



Local Investment Programme Webinar Series

WEBINAR 1 - How much does your supported living cost? How Barnet Council embraced technology and are improving lives and their budget

Local Investment Programme Webinar Series

1

Introduction to Local Investment Programme

Ed Humphreys, Local Government Association

2

London Borough of Barnet Technology in Supported Living

Andrew Maskell, Head of Integrated Learning Disability Service

Harmindar Sanga, Programme Manager at PA Consulting

3

Question Time

Ask a question about Barnet's project

4

What's coming up?

Events and the new programme

**ASK A
QUESTION**

Local Investment Programme 2017/18

19 local authorities each funded £50k



Local Investment Programme 2017/18

Interim Evaluation report



HEADLINES

- 1** **Sefton** are trying to increase care provider digital maturity with new home care contract
- 2** **Barnet** (variety of tech in home) and **Hampshire** (Amazon Alexa) had some national interest
- 3** **Luton** adopted successful staged approach to care home digital maturity – bronze (with Wi-Fi upgrade) to gold (care record sharing)
- 4** **Norfolk** trained contact centre staff enabling earlier intervention from voluntary sector

BARRIERS

- 1** Challenging measuring outcomes – savings and cost avoidances
- 2** Information governance, data sharing and consent

FINDINGS

- 1** Adapting to local circumstances and input from national policy and governance
- 2** Iterating and adapting their approach to overcome challenges and focus on enablers, where they exist
- 3** Not trying to constrain the solutions but are facilitating an action research approach to developing the interventions
- 3** Time – 75% of projects have run longer than initially projected
- 4** Implementing behaviour change

Local Investment Programme 2017/18

Top tips from national event

- 1 Assemble your team
- 2 User/staff engagement essential from the off
- 3 Rein in your ambition
- 4 Be flexible in terms of timescales and outputs
- 5 Know your data sharing implications
- 6 Don't forget your overarching outcomes



Final evaluation report due early in 2019

www.local.gov.uk/scdip

A string of warm-toned Edison light bulbs hanging against a dark brick wall. The bulbs are of various shapes and sizes, some glowing and some not. The background is a dark, textured brick wall.

TECS in supported living in Barnet

Early lessons from the project

Andrew Maskell, Head of Integrated Learning Disability Service
Harmindar Sanga, Programme Manager at PA Consulting

SETTING THE SCENE: THE SUPPORTED LIVING PROJECT AIMS

- London Borough of Barnet and Argenti received funding in summer 2017
- Provide TEC solutions to **18 individuals** with LD in SL by end of March 2018
- **Engage key stakeholders** throughout the process
- Evaluate the **qualitative impacts** and also the financial benefits
- Curate **case examples** including video case material
- Develop a method that facilitates **mainstreaming** for this cohort so the programme can be extended in Barnet and used elsewhere
- **Share the lessons** through events and via the LGA evaluation report

Got a question? Use the webinar question function or email socialcaredigital@local.gov.uk

DESIGNING A DIGITAL PROJECT IN ADULTS

THE CHALLENGES TO BE OVERCOME

CULTURE CHANGE

- Technology is **not familiar** in LD; people fear that it's about **reducing care quality**
- Threat to Provider **income**: *“we know this service user best; why change now?”*
- Engagement with care practitioners and others to **win them round** to the idea that TEC is a positive

