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**Technology Enabled Care Programme**

**Test of Change for Service Innovation in Social Care and Social Work 2021/22**

The Digital Citizen Delivery Plan for 2021/22 was published earlier this year. It articulates the strategic priority that:

“A process is in place that identifies innovative solutions, products and approaches that address key national priorities and can be adopted at scale into mainstream business-as-usual.”

To build further digital innovation capacity within social work and social care, we have established a Test of Change component to the TEC Social Care Programme of work. We are now seeking applications for Stage 1 tests of change to initiate the building of an innovation pipeline within the programme.

The Test of Change process is outlined below:

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Current test of change participants will be invited to apply for ***Stage 2*** or ***Stage 3*** funding where appropriate.

*Test description*

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| **Stage 1 Test of Change**  *‘Proof of Concept’* |
| * A new idea or an idea applied successfully elsewhere * Demonstrates that a proposed technology enabled pathway is possible in a specific locale with a small number of users * Is small-scale, low cost and quick to implement * Uses Plan, Do, Study, Act (PDSA) cycles to record and inform progress * Provides quick insight into what works / does not work and why * Informs if the idea merits further investment. |

*Qualification*

1. Applications for funding are open to any HSCP/Local Authority, Housing Association, Independent or Third Sector organisation.
2. Applications may be made by an individual organisation or as a multi-organisation collaboration provided a single organisation takes the role of ‘Lead Partner’.
3. Provided that one of the aforementioned organisation types takes the lead role, collaborations with Academia and Industry are also welcomed and encouraged.
4. The aim of an application must align with the overarching TEC Programme aim to support more citizens to make greater use of technology to manage their own health and wellbeing at home and in the community.
5. Applying organisations are expected to be signatories to the Digital Participation Charter (or actively considering becoming signatories). <https://digitalparticipation.scot/charter>

**NOTE:** *A test of change should seek to demonstrate measurable improvement in outcomes either directly to individuals or indirectly through improved service design and delivery. Applications that are not explicit about the improvement they are intended to demonstrate will be rejected.*

*Additional information:*

Previous TEC test-of-change application rounds have received a wide range of proposals and it is hoped that this initiative, specifically for social care and social work, will be no different. To assist in the generation of suitable ideas the programme has identified some current focus areas. The following are not intended to exclude proposals for tests that support delivery of the programme aim in other ways, nor are they mutually exclusive.

* Solutions that support improved delivery of care and support at home
* Solutions that support people who have a Self-Directed Support package
* The introduction of technology enabled services that help to reduce unnecessary hospital admissions
* The introduction of new technologies that enables better digital access and inclusion for people using services
* The introduction of new technology enabled care pathways that better support prevention, early intervention and supported self-management
* Approaches and interventions to support the priorities outlined in the [Independent Review of Adult Social Care](https://www.gov.scot/publications/independent-review-adult-social-care-scotland/).

To provide support for organisations in completion of the application form, we will host two virtual Application Support Sessions on:

* [23rd November 2021 at 2pm](https://teams.microsoft.com/registration/veDvEDCgykuAnLXmdF5Jmg,iEQwUCRIZky8dI2jMQ9y6g,fxMn0YmAV0iBO0MEQFCdkg,tfSNVoTaT0a-vesqB4K2FA,fHUjcO0KxU2uMyxa7Xuezg,-vHdsYwCX0S3yk8_0p_4Xg?mode=read&tenantId=10efe0bd-a030-4bca-809c-b5e6745e499a)
* [8th December 2021 at 10am](https://teams.microsoft.com/registration/veDvEDCgykuAnLXmdF5Jmg,iEQwUCRIZky8dI2jMQ9y6g,fxMn0YmAV0iBO0MEQFCdkg,omJpzQPjCUG6SQEd3Les9w,MFwag5R5jU2Ro7KSF6BEQA,CVUdkYFoykO_Zm87Y-70iQ?mode=read&tenantId=10efe0bd-a030-4bca-809c-b5e6745e499a)

To access one of these sessions, please register via the hyperlinks above or email [nss.digicarehome@nhs.scot](mailto:nss.digicarehome@nhs.scot) for assistance confirming your MS Teams calendar invite.

Please submit completed applications **by 5pm on 16th December 2021** to: [**NSS.TEC@nhs.scot**](mailto:NSS.TEC@nhs.scot)

Yours faithfully,

***Rikke Iversholt***

***Social Care Lead***

***Technology Enabled Care Programme***

[**NSS.TEC@nhs.scot**](mailto:NSS.TEC@nhs.scot)

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**Stage 1 Test of Change Application**

**Use this form if:**

* You have a clear and objective performance improvement aim
* You have a clear rationale for how your improvement will be delivered
* You have access to the underlying Technology or platform needed to run your test
* You can conduct your test within 3 x 30-day cycles and within your requested funding.

