The **Local Government Association** and **Association of Directors of Adult Social Services** are **Partners in Care and Health** (PCH) working with well-respected organisations.

PCH helps councils to improve the way they deliver adult
social care and public health services and helps Government understand the challenges faced by the sector.

The programme is a trusted network for developing and sharing best practice, developing tools and techniques, providing support and building connections.

It is funded by Government and offered to councils without charge.

www.local.gov.uk/PCH

Online Care Needs Self-Assessments Good Practice Guide

Hosted by:

- Lyn Romeo, Chief Social Worker for Adults

Speakers:

- Linsey Craike, Charging, Commissioning and Markets, DHSC

- Caroline Gloyne, Digitising and Streamlining Assessments, DHSC

- Renu Purvis, Project Manager, Kent County Council Innovation Delivery Team

Agenda

1. Introduction, purpose and aims of guide - Lyn Romeo, Chief Social Worker

2. Overview of the Good Practice Guide – Linsey Craike and Caroline Gloyne, DHSC

3. Overview of the online care needs self-assessments implementation process – Renu Purvis, Kent County Council

Introduction

Lyn Romeo, Chief Social Worker for Adults

Overview of the Good Practice Guide

Linsey Craike and Caroline Gloyne, DHSC

Creating the Guide

A collaboration between DHSC and Mason Advisory, produced using insights from local authorities and from people drawing on care and support.

A sample of local authorities were interviewed, and desk research into local authority websites was conducted

Different kinds of online care needs self-assessments were trialled with a diverse user group

The draft guide was tested with the sector, and updated to reflect feedback

Local authorities should consider co-producing their online assessment process with their community, to ensure that digital infrastructure is able to meet the needs of those seeking care. How a local authority approaches an online care needs self-assessment will also depend on many factors, such as the size, region, and demographics of the local authority.

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The Case for Online Care Needs Self-Assessments in Local Authorities

Challenges	How Online Care Needs Self-Assessments can help
Workforce Challenges	Online care needs assessments can be accessed 24/7, reducing pressure on contact centres and freeing up time for Social Worker and Occupational Therapists.
Changing Demographics	Online care needs assessments enable the family and friends of people who draw on care – particularly those who are in a different region - to help their loved ones to navigate care services.
User Needs and Outcomes	Online forms that capture the right information at the front door can reduce the need for people to repeat their stories. This allows social workers to spend more quality time with people requiring support.

Using the Good Practice Guide

The guide offers good practice principles to consider at each stage of the process:

- ☑ Developing strategy
- ☑ Planning
- ☑ Designing
- ☑ Gathering data
- ☑ Implementing technology

The guide describes different approaches to three kinds of online care needs self-assessment:

Front door	Triaging	Self-serve

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Alternative Front Door

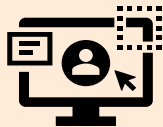Providing individuals with an alternative way of interacting with the local authority outside of phone or email

Contact form
Capture basic details, like contact information and reason for contacting the LA

Self-Assessment
Capture basic details, and ask some questions aligned to care eligibility criteria

Elevated Self-Assessment
Gather more detailed additional information, such as medical history

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Triaging

Using data captured to triage front door enquiries by solving them or directing cases to the appropriate team for support
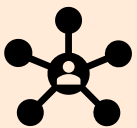
Basic Data
Data captured is sent to the contact team for review and is manually triaged

Automated Data
Data captured is automatically uploaded into key systems, processed, and sent to the assigned team

Enhanced Data
Information is automatically pulled from linked systems to build a fuller picture of the person requesting care, beyond the initial data provided

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Self-Serve

Empowering people to solve their own queries by making relevant resources and information readily available

General Guidance
After they complete the assessment, individuals are given general information about support available from the council or third parties

Personalised Guidance
Recommendations are based on the individual's specific needs, including actions to take or products to buy

Tracked Guidance
Journeys are tracked to create a record of the solutions individuals have tried, allowing escalation to the local authority when needed

Using the Good Practice Guide

The guide also includes:

☑ Advice on user-centric design

☑ Example assessment styles

☑ User personas

☑ A local authority case study

The guide is available on the PCH and SCIE websites, and will be circulated after the webinar.

