

# Southwark Council – Safe Steps Community Project (Falls Prevention)

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

Working with Safe Steps to adapt their care homes falls risk assessment and prevention app to be used in community settings

## Progress update

Since the move to the implementation phase of this project, we have carried out two co-design workshops with staff and with residents at an Extra Care facility. Safe Steps ran these sessions, helping them develop an understanding of what needs the app will have to fulfil, and the challenges that it will help solve. These sessions will feed into the initial design of the app to be shared with key stakeholders for feedback at the end of June.

As one of the main purposes of the app is to improve the process of falls referrals for key falls preventions services, we are currently contacting these services for their referral requirements. These requirements will then help define the screening questions asked during the assessment. The aim with this is to enable a level of automation in completing referral forms, allowing for an easier transition from app to referral.

## Impact of COVID-19

The initial design and development phase of this project has been delayed by roughly eight weeks due to the impact of COVID-19, as Safe Steps have been working on a care home-specific COVID-19 tracker app. They will be returning to focus on the Safe Steps community app in June 2020. As a result, the planned launch of the app has been delayed from September 2020 to October 2020, assuming no further delays.

In April we had a service design workshop with Snook Service Design. We discussed the impact of COVID-19 on testing and co-design workshops, and the wider impact on the eventual operation of the app. Due to the need for social distancing and greater care in working practices, we are now looking at completing further co-design and testing workshops using remote tools. It is also pushing us to re-think the service design of the app, looking at which aspects of the screening process can be completed remotely, and which need to be undertaken in person. This may have a positive impact on the efficiency of completing the assessments, and allow a greater number of services to complete the assessments after the initial pilot period concludes.

We are also planning to review how the app can get wider use across the Southwark Falls Strategy, due to the desire for sustainable digital solutions as we approach the COVID-19 recovery. This will be further explored in the design and testing phase of the project.

## Improving the benefits logic model

During this COVID-19 period, the project team have been discussing ways to improve the accuracy of our benefits logic model. This has led to us pursuing a Data Sharing Agreement between the partner councils and Guys and St Thomas' NHS Foundation Trust to track the total cost of falls across health and social care. While useful for allowing us to measure the savings resulting from falls reduction for the current project, it is hoped that this agreement will be of greater use across the Southwark Falls Prevention Strategy as a whole.

## Next steps

With Safe Steps focusing on the community app from June, we will now be working on the initial design, and planning the testing phase to begin in mid-July. We will continue working with partner services to understand their referral needs, involving key stakeholders in feedback on the developments.