

# Adults and Communities Overview and Scrutiny Committee

1 November 2021

Digital Developments

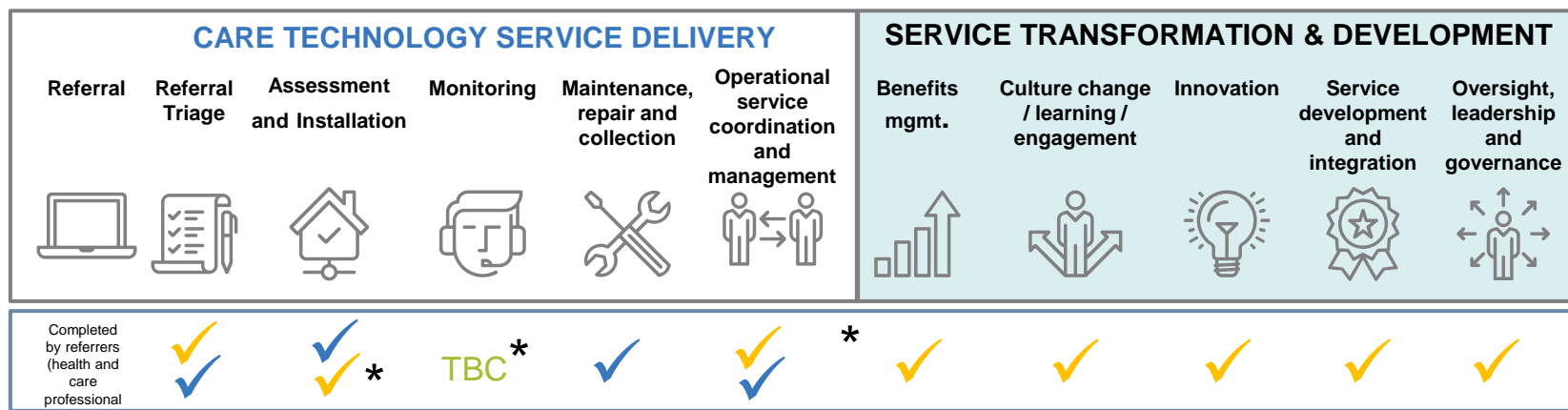
- To update the Committee on the work of the department to develop its digital strategy.
- To give an opportunity for the Committee to ask any questions about the direction of travel.

- Customer Facing
- Workforce
- Integration
- Systems
- Horizon Scanning

Focus today on **Customer facing, Integration, Horizon scanning.**

The diagram below shows the service elements and high-level Leicestershire County Council (LCC) and Hampshire County Council (HCC)/PA roles. Yellow indicates an HCC/PA delivery role. Blue indicates an LCC delivery role and an HCC/PA advisory role. This will involve knowledge transfer, learning and development and coaching to the LCC team. Where there are multiple ticks, both roles take place, as explained in detail on later slides.

Key to which service elements are delivered: LCC delivery, HCC/PA advisory  
HCC/PA delivery



LCC delivers core operational services and is supported by HCC/PA to transform and continuously improve operations to meet best-in-class service delivery. LD assessment / installs delivered by HCC/PA on a time limited basis. [\[TBC monitoring\]](#)

HCC / PA deliver core transformational service and are responsible for overall service management

\*See [here](#) for more information on the operational service management function and [here](#) for more information on monitoring options.

## Operational service coordination and management is integral to embedding a transformed approach to care technology via the hybrid model

Delivery of a best practice care technology service relies on coherence between the operational service and enabling functions. For example, the culture change and engagement programme must be embedded by the service delivery team operating in an 'outcomes-focused' way on a daily basis. **Key to this is the operational service coordination and model.**

In the hybrid model there will be two roles responsible for the operational service coordination and management function:

- 1) AT Co-ordinator- existing LCC post
- 2) Operations Manager- HCC/PA role

Responsibilities	
AT Co-ordinator- existing LCC post	Operations Manager- HCC/PA role
<ul style="list-style-type: none"> <li>• Provide direction and matrix management of operational staff responsible for assessment and installation</li> <li>• Providing technical expertise in relation to assessment and installation</li> <li>• Supporting implementation of the new care technology strategy</li> <li>• Promoting the transformed approach to care technology to assessment and installation staff enabling this to be embedded in day to day practice</li> </ul>	<ul style="list-style-type: none"> <li>• Provide advice and oversight on all aspects of service delivery</li> <li>• Embedding effective quality assurance processes to promote best practice</li> <li>• Oversee referral triage function in year 1 and the ongoing capability development of the current LCC AT team to ensure appropriate handover of this responsibility in year 2</li> <li>• Provide an operational link and insight to the service transformation and development functions</li> </ul>

## Specialist services are key to innovation in a care technology service and ensure access to a broad range of user groups

Whilst the core of a care technology service is the support of older adults and the delay, avoidance or reduction of home and residential care, this is by no means the limit of its potential. Specialist services use tailored solutions to support a wide range of user groups to improve independence and safety and avoid other costlier forms of care.

