



directors of  
**adass**  
adult social services  
West Midlands

# Delivering change in the West Midlands

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## Presentation topics

- How and why Herefordshire Council are starting on their transformation journey
- How ADASS West Midlands are working together to drive TEC transformation

# What are Herefordshire doing?



depositphotos.com

# How?

Five Test and Learn projects:

1. Reducing carers strain
2. Reducing social isolation
3. Fall prevention and detection
4. Indoor / outdoor monitoring
5. Complex care

# Drivers for change?

- Referral rates into Social Care (ASC, OT, Technology services)
- Severe recruitment issues
- Manage demand
  - quarter (26%) of the resident population aged 65 or over, compared with 19% in England & Wales
- Rurality
  - harder to get sustainable Care packages to rural areas
  - increased costs due to travel times and therefore less visits

# The most important reason!



# What are we looking to achieve – user outcomes

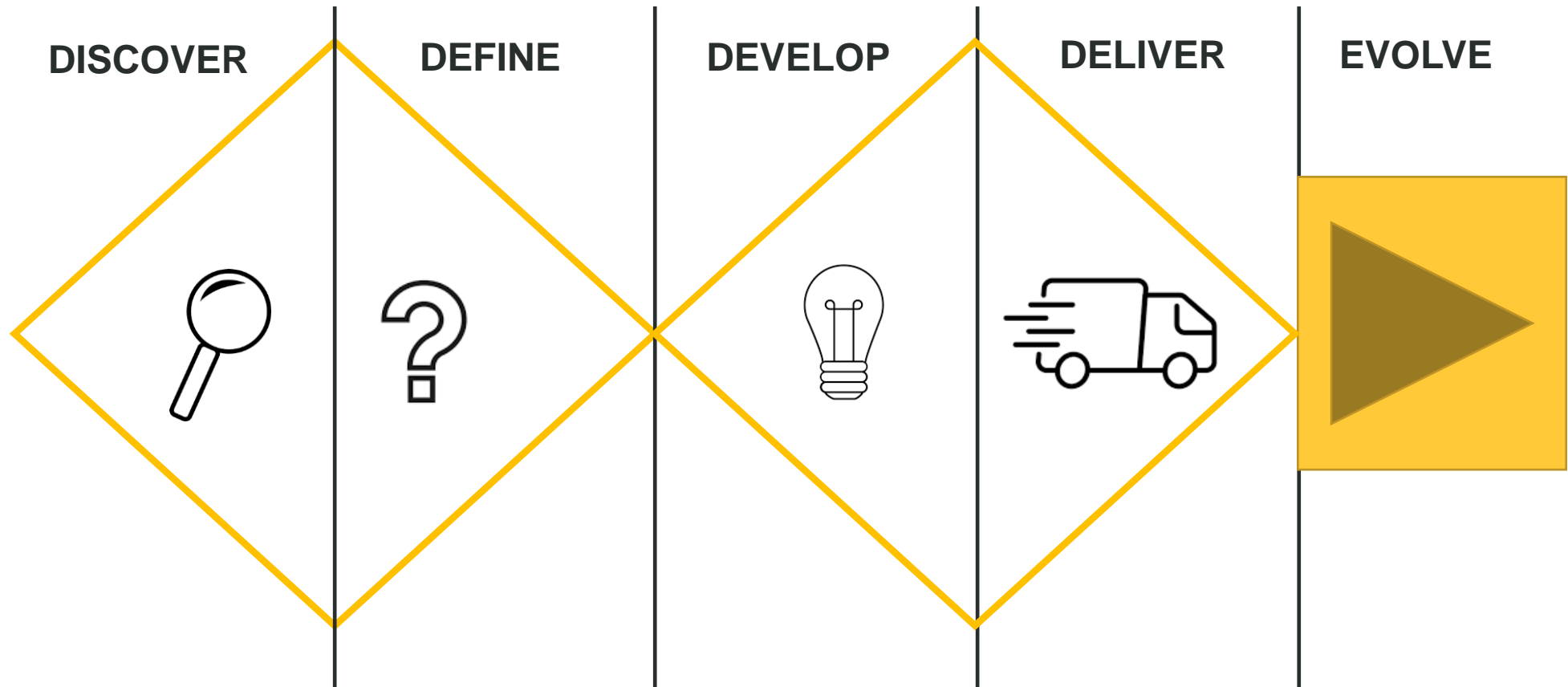
Outcome	T&L 1	T&L 2	T&L 3	T&L 4	T&L 5
Reduced social isolation		✓		✓	✓
Improved physical, mental health and quality of life	✓	✓	✓	✓	✓
Enable self-care and wellness to support the user to take an active role in managing their wellbeing with positive lifestyle choices.	✓	✓	✓	✓	✓
Provide reassurance to their family, friends and carers and support independence for longer	✓	✓	✓	✓	✓
To enable users to maintain their independence and health and wellbeing in their own home for as long as possible.	✓	✓	✓	✓	✓
To help keep users safe, without removing their autonomy	✓	✓	✓	✓	✓
To reduce the level of support the caregiver needs to provide to the cared for person, allowing them time to support their own health and wellbeing.	✓				✓
A reduction in the number of falls user's experience			✓		✓
Increased confidence and therefore increased activity levels, supporting improved health and wellbeing				✓	✓
A TEC package tailored to their individual needs, providing the best support possible					✓

# What are we looking to achieve – H&SC outcomes

Outcome	T&L 1	T&L 2	T&L 3	T&L 4	T&L 5
To minimise the level of Social Care support required	✓	✓	✓	✓	✓
Prevention of admissions and readmissions to hospital		✓	✓	✓	✓
Reduce the number of GP visits through enablement of self-care	✓	✓	✓		✓
To maximise the length of time the caregiver is able to support the cared for person	✓				
Prevention of escalation of the client's level of need to residential care		✓	✓	✓	✓
Reduced attendance to A&E		✓	✓		✓
Reduce the support required from other statutory services					✓
A reduction in the number of falls user's experience			✓		✓



# Where are we now?



# WM ADASS

- One of 9 regional groups or Branches across England
- Consists of 14 Councils



# Regional Digital Network

Bringing together all 14 Councils to:

- Share experiences and local learning around TEC
- Identify opportunities for collaboration
- Engage with and input into national digital policy development
- Provide networking opportunities
- Provide a strong voice to allow us to positively influence the sector

# Priorities for 2024/25

## Information, advice and training



- Information and advice around technology
- Increasing staff digital skills and confidence
- TEC training

## Technology delivery models



- Service delivery models
- Funding
- Joining up the data
- Digital Leadership

## Artificial intelligence



- How TEC can support capacity
- Responsible use of AI

## Digital change



- Digital switch
- 3G switch off
- 5G innovation