



## SCDIP Implementation Progress update

5<sup>TH</sup> July 2019

Name of Council: **North East Lincolnshire Council**

Project Name: **Understanding my Care at Home**

Project Summary: **Improving the experience of service users receiving Care at Home, by reducing missed/late calls, improving quality outcomes and costs**

### Background

North East Lincolnshire (NEL) Council and NEL CCG is a unique “union” with joint leadership and facilities.

The Care at Home contract for North East Lincolnshire (NEL) is due for renewal in 2020. . We believe there is an opportunity to develop a home care model which is more efficient and effective by moving away from the existing time and task model and offering digital solutions to support delivery and service users experience and outcomes.



The main theme of dissatisfaction for users of care at home services is communication, largely related to timing of calls, either not at the expected time or difficulties in enacting changes due to unscheduled changes in need. Hands on care providers report that they are unable to offer flexibility in delivery and feel disempowered. Care provision is a finite resource which needs to be deployed more efficiently and release capacity within the system. There are further frustrations in relation to invoicing and payment, changes to care package delivery requires lengthy paper based processes for both providers, commissioners and individuals who pay a contribution to their care costs.

### Positive Outcomes on the Service User

Firstly, service users and their carers etc would be more in control of the care they receive, being able to offer more simplified flexibility and meet expectations around call times will increase satisfaction and the need to seek updates and/or complain. Hands on providers of care would be able to work more autonomously and be responsive to the needs of service

users. Provider organisations would be better informed and able to inform, enabling them to address urgent or unscheduled changes to service user need and choice. A simplified invoicing and payment process supports business viability, saves time and simplifies the experience for those required to pay a contribution. Finally, there would be an increase in home care capacity which is more responsive to need and able to meet overall demand and quality as we have created a service that is a user centred that is fit for the future.

**Research activity to date**

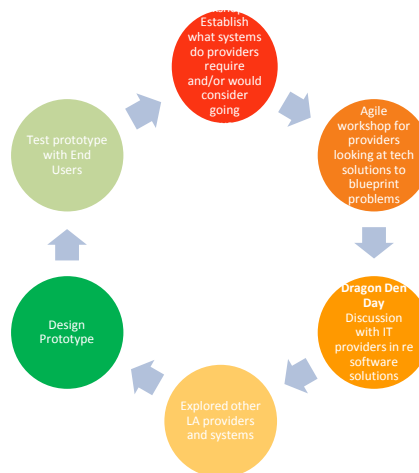
<p>Kick off workshop</p>										
<p>Undertaken <b>user research in service users home and with key providers.</b> We have analysed examples of the existing task and time processes such as how micro commissioning becomes time consuming. <b>We know 60% of all intermediate tier discharges and new service provisions are protracted and frustrated by issues within the provider organisations and out of the control of focus/micro commissioners</b></p>	<table border="1"> <tr> <td>SPA or SW practitioner</td> <td>chasing providers for responses</td> <td>60 mins</td> </tr> <tr> <td>SPA or SW practitioner</td> <td>Negotiating and checking "offers" from providers with families/individuals</td> <td>60 mins</td> </tr> <tr> <td>SPA or SW practitioner</td> <td>Acquiring consent to approach non lead providers (including virtual panel approvals), calculating costs and re sending CSR's</td> <td>60 mins</td> </tr> </table>	SPA or SW practitioner	chasing providers for responses	60 mins	SPA or SW practitioner	Negotiating and checking "offers" from providers with families/individuals	60 mins	SPA or SW practitioner	Acquiring consent to approach non lead providers (including virtual panel approvals), calculating costs and re sending CSR's	60 mins
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<p><b>Mapped out the service blueprint</b> to identify system processes, pain points and digital processes</p>										

**Interesting other!**



- Service users are very tolerant with current arrangements and would welcome change. However, support around the transition would be required. If we are able to improve job satisfaction through empowering care givers user satisfaction will increase.
- It has been suggested that a more skilled workforce, by adopting a basket approach of services, would enable progression and result in employment fulfilment and improved staff retention.
- Where digital advancements have embedded they are super valued and trusted.

**Next Steps**

Digital System Exploration



**How problems will become digital and innovative opportunities!**

Improved lone working monitoring as GPS smart phone will be used in a more systematic way	
Better use of portal information as this would provide safer, accurate and live DASHboard updates that enables adult social care to manage activity more effectively	<b>Welcome to North East Lincolnshire’s Care at Home Portal</b>
Information must be a” two push” to make sure the service user is empowered and improves customer satisfaction	

## Keeping Us On Track!

The screenshot shows a Trello board for the 'Social Care Digital Innovation Programme 2019-21'. The board is organized into three main columns: 'DISCOVERY', 'Meetings', and 'To do'. The 'DISCOVERY' column contains four cards: 'The state of adult social care services: 2014 to 2017' (For information, Research), 'User research - Providers' (Research, Completed), 'User research - service manual' (For information, Research), and 'Panorama ... Crisis in Care' (For information). The 'Meetings' column has two cards: 'Community call by Snook' (Completed, dated 11 Jun) and 'SCDIP Discovery Workshop #1' (Completed). The 'To do' column lists several tasks: 'Make contact with Birmingham Council' (In progress, Innovation / digital), 'Budget monitoring' (In progress), 'Mind map re: technology available' (Innovation / digital), and 'Look at volume of complaints (PALS)'. The interface includes a search bar, navigation icons, and a top bar with the Trello logo and board settings.