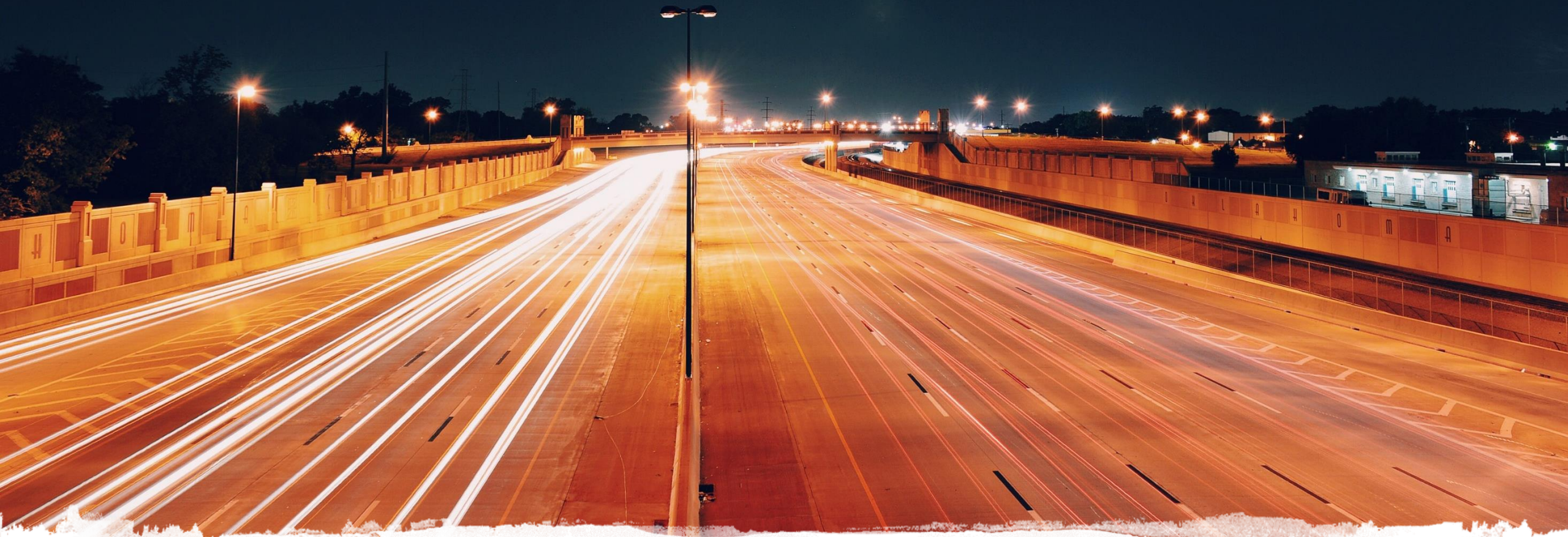


SOCIAL CARE DIGITAL INNOVATION PROGRAMME

DISCOVERY PHASE PROGRESS REPORT



WHAT IS THE SITUATION NOW?

- Carers are unpaid and often unacknowledged
- Many have given up their own lives, careers and health to perform a caring role
- Carers are a vital part of the health and social care system - yet they are often unseen and overlooked.
- **Nationally carers save the economy £132 billion a year**
- Over 2 million people per year become carers
- Over 1 million people care for more than one person
- **35% of carers say they are always or often lonely**
- **72% of carers said they have suffered mental ill health as a result of caring**
- There are over **19,000 carers in Wandsworth**, and over 4000 of those provide over 50 hours of care a week
- 9000 older people are unpaid carers in Wandsworth
- Only 25% of carers in Wandsworth have as much social contact as they would like
- Over 1000 carers in Wandsworth say they have bad or very bad health as a result of their caring duties
- There are over **15,000 carers in Richmond**, and over 2000 of those provide over 50 hours of care a week
- Over 3000 older people are unpaid carers in Richmond
- Only 32% of carers in Richmond have as much social contact as they would like
- Over 600 carers in Richmond say they have bad or very bad health as a result of their caring duties
- **The majority of carers in both boroughs remain unknown** to local health and social care services and may be unaware of local support available and it's unclear what contingency arrangements are in place
- Where carers are identified they often refuse an assessment in their own right because they are unclear what is in it for them.

The background of the slide is a light gray surface covered with crumpled paper. On the right side, there is a large, faint outline of a lightbulb. Inside the lightbulb's glass part, there is a ball of crumpled paper. Several short, dark gray lines radiate from the top of the lightbulb, suggesting it is glowing. The text is centered in the upper half of the image.

“HOW CAN DIGITAL TECHNOLOGY BE USED TO
SUPPORT CARERS IN THEIR CARING ROLE?”

UNDERSTANDING OUR PROBLEM

WHAT ARE THE MAIN CHALLENGES CARERS
FACE?

WHAT DOES THE TYPICAL CUSTOMER JOURNEY LOOK LIKE?

WHAT DIGITAL TECHNOLOGY DO CARERS
USE ALREADY?

HOW DO CARERS THINK TECHNOLOGY COULD
HELP?

WHAT RESEARCH DID WE DO?

