Digital in Adult Social Care

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Stockport MBC: Introduction

Mark Fitton
Director of Adult Social Care

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Stockport: How We Approach Digital

Our Vision

"Our aim is for Stockport to be a 100% digital borough where residents thrive and no one is left behind or faces inequalities as a result of their digital situation."

We see a very close link between digital inclusion and social exclusion, through our work we recognise the importance of getting digital inclusion right to address some of the inequalities.
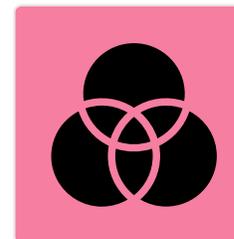
In April 2018 we created a Digital Inclusion Alliance called Digiknow with like minded partners -including Citizens Advice, Job Centre Plus and our social housing provider. Having this in place helped us to quickly respond to the covid19 crisis.

We saw demand rocket for digital devices, kit and support as people who weren't previously that interested in being online suddenly feel they need digital access in order to shield effectively. As a result a number of digital inclusion initiatives were launched.

DigiKnow
Helping Stockport get online

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DIGITAL INCLUSION SUPPORT IN STOCKPORT DURING COVID-19*

* since lockdown commenced on March 23rd

419 laptops provided by DfE and distributed to children with a social worker

272 laptops provided by DfE and distributed to Year 10 children who receive free school meals

68 tablets provided by Stockport Council and distributed to care homes to help residents keep in contact with their families

78 Zoom digital group support sessions

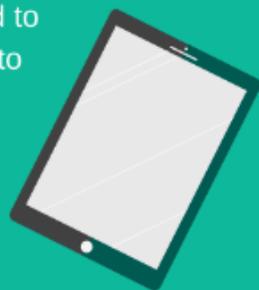**468** remote 1-2-1 support sessions

30 virtual Digital Champions available

63 laptops provided by DfE and distributed to young care leavers

18 devices provided by DevicesDotNow and distributed to residents to help them get online

£9,673 awarded by Stockport Local Fund to start a digital lending library

16 devices available so far

328 calls and texts to Helpline for support from a digital champion

17 voluntary organisations helped with using Zoom so they can continue to provide support to residents

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Starting Point Community Learning Partnership

Help getting online:
07537 127 095

The Prevention Alliance
Creating Change Together

stockport homes
Proud to be part of SHG

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Covid-19: Digital Support to the Care Sector

- The UK lockdown has brought many challenges to the care sector. In keeping with our theme of *'putting residents at the heart of everything we do'* we wanted to support our care sector to help residents to connect with family, friend and loved ones.

- In recognition of the importance of technology to support wellbeing we donated 110 4G data enabled Android tablets to our care sector.

- The primary aim was to support remote visiting however it has been possible to also conduct some professional meetings too. We want to harness this increased use of technology to continue to support the sector in the longer term.

Case Study - Edith
Edith celebrated her 93rd Birthday with her family using the tablet. Edith said;
"It made my birthday as I have not seen my son, daughter in law or grandchild since the start of my isolation so it was absolutely fabulous"

Ediths's son Malcolm added
"I'm so thankful for enabling my family to see my mum over a video call, it was a truly wonderful experience in these challenging times"

Case Study – Care Home Manager Martin
" It still amazes me that people from all over the wold have been able to reconnect. I think at this time of great uncertainty families need to reconnect and this has been a great tonic for residents and relatives alike"

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Covid-19: Digital Support to the Care Sector

Gerald a resident in one of our supported tenancies enjoying using the tablet to connect with loved ones.

Case Study - Nora

Nora had not been able to see her family for more than eight weeks, she has now been able to connect with them and her granddaughter Keely who lives in South Africa. Nora Said

"It was very special to see her again, especially as she used to fly over every year but now the flights have been stopped she cannot travel. It was very magical to not just speak to her but to see her too, it made me so very happy."

Keely added *" it was really special and emotional."* to see her grandma again.

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Digital Work with Care Homes

- Dignio is cloud based telehealth software.
- We use Dignio in Care Homes to monitor residents with long term conditions to pick up on early signs of deterioration.
- Now also extended to use in community setting.
- CV-19 Safe Steps app – easy to use app for use in care homes to pick up "soft" signs of deterioration.
- RAG rated results sent through to GPs on daily basis to enable prioritization and targeting of resource to those in greatest need.

Case Study

Bill, aged 72, a resident in a care home and signed up for the service – multiple co-morbidities.

Dignio kit picked up raised temperature and reduced sats.

Antibiotics prescribed and COVID-19 swab ordered – able to continue remote monitoring while recovering, swab negative and GP visit/ hospital admission avoided.

Telecare during Covid-19.

There was a reduction in demand for telecare during the early lockdown period. We therefore developed a non-contact installation process to increase confidence and ensure safety for staff and residents.

Since then further development has taken place of "fast-track" installation to provide "ready to go" kit to facilitate hospital discharge/avoid hospital admission

Wellbeing check call service developed for over 4500 service users, providing welfare calls, food parcels, medication deliveries, hobby packs etc

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