

# Care Technology

## A local government perspective

Hannah Gill, Senior Adviser

Care and Health Improvement Programme

## What we do...

We work with councils and their partners as part of our **Care and Health Improvement Programme** to support the delivery of modern and efficient social care that helps meet the needs of people.

*The Care and Health Improvement Programme is co-designed and co-delivered by the LGA and ADASS.*

# Unprecedented pandemic...unprecedented opportunities



## Requirements relaxed

Temporary relaxation of information governance compliance requirements. New quick process gives care providers free access to NHSmail and Microsoft Teams



## Re-prioritisation and culture change

Seeing huge national cultural shift as the country moves to more virtual and digital means



## Business as usual no longer an option

Many previous ways to deliver services have not been safe or allowed. Required creative solutions



## Improve connectivity infrastructure

NHSX negotiating various [internet connection deals](#) with the UK telecommunications sector. Part of wider work to support the digital transformation of adult social care

# Virtual health and social care



## Collaboration and speed

Existing partnership working between health partners and councils has been sped up during Covid-19



## Hull and Lincolnshire

New technologies have been introduced to support virtual clinical assessments and remote monitoring in care homes.



## Durham County Council

In partnership with County Durham and Darlington NHS Foundation Trust have supported [all older people's care homes](#) in the county with technology to facilitate integration with the NHS and remote monitoring approaches.

# Managing technology to support independence



## **Inclusive technology**

Councils are working with all residents to look at ways to support them virtually and support wellbeing and independence



## **Kent County Council**

Using electronic whiteboards and apps to help with organisational and planning skills for adults with autism so that they can carry out day-to-day tasks independently. Prompts can be via pictures, written or voice activated and can sync with a person's calendar on their phone



## **Barking and Dagenham, Haringey, Telford and Wrekin, West Sussex. Cambridgeshire and Peterborough Councils**

Developing a virtual approach to support people with learning disabilities. The [project](#) is looking to support people with their employability and help manage their own health and wellbeing

# Technology for connection



## People as solutions

Councils are using existing or simple technology to look at ways to connect residents, family, friends and professionals. Connection has become a key outcome



## Essex, Kent and Suffolk

Using a [secure tablet device](#) called a 'Video Carephone' to contact people with their care workers, family members and other approved services via 'virtual check-ins'. Used for prompts or reminders, observing possible Covid-19 symptoms and talking to loved ones.



## Staffordshire, Stoke-On-Trent and Derbyshire

Using consumer, or everyday technology like WhatsApp, Facetime or Microsoft Teams to undertake remote assessments for social work and occupational therapy. Remote assessments/reviews can reduce travel time to visits across the county and maintains social distancing

**Opportunities &  
resources for  
councils**

- Readiness / diagnostic framework and forward planning
- LGA and ADASS new report: digital innovation in adult social care- published shortly
- [COVID-19 Rapid Care Technology Deployment Tool](#)
- Work with councils on opportunities for technology to inform commissioning practice
- Learning from [Social Care Digital Innovation Programmes](#)
- [Data and cyber security guidance for TEC services](#)

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[socialcaredigital@local.gov.uk](mailto:socialcaredigital@local.gov.uk)