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Overview of the online care needs self-assessments implementation process

Renu Purvis, Project Manager, Kent County Council Innovation Delivery Team

Making a difference every day

Digital Self-Serve

Online Self-Assessment – BetterCare Support

https://support.kent.bettercare.org.uk/

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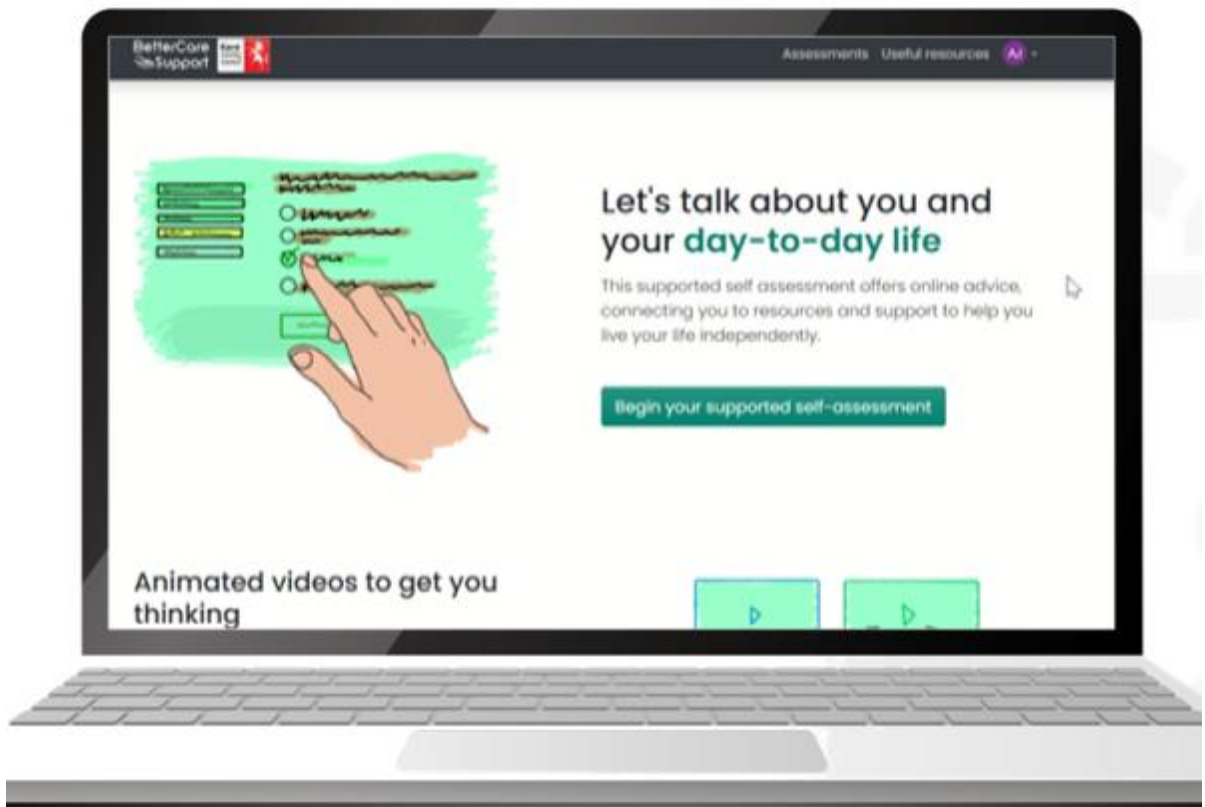
Working Together, Connected

Providing **accessible information**, **advice** and **guidance** that is accessible **24/7 and timely**, preventing people telling their stories more than once.

Working in **partnership with communities**, **voluntary sector** and **wider partners** in health to provide **choice**, **control** and access to resources.

Putting in place a **clear and transparent**, simple process for people to navigate through, ensuring that **contact is meaningful**.

Keeping the **person at the heart of everything we do**, working with partners to enable people to remain independent.

By listening and being able to deal with people's needs through a **person-centred approach** and our **Making a Difference Everyday** (MADE) Vision

Focusing on ensuring people get the **right information**, at the **right time** and connecting them to good information, advice, guidance and support.

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Implementation

Making a difference every day

Resourcing, Identifying Solution, Skills and Expertise, Training, Testing, Marketing, Lessons Learnt,

Representation and Membership from Adult Social Care, West Kent Locality, Assistant Director, Business Support, Community Team Manager, Project Manager and Occupational Therapy Services

Project Governance Framework

Looking Local, Product Owner and Implementation Specialist.

