

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

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	28 November 2018
Subject:	Digital Roadmap for Adult Care and Community Wellbeing

Summary:

This item will be a presentation on the Digital Roadmap for Adult Care and Community Wellbeing, demonstrating progress made to date and future plans. It will focus on the following key elements of the roadmap:

- Library of Information & Services Connect to Support
- Digital Self-serve - Financial Assessments
- NHS Digital Security and Protection standard for providers
- Planned Developments to Mosaic Case Management System

Actions Required:

The Adults and Community Wellbeing Scrutiny is requested to receive the presentation; consider the progress to date; and comment on the future planned actions in the Roadmap.

1. Background

Local authorities and other organisations with responsibility for providing or commissioning Adult Social Care and Support are increasingly planning for how they will utilise digital technology to achieve the delivery of key priorities.

There is increasing expectation from people who use services, their families, carers and other stakeholders that councils realise the benefits of technology to meet demand for care and support.

The Digital Roadmap aims to set out how Lincolnshire County Council's vision for Adult Care and Community Wellbeing (AC&CW) can be supported by harnessing new ways of working and digital technology innovation. The roadmap sets out our plans for doing this over the next five years. The roadmap has been put together with support and contributions from people who use services, Council members, the Council's Adult Care leadership and IMT departments. It is intended as a 'live' document to guide investment, use of resources and engagement with service users and carers.

The roadmap covers three themes:

- **Digital Customer** – People who use of care and support services
- **Digital Workforce** – Social work and care sector workers
- **Digital Community** – How we work with our partners

The item will be in the form of a presentation, allowing members to see work already progressed and influence the planned developments going forward.

There will be a focus on the following specific projects:

- **An online Library of Information and Services – Connect to Support**

This new service will provide people with a range of options on how care, support, health and community services can be accessed. As well as web based self-service, it will offer telephone, email and a live chat support for people who may not be confident IT users, or who have limited IT access. It will also allow consolidation of existing sources of information and directories – supporting key Adult Care, Public Health and NHS priorities.

- **An Online Self-Serve Facility for Financial Assessments**

Implementation of a self-serve digital online offer for financial assessments through "Looking Local" online solutions "BetterCare and BetterOff" will be developed as bespoke products for Lincolnshire.

BetterCare is an online financial assessment form (in short and full versions) which will be able to accept uploaded evidence documents and produce an accurate financial assessment.

BetterOff is an online benefits calculator which will provide personalised reports for the user advising what benefits they may be eligible for.

- **NHS Digital Security Protection Standards Project**

A project to assist care providers in the county to achieve the NHS Data Security and Protection Standard. This NHS Digital funded project will enable providers to communicate with NHS organisations about patients through secure email.

- **Planned Developments to the Council's Mosaic Case Management System**

Throughout 2019 there will be a series of enhancements to Mosaic. Further system upgrades will bring increased functionality and usability. There will be continued review and development of Mosaic's workflows, based on user feedback and policy changes. We will on-board further external partners and services, such as the Integrated Lifestyle Support Service (ILS) for Public Health. Mosaic Finance will go live throughout the year for both Adult Care and Children's Services. Also Mosaic Portal functionality (known as Finestra) will

see customers have the ability to self-refer, self-assess and also view their own details and care packages online. Practitioners will be able to access their caseloads via the web from anywhere and service providers will be able to invoice and share availability.

2. Conclusion

For Lincolnshire County Council to meet rising demand for care and support, it must utilise technology in the most effective and appropriate way. The Digital Roadmap brings together current activity and future intentions into a coherent plan. Members have a key role in shaping that plan.

3. Consultation

a) Have Risks and Impact Analysis been carried out??

No

b) Risks and Impact Analysis

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Adult Care and Community Wellbeing Digital Roadmap

5. Background Papers

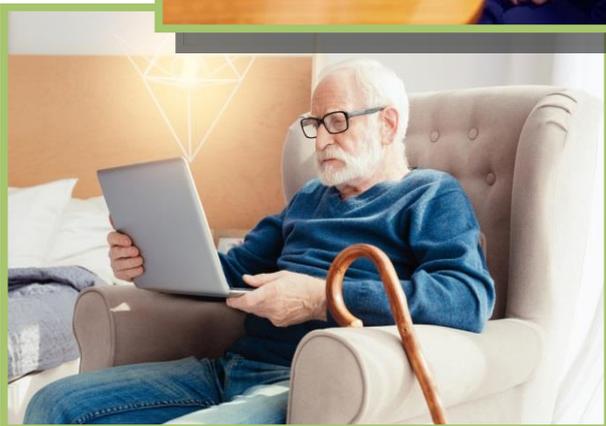
No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Theo Jarratt, who can be contacted on 01522 55177 or theo.jarratt@lincolnshire.gov.uk.

