

So, what about social care?

NYHDIF Conference, 9th November 2017

Information and technology
for better health and care

Mark Nicholas, Chief Social Worker, NHS Digital

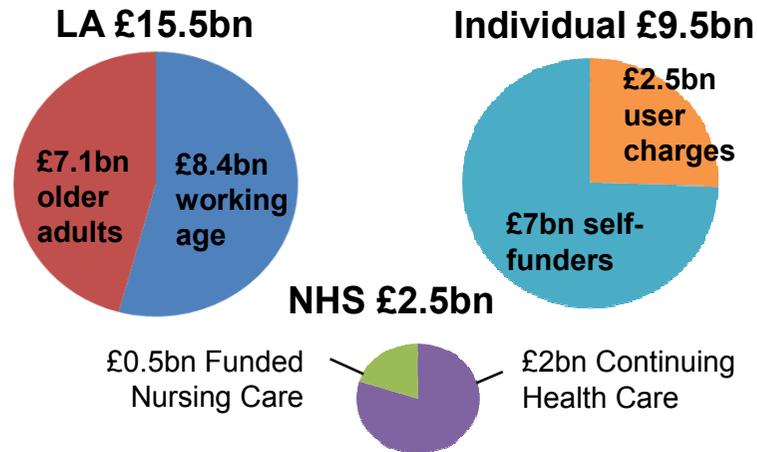
Who are NHS Digital?

- Executive non-departmental public body
- Sponsored by Dept. of Health
- 3,000 staff in 9 locations
- Responsible for £1Bn funding
- Delivery of £4.2Bn PHC2020 programme
- Previously known as the Health and Social Care Information Centre

Our purpose in social care

To improve the health and social care system by providing national information, data and IT services for service users, social care professionals, local authority commissioners and researchers.

Total ASC Expenditure: £27.5bn



Understanding Social Care: Context Setting

Organisations with social care responsibilities

Complex delivery landscape:

- The are **152 LAs** with Social care responsibilities
- There are around **17,000 care homes** (with & without nursing)
- There are **+8,000 home care providers** (individual locations)

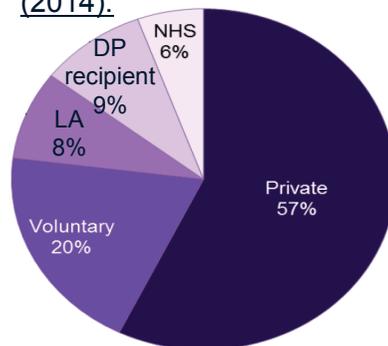
Much care through personal budgets / direct payments:

- The number of social service users receiving **personal budgets** in 2014-15 was **384,150**. Of these, 120,855 received a direct payment.
- The number of carers receiving personal budgets was **106,605**. Of these, 92,155 received a direct payment.

Total ASC Workforce: 1.48 million

- This equates to 1.18m FTE jobs.
- ASC jobs have been increasing, especially in the domiciliary care sector.
- The proportion of jobs directly providing care has increased, whilst the proportion filled by registered professions has been decreasing.

% of jobs by employer type (2014):



Total Number of Unpaid Carers: 5.8 million

More than 10% of the population provide unpaid care - estimates of the value of care range from £62bn to £132bn

Size of the Care Market (Funded & Self-Funders)

The care home market is estimated at £15.9bn

(Estimated to be 433,000 older or physically disabled people in care homes in the UK. 80% of care homes are with private sector)

The domiciliary care (home care) market is estimated at £9.7bn

What do we want for social care and the NHS?

Our vision is one of empowered and connected individuals and communities where digital information and technology is used to support those vulnerable adults and older people:

- Where professionals have access to the right information and technology to support them in their professional role.
- Where there is excellent information and advice meaning people can make well informed decisions about their care and options.
- Where technology is used to ease isolation and keep people in touch.
- Where information is used to identify people at risk and there is collaboration to prevent a crisis.
- If a crisis does occur there is a streamlined process for sharing data so that there is a holistic view of the individual including their condition and the impact it has on how well they function across a range of organisations and providers.
- Where technology is used to help people in increasing their independence.