Co-production - Experts by Experience

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Systems & Processes and Communication
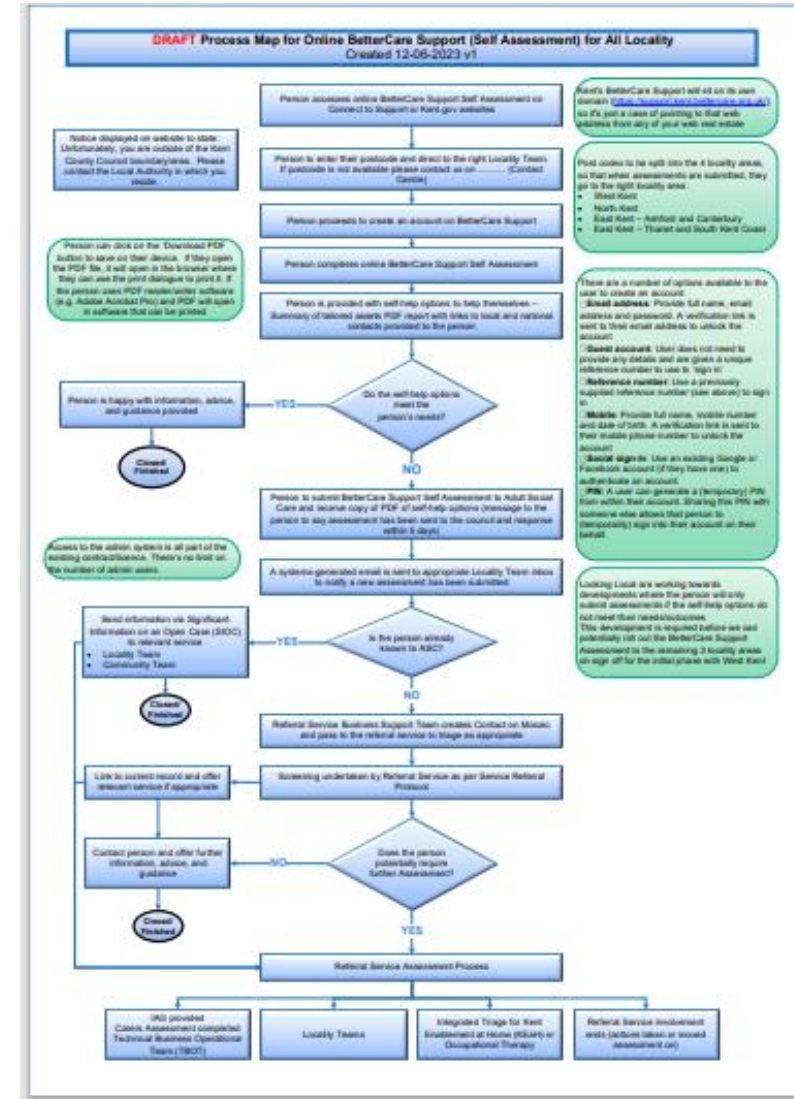
Making a difference every day

Launched across the County in October following successful pilot in West Kent Locality between May and September 2023.

People can complete the appropriate domains and watch an animation to **support them with answering questions** about their needs.

It provides the person with a **tailored summary of self-help options**, and they can submit their self-assessment to the Adult Social Care for **further support**.

Recorded on Mosaic as **Contact Assessment**, and if further support is required, referred to Community Teams for **Needs Assessment**.

Communications Plan and Digital Road Shows to promote the Self-Assessment across external Partners, Organisations and the Community.

DRAFT Process Map for Online BetterCare Support (Self Assessment) for All Locality
Created 12-06-2023 v1

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Key Performance Indicators and Reporting

To **reduce** the number of inappropriate referrals received via the Contact Centre.

Compliance & Accessibility - **Internal Audit** completed and outcome is low risk. Working with Looking Local for identified areas for improvement..

To **reduce** the number of referrals into Localities.

To **provide** people with self-help options, without the need to contact Adult Social Care.

To track **monitoring and reviewing** capability.

To **generate** reports using data collected throughout the assessment lifecycle

Monitor **customer feedback** from users, partners, key stakeholders and Health for continuous improvement.

Digital Data

1.5k
Total site users

580
Total referrals submitted

12 minutes
Average time spent

20%
Needed further help

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Data collected since pilot from May to 30 September 2023

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Case Studies

Self-assessment for bathing, Social Care Officer presented at joint meeting, with the person having to tell their story once.
Outcome – Needs Assessment for bathing aids.

Self-assessment for mobility in and out of the house, including unable to use shower room downstairs completed by daughter in law for mum. Social Care Officer called mum and completed Contact Assessment.
Outcome – shower assessment, half step with integral rails for front and back of property with banister rail.

Self-assessment completed by daughter. Father has Alzheimer's, lives with 91-year-old wife and brother who has additional needs. Wife undertook all care needs but unable to continue as her mental health is deteriorating. Father has become aggressive, violent and losing his temper and wife is living in constant fear and on the verge of a breakdown. Call made to daughter, who was grateful for call back. Joint visit to parents with daughter present who said *"the weight has lifted"*
Outcome – Progressed to Community Team for Need and Financial Assessments for home placement for father

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Further Work

Worked with Mason Advisory who undertook User Research for use of Self-Assessments alongside other Local Authorities to help shape the future of Adult Social Care Services and Technology
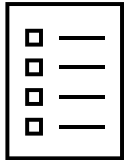
Areas for insights included:
- Self-Assessment processes
- Data and metrics on volumes of self-assessments
- Implementation and challenges
- Benefits
- Person-Centred approach and outcomes
- User feedback
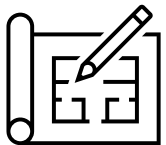
Draft Good Practice Guide produced

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Questions?