Adult Social Care Digital Strategy

Technology supporting your independence

LONDON BOROUGH OF RICHMOND UPON THAMES

Transforming the Future

Contents

“Technology provides us with a unique opportunity to revolutionise how we work and deliver services to residents.

It has the potential to support many people to be more independent and help us address some of the challenges we face across the health and care system.”

Introduction

The Adult Social Care Digital Strategy 2021-24 sets out how we will embed technology as a core part of the way we deliver services to adults in the London Borough of Richmond upon Thames. It describes our aspirations and priorities for the next 3 years to ensure the successful delivery of our vision. This strategy sits alongside the Richmond Digital Strategy, which sets out the Council's ambitions to take advantage of the opportunties digital technologies can offer for public service transformation and efficiencies. This strategy also sits within the context of the South West London Integrated Care System Digital Strategy 2021-25, which sets out the framework for using digital technology to enable service transformation to deliver the best healthcare outcomes for our citizens at all stages of their lives; Start Well, Live Well, Age Well.

Digital technology is everywhere and has become an integral part of our personal and professional lives. The COVID-19 pandemic has accelerated this shift to digital technology and encouraged more people than ever to get online and use technology in new ways whilst redefining how we work.

We have made significant progress with how we use technology in the workplace. Digital policies and procedures, online induction and training, smart phones and video technology have become central to how we work. We routinely provide information and advice online and via email enable online referrals from residents and professionals. Working across health and social care, we have implemented a Shared Care Record through the Connecting Your Care Programme.

While many of us have embraced the digital shift, many older and more vulnerable people who were digitally excluded before the pandemic have been left behind. We have been working with the local voluntary sector to reduce digital exclusion and support people to access technology, which can enable people to remain independent, maintain relationships and

reduce isolation and inequalities. We have also improved access to digital technology for our staff to enable them to explore different ways of using digital and assistive technology to meet people's care and support needs.

Looking forward, we want to be at the forefront of digital innovation in Adult Social Care. We want to build on progress made and take full advantage of technological innovation to enhance service delivery, promote independence and provide a springboard for innovation and transformation. While technology alone will not always be the right solution, it is a vital enabler and presents a unique opportunity to help us address some of the challenges facing adult social care, including increased demand on services, increased loneliness and social isolation arising from the pandemic, and budgetary pressures.

Our Adult Social Care Digital Strategy is about more than implementing digital technology; it is about challenging the norm and changing expectations and culture. We will do this by focussing on the following key themes:

- Culture
- Innovation
- Skills
- Data
- People

Embracing innovation and digital technology provides us with significant opportunities to transform the way we work and support residents in the future and achieve our overall vision to give people the best chance to remain independent, resilient, and well for as long as possible.

Richmond Local Context

199,157
Total projected population (GLA 2020)

31,874
People aged 65 and over – a higher proportion (16%) than the London average (12.2%)

Richmond has 2nd **highest** proportion of people aged over 80 in London

Richmond has higher levels of internet coverage than London average (97.8%) – **99.6%** have access to Superfast & Fibre Broadband

What we have learned from local people

A survey of adult social care service users was conducted in December 2020 to gain a better understanding of how local residents use technology and the challenges they face.

165 people with care and support needs responded. Results highlighted significant concerns about the confidence of older people and people with disabilties using technology.

When people were asked why they lack confidence the most common responses were:

- Have never used technology and resistant to start now
- Lack of understanding of technology and where to go to get help
- Many feel limited by their disability.

50% of respondents were aged 65 and over

94% of respondents have a disability

61% have access to the internet

26% use their devices to stay in touch with friends and family

68% were not confident using technology

70% have never had any training in using technology

What we have learned from our staff

A survey of Adult Social Care and Public Health staff was conducted in September 2020 to get a better understanding of how staff use technology in their roles including how they use technology to interact with and support residents.

