

# Support improved delivery of care through technology that ultimately enables better digital access and inclusion to users, who have learning disabilities and other impairments.



Enable Visit. November 2022

## Enable Overview:

ENABLE Group actively supports more than 6,000 people to live independently and to benefit and contribute to their local communities.

The organisation delivers community projects and campaigns (ENABLE Scotland), employability and training services (ENABLE Works), and self-directed health and social care (ENABLE Cares) for people throughout Scotland.

## Key Learning Points

- We found that both the people we support and, unexpectedly our staff team, saw value in the digital rota design and this was backed up by usage data
- The people we support reported that they liked knowing who would be coming to provide support
- Unexpectedly, our staff team also liked the ability to see who would be coming on shift next. This enabled them to discuss the rota with the people they support, as well as understanding which colleagues would be providing support
- The tablets were given to users on the primary basis that this would deliver the digital rota. As a result, people mainly used them solely to access the rota, rather than using them as a tablet to access other apps and services as expected
- When designing the programme, we reviewed the benefit of providing tablets just to those who need picture rotas versus providing them to all users. We chose the latter approach to see how others might embrace and use the technology. Ultimately, we found that the digital rota was most useful to those needing picture rotas.
- Whilst we understood that digital rotas would be more accurate than paper or emailed copies, which become inaccurate if staff changes are necessary, this was not highlighted as a benefit by users

## The Problem

ENABLE's service teams used a variety of ways, such as conventional post, telephone calls, texts or emails to share information with supported people and their families on when support will be provided and by whom.

This was time consuming and became out of date as staff availability changed, whether it was printing and mailing, emailing or texting. Whilst the communication method was generally agreed with the person being supported or their family, it was rarely possible to tailor this to be as easy read/ accessible as the ENABLE team wanted it to be.

**AIM: We wanted to support the improved delivery of care and support at home through the use of technology that ultimately enables better digital access and inclusion for people using our services.**

**Specifically, we aimed to deliver timely, more accessible and personally customisable information on who, and when, social care will be provided for those we support: their staff rota. By doing so, we believe there will be greater equity of knowledge between our staff teams and those we provide support to.**

**By leveraging the data already present in our digital rota system and transforming this using an off the shelf product (Power BI), we believed our scheduling of social care would become more efficient, saving around 5-7% of supervisor time per week.**

**We also expected to deliver a qualitative improvement in the people we supports' perception of the information they receive regards their support.**

## Outcome

Our programme demonstrated that a digital picture rota, which updates daily without any human intervention, could be built and was appreciated by those we support and their staff teams.

It also demonstrated that, at this stage given the cost per user of providing a tablet and data connection, the technology is best targeted at those who need a picture rota.

