



LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of Glen Garrod, Executive Director of Adult Care and Community Wellbeing

Report to	Lincolnshire Health and Wellbeing Board
Date:	11 December 2018
Subject:	Connect to Support Lincolnshire

Summary:

This report updates the Board on the development and launch of the partnership information and advice service. The service consists of an online directory of services and information called **Connect to Support Lincolnshire** and for those who are not as confident online, a telephone and live chat support service provided by **Lincs2Advice**.

Its aim is to guide people to access the most appropriate care and support for their needs. Through self-service people will be able to find and select the services that will help to keep them healthy, independent and safe. Those people with relevant needs can then be directed, as appropriate, to social care and health services for further assistance.

The service was 'live' at the start of December 2018. Further work is planned to develop the service along the following lines

- Phased addition of directory and page content
- Work with a user panel to shape use and future developments
- Expansion of the service to include an e-marketplace
- Introduction of a customer portal and integration with case management system MOSAIC

A short demonstration of the online service is planned as part of this item.

Actions Required:

1. For the Board to note the launch of the Connect to Support service
2. For the Board members to publicise the service
3. For the Board members to advise the author and presenters of potential content and uses for the service

1. Background

In Summer 2017, Lincolnshire County Council (LCC) and NHS Sustainability and Transformation Partnership (STP) agreed on the development of a partnership health and care library of services. This service would allow the Council to meet Care Act requirements and support the development of the self-care and integrated neighbourhood working agenda, a key objective of the Joint Health and Wellbeing Strategy.

A working group developed a specification for the service and commenced market testing and procurement in early 2018. The Connect to Support service outlined in this paper is the product of the joint work. The principles behind the service are a preventative approach which supports people to take responsibility for their own health and well-being, increases the opportunities to self-serve, and builds up social capital. In this way choice and control can become part of the health and social care approaches to achieving wellbeing.

The development of the service will also allow consolidate the numerous sources of information and directories already available – supporting Adult Social care, Public Health and NHS STP priorities. LCC has led on the procurement of the service, but has been supported by NHS and community sector partners. The need for a library of services has, for a number of years been a central part of care and health modernisation plans through Lincolnshire Health and Care (LHAC) and now STP.

The concept of the Lincolnshire service goes far beyond providing a static list of care providers on a webpage, its aim is to guide people to access the most appropriate care and support for their needs. Through self-service (which can be supported if required) people can find, select (and pay for) the services that will keep them healthy, independent and safe. Those people with relevant needs can then be directed to council and partner organisations for further assistance.

Connect to support online service

The provider for the provision of a web-based library/directory is Public Consulting Group (PCG) Technology Solutions through its connect to support branded product. PCG is working in partnership with Servelec to allow integration with the social care case management system MOSAIC. The Connect to Support solution is a 'best of breed' product which offers potential to expand with e-marketplace, online budget monitoring and artificial intelligence modules – all linked to MOSAIC case management system.

The first phase of development of Connect to Support is live now and offers;

- Directory of care and support services
- Information and advice content
- Listing of activities and events

The facility allows searches to be personalised by location, need and age.

Lincs2Advice

The provider for the support service providing remote support via telephone, email and live chat is Lincs2Advice. This is a Lincolnshire-based service, provided by AgeUK Lincoln & South Lincolnshire, which has an established and well regarded presence in the county in providing quality signposting to sources of information and advice. The service will be available to support users during core times six days a week, however the

selection of AgeUK L&SL will allow some out of hours contacts through their emergency provision.

Communications & Promotion

As the service is established in December 2018 and into 2019, there will be a programme of promotional work. This will be with the intention of increasing use of the service and encourage providers to list their offer on the service. Planned engagement to gather content and promote the use of the service includes;

- Neighbourhood working teams
- Social care practitioners
- Lincs2Advice connections with user and carer groups
- Public Health consultants
- NHS STP

Future Developments

The content present on the site at launch is a baseline position which will be expanded following commencement of use of the service. This is largely content based on registered care and support providers. A second phase of content upload from the administrators based in LCC will include listings of smaller community groups and activities throughout the county. Future updates to content on the site will depend on organisations and individuals self-registration and partner organisations providing content.

The Connect to Support solution offers the ability to further develop the online service in the following areas.

- Link to the MOSAIC case management system
- Establishment of the e-marketplace of services
- Manage personal budgets through the virtual wallet
- Artificial intelligence to guide users to the most appropriate services for them

The online service will be demonstrated at the meeting.

2. Conclusion

The Connect to Support Service and its future development will support NHS and Council objectives to promote self-care, neighbourhood and out of hospital working.

3. Joint Strategic Needs Assessment and Joint Health & Wellbeing Strategy

The Council and Clinical Commissioning Groups must have regard to the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.

The service directly supports the objective in the strategy 'harness digital technology to provide people with tools that will support prevention and self-care'
--

4. Consultation

The development of the specification has been guided by consultation with Lincolnshire residents, workers and council members. A clear need outlined by this consultation was that the service should support those people who were not able to self-serve or access a wholly online service. This view which was consistently held across the engagement resulted in the commissioning of the telephone and live chat support service.

The further development and shaping of the service will be guided by a user panel which will be recruited in early 2019.

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Theo Jarratt, who can be contacted on 01522 555177 or theo.jarratt@lincolnshire.gov.uk