

Do we need to supercharge our business cases?

Or, how to respond in a social care funding crisis and developed improved Preventative and Proactive services?

Five Principles that may just help us do that...

14th May 2024

Mark Allen, Head of Service, Digital, TEC and DMP

Social Care Context

- Funding Crisis
- Increasing Demand
- Complexity
- Expectation

What is asked of TEC?

- Meet Need
- Prevent, Reduce, Delay – Care Act duty for Demand Management and Prevention
- Support Independence
- Be Relevant to People

Increasing recognition at all levels that Care Technology will have a significant role in Care and Support delivery alongside often superficial understanding of how the current Digital landscape fits together

What are we often expected to evidence?

- Financial Efficiency
- Operational Effectiveness
- Impact on more costly forms of Care
- Meeting Disparate Needs
 - Independence
 - Security
 - Responsiveness
- Integration across a system
- Interoperability

Increasing criticism that business cases and evidence don't stack up!

Additional Challenges

- Digital – Breadth, Depth and Complexity
- Digital Switch
- Developer led capabilities
- Workforce capacity and capability
- Quality Standards
- People's lives!

All of this suggests quite strongly that we have to think differently about our service models and the evidence we bring to bear to justify investment

So what are the weapons in our arsenal?

5 Key Principles that can structure our approach to the development and delivery of sustainable Care Technology offers

- Collaboration
- Set the agenda
- Using our data
- Evidence
- Integrating Care Technology as well as other platforms and services into our care practice

Collaboration

- Unity is power – cross authority/sector consortia. Funding and delivery models that deliver scale, flexibility and a solid base for service delivery
- Partnerships – Develop true balanced Partnerships that draw in expertise = let the experts be the experts they are and use extended management models.
- Use your expert partnerships to curate the best knowledge that is freely available to all. Example, carers

- **Sovereignty – don't be afraid the seed some sovereignty!**
- **Co-production – Blended models of service delivery. Consumer Tech; Family, friends, carers using tech is link with cared for; State complements rather than leads**

Set the Agenda

- We are too often provider led
 - Our specifications often reflect what is happening now rather than setting the agenda
 - We are too developer led – solutions looking for a problem and we oblige!
- Managed Risk is inherent in forward movement
- Specify what we need rather than what we think is available
 - People will help!
- Don't expect to deliver everything
- Specify based on outcomes; Individual, Organisational, Systemic
- **Collaborate!**

Using Our Data

- TEC Data is an untapped well
- Understand what TEC data can tell us
 - How can it support decision making?
 - How can it support understanding changing needs?
 - How can people who use services use data?
- Our existing data can give us insights to support predictive and preventative approaches when blended with other data/services
- Incrementally improve! There is rarely Jam today

Evidence

We are in a situation where there is little structured and replicable evidence, both from a position of individual tech to delivery systems

You need to focus on:

- Structured agreed evidence base that is clear on what is being demonstrated – REALLY!
 - Individual benefits
 - Organisational benefits
 - System benefits
- Clarity on where services provide direct savings and deliver significant Demand Management outcomes and avoided costs
- What role social capital plays in service provision and benefits delivery
- System opportunities
- Outcomes focused rather than equipment led

Integrating Technology into Care Practice

- At all levels – including leadership
- Provide clarity of purpose and define roles
- Collaborate to agree how Care Technology complements other forms of care and support
- Ensure Cared For People's voice is heard
- Home Care and Care Home commissioning models integrate technology effectively