

## Local Investment Programme

# London Borough of Barnet - **Assistive Technology in Supported Living**

## **CASE STUDY**

April 2018

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Local Investment Programme is overseen by the Local Government Association on behalf of the funders NHS Digital

OPM Group and the Bayswater Institute were commissioned to evaluate the Local Investment Programme producing an interim evaluation report and case studies.

The **London Borough of Barnet** was one of 19 local authorities to be funded in 2017/18 under the theme – **promoting independence and wellbeing through the use of digital services and technology**

The Local Investment Programme full interim evaluation can be found at [www.local.gov.uk/scdip](http://www.local.gov.uk/scdip)



Synopsis

Challenge & solution

The impact

Sustainability

Lessons learned

**Project Summary:** Assistive technology to support 18 service users with complex learning disabilities based in supported living facilities and to train the workforce to look for assistive technology when planning all care

**Partner:** Argenti

**Outcomes:** More personalised, independence enhancing support and quicker response to issues

**Projected Savings:** £2,000 per user

- This project has partnered with their care technology provider, Argenti, to help to mainstream care technology in Barnet.
- The funding will be used to deliver care technology to people with learning disabilities in supported living facilities with the overall goal to use technology to enhance care from providers and independence for users.
- With the provider they will set up and deliver technology to 18 services users in supported living settings.
- The funding will cover engagement with providers, service users, carers and families, as well as training, technology assessments, monitoring and evaluation.
- A tracking system will be developed in order to ensure that quantitative benefits of the pilot are measured and that financial savings are realised.
- Qualitative feedback from service users will be collected to produce promotional materials including a short video case study. This will be used to support discussions with remaining supported living providers, with the aim of at least 75% of all supported living service users adopting the technology to support their care over the long-term.
- This project aligns with Barnet Council's Corporate Plan 2015-20.

## The Challenge

- Technology can transform care in Supported Living settings, providing greater independence for residents and reducing support time (especially night time support) and associated costs.
- There is a need to embrace care technology in Barnet, as shown by the views of the annual residents' involvement board who highlighted care and technology as 1 of 10 key priorities for them.

## The Solution

- The project will contain four strands of work:
  1. Individual assessments to uncover what technology would best meet each user's needs, agreed with social workers
  2. Installation of technology solutions and support services
  3. Engagement and coproduction with providers, service users and Barnet staff.
  4. Qualitative and quantitative benefits assessment of savings and improved user outcomes.
- To ensure that the results of the project are shared, Barnet will deliver 'Digital Development in Social Care Forums' to disseminate results of the project, as well as sharing information on their website and presenting at events.
- The installation target of 18 was exceeded by the end of March.

## Impact for clients:

- More personalised care
- Greater independence
- Instant response and support to issues
- Increased dignity from the reduction of face-to-face non-personal care

## Impact for professionals:

- Sustainability of provision and management of costs
- Satisfaction of helping service users get the best care and maintain their independence

## Impact for the council:

- Beyond cost savings, the council will be at the forefront of innovation, introducing technology delivering a more personalised and cost-efficient care for people with learning disabilities in Supported Living settings

## Cost savings:

- An estimated saving of £2,000 per annum per user means that the pilot will save the council £180,000 over 5 years.
- All potential savings will be identified during the initial assessment before any technology is installed.
- After 6-8 weeks they will conclude whether the technology is generating a saving and providing sufficient care.
- After rolling out the project to 75% of supported living service users, the estimated (conservative) gross savings over 10 years is £5.1 million.

- The project has been given senior sponsorship from the Adults Senior Leadership Team, as well as a mandate from senior management that they will continue to emphasise the importance of this approach to providers.
- The project will be sustained through the attention of the care technology partner who will provide good evidence to roll out the care technology to 75% of all supported living service users.

**Anticipated lessons:**

To prove the hypothesis that care in Supported Living settings can be transformed through technology. This will involve -

- Promoting better use of data and monitoring analytics to gain a more accurate picture of an individual's regular life patterns and needs in order to provide appropriate data-driven care.
- Positioning care technology as the first offer for service users in supported living facilities and structuring care around technology.
- Promoting collaboration and shared services with geographically close living facilities, where responses can be based on need.
- Tracking benefits of technology with qualitative and quantitative monitoring of benefits.
- Ensuring that there is 24/7 immediate support in case something goes wrong with the technology.
- Developing innovative solutions such as purpose designed apps to deliver targeted benefits to individuals.

**Challenges to delivery:**

- An identified limited awareness of the range of technology solutions available to people with learning disabilities.
- Service users, care providers and families may be resistant to the technology and feel that it is replacing human contact and care, or if they have had a negative experience of technology in the past. Need to promote the new care technology and its differences from previously offered services
- Providers may not support the programme
- Complications with existing technology systems



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The final evaluation report will be published by March 2019

