

Healthier Communities Select Committee			
Report Title	Developing Lewisham's Adult Social Care On-line Activity		
Contributors	Whole System Model of Care Project Manager Single Point of Access (SPA)	Item No.	9
Class	Part 1	Date:	11.07.2017

1. Purpose

- 1.1 This report provides members of the Healthier Communities Select Committee with an update on the development of on-line business processes in adult social care.

2. Recommendations

- 2.1 Members of the Healthier Communities Select Committee are invited to note the current objectives around the development of on-line business processes in adult social care, located at the Single Point of Access.

3. Strategic Context

- 3.1 The concept of 'Digital by Default' is a government initiative for the way in which the Government wishes to engage its citizens, Government Digital Strategy, Cabinet Department (2012).
- 3.2 This development also reflects the strategic direction articulated in:
- The NHS Five Year Forward View (October 2014) and the Next Steps (March 2017) which references the use of digital technologies for efficiencies.
 - The planning guidance published on 22 December 2015 which sets out the requirement for the NHS to produce five year Sustainability and Transformation Plans (STP) in which the digital vision is clear.
 - Care Act 2014 - places a duty on adult social care to provide residents with the right advice and information/guidance to not only promote independence and wellbeing, but also to delay/prevent/respond to the onset of frailty and deterioration in long term health conditions.

4. Local Context

- 4.1 Lewisham's Single Point of Access has a team of advisers supporting a variety of care and health services covering Adult Social Care (provided via the Social Care Access and Information Team/SCAIT), Community Nursing and Carer's Lewisham all available on one

phone number for the public to easily access. It acts as a gateway for both phone and digital/on-line contacts.

4.2 The importance of digital offers are also referenced locally in:-

- *Our Healthier South East London*, the STP for South East London published in November 2016. It encourages health and care partners to develop a digital road map.
- *Core Strategy Lewisham Local Development Framework Document (June 2011)* recognises that in order to harness growth digital technologies should be promoted.

4.3 Telephone demand in the Single Point of Access for all services remains high. By encouraging electronic uptake there is less pressure on telephone demand which makes it easier for those to make contact who have no electronic means.

5. What is the digital/on-line approach in adult social care?

5.1 These new processes involve the public using the Council's adult social care website to navigate trusted electronic advice, information and guidance to help find tailored solutions to care and support needs. In so doing the overall aim of promoting better health, well-being and independence is achieved. Residents and their carers can also make electronic referrals direct to adult social care via a personal electronic account, should they be unable to find the right help themselves.

5.2 It is recognized that engaging the public electronically is a very effective way to disseminate trusted advice and information, particularly as it can be kept up to date easily. Through monitoring month on month it is shown that the numbers using the Lewisham adult social care website is steadily growing. ¹ The information provided on the site spans all aspects of care, health, and support in the Borough ranging from that provided on behalf of the Council and Lewisham's Clinical Commissioning Group/Lewisham and Greenwich NHS Trust (LGT), to services provided by the voluntary sector. It covers all types of provision from where a local diabetes group meet, to where to get personal care for a loved one.

5.3 There are plans to make digital information more intuitive for residents by putting together tailored options to support lifestyle decision making. It builds on the current health and well-being directory held on the Council's website. ²

5.4 Alongside the electronic advice and information held on the website there are currently two electronic forms which help to navigate electronic choices for care and health support. One form is to be completed by those who may need extra help and the other for carers. Both forms can be completed by a helper on behalf of someone else.

¹ From Google analytics page visits to the Lewisham adult social care pages: April 2017 – 8000 hits and May 2017 - 12200 hits.

² Please refer to the Social Prescribing paper presented alongside this paper.

5.3.1 Well-being self-assessment for people who need care

On this form, if a person thinks they need care or extra help, they can enter information about themselves to:

- help identify what support they need
- get a list of independent support providers
- find out if they are likely to be eligible for adult social care support
- get an idea of how much they might be charged for care.