As part of the hybrid model, HCC and PA will work with LCC to implement two specialist services in each contract year, starting with LD (suggestion is to start with a supported living pathway). Below are some examples of options for specialist services. These services, or indeed others of interest to LCC can be designed in a bespoke way to meet the needs of LCC residents.

Specialist Service Options	Description
LD Supported Living (SL) pathway	Providing equipment to increase independence and reduce reliance on face to face care in LD supported living schemes
Dementia	A pathway focused on early intervention to support those with a recent dementia diagnosis who are not currently in receipt of social care services, but who are likely to begin needing them in 6-18 months' time.
Hospital discharge care technology offer	Implementation of a direct issue care technology offer to support hospital discharge and avoid readmission
Amazon Echo Alexa pathway	Using voice-controlled consumer technology with tailored functionality to support citizens with long term conditions to improve their quality of life and sustain caring relationships
Hydration pathway	Implementation of a pathway to support users at risk of becoming dehydrated, widely accepted as a serious precursor to poor health and the need for intervention
Speech and language remote appointment pilot	Use of technology such as Kraydel to facilitate remote support and appointments via home televisions
Reviews Automated Contact Service (RACS) pilot (partnership with Amazon Web Services)	Utilise an Automated Contact Service to systematically and consistently approach contacting people when a review is due (or overdue) to enable a prioritisation that allows care professionals to plan work in an informed way

## Autonomy – Leicestershire ASC’s Customer Portal

Autonomy is a standalone customer portal which links into both LAS (Adult Social Care Case Management) and ContrOCC (ASC Financial management) systems.

It can be accessed directly, or the individual assessments can be accessed via links from the Adult Social Care area of the LCC website.

It has been Live since 2017, starting with the Carers Assessment



Home

## Leicestershire Adult Social Care online

Welcome to the Adult Social Care online portal. This portal has been designed to allow you to complete a **Carer's assessment** form to assess your needs as a carer and find out if you may be eligible for support, a **Care and Support Self assessment** form for adult social care if you have your own needs, and a **Financial assessment tool** so you can get an indication of how much you will need to pay towards any support you need for yourself, and submit your assessment to us if necessary.

You can complete these assessments for yourself or on behalf of someone else, if you have their permission.

## Current Position

- The portal now contains 3 self-assessments, and an enquiry form for people interested in becoming Shared Lives carers, all accessed via 'tiles' on the portal.
- The self-assessments are:
  1. Carers Assessment
  2. Self Assessment for Care and Support
  3. Financial Assessment





## Portal – next steps

The following areas are currently in development:

- Professional referrals – including equipment requests, safeguarding referrals, and requests for attendance at Continuing Health Care reviews
- Customer accounts
- Care accounts (financial information)

## Integration: Shared Care Record

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- Secure computer system
- Brings together certain important information about patient's who have used services provided by their:
  - GP
  - Local Hospital
  - Community Healthcare
  - Social Services
  - Mental Health Teams
- Enables clinical and care staff to view real-time health and care information across care providers and between different systems
- All records are strictly confidential
- Can only be accessed by clinical and care staff directly involved in a patient's care

## What is a Shared Care Record system?

Leicester, Leicestershire and Rutland will be implementing the Yorkshire & Humber Care Record, which is a secure system that will bring together certain important information about individuals who have used LLR services provided by their GP, at a local hospital, community healthcare, social services or mental health teams.

