

CARE

How we have worked with our system partners to roll out DSCRs and care tech

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Digitising Social Care



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.

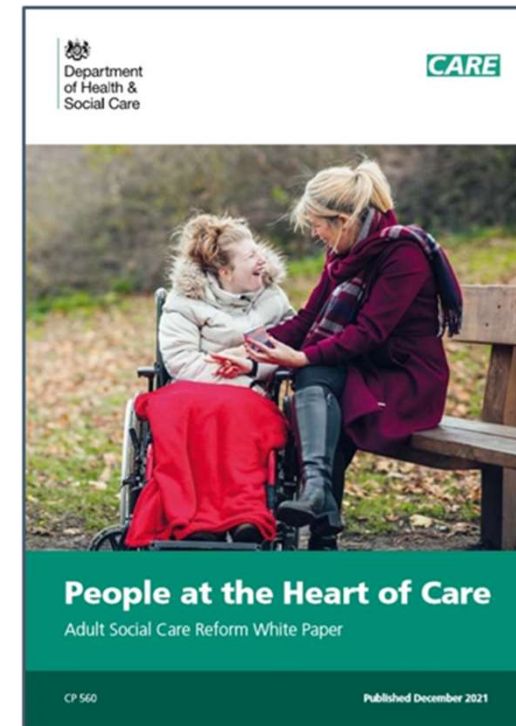


An adult social care system that makes best use of digital tools and technology to deliver **improved care** outcomes for people.

Adult Social Care Digital Transformation Fund Objectives

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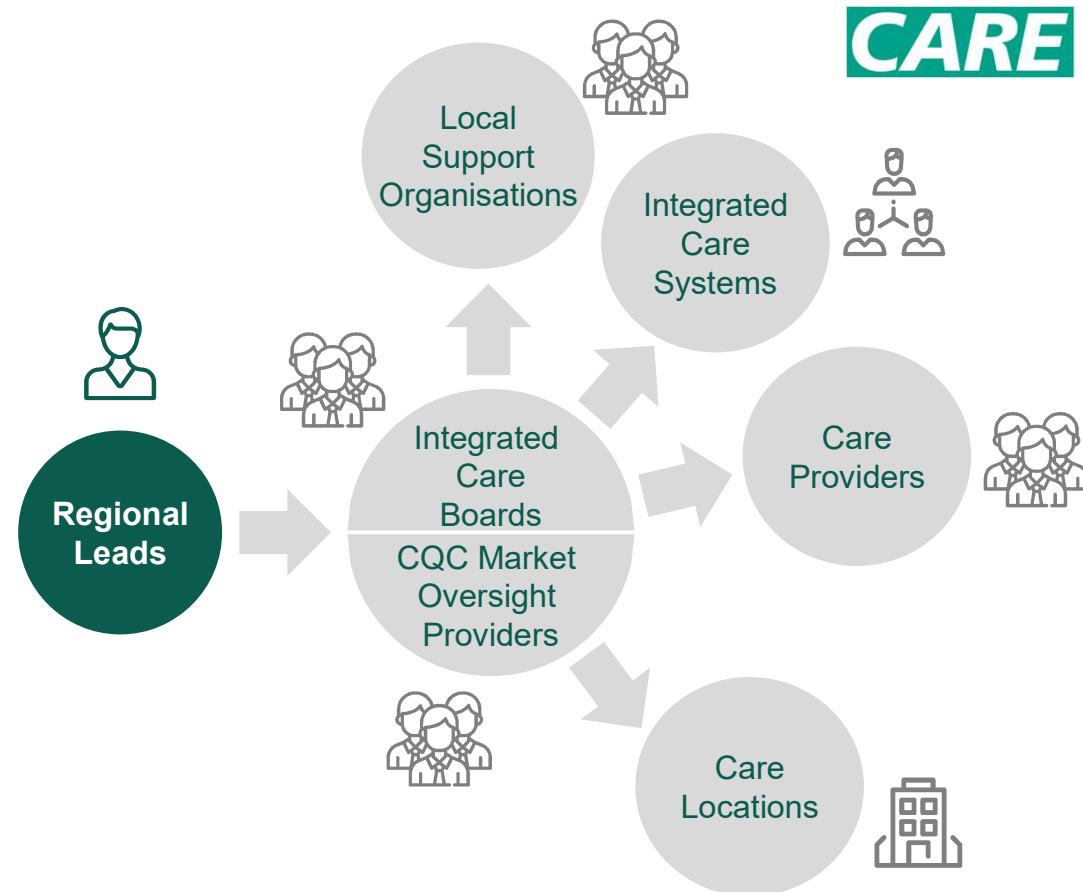
- 80% of CQC registered care providers, and at least 80% of people in receipt of care, will have a digital social care record by March 2025.
- 50,000 people in receipt of care will be supported by evidence-based care technologies that improve the quality, safety and efficiency of care delivery by March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



Delivery Model

Regional Leads

1. 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
6. Creation and management of communities of practice across ICS and regions



Striving to achieve...



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

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Building Relationships



Discussing the context

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Early conversations connecting the dots for how supporting the adoption of digital and tech across adult social care would support broader system integration and data sharing

Developing Relationships and Partnerships



Clear, open communication

- 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

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.

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

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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.



