

Social Care Digital Innovation Programme – Derbyshire County Council

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**Using digital technology to
enhance the Occupational
Therapy assessment process**

WHY CHANGE, WHY NOW?

The need to deliver 'more for less'

To provide aids and adaptations in a timely manner to maximising a client's independence and confidence, leading to:

- A better quality of life
- Reductions in the levels of support provided by family; carers and statutory services

Reduce/Avoid Duplication

To embrace a internal, external and societal confidence with using technology

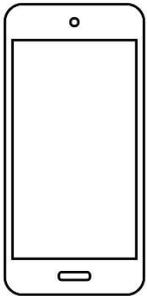
Improvements to both the referral and assessment will mean that OT time can be directed to a focus on more complex cases, with resolution of more cases at 'the front door'

The need to refocus and utilise the wider skill set of OTs in roles with prevention and reablement

Reduce travelling times; streamline processes, to reduce waiting lists stacking. These were causing delays in our clients accessing the right aids and adaptations.

WHAT WOULD THIS CHANGE INVOLVE?

Technology changes:



Introduction of smartphones to all staff

Widespread use of Microsoft 365, in particular Microsoft Teams as a collaboration tool



Microsoft Teams



Guided use of photos, videos and live streaming allowing in real time

Additional changes:



Improve the quality and content of the information requested on both internal and external referrals and streamline the way these referrals interact with current systems



Improvement in use of the Trusted Assessor model, both internal and external to avoid unnecessary duplication of assessment