Improving our understanding of social care

- National Social Care Advisory Group (NSCAG)
- Improving dialogue between social care and NIB
- Recruiting expertise from LAs, including NEDs
- Placements with LAs
- Social work research
- Supplier forum

Background to SW research

Aims and methodology

- To better understand how **social workers are using information and technology** at work and how these could be used more effectively to support practice
- To help inform the development of **products** for social care
- Literature review; 4 focus groups with social workers; interviews; survey with social workers

Key lines of enquiry

- **Social workers' use of information and technology**; Identifying the key challenges, barriers and enablers
- The **types of support** social workers may need to utilise technology more effectively
- Ideas around **innovation or changes in technology and information** access which would better support their role

Social workers, information and technology – summary

Information sharing

- The most commonly mentioned difficulties faced by Social Workers were related to sharing information, its integration and the use of technology
- Nearly three quarters of Social Workers said it was easy to share information with Local Authorities (although 16% of those who worked for a Local Authority disagreed); but considerably fewer said that the criminal justice system was easy to share information with.
- Although the majority of staff will check, if they are unsure about data protection regulations, before sharing information; there is a worrying minority who would share information regardless.

Social workers, information and technology – summary (cont.)

Use of technology

- All Social Workers have access to some form of technology in their job. However, not everyone has access to a laptop, smart phone or tablet.
- Only two fifths of Social Workers use mobile devices during a face to face contact although this rises to nearly a half of those who work mainly with children and families.
- Two fifths of those who had used mobile devices during a face to face consultation said that it had a positive impact on the interaction.
- Technology tends to be viewed positively, particularly, in relation to allowing flexible working. However the impact of social media on their job is less clear cut with just two fifths saying social media would have a positive impact on their job.

Mobile working – a tale of two boroughs

- AMHP – LA employee, working in MH hospitals
- Interoperability between LA and NHS systems
- Balance between professional usability and audit requirements
- Digital infrastructure
- Pragmatic local agreements on information sharing
- Access to mobile technology

DMA

- 103 local authorities participated in the 2017 self-assessment -68% of all councils (out of 152), and 15 more than last year
- 80% of local authorities have taken part in 2016 and/or 2017, with 33 participating for the first time in 2017
- 60% of Y&H LAs participated in 2016 and 86% in 2017 – 14% in neither year

Headlines

- Strong (and growing) interest from across the sector in digital maturity
- General trend of improvement across almost all areas, particularly strategy, leadership and governance
- Largest area of improvement has been infrastructure
- Councils self-assessed highly in relation to business intelligence including using data to predict future levels of social care activity

Headlines (cont.)

- Care records are a key area for improvement, including the capability for social care professions to access information from health, and for citizens and carers to access their own digital care records
- Less than half of councils currently link (pseudonymised) client-level social care data with health to understand patterns of activity
- Cross-cutting themes:
 - The need to better engage clients and citizens in design, development and delivery
 - The potential benefit of a greater focus on enabling individuals to do more for themselves – e.g. accessing records, undertaking financial self-assessments
 - Adult social care scores are consistently higher than children's
 - Most councils are planning significant investment in social care technology in 2017/18 but sometimes the market cannot support what local authorities are seeking to achieve

Sector challenges

1) Infrastructure

- Different infrastructure for Local Government vs Health.
- Some of this is starting to be resolved through Health and Social Care Network but it does mean simple things like shared directories / calendars / common infrastructure (e.g. for integrated care teams) inhibit integrated working.
- Disproportionate investment in NHS and not social care will make this worse.

2) Social Care Provider Digital Maturity

- Infrastructure very important when we talk about care home, home care and voluntary and community sector, many of whom won't have access to health networks or have completed IG toolkits
- Makes it a challenge when we want to support through things like secure email or explore summary care record access.

Sector challenges

3) Assistive Technology / Telecare Adoption and Interoperability

- Technology enabled care has demonstrated benefits in social care but there are opportunities for wider adoption, for improved promotion with those who self-fund their own care
- Potential for interoperability between monitoring / alert devices in the home and other care information.

4) Social Care System Suppliers and Interoperability

- A small number of suppliers for social care but systems vary between Local Authority to Local Authority.
- Costs can be high for Local Authorities to ask for systems to be amended / open APIs to be developed.
- Greater benefits in collaboration across the sector.

5) Funding and Resources

- Social care has been significantly impacted by funding cuts.
- Digital transformation is being achieved but in a significantly constrained environment – both for LAs and social care providers.

