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<b>Decision Maker:</b>	<b>ADULT CARE AND HEALTH POLICY DEVELOPMENT AND SCRUTINY COMMITTEE</b>		
<b>Date:</b>	<b>5<sup>th</sup> September 2023</b>		
<b>Decision Type:</b>	Non-Urgent	Non-Executive	Non-Key
<b>Title:</b>	<b>SOCIAL CARE INSTITUTE OF EXCELLENCE AND ASSISTIVE TECHNOLOGY UPDATE</b>		
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<b>Chief Officer:</b>	Kim Carey, Director of Adult Services		
<b>Ward:</b>	All		

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## 1. REASON FOR REPORT

- 1.1 In May 2023, Adult Services commissioned the Social Care Institute of Excellence (SCIE) to complete an independent review and produce a forward plan outlining the key findings, improvement recommendations and a roadmap for delivery, focussing on the opportunities to make better use of digital solutions. This report summarises progress with this work.
- 1.2 This report presents the Adult Social Care and Health Policy Development and Scrutiny Committee with the initial findings from the independent review and a progress update on the Assistive Technology offer in Bromley.

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## 2. RECOMMENDATION(S)

- 2.1 Members are asked to note and comment on the key themes and opportunities emerging from SCIE's independent review, the next steps and business case method, and expected benefits – Appendix 1.
- 2.2 Members are also asked to note and comment on the progress, impact and outcomes associated with using Assistive Technology as part of Bromley's care and support offer – Appendix 2.

## Impact on Vulnerable Adults and Children

1. Summary of Impact: The Adult Social Care Reform White Paper 'People at the Heart of Care' sets out a 10-year Vision for how the government will transform support and care in England by putting people at its heart.
  2. The 'Next steps to put People at the Heart of Care' implementation plan sets out how the government is building on the reforms progress by implementing the most impactful proposals, along with some new commitments.
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## Transformation Policy

1. Policy Status: Existing Policy New Policy:  
Existing: 10-year vision to transform adult social care in England delivered over three-years.  
New: Next steps implementation plan and new commitments.
  2. Making Bromley Even Better Priority:  
(2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.  
(5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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## Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Adult Social Care
  4. Total current budget for this head: £83.7m
  5. Source of funding: Department of Health and Social Care
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## Personnel

1. Number of staff (current and additional):
  2. If from existing staff resources, number of staff hours: 108 hours ASC Reform Programme and
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## Legal

1. Legal Requirement: Statutory Requirement:
    - Health and Care Act 2022
    - Care Act 2014
  2. Call-in: Not Applicable
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## Procurement

1. Summary of Procurement Implications: Not Applicable
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## Property

1. Summary of Property Implications: Not Applicable
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#### Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Not Applicable
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#### Customer Impact

1. Estimated number of users or customers (current and projected): Not know at this time.
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#### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

### 3. COMMENTARY

3.1 Bromley Adult Services commissioned SCIE to complete an independent review of our use of digital tools and subsequently produce a summary report outlining key findings, improvement recommendations and a roadmap for delivery. The scope of the review was to consider the resident and Adult Social Care staff journey through the service and the key touch-points that could be supported by the better use of digital tools and techniques. This included examining arrangements for:

- service access, signposting and community support,
- community profiling,
- triage and work allocation,
- assessments (Financial and Care Act;),
- determinations,
- care and support planning,
- care support planning review,
- care account management,
- brokerage,
- the delivery of care,
- impact and performance assessment, and
- safeguarding

3.2 The 4 key objectives were to:

- Complete an analysis of the current state,
- Develop the vision of the future use of digital tools and techniques,
- Identify opportunities for improvement to deliver the vision,
- Identify a future plan and roadmap

3.3 The key themes and opportunities emerging from SCIE's independent review are as follows:

1. **Strategic principles guiding the Digital Strategy:** the principles will help inform our approach to digital transformation in adult social care.
2. **Bromley Digital Programme:** the 'plan on a page' outlines the following: -
  - Governance arrangements,
  - Purpose of the digital coproduction group,
  - The 'Four Pillars' outlining what we should be doing next,
  - Our Data Completeness and Accuracy approach is the foundation.
3. **Putting in Place the Right Foundations:** is the preparatory steps the Service will need to put into place to support the delivery of its digital strategy and ambitions.
4. **The Big Ideas:** outlines the 4 priority projects and the individual projects that sit under each priority.
5. **Expected Benefits:** the 7 high-level benefits the council can anticipate gaining.
6. **Next Steps and Business Case Method:** outlines the next steps SCIE will undertake to complete the work.

#### Assistive Technology in Bromley

3.4 Bromley has been working to develop its assistive technology care and support offer, with the investment in an Assistive Technology (AT) Lead and the support of Dr Kevin Doherty, a recognised expert in the field. Bromley had historically undertaken small trials of the 'Just Checking' activity monitoring system but it has never adopted as business as usual and the local offer has consisted predominantly of the reactive CareLink service. Whilst CareLink is a valuable service, offering an in house response to residents, the ambition is to enhance the

current offer by moving towards a more proactive model, incorporating assistive technology into the assessment of need and enabling earlier prediction of changes in health and functional ability, before accidents happen.