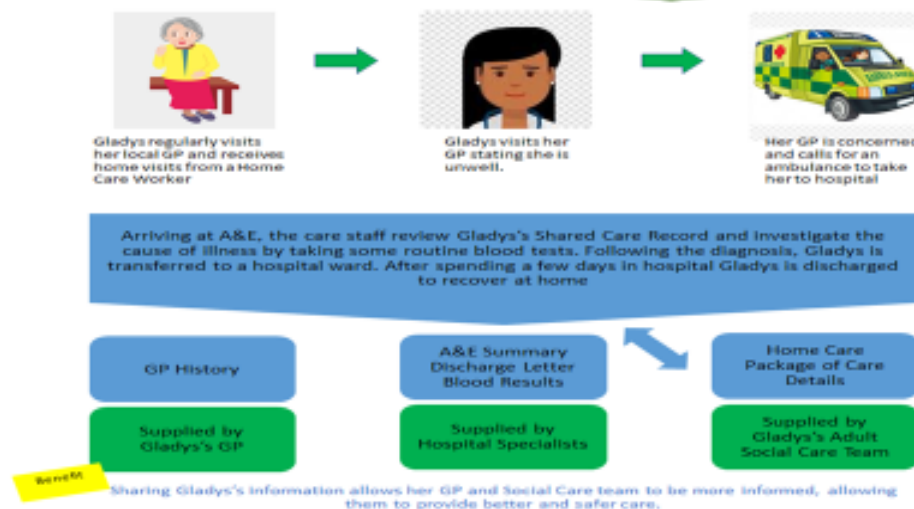
It will provide clinical and care staff directly involved in an individual's care access to the most up to date information about them. It does this by sharing appropriate information from the various health and social care systems holding that information.

Records are kept strictly confidential and can only be accessed by clinical and care staff who are directly involved in that individual's care.

## When is this going to happen?

Mobilisation and Technical Infrastructure	June – July 21
1 <sup>st</sup> Wave of Information made available	June – August 21
1 <sup>st</sup> Wave operational systems (inc social care)	September 21
Further data and move to BAU	November 21
Additional data requests, settings added as BAU	January 22

## How would we use it?



## What are the benefits?

- Joined-up and safer care
- More time spent on giving care
- Less paperwork
- Information in one place
- Not having to repeat information to different clinical and care staff

## Yorkshire & Humber Care Record

- LLR have chosen to go with the Yorkshire & Humber Care Record solution
- This has been developed using an open platform and open standards by the three Yorkshire and Humber ICS who jointly own the asset and intellectual property.
- Humber Teaching NHS Foundation Trust hosts all the assets for the shared care record.
- They also utilise expertise from Google, Synanetics and Deloitte to provide the total solution
- An Open philosophy is key to joining the data together



Customer  
Facing/Horizon  
Scanning

Using Technology To Better  
Engage With Citizens And To  
Further Understand How  
They Are Living Within Their  
Communities



## Our Submission

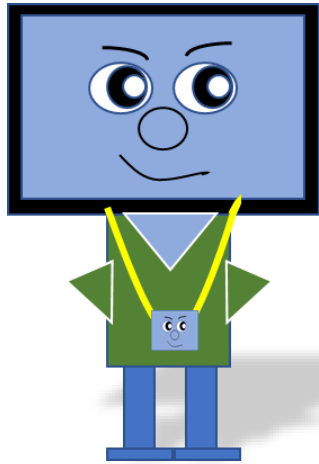
- The Leicestershire Adults and Communities team is keen to improve its digital footprint in its dealings with customers, general enquiries from the public, professionals and third party service providers.
- Our bid focused on improving customer service by responding to enquiries for help and support:
  - As quickly and effectively as possible whilst retaining a human touch;
  - Ensuring answers are tailored specifically to the person asking;
  - Keeping enquiries and responses, private and confidential;
  - Freeing up staff to focus on the most urgent and difficult enquiries or for those unable to access the digitally.
- Provide us with key information on what people are looking for and how best we can help them, so that we can improve the customer experience and services available.



.... Meet CAS your digital Care And Support worker




Whilst CAS is illustrated here as a typical Chatbot .....



We'd very much like CAS to be more human .....

Able to interact with everyone

- Individually chosen from a group by the customer
- Receive and give information vocally
- Translatable into different languages
- Present information in different forms e.g. video 

and be a bit more animated .....





Navigating around the services and support available can be a nightmare if you don't what your looking for!

..... Likewise if you know what you're looking for you don't want spend hours looking for it!