145 members of staff responded to the survey. Results showed that staff confidently use a range of technology in their roles and frontline staff have adapted well during the pandemic to communicate with people using variety of applications, such as Microsoft Teams and WhatsApp. When asked if they feel confident to use digital technology to support service users and carers, 49% of staff said they felt able to innovate. However, staff also identified opportunities to develop their own skills and knowledge about technology and the need for investment in training and support for both staff and residents.

79% of staff use email to contact people

45% of staff use MS Teams to communicate with people

98% use a council issued laptop in their role

76% use a smart phone in their role

94% are confident using technology in their role

65% go to colleagues when they need help with technology

What we have learned from our providers

A survey of care providers including care homes and supported living providers was completed in September 2020 to gain insight into how technology has been used to support both staff and residents during the pandemic.

12 care homes and 5 supported living providers responded to the survey. The results of this survey highlight how providers have embraced the use of technology during the pandemic to ensure residents could stay connected to family and friends.

All providers who responded to the survey said that they had internet access on their premises, but access to WiFi often varied in different areas within these care settings. Internet connectivity in communal areas varied from 45% in supported living to 95% in care homes.

100% of providers said residents used technology to stay in touch with family and friends

77% of providers said residents used Skype to stay in touch with family and friends

92% of providers said tablets were the most popular device used by residents

86% of providers said residents had access to a mobile phone

94% of providers said staff were confident supporting residents with technology

100% of providers said that changes introduced during the pandemic will stay in place

Where we are now

To achieve our overall aim of making the most of the technology and embed technology as a core part of the way we deliver services, we must increase and develop our technology offer. This is supported by a national ambition to improve the use of technology in social care. There are several technology projects underway to start that transformational journey, including:

Alcove Video Care Phone

Video technology has been proven to significantly decrease the effects of social isolation on health and wellbeing. To reduce social isolation and alleviate winter pressures, we have issued 100 Alcove Video Care Phones to vulnerable adults with limited IT skills across the borough.

Brain in Hand

An App-based platform based on Cognitive Behavioural Therapy that enables people with learning difficulties, autism and mental health problems to adopt greater self-management of their condition and overcome day-to-day challenges to live more independently.

Care Technology

Care Technology is defined as the use of convenient, accessible, and cost-effective technological and/or digital products or services that support people's independence. As part of our Transforming the Future

programme, staff have been providing a range of Smart home technology and voice enabled devices, such as Smart speakers (e.g. Amazon Alexa), Smartphones and tablets, Smart doorbells/plugs etc.

Ruils Assistive Technology Project

We commissioned Ruils to offer a range of devices, software, and equipment to enable residents to live more independently, including a range of Smart home technology. Ruils staff in the project assess people's needs and agree an assistive technology package that enables the person to live more independently.

Internet of Things Project (IoT)

We are working with sheltered housing providers in partnership with South London Partnership to monitor activity in the home to identify where there are any changes to normal activity. Data gathered from the use of these digital devices will enable us to identify changes in needs sooner and support people to independent for longer.

Digital Switchover

All analogue telephone lines will be replaced by digital telephone lines by 2025 and all devices will need be digital. We have started to review our current telecare service in anticipation of this and are preparing to commission a modern care technology service in its place.