Appendix A
**LCC Adult Care and Community
Wellbeing**

Digital Roadmap

2018 – 2023



Introduction

This Digital Roadmap aims to set out how the Council's vision for Adult Care & Community Wellbeing (AC&CW) can be realised by harnessing new ways of working and digital technology innovation, over the next 5 years. It focuses on three key themes:

- Digital Customer or Citizen
- Digital Workforce
- Digital Community

Our aim is to help transform the provision of care and support by:

- **Empowering the person** and, where appropriate, their families and carers to maintain their own independence, manage their care and support needs, and interact with the council and care services in a way that is convenient and effective for them.
- **Supporting the care workforce** in delivering high quality care at all times, as part of a network of professionals who can communicate easily with each other, with access to people's records and care plans at the right time, supported by the best decision support and monitoring tools.
- **Integrating services across health and care** so that people receive support and care in the place that is most convenient to them, whilst using health and care resources in the most effective way.

The tables below outline the AC&CW activities that have already been completed, are currently being undertaken, and are planned for the future, in relation to the three themes.

The outcomes addressed by the activities are:

Digital Transactions	<ul style="list-style-type: none"> • Customers can be paid digitally • Customers are able to purchase products and pay for services online
Daily Living	<ul style="list-style-type: none"> • Customers can access and use technology to aid daily living
Self-Serve / Self-Care	<ul style="list-style-type: none"> • Customers can carry out key tasks online themselves such as financial assessments and needs assessments / reviews • Customers can find information and access services to manage their own care needs • Customers can be supported to access digital resources

Accessing Records and Information Sharing	<ul style="list-style-type: none"> • Customers are informed and in control of their own social care records, and can access / update information • Workers can access a range of information and advice to support their work with customers • Communication and information sharing between staff in different organisations and different locations is aided by appropriate technology • Workers are able to complete and update care records whilst with the client, or whilst working away from their workbase • Integrated working with Health and other partners (removing barriers) • Workers have access to information about each client, appropriate to their role • Providers can contribute to a holistic customer record, improving efficiency of service provision and reducing barriers to communication
Agile Workforce	<ul style="list-style-type: none"> • Staff are efficient and effective in their daily activities, supported by appropriate hardware and software • Workers feel safe whilst working remotely • Effective resource management to assist with assessment, review and planning activity, reducing time spent and cost incurred
Public IT access	<ul style="list-style-type: none"> • Improve public IT access in venues such as libraries and community access points to enable social care customers to self-serve
Joint Commissioning	<ul style="list-style-type: none"> • Reducing costs by joint commissioning shared (digital) services with health partners
Communication	<ul style="list-style-type: none"> • Use digital technology to aid communication with and gather feedback from customers
Use of data	<ul style="list-style-type: none"> • Technology is utilised to support effective intelligence management e.g. use of apps

DIGITAL CUSTOMER/CITIZEN

A 'digital citizen' is described as "someone who develops the skills and knowledge to effectively use the Internet and other digital technology; especially in order to participate responsibly in social and civic activities". An effective digital citizen can purposefully and confidently use digital technology to communicate, find information, and purchase goods and services.

What have we done already?	How?	When?	Who?
Direct Payments – Pre-paid Cards	Process to access a Direct Payment streamlined and simplified. Revision of policy and supporting guidance. Introduction of Pre-paid Cards and further development of the market for personalisation.	Implemented Sept 2017	Commissioning Team
What are we doing now?	How?	When?	Who?
Telecare / Assistive technologies	Wellbeing Response Service NRS Telecare	Ongoing	AC&CW
Talking Mats – visual framework that uses picture symbols to help people with communication difficulties to communicate more effectively. Digital version available to use on tablets, smart boards etc.	QA Team has received training and are piloting the physical version in care homes to gather feedback on customer experience. Plan to look at purchasing licences and equipment to enable use of the digital version in the future.	Nov 2017 - present	QA Team
What do we want to do?	How?	When?	Who?
Self-assessment / eligibility / financial assessment tools	Tools available via LCC's online platforms to enable customers to complete self-assessments, eligibility calculators and financial assessments/ ready reckoners.	Nov 2018 onwards	AC&CW / IMT / Serco
Self-serve (products and services) / E-marketplace	Facility for customers to be able to search for and purchase products and services online via LCC's platforms. Future development of the PCG Connect to Support product.	Jan 2019 onwards	AC&CW / IMT / Serco
Mosaic Client Portal	Implementation of Servelec Corelogic's proposed solution for a client portal linking to Mosaic records	Jan 2019 onwards	MDaS Team
STP Patient Portal	Implementation of InterSystems' portal for customers and their families to access their health and care records	TBC	STP (Health)

DIGITAL WORKFORCE

A definition of 'digital workforce' is "one that integrates technology to connect all elements of the supply chain". It harnesses digital technology to improve productivity and effectiveness, and ensures its employees have the necessary skills to adopt a digital approach to delivering services through data sharing, connected services, and flexible working. An Adult Care workforce must be able to carry out their daily activity in a mobile and agile way, with devices that enable them to access information and systems from any location, including customers' homes, partner organisations and public places.

