

Being Digital Strategy and High Level Implementation Planning

Adult Social Care Cabinet Committee
January 2019

Adult Social Care and Health Being Digital Strategy 2019 - 2021

To help people to achieve the best possible health and well-being outcomes, living independent and fulfilling lives in their own homes and communities by using digital innovation and technology.

Enabled People

Embedding intelligent information and new technologies that promote individual health and wellbeing to empower people to self-manage and allow them to effectively access services

Empowered Workforce

Developing a more productive, competent and confident workforce in KCC and in the Care Sector to use the tools and information they need to provide high quality care and support

Improved Partnerships

Working closely with key partners across Kent to ensure we seek opportunities to collaborate, innovate and share information to deliver better outcomes for people

Digitally enabled
People

Digitally enabled
Place

Digitally enabled
Practice

Digitally enabled
Products

Digitally enabled
Partnerships

Being Digital Strategy

Imagine if...

People were able to do more for themselves and make use of intelligent information, tools and apps to increase their independence and improve their quality of life.

We could transform the way services are delivered across all settings by improving connectivity and using innovative technology.

We could develop a more productive, capable and confident workforce by ensuring employees have the right digital tools and information and can work flexibly.

Service users were empowered and enabled to live more fulfilling and independent lives by utilising more advanced and innovative products.

We could deliver better outcomes for people by enabling key partners to more easily collaborate, innovate and share information.

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Being Digital Strategy

Outcomes

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Digitally enabled
Partnerships

Improved information
advice and guidance

Transform the way
services are delivered
across all settings

Flexible and mobile
working enabled

Efficient and cost-
effective assistive
technologies

Improved health and
social care connectivity

Intelligent online
systems to support
self-referrals and
assessments

The care sector are
supported to utilise
new technologies

Making systems and
tools work for
practitioners

Utilising innovation
facilities to explore,
test and implement
new technologies

Apps and tools to
support and connect
people

Improved digital skills
and abilities

Improved data and
analytics to inform
decision making

Enabled People

Embedding intelligent information and new technologies that promote individual health and wellbeing to empower people to self-manage and allow them to effectively access services



Empowered Workforce

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Improved Partnerships

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Enabled People

Aim Narrative

Enable people to do more for themselves to increase their independence

Current State

It is not always easy for people to find out what services and support are available and how to access them.

Service users have to tell their story multiple times throughout the social care pathway.

We are providing some assistive technology services but there are new innovative technologies in the market.

Your Life, Your Wellbeing Strategy Alignment



Desired Future State

Service users can engage with social care anytime, anywhere, on any device.

We will provide residents with a choice of how they engage with us through providing multiple channels of communication.

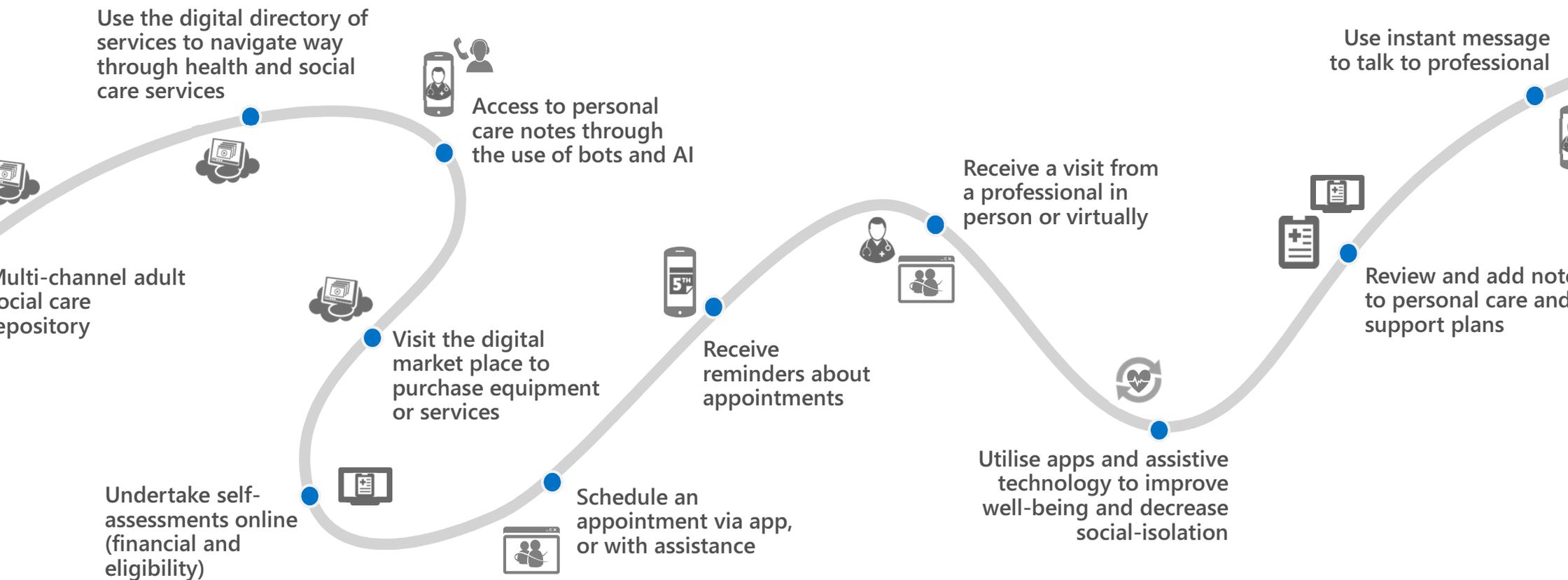
Residents can use self-service tools to perform some tasks.