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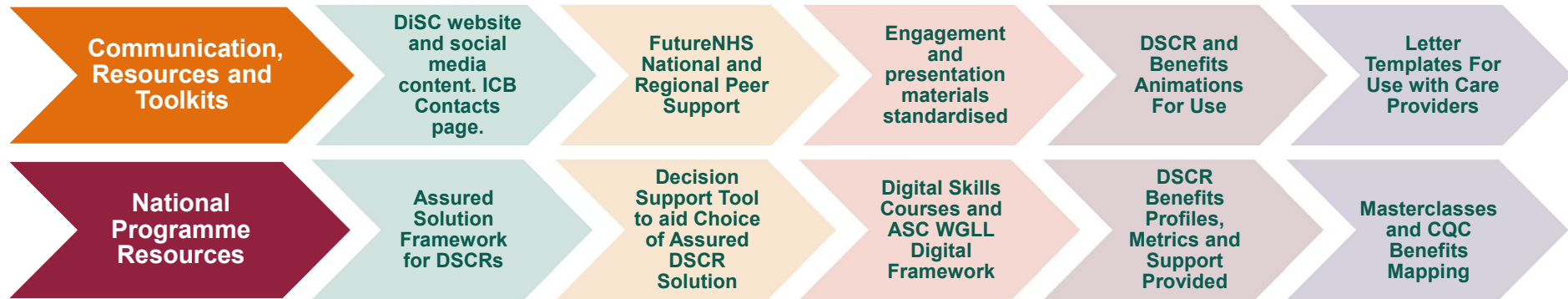
Supporting the identification and management of risks



Supporting System Delivery Achievements



National Toolkits and Resources



ICB Mitigations To Achieve Delivery Objectives

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Planning

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

Engagement

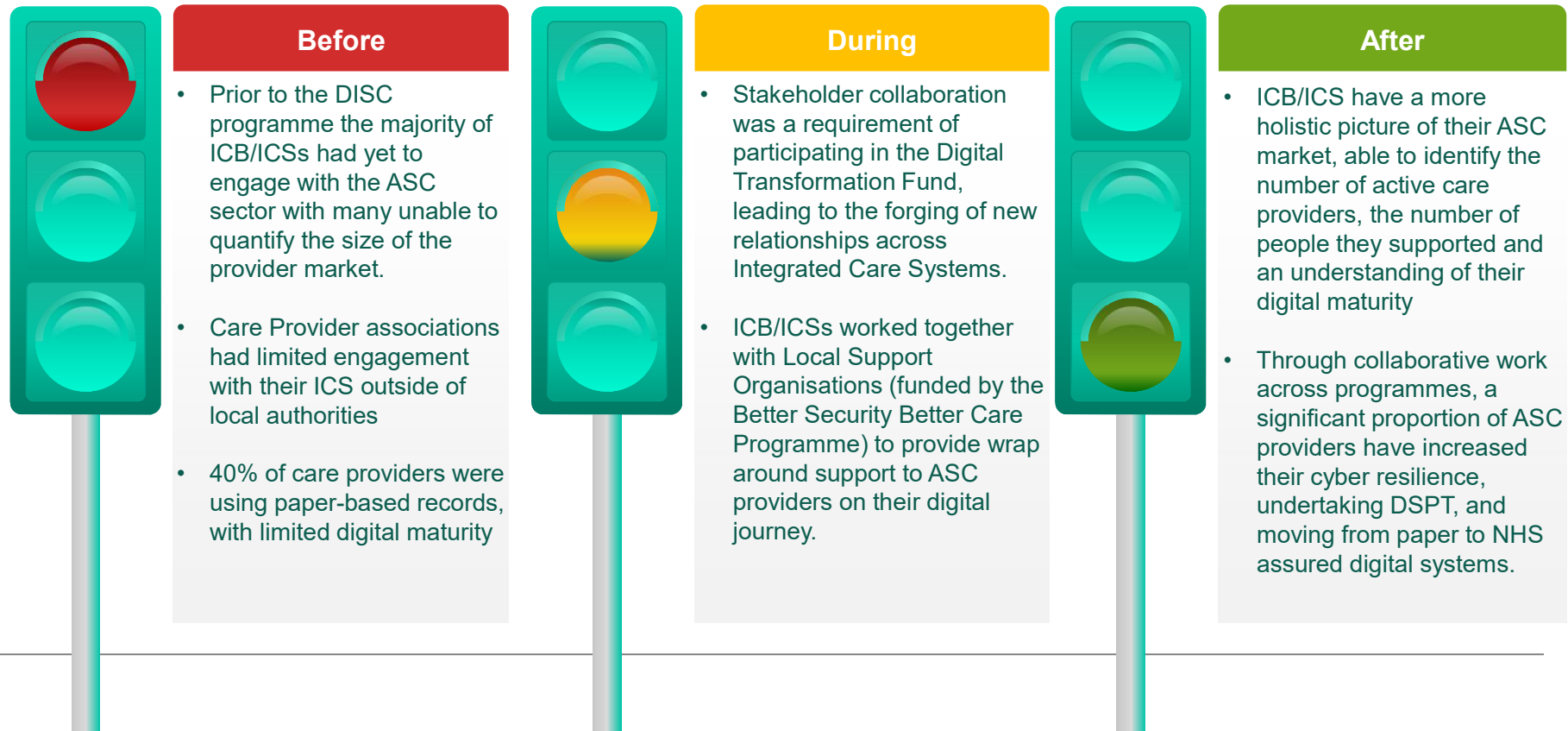
- Developing localised communication toolkits, working with LSO's, events, digital buddies, Assured Solution List and decision support tool, use of DSCR Demo's and grant funding template for ease.

Delivery

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

Impact of ICS Delivery Model

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Midlands Care Provider Feedback



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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.

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.

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