What have we done already?	How?	When?	Who?
Agile working / Flexible working	Hot-desking, use of other LCC offices, working from home, WiFi, flexible working hours, types of leave	Ongoing	Corporate
Airwatch smartphone refresh	Rolling programme to replace mobile phones (Blackberry) with Microsoft smartphones	Ongoing	Corporate / IMT
Implementation of Mosaic	Access to case recording system for Adult Care staff and external agencies	Dec 2016	MDaS
Implementation of Mosaic Mobile	Ability to download Mosaic forms to complete offline	Dec 2016	MDaS
Implementation of Me-learning	Access for staff to complete e-learning training to support use of Mosaic	Dec 2016	MDaS
Use of Remedy on Demand and My Portal (Systems Support / ServiceDesk)	Administrative access for MDaS and Serco staff to call logging and resolution platforms to support Mosaic end users	Dec 2016	MDaS / Serco IT
Implementation of Business World On (formerly Agresso)	Access for staff to manage financial processes and personnel records	Feb 2018	Corporate / Serco Finance
Adults Policy, Procedures & Practice Hub	Policy, procedure and practice information for LCC professionals (previously the AC Manual). Hosted online by PPP.	Implemented April 2018 - updated biannually	IST
What are we doing now?	How?	When?	Who?
Use of FutureNHS Collaboration Platform to share documents with Health	Shared access for AC staff for meeting minutes and papers (STP).	Ongoing	IST / STP
Use of Resilience Direct for emergency planning and business continuity management	Regular desktop exercises to ensure staff know how to use the platform. Uploading directorate BCPs.	Ongoing	Corporate / EP

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What have we done already?	How?	When?	Who?
Provision of sim-enabled laptops to AC frontline practitioners	Rollout of purchased devices to frontline staff via countywide deployment clinics.	June 2018– Jan 2019	AC&CW / IMT / Serco
Shared health and social care client information via STP Clinical Care Portal	AC staff to be given read only access to Clinical Portal to view patient information recorded by Health on NHS systems. Mosaic client information to be shared with Health colleagues.	Spring 2019	IST / STP
Lone worker devices for frontline staff	Survey of AC teams' use of existing allocated lone worker devices to inform future requirements for lone working Corporate solution on Vodafone contract	Nov 2017 – Jan 2018 Dec 2018 – Feb 2019	IST Corporate / IMT
WhatsApp on mobile phones	Ongoing programme to rollout WhatsApp functionality where appropriate	June 2018 ongoing	IMT
What do we want to do?	How?	When?	Who?
Govroam – Wi-Fi solution for the public sector	TBC	TBC	Corporate / IMT
Video conferencing/Skype – staff liaising with Health colleagues, use for staff supervisions	To be available via Office 365	TBC	AC&CW / IMT / Serco
Online staff forum – chat, share best practice, ideas	TBC	TBC	AC&CW / IMT / Serco
Shared access to Wi-Fi in Health venues (Hospitals)	TBC	TBC	AC&CW / IMT / Serco
Workforce scheduling / Review scheduling	TBC	TBC	AC&CW / IMT / Serco

DIGITAL COMMUNITY

A 'digital community' is one that embraces the use of technology to support its citizens, and strengthens partnerships between different organisations through shared IT solutions and communication platforms. LCC can facilitate this by improving the uptake and development of digital skills amongst the residents of Lincolnshire, therefore encouraging collaboration and co-production. It can also collaborate with partner organisations to jointly procure suitable IT solutions.

What have we done already?	How?	When?	Who?
AC Online information pages	AC information and advice pages hosted on public facing LCC Connects website	Ongoing	IST
Care Services Directory	Hosted online by Care Choices (in addition to printed version)	Updated annually	IST
What are we doing now?	How?	When?	Who?
Procurement and implementation of a Library of Information and Services, in partnership with STP	AC and STP joint procurement of solution to support Care Act requirements and the self-care agenda	Nov 2018	IST / STP / Commercial
NHS Digital Security Protection Standards for Providers	NHS Digital funded project to enable independent care providers to achieve NHS Digital Security Protection Standards	Oct 18 – March 2019	IST/ LiNCA
External partners' use of Mosaic – F&R, Carers First, Housing, Sensory Impairments, etc	TBC	TBC	MDaS
What do we want to do?	How?	When?	Who?
Mosaic Professional Portal	Implementation of Selvelec Corelogic's proposed solution for a professional portal linking to Mosaic records	March 2019 onwards	
Mosaic Provider Portal	Implementation of Selvelec Corelogic's proposed solution for a provider portal linking to Mosaic records	June 2019 onwards	MDaS
Apps for providers and customers	TBC	TBC	TBC