

# 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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**People**

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# Being Digital Strategy

## Outcomes

Digitally enabled  
**People**

Digitally enabled  
**Place**

Digitally enabled  
**Practice**

Digitally enabled  
**Products**

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



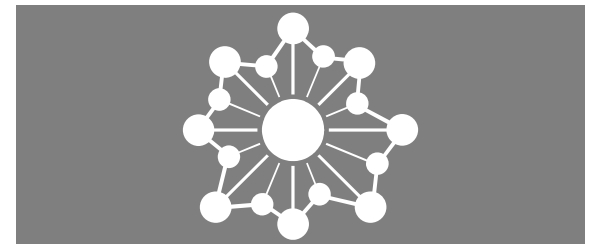
## **Empowered Workforce**

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



# 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.

Provide residents with a choice of how they engage with us through providing multiple channels of communication.

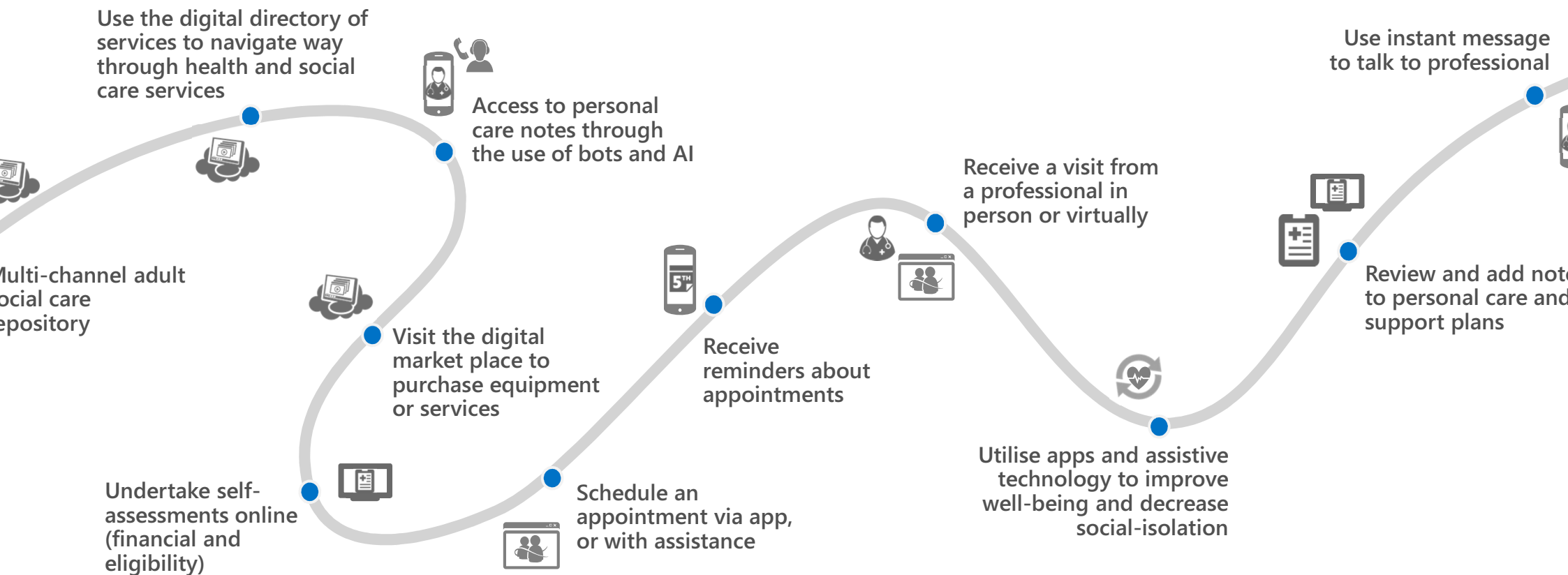
Residents can use self-service tools to perform some tasks.