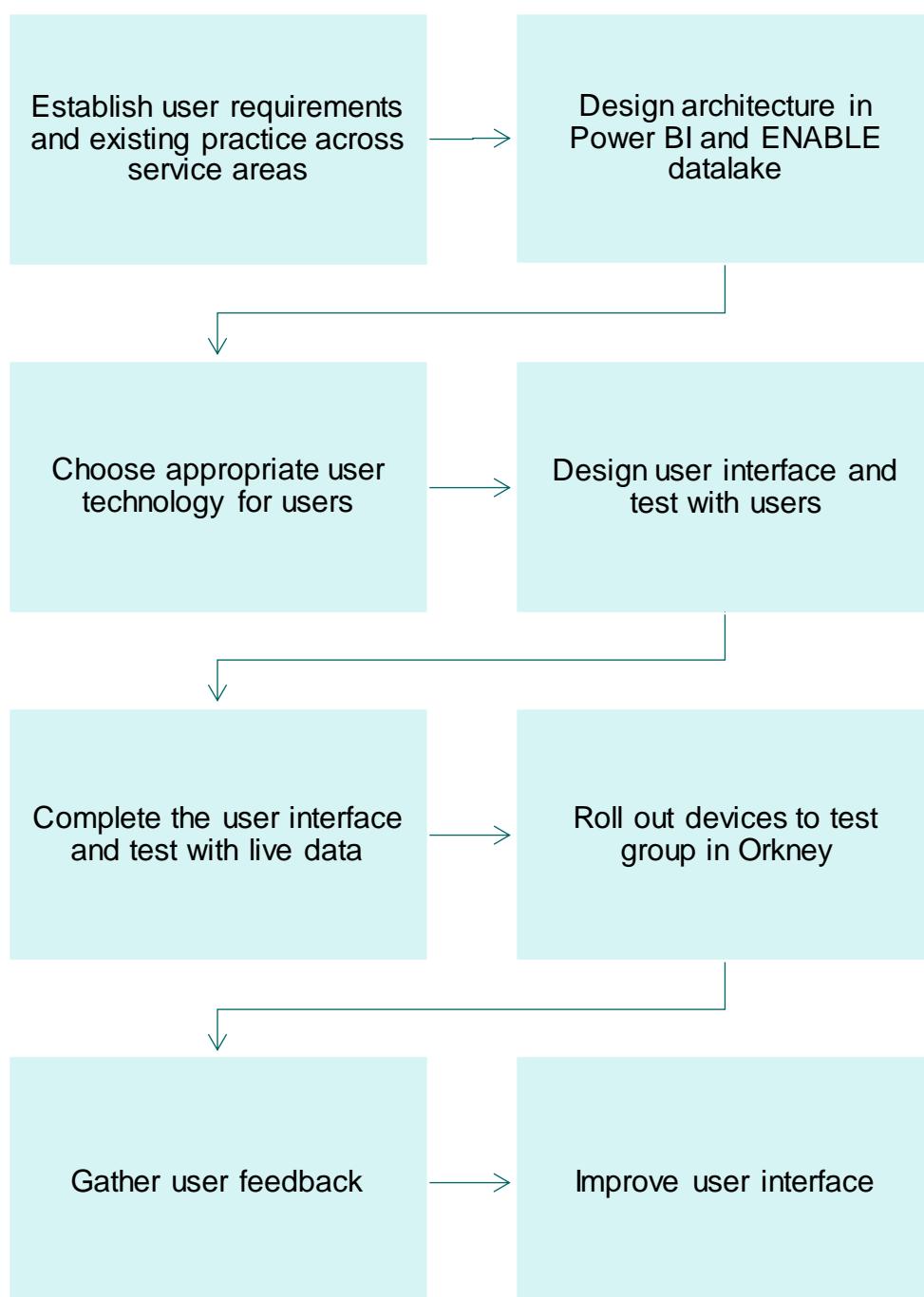
For more information contact: Social Care Programme Team: [nss.DigiCareHome@nhs.scot](mailto:nss.DigiCareHome@nhs.scot)

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## Technical set up and Process



## What Worked Well, Challenges & Next Steps

### What worked well

- The underlying concept of an automatically produced picture rota using an off-the-shelf application, Power BI, was sound and proved effective
- Partnering with Microsoft's philanthropy team, Virgin Media O2's business team and technology specialist Quorum Network Resources enabled us to get access to knowledge and resources that would otherwise have been unavailable
- Working from a security-first principle in the product design gave reassurance that no user-identifiable data could be illegally accessed
- Choosing Orkney as the trial area gave us access to people with a good mix of skills and abilities in a defined geographical area

### Challenges

- We ended up developing a significantly more advanced product as a result of security concerns. This took longer and required more investment in staff time and money than expected.
- Issues with accessing data from other applications slowed the development, as did a COVID-19 outbreak in Orkney
- Gathering up-to-date photos of ENABLE staff proved more problematic than expected, and required a new process to be designed and implemented
- Whilst Orkney was perfect in many ways as a test site, its remote location prevented the development team from being able to help on site when an issue arose

### Next steps

- We are going to re-distribute the existing tablets to people who currently get a manually produced picture rota
- This requires staff photos and schedules for the person's area to be added to the existing reporting
- We hope that feedback from them can be built into a product along with the other improvements suggested during this programme.

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