

## **About Me**



- I have worked in the public sector across health and care services for the last 25 years
- 10 years specifically working in social care across both children and young peoples but with the majority within adult services in a wide range of roles
- Familial experience of social care provision i.e. respite; homecare provision and employment of a direct support worker for a family member
- I applied to be an Implementation Support Lead within Digitising Social Care as
  I was keen to support the adoption of digital and technology in the sector being
  aware of how this could support improvements in people's care outcomes, and
  the benefits to the sector around care planning and service delivery.

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An adult social care system that makes best use of digital tools and technology to deliver **improved care** outcomes for people.

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# **Adult Social Care Digital Transformation Fund Objectives**



- 80% of CQC registered care providers, and at least 80% of people in receipt of care, will have a digital social care record by March 2025.
- 50,000 people in receipt of care will be supported by evidence-based care technologies that improve the quality, safety and efficiency of care delivery by March 2025.
- Expand the evidence base on care technologies.

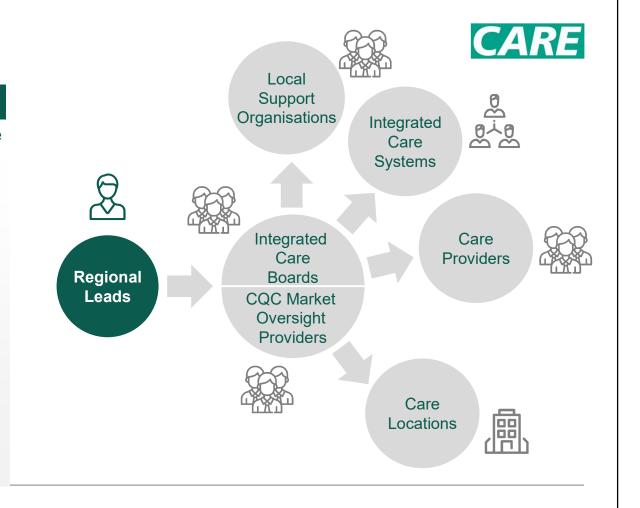


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## **Delivery Model**

#### **Regional Leads**

- Creation of national guidance for the Adult Social Care Digital Transformation Fund (ASC DTF)
- 2. Working with each of the ICB/ICS to stand up implementation support teams
- 3. Management of ASC DTF budgets
- 4. Reviewing, analysing, and approving ICS quarterly reporting
- 5. Risk and issue management regionally and nationally
- Creation and management of communities of practice across ICS and regions



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## Striving to achieve...



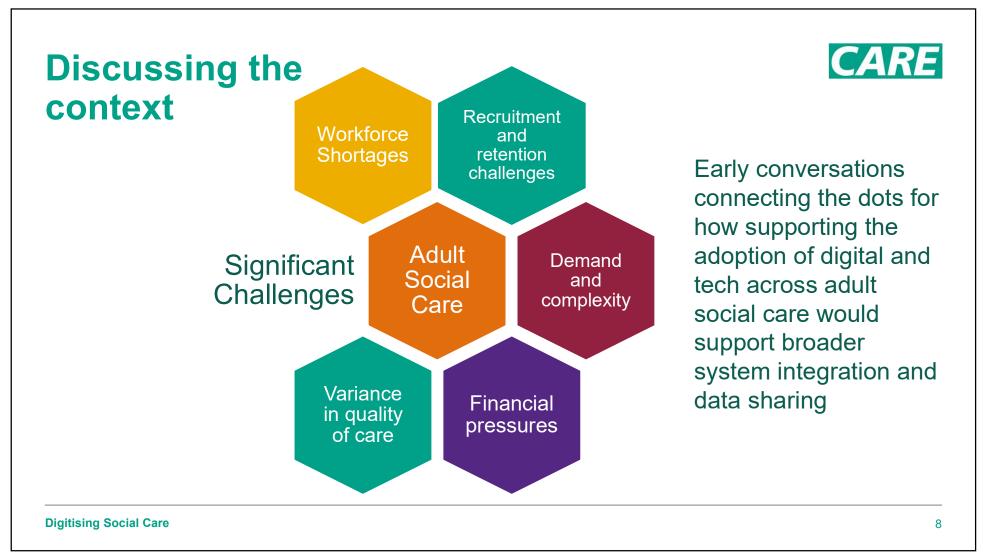
Partnership working by the use of effective communication, collaboration and the alignment of goals and expectations.

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# CARE **Building** Relationships

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## **Developing Relationships and Partnerships**



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• Importance of all system partners being informed, supported to share ideas, and work through any problems that arose

## Respect

For everyone's knowledge, skills and contribution(s)

#### **Trust**

 Developing trust with our delivery partners was really important for effective collaboration

## Consensus of shared goals

 To ensure everyone was working towards common objectives – avoiding ambiguity

### Effective partnerships

 Encouraging everyone in each local ecosystem and region to work and assist each other was essential

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## Communication



- By creating open communication channels created a sense of belonging and shared confidence, partners could share ideas and work through any issues that arose.
- This enabled us to build trust and rapport with our system partners ensuring positive and professional relationships and crucially, fostering collaboration.

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## **Channels**

#### **Future NHS Platform**

Online workspace providing news, information, resources and networking opportunities to support ICS organisations

#### **Communities of Practice**

ICS implementing the same technology coming together to share templates, experiences and learning.

#### **Extraordinary meetings**

Communicating important changes to guidance, funding or targets in national Teams meetings.

#### **121 Monthly Check Ins**

An opportunity for ICS project leads and their DISC Regional lead to discuss progress, risks, mitigations and queries



#### Weekly roundup messages

Regional lead weekly roundup email of key information such as sharing of best practice, media clippings and new guidance.