Think about the challenges that carers face in providing care. If any of the issues below are challenges for you, write the corresponding number on our graph.

1 Being able to take a break	2 Struggling financially	3 Feeling unable to get out socially	4 Managing your own health problems
5 Negotiating complex systems	6 "Sandwich" caring	7 Getting help/advicing with some specific condition dementia, autism	
9 Balancing caring role and education	10 Not being recognised as a carer	11 Finding out support is there	

Carers Wellbeing Day: How could technology support you?

The Council is working on the development of a digital tool to assist unpaid carers. This short questionnaire looks at how you use technology to support you in your role as a carer and how technology could assist you in fulfilling your caring needs.

1. What, if any, technology do you use to help you as a carer, or with daily activities such as ordering shopping or finding activities and services? This might include apps, such as Jointly, or devices, such as an Alexa/Amazon Echo. I

2. What kinds of technology do you think would help you as a carer?

3. What, if anything, stops you from using technology to help you as a carer?

4. Would you use an app that told you about local support available to carers?

Yes ☐ No ☐ Don't know ☐

5. Do you have a carers emergency card?

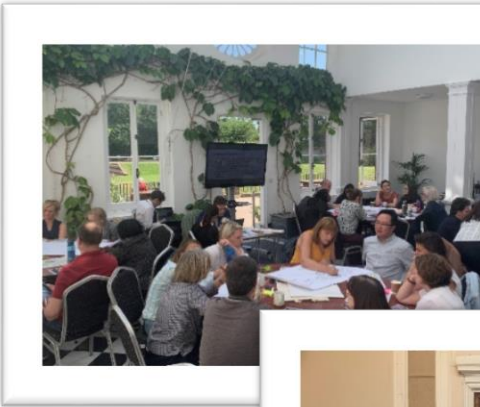
Yes ☐ No ☐ Don't know ☐

6. Would you be happy to be involved further in this project? If yes please provide your contact details below:

Name: _____

Email Address: _____

Telephone number: _____



- **Desktop research** to understand what technology and apps are already available.
- **Face to face interviews** with carers at a local carers wellbeing day using a range of tools such as **survey**, important/ not important map, challenges board
- **Consultation** on local carers strategy and recommissioning of local carers contracts including specific questions about digital support.
- 4 **workshops** with staff, voluntary sector partners and residents from our co-production groups including **customer journey** and **empathy mapping**.

WHAT IS ALREADY OUT THERE?



amazon alexa



coordinate
my care



rallyround
technology that cares



WHAT HAVE WE LEARNED?

- Many carers **don't see themselves as carers** - they prefer to dip in and out of services without being labelled a "carer".
- Most carers felt that the biggest challenge they faced was the **lack of time** for themselves and the struggle of balancing work and family commitments with their caring role.
- Some carers mentioned **anxiety** over the person they cared for when they're alone as being one of the other challenges they had to manage.
- The majority of carers said they had **no emergency card or contingency plan**.
- Carers say they feel once the carers assessment is carried out, no one checks up on them.
- Most carers said they already used **WhatsApp** or **email** to help with communicating and coordinating care arrangements.
- A small number of carers said they already used tools designed specifically for carers, such as Loxone assisted technology.
- The majority of carers said they used **mobile phones, tablets or laptops**.
- Many carers expressed a **lack of confidence** in using applications or understanding the potential for digital tools to help them in their caring role.
- Carers thought digital tools could be **tailored** to support their needs, such as **coordinating care**, storing **key contacts**, logging **personalised information** and accessing information of local support and offers for carers.

WHAT WERE THE ISSUES?

- **FINDING A RESEARCH PARTNER:** we struggled to get a research partner on board initially despite contacting several companies with our proposal and asking them for quotes
- **TIME AND RESOURCES:** we have a wider carers project involving our key internal and external stakeholders which meant people's ability to get involved in this project has been a challenge
- **PROBLEM STATEMENT:** we realized that a lot of our staff know a lot less about carers than we thought and we needed to do more work ourselves to understand the challenges carers face.
- **REACHING CARERS:** we have a number of existing groups and networks but in order to reach different carers we had to be patient and wait!

WHAT OPPORTUNITIES ARE OUT THERE?

- There are a range of **existing apps** and **digital platforms** out there that have the potential to support carers if they are aware
- **Confidence** in using technology seems to be a key issue for carers – some targeted **training and support** for carers in this area might help if we support carers to take the time (offering breaks for training?)
- Recommissioning of **local carers contracts** is under way and there is an opportunity to include digital support
- We are in the process of redesigning our “front door” meaning there is an opportunity here to ensure we **embed digital technology as a key part of our offer** to carers from first point of contact
- LSE are undertaking a wider research project about carers and technology and are keen to work in partnership on common **research interests**.

NEXT STEPS

- We want to **hear from more local carers** – our online consultation will remain open over the summer
- **Workshop** with our core project group and carers centres in both boroughs to test our assumptions and get fresh ideas
- Further research through **focus groups and coproduction groups** and working in partnership with LSE
- **Design workshop** with technology partner
- Follow up potential to use coordinate my care for contingency planning.