

Local Investment Programme

Sefton and Knowsley Council - Real Time View of Domiciliary Capacity

CASE STUDY

April 2018

Local Investment Programme

Local Investment Programme is overseen by the Local Government Association on behalf of the funders NHS Digital

OPM Group and the Bayswater Institute were commissioned to evaluate the Local Investment Programme producing an interim evaluation report and case studies.

Sefton Metropolitan Borough Council and Knowlsey Council was one of 19 local authorities to be funded in 2017/18 under the theme – **sharing information and integrating services**

The Local Investment Programme full interim evaluation can be found at www.local.gov.uk/scdip

Sefton Council 



Knowlsey Council

Synopsis

Challenge & solution

The impact

Sustainability

Lessons learned

Project Summary: Proof of concept study with software provider to support a digital pathway to manage homecare provision across Liverpool

Partners: Liverpool City Council, Knowsley Council, Strata Health

Outcomes: Joined-up process for requesting home care services and a real-time view of service requests, delivery and capacity

Projected Savings: Reduced delayed discharges of care and a reduction in permanent residential admissions (minimum of £222,000 saving)

- Liverpool City Region (LCR) Directors of Adult Social Services have developed a programme of work to minimise the impact of demographic and fiscal pressures on already strained budgets through the LCR Devolution Agreement (June 2015). This programme is showing the benefits of collaboration.
- However, there are still inconsistencies across the six local areas in terms of practice, service delivery and care markets relating to the day-to-day operational running of the home care provision across the region.
- Knowsley, Liverpool and Sefton are working together to support their journey towards integration by prioritising the alignment of systems, processes and the social care offer across the three
- Their aim is to use innovative technology to align processes of requesting home care services from the appropriate service provider across the Tripartite and enable a real-time view of service requests, delivery and capacity available to all health and care professionals.
- This digital interface through current case management systems will drive out duplication to maximise resources, and ensure a better user experience via a sophisticated electronic pathway.
- The funding will be used to undertake a proof of concept study with a software providers who can enable a digital pathway in real-time.

The Challenge

- Performance in this region is generally lower than in the LCR. (Between April & November 2016 there were 9.3 delayed transfer of care per 1000 population compared to 7.1 across LCR)

The Solution

- To develop a technology solution that will streamline the process of requesting home care services from the appropriate service provider, enable a real-time view of service requests, delivery and capacity, is accessible to health and care professionals and interfaces through the case management systems.
- To work with a software provider to scope, design and develop this solution
- To work with small, medium and large domiciliary care providers who use a variety of core systems to co-produce the solution and ensure relevant functionality and full buy in.

Overall impact:

- Reduction in delayed transfers of care attributable to social care.
- Reduction in permanent admissions.
- Increasing the percentage of older people still at home 91 days after discharge.
- People remain at home for longer, retaining independence with support if needed.

Cost savings

- The anticipated savings for this project are a minimum of £222,000 across the region. This is based on an £66,000 saving associated with delayed discharges of care and £156,000 savings associated with a reduction in permanent residential admissions.

The sustainability of the project will be reviewed in 2018/19



- Supplier Strata Pathways commissioned to develop three strands of the project; capacity submissions from providers; sending and receiving requests for services between LA's and Homecare Providers; and reporting functionality for use by providers, brokers and commissioners.
- Two engagement workshops with both providers and commissioners have informed the development of a solution that will accommodate the requirements of brokers, providers and commissioners across 3 local authority areas.
- Capacity submission function developed and 2 providers in Liverpool have been trained to submit capacity information and in the process of rolling this out.
- Sending and receiving functionality has been developed and providers and brokers in Knowsley have been trained to use this functionality, however there has been delay in roll out due to the recent re-commissioning of homecare providers across Knowsley and Sefton.
- Plans are in place to commence roll out with new providers across Knowsley and Sefton once the transfer of services to the new providers and been completed.
- Progress is being made with brokers and providers in Liverpool to progress the sending and receiving of information.



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The final evaluation report will be published by March 2019

