



Adult social care

How can we digitally enable a better social care future?



Better Lives. Better Care. Better Digital.

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What is 'a better social care future' and how can we unlock it?

Unlocking an innovative and more sustainable model of health and care requires the sector to focus on delivery and embracing the opportunities that digital presents.

Vision

The vision is agreed

There is consensus across the sector. The person should be at the centre of their care and support, empowered to live the lives they want to lead, connected to their community, in the place they call home.



Strategy

The strategy is clear

The strategy is to unlock a new, more sustainable model of care, fit for our age. Key themes of workforce, housing and digital permeate throughout the latest thinking.



Delivery

Delivery is the challenging part

The challenge lies not in the definition of a clear vision, but in the delivery of that better social care future.

This ambition can only be successfully delivered through a strategic, whole system approach to transformation, with people at its heart.



Digital

Digital is the key enabler

Digital represents the greatest opportunity to enable a step change in delivery to a better social care future.



What is 'a better social care future' and how can we unlock it?

If we create the right conditions, digital can enable a step change in outcomes for people and staff.

7 conditions for success

1. Digitally enable your transformation strategy – not a separate digital strategy.
2. 'People first' and needs led approach – not technology led.
3. Ambition to transform the model of care, not efficiently do more of the same.
4. Culturally embed digital within frontline practice. Not something on the periphery.
5. Demand **delivery at scale** - not small scale.
6. Be prepared to invest, avoid narrow framing to 'return on investment'.
7. Remain technology agnostic but **collaborate** with the market to **drive innovation**.

Better Lives

- More **people** are digitally enabled to live the lives they want to lead, connected to distant family and friends, close to their community, in the place they call home.
- **Self-funders** and **informal carers** receive improved access and levels of support.
- Fewer **people** reach the threshold for care, and those that do are digitally enabled to remain as independent as possible for longer.
- There is a step change in the **experience**: of people, families and carers engaging with the social care system through personalised, whole system, joined up care.
- There is a step change in the **wellbeing** of people in 'care ready' and technology enabled housing options.

Better Care

- **Frontline staff** experience greater agility, collaboration and productivity, improved wellbeing and resilience, improved staff recruitment and retention.
- **Care outcomes** are improved through intelligence led and timely decision making.
- **Commissioned services** are more innovative and focused on people outcomes.
- **Housing** is improved with new 'care ready' or technology enabled options.
- Performance and data insights drive innovation and continuous improvement.
- **Financial savings** support a more financially sustainable model of care that improves quality.

How can digital enable better care and better lives?



Rosa, ASC staff member

- I can see a holistic view of the person, a single version of the truth, so I can deliver better, personalised care
- I can collaborate more with colleagues across the system, building trust and confidence to deliver better care
- I can use data to proactively intervene to improve outcomes rather than wait for a crisis
- I am more productive and agile in how I work, leading to less stress and more time to care
- I have the right information at the right time to make better decisions
- I have the confidence to access a range of TEC solutions for people that really help them remain more independent



Bharat, Care receiver

- My personal experience has dramatically improved. I feel more in control of my care, it is focused on what is important to me
- Everyone I speak to knows who I am and what is important to me, even if I have not met them before
- I have been helped to remain at home for longer. Although I like my care visits, it is great that I can manage to do more things by myself
- I love connecting to family and friends, and I feel safer knowing that they will be notified quickly if I need them
- I don't want to go into a care home, so I'm glad we are exploring how I can further adapt my home for my future needs
- I know I may need to leave my home one day, but it is good to see there are some alternative options to care homes, that could better meet my needs



Tom, Clinician

- I can see a holistic view of the person, a single version of the truth, so I can deliver better personalised care
- I have the right information at the right time to make better decisions and unlock operational issues
- I can better understand the support my patients will receive at home and in the community, giving me greater confidence and assurance that care is provided in the most appropriate setting and in line with their wishes
- I can easily connect and collaborate with clinical and social care colleagues to determine the best interventions for patients (recognising that they are not always medical)
- I have information that contributes to clinical risk assessment tools, enabling early identification of potential problems



