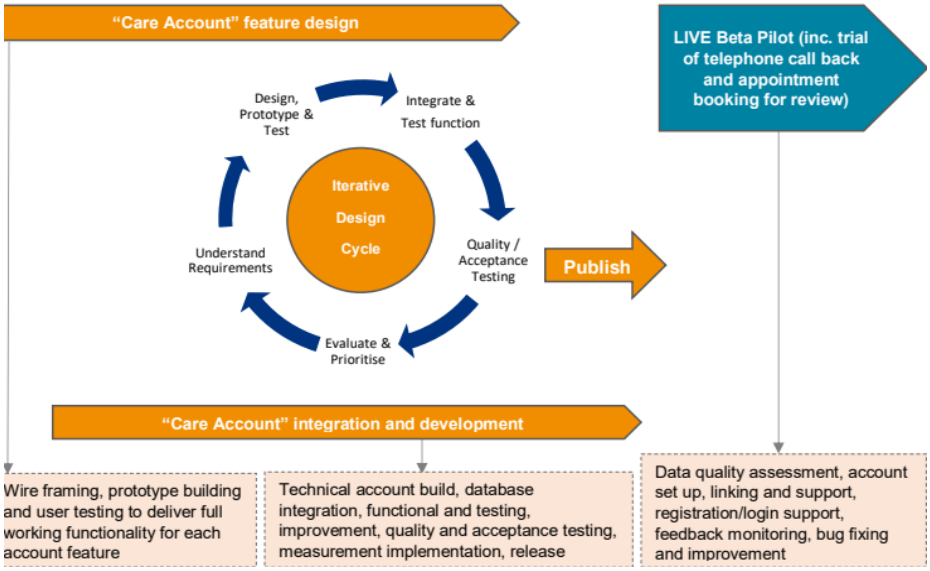
Kirklees Council – self-service adult social care account

Social Care Digital Innovation Programme (SCDIP) 2019-21 progress report

Enabling a prototype of a self-service care account to be created into a working online self-service account giving service users access to their information 24/7 and ultimately more control

Recap: what did we want to achieve during the implementation phase?

- Build our discovery prototype into a fully integrated beta care account, which can be accessed through our existing MyKirklees Account for residents in Kirklees.
- Collaborate with service users and carers, to ensure the solution meets their needs - identified through engagement during the discovery phase.
- Use agile methodology to continuously focus on user needs, deliver iteratively and keep improving how the team works with progress planned and reviewed.
- Ensure each key feature is wireframed, prototyped, tested by stakeholders and feedback gathered with users involved at each stage of the development in checking ease of use and whether success criteria for each identified user story has been effectively met for all stakeholders.
- Pilot the care account with a sample of service users and carers to gather qualitative feedback, measure feature take-up and satisfaction to understand the benefits wider roll out could bring.



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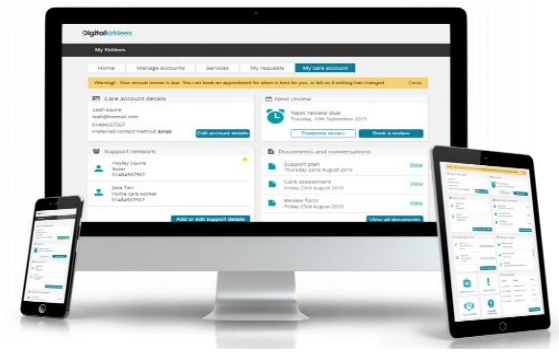
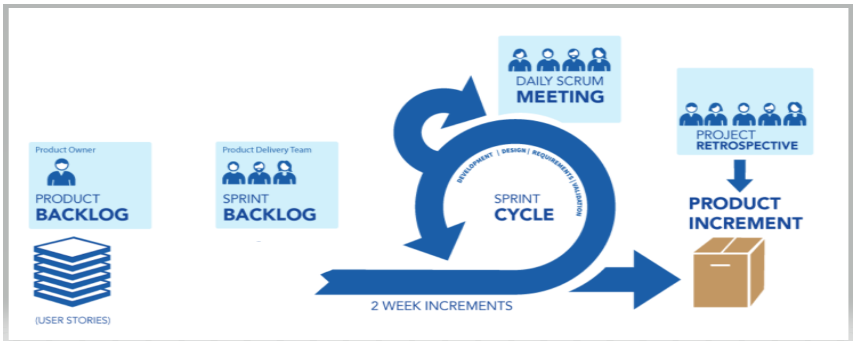
The digital solution

Our solution will not only present information from our internal adult social care system for service users and carers to view but will also enable them to update their data wherever appropriate, through full real-time integration.



Who is in the team? Delivery and operational roles

To successfully build and run a digital service, the delivery team needed to be multidisciplinary and have a range of skills. The roles within our digital project team include product owner, delivery manager, user interaction design, software developer, content designer and data analyst / user researcher.



Specialist adult social care staff have also been embedded into the project team as dedicated resources. This ensures they can give focussed time to the delivery of the project and have full flexibility to try out new, digital ways of working with service users and carers.

Progress update

The development is currently being built iteratively in preparation for the care account being available for the live beta pilot release due in September for a three-month period.

To date, we have developed features to enable service users to check the date of their next review (although the facility to book a review is still to be developed) and to check and amend their contact details such as personal details, demographic information and contact preferences shown overleaf.