PRACTICALITIES

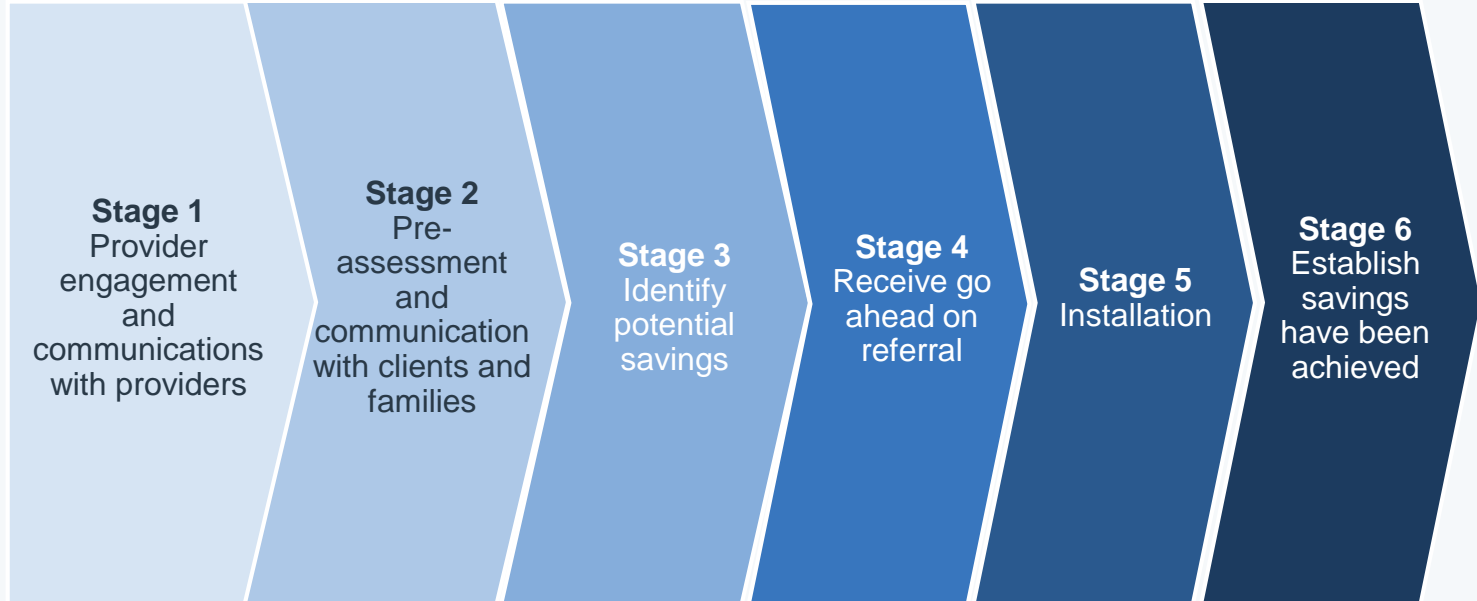
- Working alongside **existing projects**; not double counting
- Driving the savings out; **not just a paper exercise**
- Linking in with **existing cycles** e.g. reviews
- Timescales; **a marathon** not a sprint

RISKS AROUND THE TECHNOLOGY

- What is the **art of the possible**? What can the tech actually do safely today?

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DESIGNING A DIGITAL PROJECT IN ADULTS



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CASE EXAMPLES: THE PEOPLE AND SOLUTIONS ENCOMPASSED BY THE PROJECT

<https://www.youtube.com/watch?v=n6PoBntklR8&feature=youtu.be>



Barnet LGA SL Case Study April 2018 url

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CASE EXAMPLE 1: THE PEOPLE AND SOLUTIONS ENCOMPASSED BY THE PROJECT

Case study 1: GO – supporting complex needs

- GO has complex needs (2:1 24/7)
- Second carer required due to behaviours of concern.
- Go in and out of SL and residential care
- Now settled at a single person Supported Living flat with support of Care Tech - a bed occupancy sensor, epilepsy sensor and door sensor.
- GO more independent and secure. Provider informs the situation has improved significantly and to reduce the package of care . Tech enables provider to provide non-intrusive support and stability is improved as have behaviours of concern

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CASE EXAMPLE 2: THE PEOPLE AND SOLUTIONS ENCOMPASSED BY THE PROJECT

Case study 2: RG – Supporting Complex needs

- RG has a diagnosis of severe LD/ Autism /visually impaired and behaviours of concern - physical aggression and self harm .
- From Hospital setting into Supported Living with 24hr package of care – 2:1 daytime and a waking night and shared sleep-in at service.
- Care Tech installed specialist equipment pager system for support staff including bed occupancy and incontinence sensors, a falls detector due to attempts to walk.
- Care Tech will support reduction of a waking night to shared and reduction in 10 hours of 1:1 support

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EVALUATION OF QUALITY OUTCOMES

WE WERE LOOKING FOR:

1. Increases in **non-intrusive support**, e.g. reduced night cover, less 1:1 where no direct care was delivered
2. **Person centred care**; better match between user's real needs and the care provided
3. Link to **Strengths Based Approach**; if the user can do something for themselves, they should be doing it
4. Quality of life and **independence**; greater reported sense of freedom and control

EMERGING QUANTITATIVE BENEFITS:

- **23 service users across 7 providers** now have care technology
- In some individual cases, savings worth **£20,000 per year** have been identified
- Based on an average saving, the full year savings for the 23 cases so far will total **£123,280**
- This will be a **recurrent saving** for LBB if the care technology stays in place


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Any Questions?

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What's coming up?

<p>local.gov .uk/scdip</p>	 <p>Read 11 examples of how to carry out a discovery phase</p>
<p>15 Nov</p>	<p>1 hour workshop at NCAS 4 projects from Social Care Digital Innovation Programme</p>
<p>29 Nov</p>	<p>WEBINAR 2 - Lessons from Essex County Council about introducing video communication in care packages</p>
<p>4 Dec</p>	<p>Outstanding Social Care Event – How digital and technology can support a journey through social care?</p>



Thank you

Feedback to socialcaredigital@local.gov.uk

www.local.gov.uk/scdip