We will make use of artificial intelligence and robots to support people with accessing and navigating services.

Through the delivery of Your Life, Your Wellbeing, we aim to:

- Create a smoother and safer pathway for our service users.
- Support people to access good-quality advice and information that allows them to look after themselves.
- Put the person at the centre of everything we do, supporting them to choose and control what care and support they receive.

Journey Map: Enabled People



Digital Hotspots

Referral/ Contact

Multi-channel adult social care repository
 Digital directory and market place
 Web-chat and bot-chat
 Artificial intelligence and bots

Triage/ Assessment

- Digital self-assessments (financial and eligibility)
- Appointment scheduling and reminders

Service/ Review

- Utilise apps and assistive technology
- Review and add notes to personal care and support plans
- Digital Service – Virtualise a visit
- Instant messaging

Empowered Workforce

Aim Narrative

Develop a more productive and confident workforce and care sector

Current State

Information is stored in multiple places and we are still largely paper-based.

There is a high turnover of staff in some roles and recruitment and retention can be difficult.

Employees would like more flexibility in where and when they can work.

Desired Future State

Whether in the office, at home, or on-the-go, we can access the information and apps we need, and be productive.

We have access to a range of workspaces across the county.

We empower our employees by providing them access to the information, tools, and insights they need.

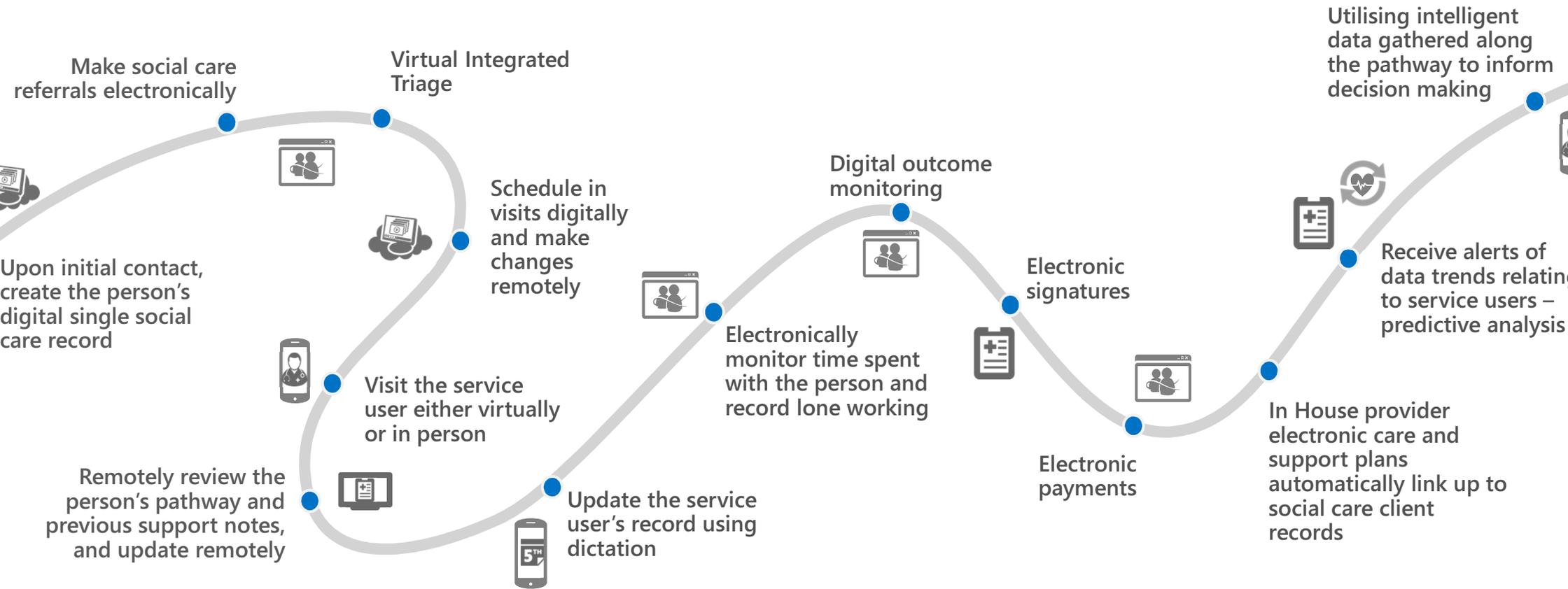