Janice, Strategic lead

- My frontline teams are supported with digital tools which improves productivity, decision making and outcomes
- These tools have been embedded culturally, transforming how we work, and delivering a clear return on investment
- System and ASC governance processes are supported by a holistic view of performance information, which enables us to proactively identify and resolve issues early
- TEC is now at the heart of our care offer. It has been embraced by staff and is significantly improving outcomes for people
- Our systems are supporting us to meet the latest requirements associated with case evidence, inspections and reform
- Our digital foundations are in place – we can now innovate with things like predictive analytics and technology enabled housing options

What do we mean by 'better digital'?

Digital can enable and innovate all parts of your transformation journey. However, to date in social care it has often been unhelpfully narrow framed to mean Technology Enabled Care (TEC). Here we outline the real breadth and opportunity that digital presents.

Better Digital

Workstreams	Outcomes	How Channel 3 helps
1 Digital Strategy	Clear strategic understanding and ambition of how digital will enable a step change in local care outcomes	<ul style="list-style-type: none">Setting your digital ambition and defining your digital journey so that technology and data enables delivery of your ASC strategic transformation and operational improvements. Bringing all your existing and planned digital interventions together into a single transformation journey.
2 Digital Operations	Optimised (digital and data) operational environment supports frontline staff and partners to improve people outcomes	<ul style="list-style-type: none">Optimise social care systems, processes and data (e.g. case mgmt. systems, digital social care record)Digital health pathway (intermediate care / HomeFirst) (e.g. shared care records / system flow, D2A)Digital workforce (e.g. remote / virtual support / hybrid working/ collaboration)Digital partners and providers (care homes, dom. care providers, community solution)
3 Technology Enabled Care (TEC)	Embedded TEC at scale maximises independence outcomes – for both existing and new demand	<ul style="list-style-type: none">Strategic offer (with Housing) – to deliver with ambition and scaleCohort approach - OP, LD, MH, PD digital offer to maximise independenceInnovative solutions – telecare, sensors, care bots, wearables devices, intelligent Pas, smart phone appsPeople first approach / cultural change to embed in frontline practiceDevelopment of housing adaptations (DFGs) and new 'care ready' housing options
4 Data Analytics	Data analytics drives innovation and intelligence-led opportunities to help people remain independent for longer	<ul style="list-style-type: none">Design aggregated view of existing data insights to predict escalating needImprove risk stratification and prevention for social careBuild data analytics skills and capability to become intelligence ledInnovate to develop new data insights (from TEC) to drive next generation predictive analytics capabilityDevelop data audit trail to manage exposure to risk and litigation

Examples of better digital

Here we provide two practical examples of digitally enabled interventions that Channel 3 are working on to help the sector transform to a better social care future. These interventions are targeted at specific priorities and pressure points within the sector, taking a 'people first' approach to improving outcomes.

Discharge to Assess (D2A)



Challenge

D2A is a complex process involving many different organisations / professionals. Manual communications, no single version of the truth and inefficiency can significantly impact patient safety, outcomes, and system flow.

Solution

Channel 3 and Hospital to Home have come together to take a 'people first' approach to embedding the H2H digital solution. The solution provides a single platform to capture, update, track and report on a person's journey through D2A from the point at which a patient is referred for supported discharge, to the point that the patient receives an assessment of their longer term needs within the community setting.

Benefits

Typical return on investment of 10:1. Improved patient outcomes and safety.

Learning Disabilities (LD) offer



Challenge

The outcomes the sector achieves for the Learning Disabilities (LD) cohort in relation to education, employment and independent living are sub-optimal and creating an unsustainable financial pressure on the health and care system.

