lean Approach to Service Evaluation and Re-design. LASER™ is an innovative lean six sigma based approach for service transformation. It is practical, visual and totally 'people-based'. Depending on the situation of the Council with respect to service improvement or transformation activities we may find three possibilities:

1. We provide LASER™ reviews for Health & Care organisations where a specified service area is identified by the Council and we review that area and produce a transformation roadmap and applicable reporting information.
2. For Health & Care organisations who are just starting to build up an internal team we customise our programme for the organisation which we call MyLASER™. This includes knowledge transfer to the internal team.
3. For Health & Care organisations who already have an internal team we provide a visualisation tool and facilitation techniques for engaging staff in rapid capture workshops.

Example work in larger Health & Care organisations

Kirklees Council

Sequena are carrying out a LASER™ review of Children's Centre Services for Kirklees Council.

This is a multi-agency integration requirement as health visitors, midwives, Children's Centre staff, community link workers, family support staff, GP and GP receptionists are all involved in the end-to-end journey for 'Mum and baby' to be registered, assessed and referred to receive a range of services provided by the Children's Centres.

This is vital so that these services can be provided to all families but particularly to the most vulnerable as the infant mortality rate is a direct consequence of the non-provision of such services. The family registration process has been identified as crucial as this is a pre-requisite to receiving the services.

LASER™ workshops have been carried out with the multi-agency staff and the collaboration has been excellent. Many issues around policy, process, training and technology have been surfaced and a 'transformation roadmap' is being built with the staff involved.

The outcome will make a huge difference to the numbers of families being registered at the earliest possible opportunity and enable the best co-operation between the multi-agency staff involved.

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Renfrewshire Council

Renfrewshire have employed the LASER™ programme to transform service delivery in Social Care for Occupational Therapists in the first instance.

Renfrewshire Council wanted to improve the capability of Occupational Therapists (OT) to work in the community and asked Sequena to support a project to coordinate the work of three OT teams, improve their four key processes - Assessment, Equipment, Adaptations, Rehabilitation and confirm the business case for mobile working.

This was achieved by working with the teams to carry out a LASER™ 'lean six sigma' based review which resulted in fundamental change that allowed the OTs to provide a service much more focused on their core competency of 'rehabilitation'. Two previous process reviews had failed to do this whilst the Sequena innovative 'lean six sigma' based review did ensure that the team co-created the transformed service delivery using 'new thinking' and 'new eyes'!

A combination of policy, process, training and technology changes is saving £230,000 in the first 12 months of implementation with additional mobile working roll-out.

In addition to the cost savings, the service to be received by the citizen has been completely transformed now focused around rehabilitation and meeting the personalisation agenda for social services so providing a much better service for the citizen themselves.

When to use us

Some possible situations where we could help are as follows:

1. Your internal improvement team are fully committed and resource is needed to review a specific service area in the organisation - ***We can provide resource in whole or in part to review a key process or service when you don't have the resource or expertise available.***
2. You have a desire to build a formidable internal capability and deliver visible results quickly - ***We can provide the latest techniques & tools, training and mentoring to continually develop your team particularly around visualisation during the capture activities and also with an on-line, real-time 'dashboard' to monitor and report on key metrics identified.***
3. You need to make visible progress with Carbon Footprint (CF) reduction - ***We can provide bottom-up CF analysis to determine and define a roadmap for CF improvement.***

Thank You