- 3.5 AT is a rapidly growing marketplace and a number of products have now been evaluated, with successful trials adopted for activity monitoring systems such as Canary Care and MiiCare. Wearables such as Ownfone, Doro 450 and Buddi have also been utilised with good outcomes. The work to date has been shown to support efficient assessment of need and provide reassurance to family and carers enabling their loved ones to remain independent at home for longer, thus preventing and delaying the need for formal care. Efficiencies are ongoing and during 2022-23 a total of £198k was achieved in savings and cost avoidance in care.
- 3.6 Bespoke training sessions have been developed and rolled out across adult social care, to introduce the use of assistive technology and how it can be utilised to enhance the assessment process. It is recognised that ongoing training and support is needed to increase the consideration of assistive technology at every potential touch point across the integrated care system, using a strengths based approach and improving prescriber confidence.
- 3.7 The next steps are to launch the new assistive technology catalogue and to increase the scale of use of devices. We are soon to launch a digital reablement offer and upscale prescription at the point of hospital discharge. Work also continues to provide a more integrated falls response service in Bromley.

#### **4. MARKET CONSIDERATIONS**

- 4.1 The council provides a range of statutory services for adults, and support to people to assist them with living healthy lives, to prepare for ageing well and to support people with disabilities.

Whilst we are moving towards more digital options for people, we will not exclusively be forcing people down the digital route. We want to explore new ways of meeting the needs of and offering support to our residents, including those who are currently well, to those who are on the edge of needing social care, to people who draw on care and those who care for others.

- 4.2 To ensure there is no digital exclusion we will always have a safety net in place for individuals who do not have access to digital tools or technology, have limited digital literacy, have inadequate digital infrastructure, need support because of their protected characteristics or choose not to use smart technology for whatever reason.

#### **5. SOCIAL VALUE, CARBON REDUCTION AND LOCAL / NATIONAL PRIORITIES**

- 5.1 It is acknowledged that digital tools and technology can help to improve the quality, value, and choice for those receiving care and support. A blended approach, using technology to enhance care delivered by a skilled workforce to increase choice, control, independence or safety is part of the Government's 10-year vision outlined within [Putting People at the Heart of Care](#) and the [Next steps to put People at the Heart of Care](#) implementation plan for the adult social care sector in England.

#### **6. STAKEHOLDER ENGAGEMENT**

- 6.1 Staff engagement sessions were held between November 2022 and June 2023 to update adult services staff on the progress of the reform, outline the purpose of the independent review being undertaken by SCIE and involved gathering the views and ideas of staff across

Adult Services, other Council departments, and the Bromley care system to help shape this future approach.

## **7. PROCUREMENT AND PROJECT TIMESCALES AND GOVERNANCE ARRANGEMENTS**

7.1 **Estimated Value of Proposed Action:** Not Applicable.

## **8. IMPACT ASSESSMENTS (INCLUDING VULNERABLE ADULTS AND CHILDREN)**

8.1 An Equalities Impact Assessment (EQIA) will be completed following the publication of the forward plan produced by SCIE to assess the impact of delivering the improvement recommendations and delivery roadmap.

## **9. TRANSFORMATION/POLICY IMPLICATIONS**

9.1 The use of Social Care Institute of Excellence (SCIE) helps support Adult Services to achieve the MBMB priorities 2 and 5 as detailed below:

- (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence, and making choices, and
- (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

9.2 The forward plan outlining the case for change will be delivered through the Adult Social Care Transformation programme.

## **10. IT AND GDPR CONSIDERATIONS**

10.1 A Data Protection Impact Assessment will be completed in partnership with colleagues in IT. The use of any new technology solutions to support implementation of the reforms will include the standard wording and expectations upon staff, partners, and providers in relation to IT and GDPR.

## **11. STRATEGIC PROPERTY CONSIDERATIONS**

11.1 There are no strategic property considerations arising from this report.

## **12. PROCUREMENT CONSIDERATIONS**

12.1 There are no procurement considerations arising from this report.

## **13. FINANCIAL CONSIDERATIONS**

13.1 There are no direct financial implications arising from this report. The cost of the contract with SCIE to conduct the review is being funded from the Council's Market Sustainability and Improvement Fund for 2023/24, awarded by the Department of Health and Social Care.

## **14. PERSONNEL CONSIDERATIONS**

14.1 There are no personnel considerations arising from this report.

## **15. LEGAL CONSIDERATIONS**

- 15.1 Local authorities are accountable to their local populations in how they deliver their statutory duties under the Care Act 2014 and other relevant legislation. The government will implement the proposed reform set out in this report through amendments to the Care Act 2014 and other relevant legislation.

There are no other legal considerations arising from this report.

**16. WARD COUNCILLOR VIEWS**

- 16.1 There are no Ward Councillor views needed for this report.

<b>Non-Applicable Headings:</b>	<b>7. PROCUREMENT AND PROJECT TIMESCALES AND GOVERNANCE ARRANGEMENTS</b> <b>11. STRATEGIC PROPERTY CONSIDERATIONS</b> <b>12. PROCUREMENT CONSIDERATIONS</b> <b>14. PERSONNEL CONSIDERATIONS</b> <b>16. WARD COUNCILLOR VIEWS</b>
Background Documents: (Access via Contact Officer)	Adult Social Care Reform Report Social Care Institute of Excellence Gateway Officer Report