Technology Enabled Care and Homes: The Leadership Shift in Surrey

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SURREY COUNTY COUNCIL

Inclusive | Collaborative | Ambitious | Dynamic

What is different about Surrey…. DIFFERENT

Surrey Approach	Other Local Authorities
➤ Embed technology in our Social Care practice and educate teams ➤ Telecare remains accessible through district and borough services ➤ Use BCF to fund a core offer and growth will be managed through existing budgets ➤ Roll out of managed technologies (Apps and Services) into business as usual for some teams – including staff led installs ➤ Changing existing systems and processes to embed practice and culture growth	➤ Often have bespoke teams who manage all aspects of technology ➤ Some authorities with higher uptake now manage telecare alongside TEC ➤ Core central investment in TEC, separate and ringfenced – treated as 'specialist' ➤ Teams aware of technology but often 'hands-off' ➤ Often separate process for referral, review and reporting

From small scale pilot(s) to cabinet and corporate leadership priority – think technology first and adopt in social care practice

Learning from our journey

TECH Choice	Visibility	Benefits Mapping	Sustainable growth
- Limited technology choices - Assessment based technology predominantly - Focus on making what we had work	- Stand alone service - Separate to core business - Workforce largely unaware - Senior leadership seeing TEC as a pilot programme	- Challenge for staff to review and assess tech benefits within BAU - Limited insight into met needs - Often in addition to care package - No provision on systems to track outcomes and benefits - Hard to prove prevention and avoidance	- Small scale pilot - No focus on outcomes and need for services and directorates - Separate to telecare offer from district and boroughs - BCF investment only

Taking positive steps forward

Consolidation
- Making sense of what we had – making it safe
- Understanding what was and wasn't working

Engagement
- Staff sessions to identify technology opportunities and problem statements
- Internal options appraisal – insource, outsource, commission

Peer review
- What has worked well elsewhere (ADASS Network - TSA)
- Policies, processes and resources review

Investment
- Transformation funded team to drive adoption
- No new money – BCF core funding but embed in service delivery / assessed need

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Ongoing challenges and observations

LGR

Culture Change and Strategy – changes to teams and services means technology can get lost – designing an offer for an uncertain future

Budgets and charging

We are not charging for technology currently (outside telecare) and growth is predicated on already strained budgets

Central Team

Loss of a central team is a risk – staff need to have expertise and feel confident

Telecare

Telecare still sits within D&B services – separation causes confusion

Capability

Currently cannot access a full catalogue of solutions – reliant on existing technologies

Practice risk

Staff favour known and trusted care provision

The leadership shift in summary

Staff

Visible behaviours

- Drop Ins & show and tell

- Community of Practice

- SharePoint information

- System changes

- CPD

- Case studies and staff newsletters

- Part of consistent practice conversations. Embedding TEC within assessment and review process

TEC Expertise

Making sense of technology

- Sponsors

- TEC champions

- External support

- New team functions support tech adoption

- SharePoint videos

- Induction training

Maintenance

Built into performance

- Performance outcomes groups targets

- Automated reporting

- Viable partner(s)

- L&D,
- online support,
- prescriber model or lead prescribing,
- identify new TEC
- Support benefits tracking