



SMALL CHANGE BIG IMPACT

How to write your Small Change, Big Impact story

Your example of Small Change, Big Impact may be a detailed case study and have lots of information. For your Small Change, Big Impact story, we would like to hear the key details that show the challenge, the change and its impact. When submitting your story on the website, each question has a 250 character limit (approx. 40 words) so answers will need to be short and simple.

Here we take two case studies and explain how and why we chose what details to include so we could write short, specific stories of Small Change, Big Impact.

Example 1:

1. What was the challenge?

Longer text:

Josh experiences lower back pain that has spread to his leg. The pain was impacting on his mood and motivation to look after himself and was also limiting his ability to move around the house. As a result Josh had been unable to work for several months.

Here's how to shorten the answer and what to focus on:

- Identify the main problem – **back pain** – and the biggest difficulty this has caused – **Josh being off work**.
- Write about the person, the issue was and how it affected them.
- **Don't use a service user's real name** – change their name to protect their identity.

Small Change, Big Impact answer:

Josh* had lower back pain which meant he had been off work for a few months.

** Name has been changed to protect the service user's identity*

2. What did you change?

Longer text:

Josh wanted to return to what he used to be able to do: walking, driving lessons, drawing, DIY and work. He successfully completed the pain management programme, learning skills in pacing activities and using strategies to cope with his chronic pain. The occupational therapist worked with Josh to produce a joint letter to his employer in support of his return to



work and helped him with strategies and reasonable adjustments. The occupational therapist also supported Josh in transferring his new self-management skills to the workplace.

Here's how to shorten the answer and what to focus on:

- We identified the core intervention – completing the pain management programme and then working with Josh and his employer to enable him to return to work.
- Write about what you did, highlighting the most important change – not every detail is needed.

Small Change, Big Impact answer:

I encouraged Josh to attend the pain management programme and developed strategies with him and his employer to enable him to return to work.

3. What impact did it make?

Longer text:

Following a six-month review, although Josh is still experiencing pain, he has returned to work full time and has been promoted.

Here's how to shorten the answer and what to focus on:

- Identify the key impact – returning to work – and include Josh's other valued occupations to demonstrate the wider impact on Josh's life.
- Write about both the practical impact and the difference it made to the person's quality of life and those around them.

Small Change, Big Impact answer:

Josh is now back at work and can also take part in his other valued occupations, such as driving lessons and DIY.

Example 2:

1. What was the challenge?

Longer text:

“Dad has dementia and was particularly anxious whilst on the hospital ward. It was determined he must be discharged to a nursing home with 24 hour supervision. He and all of us in the family knew that what mattered to him was to live in his own home. The hospital agreed to this providing there was an assessment by the Bridgeway service. The assessment indicated that a care package consisting of four one hour calls per day, six hours of sit-in services and two night-sits per week was required. My sister and I were expected to provide all other supervision.”

Here's how to shorten the answer and what to focus on:

- There are lots of details so identify the core challenge – with Ron's deteriorating dementia, the hospital felt he needed to go into care but his family didn't want that.
- Use Ron instead of Dad to make it more personable.
- Write about the person, what the issue was and how it affected them.



- **Don't use a service user's real name** – change their name to protect their identity.

Small Change, Big Impact answer:

Ron* has dementia and while he was in hospital, it was decided that he needed 24-hour residential care as his symptoms worsened. Ron and his family were not happy about this.

** Name has been changed to protect the service user's identity*

2. What did you change?

Longer text:

“The occupational therapist came on discharge and visited several times in the days and weeks following. Her assessment showed that although Dad struggles to learn new things and routines, he can be reasonably independent in his own environment, with his usual routines. Dad was much less anxious and distressed and more able to carry out activities at home. The occupational therapists set up a programme for Dad and the reablement workers came to help Dad work on it.”

Here's how to shorten the answer and what to focus on:

- Again there are lots of interesting details, but *Small Change, Big Impact* stories need to be clear and concise, so identify only one key change for the story.
- Focus on what you did, provide a summary of the most important change – don't try and include every detail.

Small Change, Big Impact answer:

I worked with Ron and his family to rely less on carers at home, this included introducing door sensors.

3. What impact did it make?

Longer text:

“We were so thrilled. He was able to start going back to his local pub with his friends. We, his two daughters, who supported him daily, were able to stay in work although we had been advised to give up work to ‘supervise’ Dad. Within two weeks the 24-hour support was not required. Telecare with an additional door sensor was arranged to check his night-time activity, but there wasn't any: Dad slept through each night and so the night sit-in services were cancelled. At the end of the occupational therapy programme all Dad needed was 2 x 45-minute calls of care per day.”

Here's how to shorten the answer and what to focus on:

- The impact here is huge so pick out the key points – the occupational therapist's intervention has **enabled Ron to stay living at home safely and independently**, and also **go out to enjoy valued occupations like the pub**.
- Write about both the practical impact and the difference it made to the person's quality of life and those around them.

Small Change, Big Impact answer:

Ron has improved so much he is managing at home with only 2 x 45 minutes of care per day and has even started to go the pub.