

# Hampshire County Council

## ***Cobots in Care: Pathfinder Headlines & Engagement***

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# This session about Cobots\* in Care

*\*a computer-controlled robotic device designed to assist a person*

- **The problem we were seeking to solve**
- **What we did**
- **The results and benefits of the work to date**
- **Engagement and sharing lessons**
- **Next steps**

# The problem we were seeking to solve

- An impending crisis in care:
  - HCC facing growth in volume and complexity of demand
    - 6,000 more care workers needed by 2025
    - 1 in 3 packages are now 'double-ups'
  - Concerns about the resilience of unpaid carers and the risk of further demand for funded care
- In 2018, HCC won SCDIP funding to explore how carers could be better supported with the physical aspects of caring
- Workshops with carers and long-term care receivers revealed:
  - Carers were struggling to cope with the physical demands
  - They felt unsupported, desperate for solutions and were receptive about the idea of robotics

# What we did

- Developed strategic **business case**
- Focused in on a **specific use-case** (double-ups)
- Global trawl of **~40 developers** of cobotic devices with potential
- Shortlisted promising cobots & borrowed one for ‘**show and tell**’ sessions
- Engaged with key **external bodies** e.g. CQC, RCOT, HSE, UKHCA...
- Leased 6 cobots and **deployed them in care settings**
- **Re-deployed** them into community settings during COVID
- Established a comprehensive **evaluation framework**
- **Updated the business case** in light of findings

# The results and benefits to date #1

*“I felt supported, it made me use my legs not my back and my shoulders.*

*I didn't dread double-ups.*

*I didn't think of it as strenuous any more.*

*If you've got to lift/roll you didn't mind because it didn't feel hard work.*

*I just moved the mobile hoist on the carpet and it was effortless...*

*I did it independently and it was no problem”*

**Reablement care worker**

# The results and benefits to date #2

- It is not a panacea:
  - If the cobot doesn't **fit the wearer** well, it doesn't work
  - If the wearer feels **self-conscious** among colleagues, reported benefits are limited
  - If the cobot isn't taken off between episodes of heavier work, **it can get heavy & uncomfortable**
  - If provider management teams don't embrace new technology, **staff don't persevere** with it
- The work shone a light on **other non-TEC changes** that could reduce unnecessary use of double-ups

# Engagement and sharing lessons

- Invited **NHSX, Innovate UK and BIS** to watch the cobots in use
- Written articles for relevant publications, incl. **HomeCare Insight & MJ**
- Targeted engagement through **webinars**:
  - **Carers UK** National Conference Oct 2020
  - **ADASS** summer conference “A renewed Imperative” July 2020
  - **TSA** webinar “A New Dawn for Technology in Care” July 2020
- PA’s **Robotics in Care Community of Interest** has had frequent updates
- Jane Townson, CEO of UKHCA joined the Oct meeting to discuss the **implications for the home care workforce** of cobots



# Next steps

- Further **focused engagement** on Cobots Pathfinder headline findings and progress with the planned next phase of roll-out
- Early next year: open sessions in **Hampshire CC TEC week**
- **On-going promotion** and debate through articles, social media, webinars

## Thank you

- Happy to take questions now, at the end of this session or afterwards

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