Report Abuse of an Adult	Domestic Abuse	Deprivation of Liberty	Complain about ASC	Eligibility for Care & Support	Urgent Help	Older Person's Bus Pass	Easements to the Care Act during Coronavirus	Living with Dementia	Paying for your Care & Support	Direct Payments	Care Homes Costing More than we will Pay	Working with the Council
Managing Someone else's Affairs	Advocacy	Choosing Best Place to Live	Sheltered Warden-Assisted or Retirement Housing	Personal Budgets	Mental Health Information, Advice and Support	Apply for a Disabled Person's Bus Pass	Easements to the Care Act during Coronavirus	Get Right Help if you have a Learning Disability	Paying for your Own Care (Self-Funder)	Direct Payment Cards		Our Approach
Extra Care Housing	Shared Lives Placement	Short Break in a Care Home	Advocacy	Advocacy						Disabled Facilities Grant		
Supported Living	CQC Registered Services	Covid Winter Support Grant	Care and Support Assessment	Contact Adult Social Care	Blue Badge Parking Scheme	Report Lost, Stolen or Damaged Concessionary Bus Pass	Coronavirus FAQs About Your or Your Cared for Person's Care or Support	Get Right Help if you have a Sight or Hearing Impairment	Independent Financial Advice	Financial Assessment for a Care Home	Changes to Benefits when you go into a Care Home	Infection Prevention and Control
Are you a Carer	Help for Young Carers	Support & Advice with Caring	Child or Young Person Looking after You	Help for Working Carers	Apply for a Disabled Parking Space Outside Your House				Managing Someone else's affairs			
Benefits & Financial Support for Carers	Coronavirus Guidance for Unpaid Carers	Become a Shared Lives Carer	Become a Personal Assistant	Inspired to Care		Get Help to Stay Independent	Equipment Home Adaptations & Assistive Technology	Keep Safe at Home and in the Community	Financial Assessment for Care at Home	Using your Home to pay for a Care Home	Benefits for Adults	Working with you during Coronavirus
Carers Planning for Emergencies & Future	Carers Looking after Yourself	Breaks for Carers	What is a Carers Assessment	Carers Personal Budgets	Lifelines, Telecare and Alarms	Coming Out of Hospital	Meals on Wheels	CQC Registered Services	Personal Budgets	Care Homes Costing More than we will Pay	Care Referrals	

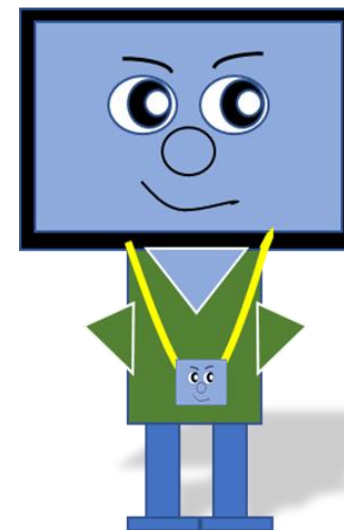
# Horizon Scanning/Customer Facing

Rather than just automate searches though, we want to be able to provide a personal and appropriate response .....

Based on what we already know about the person and/or the information they enter when searching .....


So if Mrs Wells has an account or provides specific information then as well as finding appropriate information .....

We can tailor the content to her and even assess the level of risk and respond accordingly and she can use it again and again, making it easier to re-access her information.....





If anything that Mrs Wells shares with us triggers an at risk alarm we can arrange for a member of staff to call her back .....

Living  
Independently  
at Home  
for  
Mrs Mary Wells



<p>Get Help to Stay Independent</p>	<ul style="list-style-type: none"> <li>• What we can do for you</li> <li>• Voluntary Organisations in your area who can help</li> <li>• Local Support Groups near you</li> </ul>
<p>Equipment Home Adaptations &amp; Assistive Technology</p>	<ul style="list-style-type: none"> <li>• Things that could assist you</li> <li>• Where you can get them from</li> <li>• Financial help available</li> </ul>
<p>Keep Safe at Home and in the Community</p>	<ul style="list-style-type: none"> <li>• Top tips for staying safe</li> <li>• Local Support Groups near you</li> <li>• Trusted Traders near you</li> </ul>
<p>Meals on Wheels</p>	<ul style="list-style-type: none"> <li>• What's available based on what you've told us</li> <li>• Will you have to pay</li> <li>• How to arrange</li> </ul>
<p>Lifelines, Telecare and Alarms</p>	<ul style="list-style-type: none"> <li>• What's available based on what you've told us</li> <li>• Will you have to pay</li> <li>• How to arrange</li> </ul>

# Horizon Scanning/Customer Facing



"I'm worried about being able to continue living at home"



CAS pulls together a personal response for Mrs Wells