Your Life, Your Wellbeing Strategy Alignment



Through the delivery of Your Life, Your Wellbeing, we aim to:

- Continuously improve the way our services are delivered
- Create a value-driven and outcome-focused culture that nurtures creativity and find new ways to meet people's needs

Journey Map: Empowered Workforce



Digital Hotspots

Referral/ Contact

• Create digital social care client record
 • Electronic referrals
 • Virtual integrated triage between the right professionals

Triage/ Assessment

- Digital scheduling and rostering
- Digital Service – Virtualise a visit
- Digital workflow/ pathway management
- Remote access to digital service user information
- Remote updates including dictation

Service/ Review

- Electronic call monitoring and lone working
- Electronic outcome monitoring
- Electronic payments via systems
- Electronic provider Care and Support Plans
- Digital alerts of data trends and better use of

Improved Partnerships

Aim Narrative

create opportunities to collaborate, innovate and share information

Current State

Information between partners is not always readily available or easily accessible

Duplication between health and social care services still exists

Partners in some areas are working in silo

Desired Future State

Duplication between partners will be reduced through better information sharing.

Partners will put the person at the centre of their care and focus on the outcomes the person wants to achieve.

Partners across Kent will work collaboratively to make better use of the resources available.

Partners will recognise the strengths of our partners and use these effectively through the delivery of care.

