Adult Social Care and Health
Being Digital Strategy
(2019 – 2021)
To help people to achieve the best possible health and well-being outcomes, living independent and fulfilling lives in their own homes and communities by using digital innovation and technology for people of all ages in organising and delivering care and support.

**Vision**

**Aims**

**Enabled People**
Embedding intelligent information and new technologies that promote individual health and wellbeing to empower people to self-manage and allow them to effectively access services.

**Empowered Workforce**
Developing a more productive, competent and confident workforce and Care Sector to use the tools and information they need to provide high quality care and support.

**Improved Partnerships**
Working closely with key partners across Kent to ensure we seek opportunities to collaborate, innovate and share information to deliver better outcomes for people.

**Key Themes**

- Digitally enabled People
- Digitally enabled Place
- Digitally enabled Practice
- Digitally enabled Products
- Digitally enabled Partnerships
## Vision Statements

### Imagine if…

<table>
<thead>
<tr>
<th>People were able to do more for themselves and make use of intelligent information, tools and apps to increase their independence and improve their quality of life.</th>
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</thead>
<tbody>
<tr>
<td>We could transform the way services are delivered across all settings by improving connectivity and using innovative technology.</td>
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<tr>
<td>We could develop a more productive, capable and confident workforce by ensuring employees have the right digital tools and information and can work flexibly.</td>
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<td>Service users were empowered and enabled to live more fulfilling and independent lives by utilising more advanced and innovative products.</td>
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<tr>
<td>We could deliver better outcomes for people by enabling key partners to more easily collaborate, innovate and share information.</td>
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**Digitally enabled People**  
**Digitally enabled Place**  
**Digitally enabled Practice**  
**Digitally enabled Products**  
**Digitally enabled Partnerships**
## Outcomes

<table>
<thead>
<tr>
<th>Digitally enabled People</th>
<th>Digitally enabled Place</th>
<th>Digitally enabled Practice</th>
<th>Digitally enabled Products</th>
<th>Digitally enabled Partnerships</th>
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<tbody>
<tr>
<td>Improved information advice and guidance</td>
<td>Transform the way services are delivered across all settings</td>
<td>Flexible and mobile working enabled</td>
<td>Efficient and cost-effective assistive technologies</td>
<td>Improved health and social care connectivity</td>
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<tr>
<td>Intelligent online systems to support self-referrals and assessments</td>
<td>The care sector are supported to utilise new technologies</td>
<td>Making systems and tools work for practitioners</td>
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<td>Utilising innovation facilities to explore, test and implement new technologies</td>
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<td>Apps and tools to support and connect people</td>
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<td></td>
<td>Improved digital skills and abilities</td>
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<td>Improved data and analytics to inform decision making</td>
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**Aims**

**Enabled People**
Embedding intelligent information and new technologies that promote individual health and wellbeing to empower people to self-manage and allow them to effectively access services.

**Empowered Workforce**
Developing a more productive, competent and confident workforce and Care Sector to use the tools and information they need to provide high quality care and support.

**Improved Partnerships**
Working closely with key partners across Kent to ensure we seek opportunities to collaborate, innovate and share information to deliver better outcomes for people.
Enabled People
Enable people to do more for themselves to increase their independence

Current State
It is not always easy for people to find out what services and support are available and how to access them.
Service users have to tell their story multiple times throughout their social care pathway.
We are providing some assistive technology services but there are new innovative technologies in the market.

Desired Future State
Service users can engage with social care anytime, anywhere, on any device.
We provide residents with a choice of how they engage with us through providing multiple channels of communication.
Our residents can use self-service tools to perform some tasks.
We make use of artificial intelligence and robots to support people with accessing and navigating services.

Your Life, Your Wellbeing Strategy Alignment

Through the delivery of Your Life, Your Wellbeing, we aim to:
- Create a smoother and safer pathway for our service users.
- Support people to access good-quality advice and information that allows them to look after themselves.
- Put the person at the centre of everything we do, supporting them to choose and control what care and support they receive.
**Referral/ Contact**
- Adult Social Care web-page
- Digital directory and market place
- Web-chat and bot-chat
- Artificial intelligence and bots

**Triage/ Assessment**
- Digital self-assessments (financial and eligibility)
- Appointment scheduling and reminders

**Service/ Review**
- Utilise apps and assistive technology
- Review and add notes to personal care and support plans
- Digital Service – Virtualise a visit
- Instant messaging
Empowered Workforce

Develop a more productive and confident workforce and care sector

Current State

Information is stored in multiple places and we are still largely paper-based.

