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Adopting the Right Technology to Support Adult Social Care

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Background to the report

- Roundtable held in November 2020 exploring:

  - Importance of technology in social care

  - Technology adoption in local authorities

- Findings written up with **"Employing Assistive Technology in Adult Social Care"** report published July 2021

- New report **"Adopting the Right Technology to Support Adult Social Care"** focuses on:

  - How local authorities can effectively support citizens using technology whilst challenging cultural norms and avoiding costs to 'the system'

What are the key themes?

Enabling the right systems and solutions in local authorities

Delivering quality care to citizens

Ensuring the right devices work in homes

Enabling the right systems and solutions in local authorities

REPORT RECOMMENDATIONS

- Simplify access to social care
- Data should be used in the right way
- Using technology as a predictive tool enables preventative support
- Maximising workforce efficiency
- Better integrated services can deliver improved outcomes
- Culture change and different ways of working required
- Simplify messages around technology

FOCUS ON

- Access and assessment
- Predictive solutions
- Data and GDPR
- Integration with partner systems
- Supporting organisational and cultural change

SMART: Culture Change

- **S** IMPLE
- **M** EANINGFUL
- **A** GREED
- **R** EVIEW
- **T** EST AND RETEST

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Delivering quality care to citizens

BENEFITS TO CITIZENS AND QUALITY OF CARE

- Keeping people at home for longer

- Improved quality of life

- Technology is an enabler / driver of preventative support

- Improved outcomes due to early intervention

- Quicker access to care when needed

FOCUS ON:

- Effective commissioning

- Interoperability

- Maximising staff time and productivity

- Support for staff and citizens

- Case studies:
  - **Nottinghamshire County Council**
  - **Stockport Homes**
  - **Carecom**

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Ensuring the right devices work in citizens' homes

IMPACT OF THE MOVE TO DIGITAL SOLUTIONS

- Awareness of transition from analogue to digital solutions and challenges this presents

- Technology only as good as the infrastructure that delivers it

- Broadband coverage *should* improve (although we recognise there are rural and county area blackspots)

- Digital solutions can support staff, especially in rural locations

- Digital technology enables better collection of data and can improve decision making

FOCUS ON:

- Analogue to digital
  - Enhanced services
  - Invest to save
  - Limited 'mainstream' digital solutions

- Housing providers should:
  - Find out the timing of upgrades in their areas
  - Write upgrade plan and plan, plan, plan
  - Understand risks
  - Communicate what is happening to users

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Funding investment in technology and housing

Government's investment in technology: £150m over 3 years, accessed via ICSs

Government's investment in housing:

- Critical role for ICPs in driving the necessary integration of housing within health and care

- Enable all local areas to agree a plan embedding housing in broader health and care strategies

- Boost the supply of supported housing and drive how services are delivered alongside housing where possible

- Increase local expenditure on services for those in supported housing

- **£300m over 3 years to connect housing with health and care and drive the stock of new supported housing**

- **Invest in the Care and Support Specialised Housing (CASSH) fund with £210 million available from 2022–2025**

Embedding change in practice

Don't underestimate the time it takes to embed change

Technology suppliers, housing providers and local authorities need to collaborate and co-create effectively

Technology needs to be front and centre of any strategy for change

Co-design excellent outcomes-based solutions

Consult with citizens and carers about the services they need

Don't panic – plan, develop and implement effective strategies and solutions

Communicate clearly

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Aligned with the TAPPI principles: Putting people at the heart of technology

TAPPI: Technology for our Ageing Population Panel for Innovation

Thank you