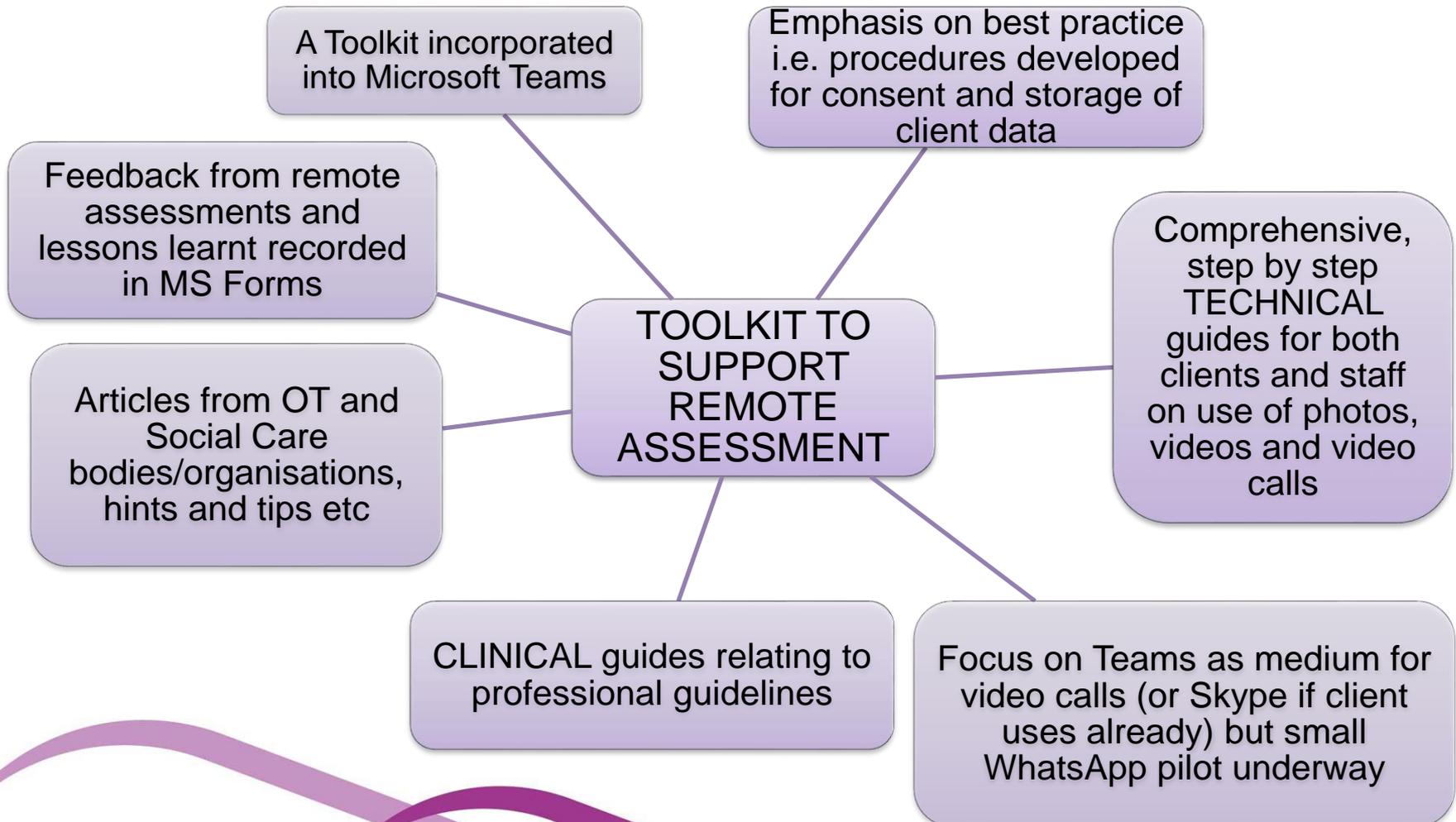


Working closely with other relevant organisations/agencies for example, NHS, HIA's and local councils, to ensure effective working practices and consistent approaches



Improvements to our website to give citizens more choice and support, focussing on what matters most to them, as the current website concentrates too little on citizens seeking solutions for themselves

WHERE ARE WE NOW?



COLLABORATION & ENGAGEMENT



Collaboration and engagement, as well as recognising the impact of such a culture shift was always going to be key to the success of the project:

- **STAFF** – keep informed of progress, and meet with our pilot areas regularly. No such thing as stupid questions!!
- **DCC DEPARTMENTS** – close links with many departments, including IG, ICT and Adult Care.
- **PARTNER AGENCIES** – links with NHS, local councils and other organisations which form part of the referral and/or assessment process
- **CLIENTS** – opinions were garnered at the initial stages, as well as a survey currently being conducted for those who have taken part in a remote assessment.

WHAT ELSE HAVE WE ACHIEVED?

All ASCH staff now have smartphones and access to Microsoft Teams;

A Professional Referral has been completed using smarter forms. These forms have the ability to add further information at the point of referral.

Work is taking place with other depts to integrate this into website

Continuing to develop and improve the *internal* referral process. To embrace strength based approaches and to fully utilise the Trusted Assessor model with a wider staff group

Working closely with ACATT, our 'front door' team to ensure they are fully utilised. They have always assessed cases remotely via phone but are improving the complexity of cases that they can resolve by use of digital tech, with less passed to Area teams

Reviewing other council's use of citizen's 'self help' pages and considering how we can use 'Ask Sara' in greater capacity

Sharing ideas with other organisations



Many of the challenges relate in some way to Covid and associated changes to services and practice

Rapid organisational changes:

Putting extra pressure on staff

Causing interruptions to predicted project flow, need to tie project into these

Introduction of toolkit has been very labour intensive –

Staff not always easy to engage or as open to new ways/technology as originally anticipated

More complexity to tasks and processes within project plan than originally thought

Difficulties getting staff to feedback experiences

GOING FORWARD

To fully integrate professional referral form into current systems

To work with ICT Services to ensure we can collaborate fully with external partners via MS Teams

Further work to be completed on Trusted Assessor models both internally and with partner agencies

Development of the citizen's website to offer signposting for self help

Knowledge sharing with other external partners including Royal College of Occupational Therapy

Continue working with managers and senior practitioners to develop staff confidence with toolkit through Teams and via tools and supervision

Rollout of the toolkit to wider audience across Adult Care within DCC