## **Regional Peer to Peer Sessions**

ICS across the region connect to share best practice and to explore challenges and solutions.

## **National DISC-Operational Group Meetings**

Monthly national meetings for all 42 ICS, sharing national updates, communicating key information and showcasing best practice.





## **Supporting System Delivery Achievements**



Supporting Strategic Collaboration National
Engagement/
Support to
ICB/ICS System
Partners Pre
Plan
Submissions

Joint ASC and ICB Strategic Vision 3 x Year Planning to Raise Profile

Supporting Collaborative Relationships

Integrated
Digital and Care
Technology
Planning
Approaches

National and Regional Objectives and Sustainability Considerations

Supporting ICB/ICS Delivery with Guidance and Support

Annual Yearly Implementation Plans, ICB/ICS determined local targets Regional Implementation Support Provided to ICBs Good Practice Resources shared Nationally and Regionally Funded
Collaborative
Working with
Better Security,
Better Care

Regular
Communication
and
Engagement
Activities and
Support

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## **National Toolkits and Resources**



Communication, Resources and Toolkits DiSC website and social media content. ICB Contacts page.

FutureNHS National and Regional Peer Support Engagement and presentation materials standardised

DSCR and Benefits Animations For Use Letter Templates For Use with Care Providers

National Programme Resources Assured Solution Framework for DSCRs Decision Support Tool to aid Choice of Assured DSCR Solution

Digital Skills Courses and ASC WGLL Digital Framework DSCR Benefits Profiles, Metrics and Support Provided

Masterclasses and CQC Benefits Mapping

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# ICB Mitigations To Achieve Delivery Objectives



**Planning** 

 Stakeholders, planning and targets, baselining DSCR use and understanding need for digital and technology adoption.

**Engagemen** 

 Developing localised communication toolkits, working with LSO's, events, digital buddies, Assured Solution List and decision support tool, use of DSCR Demo's and grant funding template for ease.

Delivery

 Offering information, help and support to care providers. Following up on interest and supporting applications, paying grant funding.

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## Impact of ICS Delivery Model





#### **Before**

- Prior to the DISC programme the majority of ICB/ICSs had yet to engage with the ASC sector with many unable to quantify the size of the provider market.
- Care Provider associations had limited engagement with their ICS outside of local authorities
- 40% of care providers were using paper-based records, with limited digital maturity

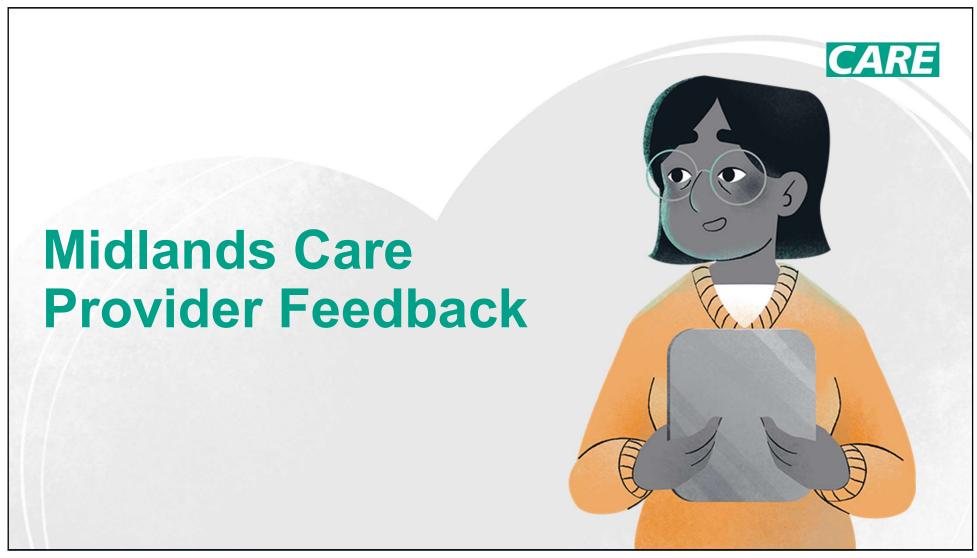
#### During

- Stakeholder collaboration was a requirement of participating in the Digital Transformation Fund, leading to the forging of new relationships across Integrated Care Systems.
- ICB/ICSs worked together with Local Support Organisations (funded by the Better Security Better Care Programme) to provide wrap around support to ASC providers on their digital journey.

#### **After**

- ICB/ICS have a more holistic picture of their ASC market, able to identify the number of active care providers, the number of people they supported and an understanding of their digital maturity
- Through collaborative work across programmes, a significant proportion of ASC providers have increased their cyber resilience, undertaking DSPT, and moving from paper to NHS assured digital systems.





All your information about the support you have given to a person is in one place – this has helped when I have needed to seek help from health professionals as I have been able to share information quickly and securely about all of the person's support needs as well as what has been happening in their routine in the weeks and days running up to the referral.

CARE

The Digital Social Care Record allows me to see trends such as which day most incidents happen and at what time during the day, which I use as a workforce planning tool. The reporting available also makes fluids and nutrition easy to monitor – we can easily look for risks of dehydration or changes in eating behaviours.

Makes me feel part and parcel of my family member's daily care. (Carer)

We are confident that the Digital Social Care Record will continue to save us money in the long run. We are also seeing other benefits from the Digital Social Care Record, such as improved efficiency and accuracy in our record-keeping.

Since we started with digital care records it helps us in many ways.

Digital records allowed for quicker access to information, reducing the time spent searching for paper documents. The automation of routine tasks, such as appointment scheduling and reminders, can save time for us.