There is a high turnover of staff in some roles and recruitment and retention can be difficult.

Our employees would like more flexibility in where and when they can work.

Desired Future State

Whether in the office, at home, or on-the-go, we can access the information and apps we need, and be productive.

We have access to a range of workspaces across the county.

We empower our employees by providing them access to the information, tools, and insights they need.

Your Life, Your Wellbeing Strategy Alignment

Through the delivery of Your Life, Your Wellbeing, we aim to:

- Continuously improve the way our services are delivered
- Create a value-driven and outcome-focused culture that nurtures creativity and find new ways to meet people’s needs
Improved Partnerships
Create opportunities to collaborate, innovate and share information

Current State
Information between partners is not always readily available or easily accessible
Duplication between health and social care services still exists
Staff in some areas are working in silo

Desired Future State
Duplication between partners will be reduced through better information sharing.
We will put the person at the centre of their care and focus on the outcomes the person wants to achieve.
Key Partners across Kent will work collaboratively to make better use of the resources available.
We will recognise the strengths of our partners and use these skills effectively through the delivery of care.

Your Life, Your Wellbeing Strategy Alignment
Through the delivery of Your Life, Your Wellbeing, we aim to:
- Make the most of the resources we have available to promote people’s well-being by focusing on the outcomes they want to achieve.
- Improve communication and information sharing between partner organisations
- Provide joined up care across organisations so that people do not experience duplication or delays in accessing support or fall between the gaps.
- Make the most of our partners strengths when delivering joined up care.
Journey Map: Improved Partnerships

Referral/ Contact
- Referrals can be made digitally
- One digital social care client record – Kent and Medway Shared Care Record

Triage/ Assessment
- Digital communications to support discharge from hospital
- Digital workflow/pathway management
- Virtual MDTs
- Digital information sharing for MDTs

Service/ Review
- Access to community hubs and increased Wi-Fi
- Digital shared Care and Support Plan
- Provider access to social care client system
- Shared health and care analytics

Digital Hotspots
- Service users’ health and social care information can be viewed in one place - KMCR
- A person’s journey and point on the pathway can be viewed electronically
- Increased Wi-Fi access across Kent
- Access to primary care networks to enhance flexible working
- Digital shared health and social care Care and Support Plan
- Provider portal to enable access to social care’s client records
- Shared health and care analytics to improve decision making
- Digital communication between hospitals and social care to support discharges
- Information sharing between partners to support MDTs
- Participation in virtual MDTs
- Referrals from partners can be received digitally
- Increased access across Kent
### Categories of Work

<table>
<thead>
<tr>
<th>Category of Work</th>
<th>Description</th>
<th>People</th>
<th>Place</th>
<th>Practice</th>
<th>Products</th>
<th>Partnerships</th>
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<tr>
<td>Digital Front Door</td>
<td>Digital Front Door aims to provide residents of Kent and adult social care service users with: better choice over how they access and navigate adult social care services, improved access to information, advice and guidance, increased ability to self-manage.</td>
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<td>Digitally Enhanced Service Delivery</td>
<td>Digitally Enhanced Service Delivery aims to design and implement a range of tools to support our workforce with the delivery of adult social care services and improving partnership working, with the aim of introducing efficient processes, making better use of available resources, increasing productivity and delivering high-quality care.</td>
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<tr>
<td>Exploring Assistive Technology and Apps</td>
<td>Exploring assistive technology and apps aims to better understand and test the assistive technology and apps market to support service users to live more independent and fulfilling lives and promote service users’ health and wellbeing.</td>
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<td>Creating and Using Smart Data</td>
<td>Creating and Using Smart Data aims to make the most of the data we collect to improve decision making and the quality, timeliness and effectiveness of our services in support of our service users</td>
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<td>Enablers</td>
<td>Enablers will ensure the projects can be successfully implemented and embedded by providing the right skills, tools and equipment.</td>
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