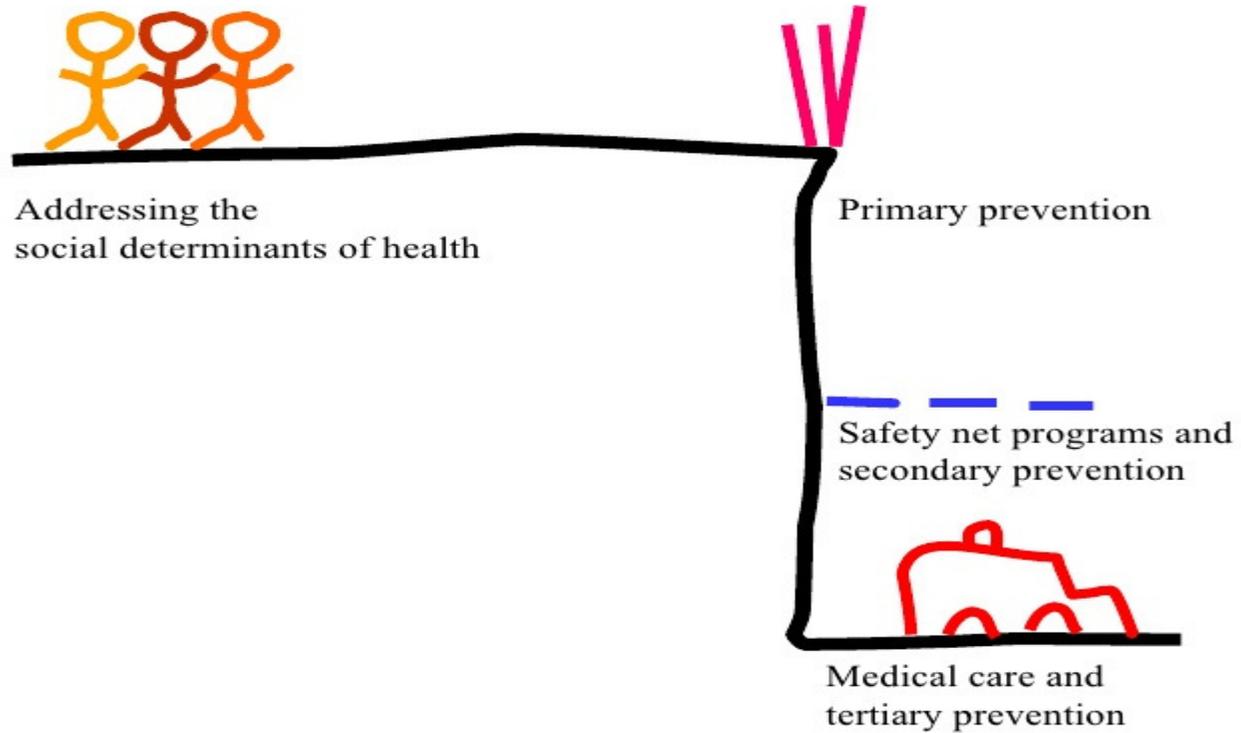
Social Care Programme (15)

- **Improving the hospital to social care discharge process** via better information sharing and use of existing NHS IT infrastructure. Digitisation of the discharge process to social care organisations, notification that a citizen has been admitted to hospital in the first instance, and sharing live information on social care system capacity.
- **Using big data to identify long term prevention and early intervention strategies** to reduce social care need. Building on existing sector work on short term risk stratification using health and social care data. Broadening data sources and exploiting machine learning to expose long term trends on key risk factors e.g. isolation and loneliness.
- **Identifying and addressing the biggest barriers to achieving digital maturity in social care** which is well below that of the NHS, due to the lack of investment. We are working with the whole care sector to responding to system wide challenges such information governance, cyber security, IT infrastructure challenges and the capacity to innovate.

So, So What?

- The work outlined on ASC is a necessity if integration and new care models are going to be delivered at pace.
- Through this work we must make progress on joining up care settings, transforming community based services shift activity away from acute providers towards prevention and wellbeing.
- Local areas which have made the greatest progress on transforming services are all where local NHS has worked closely with Local Authorities and partners. This must be replicated nationally.

Role of social care?



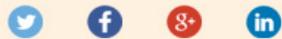
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Austerity's £18bn impact on local services

Sally Gainsbury and Sarah Neville

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Comments



Local authorities have scrapped access to vital services for 150,000 pensioners and cut child protection spending by 8 per cent since 2010, as cash-strapped councils scramble to cope with George Osborne's austerity drive, analysis by the Financial Times has

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ON THIS STORY



Digital

“Adult social care is not going into crisis – it is in crisis. You can’t just sort it out on its own, you have to look at how you transform all of the services, but the tendency of the NHS can be to sort itself out first when the going gets really tough.”

Mark Rogers, Chief Executive of Birmingham City Council and lead for Birmingham and Solihull STP

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