



ESSEX OPEN CALL

Improving efficiencies and communication in care provision



OVERALL CHALLENGE

We want to support older adults to connect more with their local communities as a means of reducing social isolation, promoting independence, and supporting older adults to stay and live happily in the place they call home, for longer.

DESIRED OUTCOMES

We hope to test ways to support care providers in delivering the best and most efficient care to older adults in the Dengie, to improve their wellbeing and better support them in living independently in their own homes.

The testbed will work alongside the initial Dengie Neighbourhood Pilot which focused on delivering long-term benefits for Dengie residents, such as more control due to better coordinated services, improved continuity of care, and better communication within the Dengie community.

HOW MIGHT WE?

How might we better connect older adults with services that have been lost due to their inability to drive?

User research with Dengie residents highlighted issues of social isolation influenced by some adults' inability to drive and the lack of public transport infrastructure, which has a detriment on vulnerable adults in the area.

How might we improve efficiency of care delivery in the Dengie area, providing benefits to both the provider and the person being cared for?

Through previous working with different sector organisations in the Dengie, there are inefficiencies in working which could be resolved through a more joined-up approach.

How might we allow older adults and carers to better support each other in the collection and recording of the relevant information needed for their records and 'paperwork'?

User research has highlighted repeatedly the issue of time spent by care providers having to complete large amounts of paperwork, eating into the time spent with adults on visits.

IMPORTANCE FOR SMES

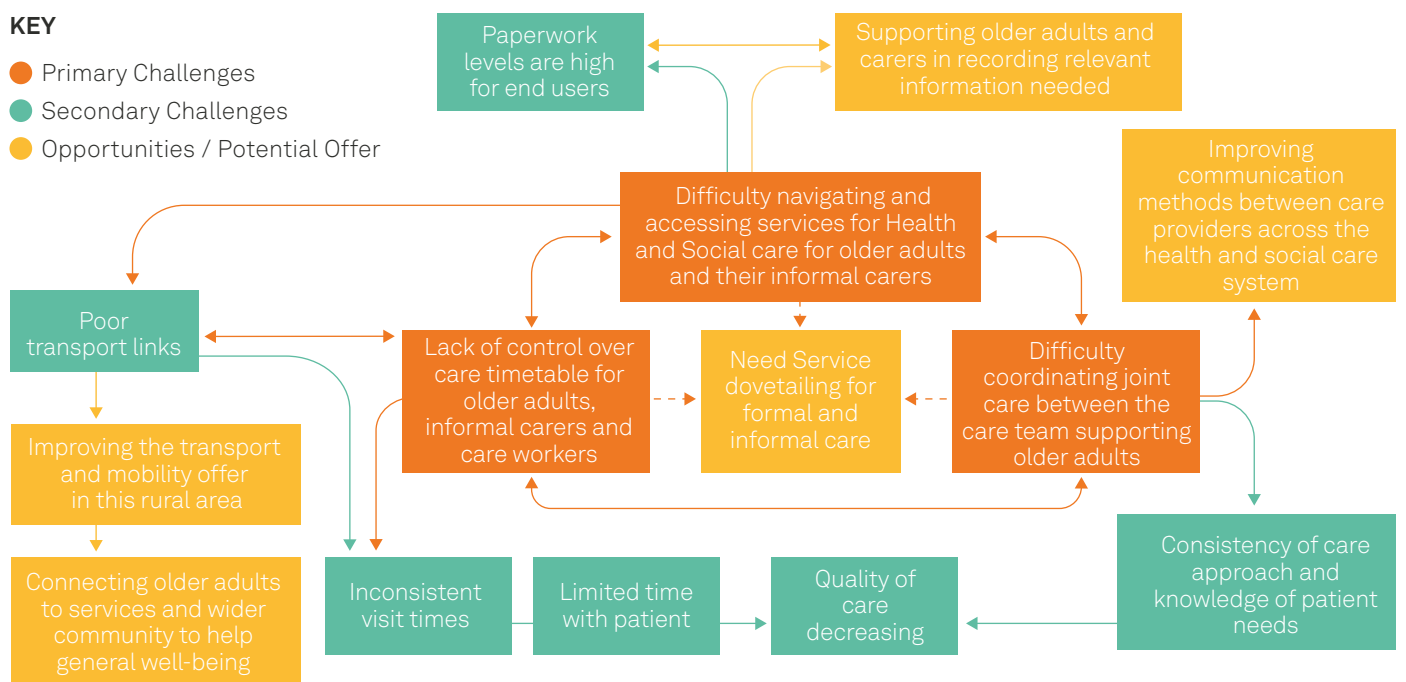
The Dengie is unique in the challenges it poses to adult social care due to its rurality, lack of digital infrastructure, and care provider capacity. This results in vulnerable adults experiencing longer waits due to transport issues, limited uptake of digital innovation locally, and time wasted completing paperwork instead of delivering quality care. Addressing these issues will enable carers to work more efficiently and effectively, creating opportunities to improve the wellbeing of both older adults and the local care workforce.

FURTHER CONTEXT

Currently, Essex County Council has been embarking on the transformation of our community services in the Dengie through the Dengie Neighbourhood Pilot. The Pilot seeks to test a model of true integration with Community Nursing, Adult Social Care and Domiciliary Care working as a neighbourhood team – with a network of other professionals wrapped around them – to deliver holistic and personalised care to older adults in the Dengie. This has been key in building trusting relations between organisations in the area and improving care delivery through a joined-up approach. The work has been positively received in Essex, and discussions are being held on how to replicate this in other areas.

Based on the ongoing success of the Pilot and the maturity of relations in the Dengie, we invite SMEs to join us on this journey and help us test new and innovative approaches to delivering quality care. For SMEs, this means working collaboratively with different organisations in the Dengie to better understand our local challenges and how these can be resolved using different approaches and new digital technologies.

The diagram provides a high-level snapshot of the challenges within the Essex related to residents receiving carew



LOCATION TESTBED OFFER

The testers that we envisage being part of the testbed will fall into two categories:

01

Residents in the Dengie area who receive a social care funded support package at home. These residents may experience a wide range of challenges to their independence and / or health issues which will need to be considered when contacting any potential participants to the testbed.

02

Care providers and their staff actively working in the Dengie area. Some of the challenges above may require the support and participation of care staff to test solutions that are put forward in the testbed. Care providers are aware of the pilot being explored and are engaged in the process.

Through the testbed we envisage that SMEs will be working alongside organisations involved with the Dengie Neighbourhood Pilot to implement any agreed solutions for testing. This will include access to; social prescribers and community agents from Primary Care community Nursing colleagues from the Community Health Provider, Provide CIC, social Work colleagues from the Local Authority, Essex County Council and Domiciliary Care Workers from the two main Domiciliary Care Providers in the Dengie.

The testing environment will be within the geographic Dengie area, but we would welcome steer from SMEs along with partner organisations listed above for suitable communities / areas for solutions to be tested within.