Case Study: Brain in Hand

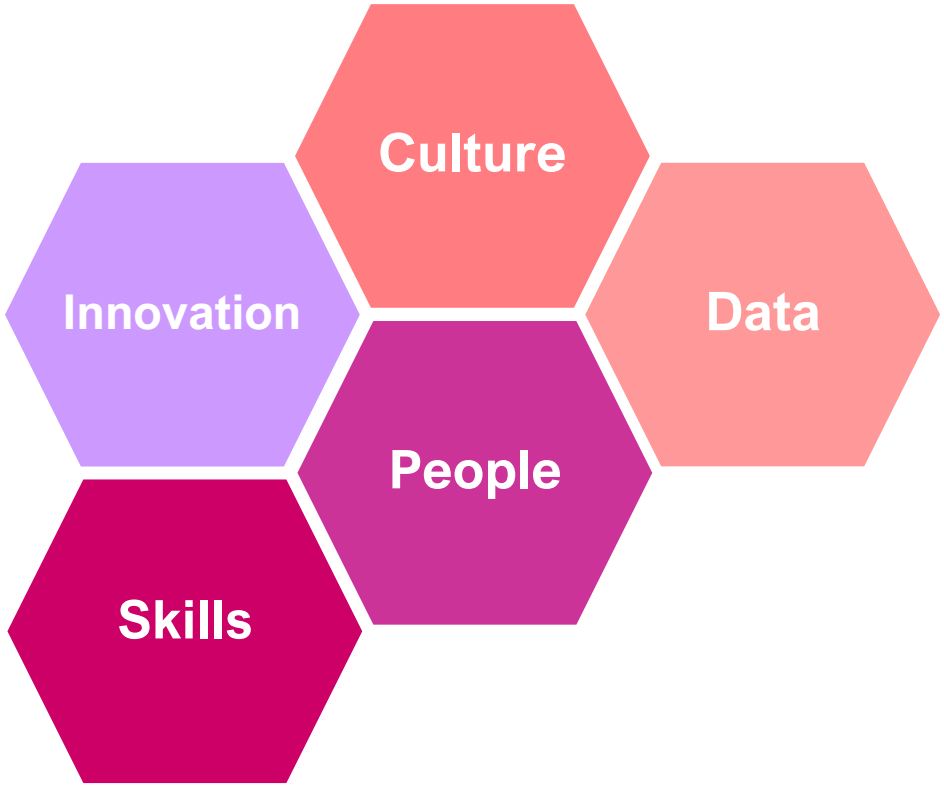
Jamal is 19 years old and has Autism. He becomes very anxious in certain situations when his plan does not work out. He also finds it difficult to manage his anxiety in situations where there is sensory overload. Jamal is planning to go to college, and he wants to manage his daily routine, and learn to travel independently.

Jamal has been given the Brain in Hand App to help him achieve greater independence. Brain in Hand will support Jamal with becoming independent with his travel. Daily routines will be set up to manage his anxiety so that he stays on track with his daily schedule, and the red button is available for him to call if he is not able to manage to stay on track with his journey.

The payment for the Annual Licence fee for Brain in Hand will become part of Jamal's Personal Budget and this will be reviewed annually in line with all other services Jamal receives.

Our Digital Vision

Technology has the potential to revolutionise the way we work and deliver services. We want to embrace technology and innovation to empower staff and support residents to live the best life they can and remain independent, resilient, and well for as long as possible. Our vision is built around the following key themes:



Culture – creating a culture where staff can be creative and embed technology as a core part of how we deliver services and aligned to our strengths-based approach.

Innovation – continuously evolving and innovating to ensure new and emerging technologies are rapidly deployed where they can improve outcomes for local people.

Skills – a skilled workforce that feels empowered and confident in using digital technology.

Data – systematically encouraging and improving data sharing across the health and care system and a culture of evaluation, data and insight.

People – a human-centred approach with a continuous focus on user needs and co-design that is inclusive of groups that have typically been digitally excluded.

Our Aspirations for Residents

We want to use technology to empower and support people to do more for themselves and live the best life they can.

We will do this by developing a good understanding of the benefits of technology through systematic testing and evaluating digital products and using that insight to inform our digital offer. People will play a key part in this approach to ensure our digital offer is routed in their views and needs.

We will set up a Tech Lab to be the focal point to accelerate the adoption of a range of technology in adult social care. It will bring together residents, staff, voluntary sector, providers, and technology companies to help tackle some of the local challenges.