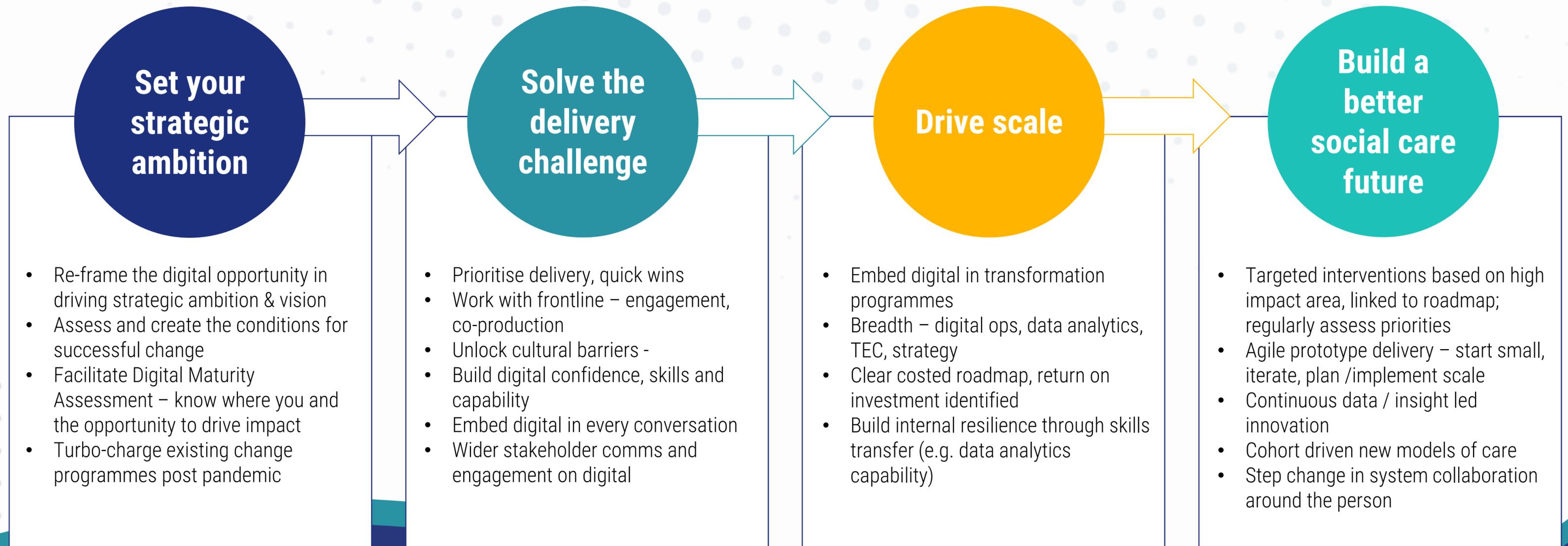
Solution

Channel 3 has brought together a coalition of LD providers, leading thinkers, academics and people with lived experience, to develop a new digitally enabled support offer for the LD cohort. The objective is to create a step change in independence outcomes (education, employment and independent living) across the whole life journey.

Benefits

Increased independent living, education and employment outcomes. Significant financial savings within local health and care systems. Improved transitions from children to adult services.

How Channel 3 can help you on your journey



Digital discovery / quick wins (12-14 weeks)

Diagnostic review to determine:

- Digital opportunities + progress quick wins
- Co-produce costed roadmap, delivery plan and investment case for implementation
- Facilitate conditions of success self assessment

Digital implementation (6-12 months)

- Implementation of digital-enabling workstreams, targeted interventions at priority areas
- People-first and agile approach to implementation
- Culturally embed performance management framework from exec level to frontline
- Impact evaluation and benefits realisation

Let's work together

Channel 3's collaborative approach brings together the social care, wider council, health and technical expertise needed to help you deliver change and realise the benefits of your digital investments.

If you would like to know more about the opportunity to digitally enable a better social care future, then please contact us to discover more.

LinkedIn

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Ralph Cook

Ralph has over 20 years' experience helping organisations design and deliver complex transformation in health, social care and the wider public sector.



[Learn more about Ralph](#)



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Denise Tack

With over 15 years of experience working with technology providers, Denise works with our suppliers and partners to ensure our collaborative efforts are seamless.



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Stuart Lindsay

Stuart specialises in delivering whole-system transformational change by embedding enablers to independence such as technology-enabled care and system performance improvement.



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