

SCDIP Implementation Phase

Progress report

25 January 2019

Name of council:	Sunderland City Council
Project name:	Designing a Viable Platform to Capture and Present Data from Innovative Technological Solutions to Common Social Care Issues.
Project summary:	Deployment of four different devices (30 of each) to tackle issues raised during user research with core software for analysis.

Progress update

Since the decision to support our project to implementation, we have completed the open call and procurement work associated with the platform Core and our four use case devices. For one of the use cases we needed to source a solution outside of the initial procurement process and this has been achieved.

There was a need for additional scrutiny of the tenders for both the Core and the devices which has led to a delay from the initial timescales with the award of contracts being rescheduled to 3 January. Plans are in place which will allow us to get back on schedule with the deployment of devices.

Key dates we are working towards are 28 February for all devices to be installed and the 31 March for the Core to be operational and processing data from the devices. As it was anticipated that there may be a delay between the device installation and the Core go live, the tender specification includes a requirement for device suppliers to provide an interim interface for council administrators to access device monitoring information where required.

We have moved quickly and set up the device and Core initiation meetings, which have taken place. Regular contract monitoring meetings have been established with both device and Core suppliers. Due to the geographical distance between everyone involved, the contract monitoring meetings are being facilitated by conference or

video-calling. Both sets of suppliers have been introduced to one another and information to facilitate the link between the Core and devices is being established.

Business processes have been mapped and appropriate changes made to integrate the processes with the case management system. Social Workers and Occupational Therapists are continuing to refer suitable clients for participation in the project. All staff have been trained in the referral process and a training video was produced for staff alongside face to face presentations. The objective was to ensure workers had a detailed knowledge of their role in relation to the test bed aims, devices and alerting capabilities matched to each use case

Who is on the team?

The project team is coordinated by a Project Steering Group (PSG) and given the pace required, the PSG has increased the frequency of meetings to fortnightly. In between meetings the PSG communicate via email and teleconference as required. The Project team has received additional support from our recently established Assistive Technology Prescribing Team. The Prescribing Team are coordinating referrals between social care staff and the device and core suppliers. In addition they are assisting with the supply of mobile broadband to participants where required and are supplying the devices and installation for the mood monitoring use case, as detailed above in the project update.



Developing the products

Having procured the devices and Core, we are working through the granular detail to fully understand their functionality and capabilities. This will enable us to blend the constituent parts into the final product. To assist us in the design of the various user dashboards of the Core a number of end users workshops have been arranged. The invites to the workshops include those people who previously attended our discovery

workshops and we are looking forward to seeing their reactions to what has been developed, to address the issues they raised.

Who are our partners?

Our partners are playing a key role. Digital Catapult continues to assist us in our technical understanding and Urban Foresight is assisting us develop our evaluation framework. The communications representatives of both Digital Catapult and the Council have been working together to ensure internal and external communications are consistent with the project philosophy.

Outcomes defined and measurement methodology

A number of outcome and evaluation sessions have taken place. There is a general agreement on the metrics we wish to capture linked to the technology and user outcomes. We have agreed upon who and how these will be collected. The metrics will be collected between adult social care and Digital Catapult. The metrics that adult social care are collecting have been built into the social care management system and will be collected by the social worker at assessment stage and then again at 3 months as a point of review. These include referring team, age and gender of the participant, which use case they have been assessed as requiring and participant suitability. Where a referral is deemed unsuitable the reasons will also be recorded. Comparisons will be held on costs of traditional blended packages of care.

Digital Catapult will collect metrics related to the technology such as, reliability, performance and security compliance of the devices and the Core.

In addition, at the end of June, staff and end users will be surveyed to gain their views of the assistive technology.

How do we know how the project is doing?

If the project was failing from a progress perspective we would recognise that from the monitoring of our project plan. From a technical or user outcome perspective, the metrics would highlight failings.

We have built into our specifications of both the Core and the devices support and maintenance and we will be advised on a regular basis of any issues with the technology.

What is our key learning so far?

There has been significant learning as a result of the detailed procurement process both in relation to the detail of the specification as well as how we have future proofed the potential to upscale delivery. Even with the level of detail included in the specification there has been a requirement to enter into detailed discussions with suppliers in relation to specifications and pricing. As we are just entering our implementation phase, learning so far has been limited. Although again we would reiterate that building in evaluation criteria early on may be beneficial.

How are we sharing the learning?

Through the communications and publicity generated so far in the project we have been contacted by a number of different local authorities requesting information. We have responded and will offer those requesters the chance to attend our end sharing event.

Advice for other councils carrying out similar projects

Part of the SCDIP programme is to support other Councils, should they decide to follow a similar path and we are always open to that. We have participated in a teleconference with the lead occupational therapist in Scarborough Council to discuss the project and our learning. Similarly we have gained insight from them on the approaches they are following in terms of assistive technology.

Is this project sustainable?

Once the project has been evaluated at the three month stage a viability report will be produced. The report will consider efficiencies achieved through the project, costings, and the potential for wider use beyond the four use cases and beyond Adult Social Care as well as the potential for alternative revenue sources.