- We will have a modernised offer of care technology with a wide range of solutions available to support people's independence.
- We want to enable people to engage with us in a way and at a time that suits them including online, email, web chat, telephone, and face to face.
- We will develop an intelligent online self-service offer including online care and financial assessments and access to social care records.
- We will improve the availability of information and advice to ensure people can make informed decisions about their care and support.
- We will ensure that devices monitor activity discreetly and any data gathered is kept securely and used only to support people to be safe and independent.
- We will improve digital access and skills and actively reduce digital exclusion.
- We will have a fair charging policy in place for technology.
- We will develop case studies and stories and share data to showcase the impact technology

Case Study: Care Technology

Mary is 76 years old and lives alone. She was diagnosed with dementia two years ago and although she has some memory loss and impaired cognition, she is still able to do many things for herself. Mary wishes to remain as independent as possible.

Mary sometimes forgets to take her medication on time, and she tends to open her front door and invite in anyone who knocks, which is a concern for her family.

Mary is given an Alcove Care Phone so she can make video calls to her family whenever she wants to. Mary also receives an Amazon Echo, which can be used to set up voice reminders to take her medication.

Mary's family would also like her to have a smart doorbell and some smart plugs, which could form part of an Alexa routine so that they are able to monitor that she is using appliances, such as the kettle and the microwave. Once Mary is familiar with her new routine, smart bulbs and smart blinds might also be helpful.

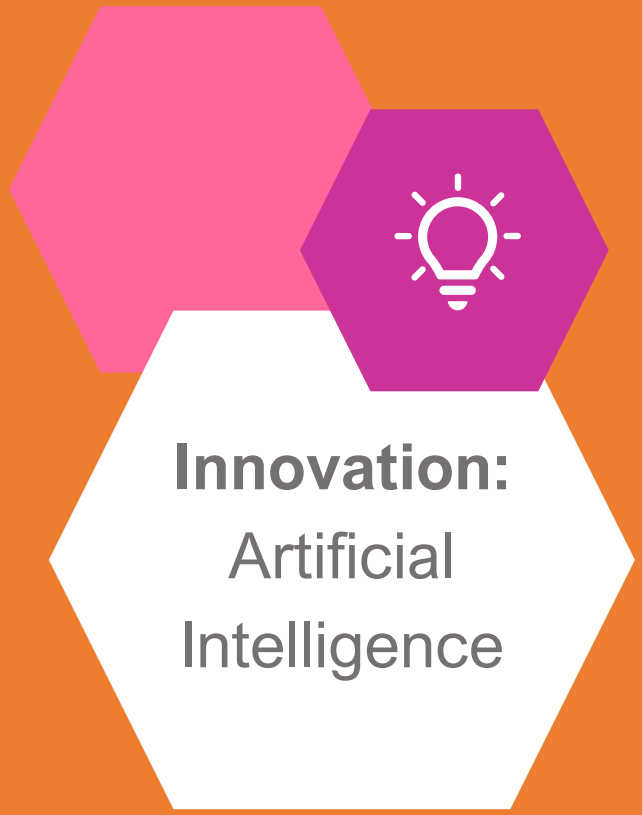
Our Aspirations for Staff

We want to use technology to transform the way our staff work and enhance the way frontline services are delivered.

We will do this by developing a clear direction and priorities for where we wish to take digital in the medium and long-term as a department. We will create a culture of open engagement to ensure our digital offer is informed by the views and experiences of our staff.

Progress has already been made with our Single Mosaic System, Connecting your Care project with local NHS partners and remote working technology introduced during the pandemic. We will build on this to make sure our staff feel better connected, more supported and improve outcomes for residents.

- We ensure that our workforce has the tools they need to work as efficiently and effectively as possible.
- We will improve staff skills, knowledge and confidence using digital technology to support them in their roles and enable them to help people make the most of the technology available.
- We will ensure our systems enable and are driven by good practice.
- We will ensure that staff have the tools and support to continuously improve and enhance the ways they work.
- We will ensure the recording of care technology is integrated into the social care case management system Mosaic.
- We will work with staff to reduce transactions and use of paper and introduce automation including payments and billing.
- We will improve data and analytics to inform decision making.



Artificial Intelligence

Artificial intelligence is the simulation of human intelligence processes by machines and systems, such as speech recognition and natural language processing.