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

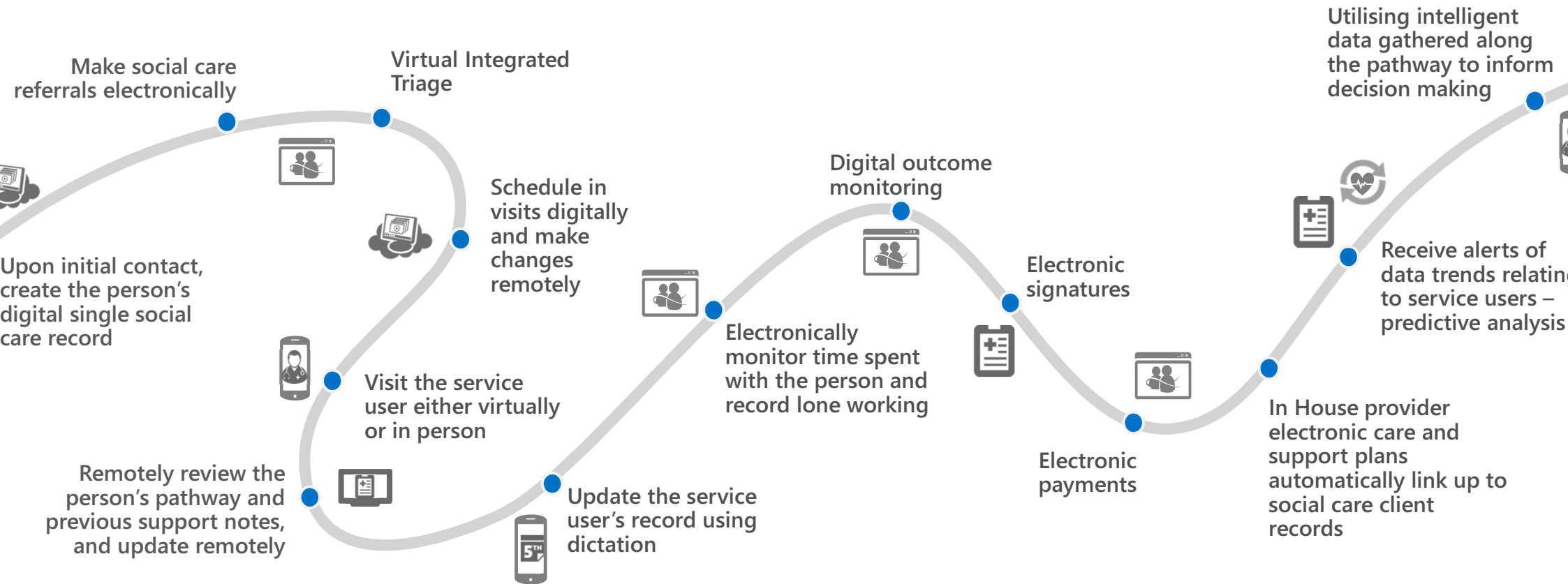


Through the delivery of Your Life, Your Wellbeing, we aim to:

- 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

Communication between health and social care services still exists

but in some areas are working in silo

## Your Life, Your Wellbeing Strategy Alignment



## Desired Future State

Communication between partners will be reduced through better information sharing.

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

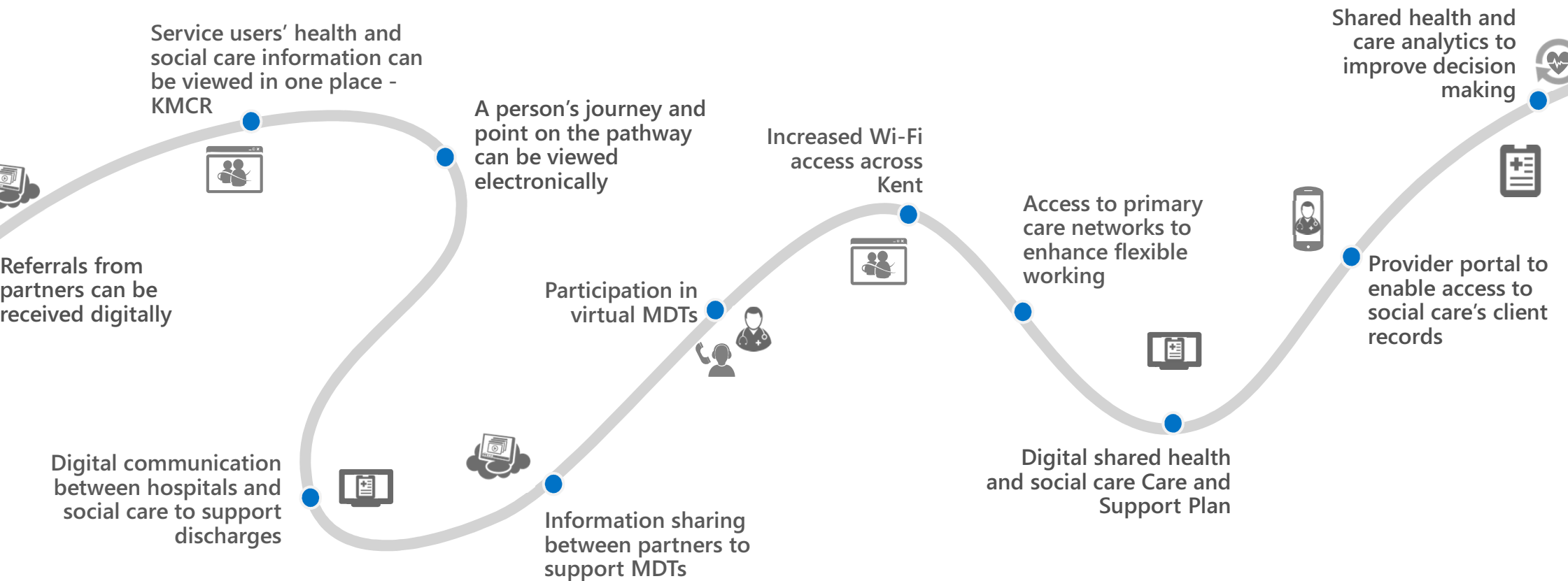
Partners across Kent will work collaboratively to make better use of the resources available.

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

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
<b>Front</b>	<b>Providing residents of Kent with better choice over how they access and navigate adult social care services.</b> 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	✓		✓		
<b>Digitally Enabled Delivery</b>	<b>Developing new digital tools to support and enhance the way services are delivered.</b> 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		✓	✓		
<b>Technology (Care 2)</b>	<b>Building on TEC Phase 1 to increase access, interoperability and remote working.</b> Including: implementation of portals; remote working app; service user app; increased access to the system; interoperability with other systems; electronic provider payments	Internal	✓	✓	✓		
<b>Assistive Technology</b>	<b>Understanding how assistive technology can be better used to support service users.</b> Including: development of an assistive technology strategy; horizon scanning and testing of apps and assistive technology; recommissioning of assistive technology service	Internal	✓	✓	✓	✓	
<b>Performance Reporting and Analytics</b>	<b>Improving the use of performance reporting and analytics to support better decision making.</b> Including: implementation of new performance reports; implementation of predictive analytics	Internal			✓		
<b>Information Management</b>	<b>Implementing a range of digital projects to improve the delivery of health and social care services.</b> 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