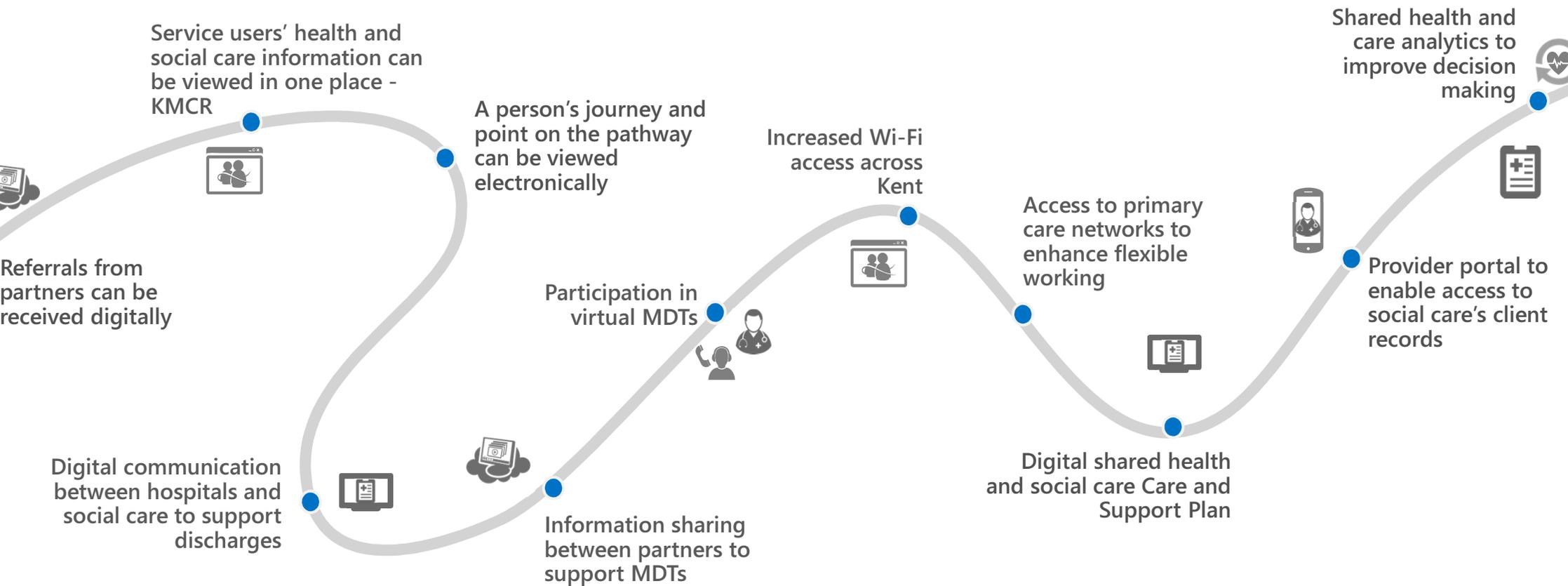
Your Life, Your Wellbeing Strategy Alignment



Through the delivery of Your Life, Your Wellbeing, we aim to:

- Make the most of the resources we have available to promote people's well-being by focusing on the outcomes they want to achieve.
- Improve communication and information sharing between partner organisations
- Provide joined up care across organisations so that people do not experience duplication or delays in accessing support or fall between gaps.
- Make the most of our partners strengths when delivering joined up care

Journey Map: Improved Partnerships



Digital Hotspots

Referral/ Contact

Referrals can be made digitally
 The digital social care client record – Kent and Medway Shared Care Record

Triage/ Assessment

- Digital communications to support discharge from hospital
- Digital workflow/ pathway management
- Virtual MDTs
- Digital information sharing for MDTs

Service/ Review

- Access to community hubs and increased Wi-Fi
- Digital shared Care and Support Plan
- Provider access to social care client system
- Shared health and care analytics

Proposed Projects and Activities

Project Title	Description and Activities	Internal / External Project	People	Place	Practice	Products	Partners
Front	Providing residents of Kent with better choice over how they access and navigate adult social care services. Including: ASCH web-platform; web-chat and bot-chat; instant messaging; digital Health and Social Care directory of services; digital market place; online self-assessments	Internal	✓		✓		
Improved Delivery	Developing new digital tools to support and enhance the way services are delivered. Including: digital scheduling and rostering; remote updates to records using dictation; electronic call monitoring and lone working; electronic signatures, digital outcome and goal monitoring; in-house electronic care and support plan development.	Internal		✓	✓		
Technology (Care 2)	Building on TEC Phase 1 to increase access, interoperability and remote working. Including: implementation of portals; remote working app; service user app; increased access to the system; interoperability with other systems; electronic provider payments	Internal	✓	✓	✓		
Engaging Technology	Understanding how assistive technology can be better used to support service users. Including: development of an assistive technology strategy; horizon scanning and testing of apps and assistive technology; recommissioning of assistive technology service	Internal	✓	✓	✓	✓	
Performance Reporting and Analytics	Improving the use of performance reporting and analytics to support better decision making. Including: implementation of new performance reports; implementation of predictive analytics	Internal			✓		
Information Availability	Implementing a range of digital projects to improve the delivery of health and social care services. Including: Kent and Medway Shared Care Record with service users access; carers app; electronic discharge notices, shared health and care analytics; Virtual MDTs; digital shared care and support plan	External	✓	✓	✓	✓	

Draft High-Level Timeline

