Coventry City Council

Briefing note

Date: 13th February 2019

To: Health and Social Care Scrutiny Board (SB5)

Subject: Adult Social Care Digital Improvements

From: Marc Greenwood, Head of Business Systems and Continuous Improvement

1   Purpose of the Note

1.1   This note outlines the digital improvements underway across the adult social care service. The note also highlights the digital work being delivered, in collaboration with health partners, to support improvements in integration and efficiency across the Coventry and Warwickshire health and care system.

2   Recommendations

2.1   It is recommended that Scrutiny Board 5:

2.2   Notes the progress on use of technology to support Adult Social Care and further developments planned.

3   Information/Background

3.1   Adult social care provides personal support that helps people live their lives as independently as possible. Over the past 2 years the adult social care service has been seeking ways to improve the support provided through the implementation of digital improvements. These improvements have included:

- The introduction of self-assessment tools and an information directory
- Social Worker and Occupational Therapists appointment booking system
- Digital customer feedback methods
- Assistive technology opportunities including Brain in Hand and Just Checking
- Enabling access to the adult social care case management system for NHS staff working at UHCW. Access to which supports staff when making discharge decisions, improving efficiency and patient support.

3.2   The latter is an example of the work underway across Coventry and Warwickshire to enhance patient support. As part of the Better Health, Better Care, Better Value programme partners from across health and social care are exploring ways to improve services through the introduction of digital innovations. This work is being overseen by the Digital Transformation Board, a group of practitioners and technology leads.

3.3 The work of the Digital Transformation Board includes:

- The introduction of Voice Recognition (VR) to support clinicians improve the time it takes to record case notes
- Rollout of remote consultation technology to improve opportunities for patient and clinician interaction
- Promotion of the wider use of the information sharing software, known as Docman
- Development of a shared care record across Coventry and Warwickshire

3.4 The shared care record will introduce a number of improvements that will support patient flow. This includes interoperability of systems across organisations, increased opportunity for the public to access information held about them and greater mobile flexibility for our workforce.

3.5 In addition to the health and care improvements, adult social care is continuing to identify digital changes that will improve customer experiences and workforce efficiencies. These include:

- Improvements to our customer front door by exploring the use of automation, self-service and enhanced connection with third sector agencies
- Introduction of pre-paid cards
- Financial assessment self service
- Supported self-assessment and self-reviews
- Housing with care and primary care remote consultations
- Voice Recognition for social workers

3.6 We are also starting to explore the opportunities to use digital applications to support the delivery of adult social care. Particularly how use of technology can support the prevention of social care needs arising and enable people to achieve improved health and wellbeing.

3.7 Whilst existing access channels, such as telephony and email, will continue we recognise that many people who contact adult social care want to have a wider variety of contact methods. In addition, our workforce is changing and we need to provide the flexibility and creativity to support changing working arrangements and ensure we use our resources in the most effective way.

Report Author:

Name and Job Title:
Marc Greenwood, Head of Business Systems and Continuous Improvement

Directorate:
People

Telephone and E-mail Contact:
024 7678 7358
Marc.greenwood@coventry.gov.uk