Innovations in social care workshop

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Social Care Digital Innovation Programme

- 43 funded projects over three waves
- Examples of citizens, providers, health & councils working together
- Co-produced solutions
- Hampshire and Alexa – first wave
Purpose of this session

To encourage creative discussion about how technology can be deployed to benefit carers; using a method of ‘applied innovation’, which starts not with the technology, but with the problem that needs to be solved.
1: What do carers do?

- Group 1: Tasks carers need to do where the cared-for person is physically interacted with, e.g. lifting in and out of bed or chair, dressing, feeding etc.

- Group 2: Physical tasks carers need to do where the cared-for person is not touched, e.g. turning lights or devices on or off, fetching things and so on.

- Group 3: Information provision and answering questions, e.g. when or where relevant activities are happening.

- Group 4: Providing comfort, companionship or entertainment e.g. conversation, reading a book or playing music.
Feedback on the first discussion

One person from each group:

Pick out a handful of interesting post-its
Which ones generated debate or disagreement?
Which ones were a surprise?

90 seconds for each table please
2: What challenges do carers face in doing these things?

The problems and challenges of providing:

• Physical hands-on care are…
• Non-hands-on physical care are…
• Finding the right information quickly and simply are…
• Providing companionship are…

7 minutes until we ask for feedback
Feedback on the second discussion

One person from each group:

Pick out a handful of interesting post-its
Which ones generated debate or disagreement?
Which ones were a surprise?

90 seconds for each table please
3: What technology could help with these challenges?

What could a solution using technology look like?

- *if there was no more money available* (i.e. you cannot just ‘buy more care’)
  and
- *there were no more carers available* (i.e. you cannot just ‘magic up’ a bigger carer workforce)

Please *do not evaluate suggestions* made in the group; take them all at face value.

7 minutes until we ask for feedback
Discussion on the third discussion

One person from each group:

Pick out your 2 best ideas
What does it solve and how/why?
Lessons learned

• Begin with the user
• Tech in not *the* answer
• Start small and scale-up
• Projects can overrun
• What would success look like?
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