By promising to revolutionise how we work, travel, communicate and interact with each other, Artificial Intelligence (AI) is one of the most promising areas for future development within the health and social care. AI is already used widely in computer systems and search engines to improve customer experience.

Over the next decade, AI will transform how we process data, commission services, and provide care to our residents by allowing us to identify needs and predict groups of people who may be more likely to require support in the future.

Combined with smart technology, such as smart speakers, AI will be able to identify changes in speech patterns and behaviour, which may lead to early identification of the onset of health conditions at an earlier stage.

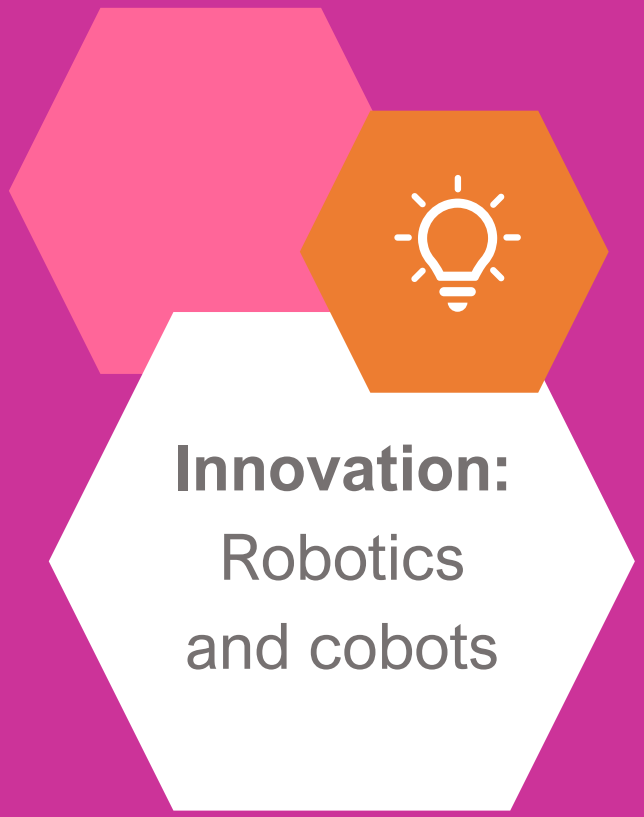
Our Aspirations for Partners

We want to use technology to transform the way we work across organisational boundaries and transform the way frontline services are delivered.

We will do this by actively engaging with partner organisations about our digital ambitions and providing opportunities for them to shape our digital offer. This work will be underpinned by working in partnership with other councils and NHS organisations across South West London to share learning and explore opportunities for joint projects and best use of resources.

We will support our partners providing care and voluntary sector services to develop and enhance how they use technology to deliver services and increase the confidence and technological skills of provider staff.

- We can collectively meet growing demand for adult social care and target resources where they are most needed by using technology.
- We will support providers to increase use of technology to change the way services are delivered, achieve efficiencies, and increase resilience as well as increasing the confidence of their staff to use technology.
- We will work in partnership across South West London to implement integrated care record solutions, improve data sharing and ensure services are better connected.
- We will ensure digital technology is a core part of service requirements when commissioning services.
- We will enable vital interoperability of systems, both within our own products and with our partners to reduce duplication and improve outcomes for residents.



Robotics and cobots

Robotics present an exciting opportunity to revolutionise how we deliver care at home. Some robotic technology, such as automated vacuum cleaners have already been tested in health and care to support independent living.

Humanoid robots can be optimized for human interaction and are able to engage with people through conversation. They have the potential to provide information and advice and carry out simple tasks.

Collaborative robots, or cobots, have been used to support care workers in their roles. These cobots are active exoskeletons worn around the lower back by the care worker. The device analyses basic human movements and assists the movement of care workers when moving and handling people or objects and encourages effective moving and handling technique.

Cobots reduce the load on the waist during movements, reducing physical strain and care workers and preventing injury.