**Do not use this form if:**

* You have not already secured access to the underlying technology (e.g. a service solution or platform) at the time of application
* You are uncertain of the support from one or more key stakeholders
* You need to formally recruit anyone, other than people who access your services, to run your test
* Your test relies on items that need to be procured and will take more than 3-4 weeks to be delivered.

**Information for applicants**

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| **Stage 1: £3k up to a maximum of £18k**  **90-day rapid test of change through three 30-day cycles.** |
| Stage 1 funding is intended to support improvement across a wide range of technology enabled care service processes and pathways. These may be service development focused where tests focus on “new to you” technology, applying familiar technology in a different way or at a different time in a pathway, or testing out a model which other partnerships have found successful. They may also be about improving service support processes; those activities that help or enable service users and service delivery colleagues to implement technology enabled care services effectively.  *Requirements*  Applications for Stage 1 funding must be made by completing the attached Application for Funding form. To qualify for consideration applications must meet the following requirements.   1. The technology or digital service involved is citizen focussed. 2. A clear and objective Improvement Aim is articulated. 3. A clear rationale for how the improvement will be delivered is demonstrated. 4. A description of the expected benefits and how these will be measured is given. 5. By submitting an application, applicants are confirming that they are in a state of readiness to initiate their proposed test of change and conclude learning **by the end of July 2022** at the latest**.**  Specifically, an application confirms that:    1. The underlying technology is already available    2. The appropriate resources are (or will become) available to complete the process within the allotted time    3. Organisational and stakeholder support for the test has been secured. 6. Funding sought for equipment is only for low cost “non-standard” equipment or associated additional technology costs (i.e. funding for equipment should not be used to procure basic items required to undertake the role such as desktop computers, mobile phones etc.). 7. Funding sought for staff time is project specific only e.g. backfill, leadership, analytical support, improvement support or project support for duration of improvement project. Funding will not be given and may not be used for operational costs, nor for the procurement of staff time that is reliant on any form of recruitment process. 8. The proposed change must not already be supported via current TEC programme funding or other funding stream. |

* **Application for ‘Stage 1’ Test of Change Funding**

**PART 1: Applicant and Test Information**

|  |  |
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| ***Applicant name and position*** |  |
| ***Applicant email and telephone contact details*** |  |
| ***Organisation for which this application is made*** |  |
| ***Title of the Test*** |  |
| ***Signed up to the Digital Participation Charter?*** |  |
| ***Amount of funding sought*** |  |
| ***Details of what funding is for*** |  |
| ***Intended start date*** |  |
| ***Contact details*** |  |
| ***Bank details if your organisation is outside a Health and Social Care partnership*** |  |

**PART 2: Improvement Rationale**

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| **1. Improvement Aim Statement** |
| **What do you expect to be better after this change is made?** (Be clear about your aim. This is not about describing your solutions. It is about the difference your solutions are intended to make. Be objective in what you want to achieve using 2-3 sentences max).  *Hint:* Six common overall improvement aims are Safety; Effectiveness; Person-centred; Timeliness; Efficiency and Equity.  Your aims should describe what will*:*   * increase or reduce; be accelerated or delayed; be avoided, prevented or eliminated; or be added that wasn’t there before.   *Examples:*   * *We aim to reduce time taken up by care home visits by 3 hours a week while maintaining the quality and safety of support given to care home staff and residents* * *We aim to reduce the time taken to assess by 14 days* * *We aim to increase the same-day rates for xxx service by 20%* * *We aim to reduce unnecessary call-outs for xxx by 18%* * *We aim to reduce xxx service’s failure to attend rates by 10%* |
| **2. Problem Statement** |
| **Describe the “presenting problem” in no more than 4 bullet points.** For example, say what is happening, why it is happening, who is being affected and what the consequences are.  1.  2.  3.  4. |
| **3. Analysis of current situation** |
| **What have you learned about the problem(s)?** What meaningful information have you gathered to support your analysis, have you isolated the root-cause? Demonstrate, through data if possible. |
| **4. Proposed Test of Change** |
| **Outline the key changes that you plan to test which aim to improve care. Which parts of the current working practice will change in what way and to what effect?**  1.  2.  3…etc. |
| **5. Anticipated Outcomes and Measures** |
| **Outline the Improvementsyou expect to see as a result from planned changes / interventions).**List the measures you propose to capture to demonstrate that you are making progress. Include qualitative and quantitative as appropriate. Start by stating your key outcome measure and then state what process measures / balancing measures you will use. |
| **6. Stakeholders** |
| 1) Who are the delivery team *(Change Lead, situation/ clinical expertise, sponsor?)*  *2) other key stakeholders involved*  Please indicate % confidence that the test of change you propose is feasible within the allotted 90 days\_\_\_\_\_\_\_\_\_\_  If you have low confidence, review the scale and scope of your test. |