It takes a few minutes to complete this form and as a result it generates helpful local information for self-care. They can also request a full adult social care assessment if they are unable to find the right help. On submission they are advised they will be contacted within five working days to agree the next steps with adult social care staff. To submit this form an account must be created using an email address.

5.3.2 Self-assessment for carers who need extra help

On this form, a carer (an adult who cares for another adult) can enter detailed information to tell the Council about the care they provide, and in return receive useful information about support available for carers. The form takes about one hour to complete.

Once they have submitted the form they will be assessed as to whether they are eligible for extra help by adult social care staff, who again will contact them within five working days and agree next steps.

6. Lewisham's Single Point of Access on-line activity to date and next steps

- 6.1 These new self-assessment forms were launched at the beginning of May 2017. Since that date there has been a 30% increase in web site traffic, with 27 referrals made electronically to adult social care.
- 6.2 The Lewisham Digital Go On campaign is working collaboratively to encourage digital take up in the Borough. ³
- 6.3 Work continues with the web team to generate management reports to monitor the benefits from these new on line procedures.
- 6.4 Professionals are now encouraged to make contact via email to support the new electronic approach.
- 6.5 Plans are in place to further refresh the look and feel to the adult social care website to make it even more user friendly.

³ Lewisham is the second highest borough in London for electronic information uptake- this is shown in the way the public are utilising electronic GP appointments and electronic repeat prescriptions. This is significant as it reinforces the potential of this new electronic process. Data is provided by 'doteveryone' via a Gusto report commissioned by Lloyds bank (2017). As a high level summary it shows a 10% increase in on-line uptake of devices in Lewisham with the comparative average from other boroughs being around 4 %.

7. Communication and Engagement

- 7.1 The benefits of these on-line tools are reported on a monthly basis to the Adult Social Care Improvement Board (ASCIB).
- 7.2 Collaboration continues with refreshing the website in line with comments from stakeholders. Most recently visits have been made to consult on these offers with the local bowel cancer support group and with the Parkinson's group.
- 7.3 The use of the fax line has been ended in accordance with data security guidelines (available for emergency use only as part of business continuity).

8 Financial Implications

- 8.1 There are no financial implications arising from this report. Any future activity or commitments arising from activity to support the development of online activity will need to be agreed by the delivery organisations concerned and be subject to confirmation of resources.

9 Legal implications

- 9.1 There are no legal implications associated with this level of on-line activity.

10 Crime and Disorder Implications

- 10.1 There are no specific crime and disorder implications arising from this report.

11 Equalities Implications

- 11.1 Significant attention has been paid to the equalities impact of this new service. It is recognised in adult social care that many, particularly older isolated residents may not have access to an electronic device.
- 11.2 Members are invited to note the following points which have been taken into account in order to extend benefits to all Lewisham residents, and at least ensure that none suffer a disadvantage:-
- Testing of this new platform prior to launch involved users of services and carers in Lewisham.
 - As a result of the implementation the Single Point of Access phone lines have become more available to those not able to use the on-line facility.
 - The library service will soon offer iPads for loan to the housebound via its mobile service (planned).
 - To promote uptake patients in University Hospital Lewisham with an electronic device will be supported to learn about this new help. It is hoped this should help discharge planning.
 - Digital champions in community hubs will help support the completion of these forms/using the website for information, intended for those who cannot access the internet.

- Staff in adult social care are well informed about the availability of advice and information and can supply similar advice to what is on the website over the phone.
- Staff in adult social care continue to process self-referrals via phone contacts.
- The forms font can be automatically increased, and other translations can be made available on request which will help those who do not have English as a first language.

12 Environmental Implications

- 12.1 There are no specific environmental implications arising from this report.

13 Conclusion

- 13.1 Members are invited to note the contents of the report.

If you have problems opening this document, please contact karen.crane@lewisham.gov.uk