Conclusion and priorities

We acknowledge that the shift to digital technology will take time and place additional pressures on resources. To achieve our overall vision, we have agreed the following priorities to help us to focus on ensuring that technological development in the borough is both effective and inclusive as we look to increase the use of digital technology in how we deliver services:

Priority 1: Care Technology	• Modernising our care technology offer • Transferring the existing Telecare service into Adult Social Care • Commissioning of a flexible, developmental care technology service that evolves as new innovative technology emerges with an ability to clearly evidence the financial impact of the service • Introducing 'Internet of Things' solutions in sheltered housing.
Priority 2: Resident Self-Service	• Providing a range of digital tools for residents to provide feedback • Implementing online care and financial assessment forms • Implementing Mosaic portals to enable residents to view and input to their care records.
Priorty 3: Digital skills	• Building staff confidence and skills in digital technology through a focussed programme of training and events

	• Developing Care Technology Advisor role to become experts in care technology and playing a key role in achieving the culture change • Creating opportunities for informal networks to promote care technology and create a movement for change • Developing case studies and stories and share data to showcase the impact they are having on people's lives.
Priority 4: **Efficient processes**	• Improving financial processes such as provider payments and billing of residents and improving accuracy of financial data • Implementing Netcall for all front-facing teams • Identifying solutions to enable staff to work more efficiently and reduce use of paper including bulk texting and emailing.
Priority 5: **Working with the NHS**	• Working with NHS Digital, implementing client level data to enable data sharing at population level with the NHS • Working across South West London to implement a shared population health data repository • Solutions to ensure NHS number (national primary identifier for adults) is available at the right point to support data sharing • Developing local projects to improve data sharing with NHS partners.

Priority 6: **Working with Providers**	• Working collaboratively with providers to implement care technology to enhance people's care and support • Implementing Mosaic portals to enable providers to view and input to care records • Developing a cobot pilot programme with providers.
Priority 7: **Data and Artificial Intelligence**	• Facilitating effective and efficient data sharing between health and social care to support the requirements of the White Paper • Collecting and analysing anonymised data from a range of systems and care technology to gain insight about current behaviours, identify trends and inform future demand and supply • Using technology to ensure data is to be shared in real time with partner organisations.
Priority 8: **Robotics and Cobots**	• Getting a better understanding of current robotic technology available for use in social care and develop business cases • Raising awareness of available case studies and showcase the impact they are having on people's lives and service delivery.

Priority 9: **Digital inclusion**	• Working collaboratively with voluntary or community partners to rapidly implement initiatives to improve digital access for residents • Ensuring improved access for people requiring support with digital skills, connectivity and products • Ensuring the importance of digital access is widely recognised across all organisations and communities including our Mental Health Pledge • Developing a clear voluntary sector offer to support residents to access technology and improve digital inclusion.

Glossary

Assistive Technology is often used to describe products or systems that support and assist individuals with disabilities, restricted mobility or other impairments to perform functions that might otherwise be difficult or impossible.

Care Technology means convenient, accessible, and cost-effective technology-based care which is used in a person's home, and in the community.

Cobotic or robotic exoskeletons are a unique form of professional service robots, placed on the user's body and intended to augment or enhance the body's own movements.

Digital inclusion means making sure that people have the capability to use the internet to do things that benefit them day to day. This includes digital skills, connectivity and accessibility.

Internet of Things (IoT) encompasses sensors, software, and other technologies for the purpose of connecting and exchanging data with other devices and systems over the internet. This enables the collection of data about people to inform about changes in behaviour which might require a response.

Robotics involves design, construction, operation, and use of robots. The goal of robotics is to design machines that can help and assist humans

Telecare means personal alarms, pendants and basic sensors which can detect when a problem, such as a fall, and send an alert to a call centre which then organises help for the person.

Telehealth means Smart devices that support people to manage long-term health conditions, including monitoring blood pressure and oxygen levels. These are usually issued through the NHS.