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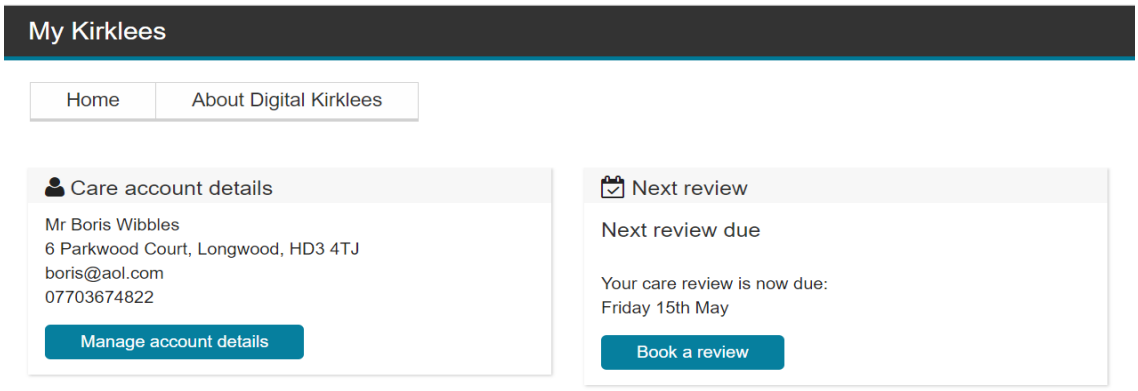

What are the key learnings so far?

Device testing

Previous developments have used simulations in browsers to undertake device testing, which do not give a true representation of how a digital service works. During the early feature development of the Care Account, it was recognised that purchasing suitable software will enable colleagues to fully test digital services accurately on a range of devices and browsers, so that we deliver digital services that do not cause frustration and encourage self-sufficiency to our customers, give developers more time to actually develop and improve systems as well as create quality assured digital service.

Research and investigations were carried out and three pieces of software were identified to provide accessibility and device / browser testing. The recommendation was made to purchase Browserstack, which allows us to connect to real-life devices of all sizes, models, and browsers to do full device testing, with screenshots, bug and accessibility reports.

Prototyping

Initially we used UXPin as our design and prototyping tool but then moved onto using Adobe XD as this is more industry standard and quicker to use, and it allows us to share the designs for collaborative thinking as a team and comment on the design before we do user testing with users. It allows us to create prototype designs for any devices.

Remote teamworking

Due to the COVID-19 situation we needed to make urgent plans to mitigate the immediate move to remote teamworking caused by the virus. This has meant adapting to working in challenging and unfamiliar circumstances and we have had to look at other approaches and technologies which would enable us to continue our collaborative team working, e.g. monitor progress, keep communication strong, run remote co-design workshops.

Remote user testing software

We needed to look for different solutions to enable us to test our solution features with end users. Clearly traditional face-to-face and onsite observed testing was not going to be possible anymore and we needed to look at remote testing to enable us to keep the project on track and deliver our objective of including end users throughout the design process.

We focused our research on reviewing a range of unmoderated and moderated usability testing tools that simulate traditional usability testing, which typically asks participants to complete a series of tasks using our care account product and answering questions about their experience. In total we tested 16 remote testing products and narrowed it down to three potential products that would meet our requirements.

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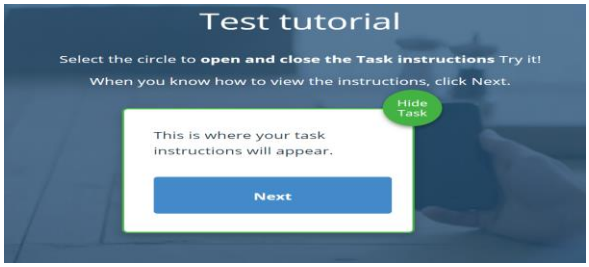
A spreadsheet was created to identify all the essential features that we needed from remote user testing software, accounts created, and free trials activated. This was followed by a full analysis of each software being reviewed against our requirements. A business case was created and recommendations made to procure "Validately" Experience Plan. This is a year's subscription with 40 studies which would be used within the project time frame, inclusive of telephone interviews, moderated and unmoderated testing of prototype.

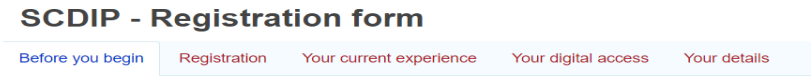


Communications and marketing

We have been actively working with a representative from our communications team to identify channels, targeted audiences, key messages to be released and to what timelines.

Articles have been published in the 'Kirklees Together' newsletter and adult social care and health webpages to promote the funding, identify what we wanted to achieve and tell how adult social care service users or carers can get involved in care account testing or piloting.

As part of the engagement with service users and carers we launched a participants' registration form on 1 May 2020. We also began contacting participants that had been involved in previous workshops and online surveys during the discovery phase, to encourage them to sign up and become involved in the next stage of testing. To date we have received 17 requests to participate, the majority of which stated it would make their life easier to access their care and support information online. Baseline measurements are included within this form so that we can compare with the discovery phase.



A social media campaign has also been released on both Facebook and Twitter with this request to be part of this exciting development.

Cllr Musarrat Khan, Cabinet Member for Health and Social Care said:
"This is an exciting development for Kirklees that will offer more choice and control for our users and carers. It will enable social carers to focus more of their time on supporting people with their more complex social care and support needs. The design of the care account – delivered collaboratively between the council's IT Digital Design and Adult Social Care teams and our users and carers – will add real value to the sector and push boundaries of digital innovation for social care across the country."

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