How technology can be integrated into Adult Social Care

Konnektis:
Bringing digital engagement to Reablement Care

11th November 2021

TSA — The voice of technology enabled care

directors of adass — adult social services

Konnektis — Enhancing care through better communication

HM Government G-Cloud Supplier

About Konnektis
An integrated technology partner

Technology Innovation

Digital Transformation

eLearning Solutions

Konnektis
Enhancing care through better communication

The scope for embedding tech in Reablement services
Effective digital tools can improve services and reduce costs

Eliminate hours of administrative time and material costs per package

Gain real-time insights on outcomes, enabling pro-active care

Provide a person-centred platform for engagement

Build a modular and open approach to support integrated service delivery

Typical challenges in Reablement services
Significant scope to enhance delivery

- **Information often duplicated** into different case management systems as well as paper care plans

- **Paper care plans** repeatedly returned to the office to keep information up-to-date to support delivery of a person-centred approach

- **Progress information of packages** confirmed through unstructured, ad hoc communication rather than use of real data

- **Time consuming auditing processes** that are completed in bulk at set intervals, rather than on an ongoing basis using live information

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Konnektis offers a single platform for care delivery
Integrates with other systems or as standalone

Rostering & ECM
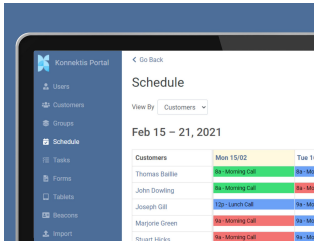
Documentation Builder
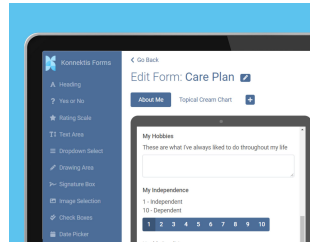
Visit Tasks & eMAR
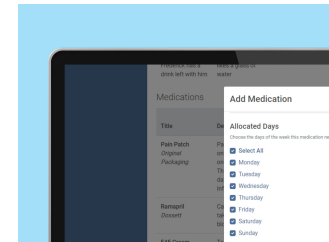
Live Visit Auditing
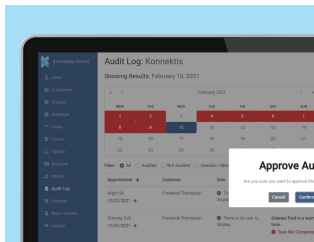
Visit Alerts & Follow-ups
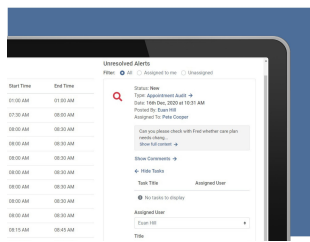
Reporting & Analytics

A holistic approach Is needed

Local family
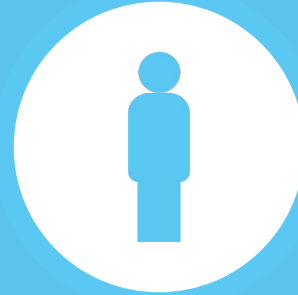
Health professionals and other support

Distant family

Informal carers

Care workers

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Konnektis Home Hub
Live information and greater customer engagement
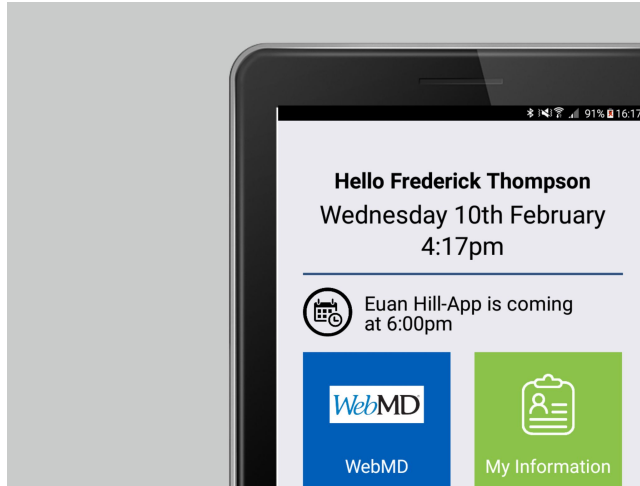
End-to-end managed Home Hub with tri-network SIM connectivity - no need for service user broadband

Ideal for Reablement services:

- **Assessments and Care Plans created in the home and updated remotely**

- **Information live at every point**

- **Can be accessed securely by other carers from the support network**

- **Provide a digital 'front door' for other services**

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Konnektis carer app
Secure, easy-to-use access to information
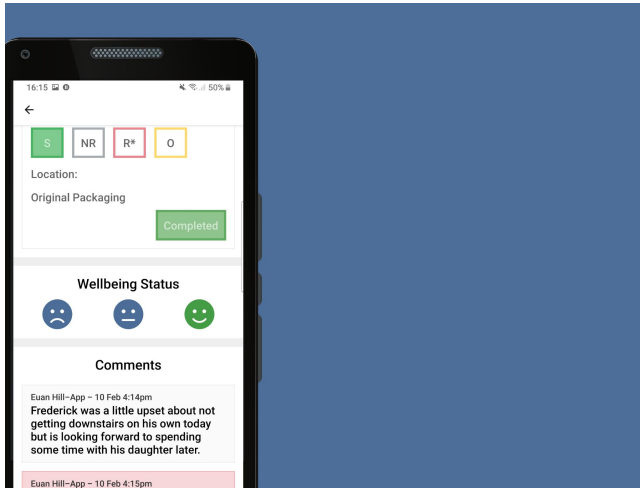
Complementary carer app:

- **View daily schedule of customer visits**

- **Where needed, access and update visit notes**

- **Access other forms and documentation that can be created by other team members**

- **Works on iOS and Android with secure data caching**

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Technology is the easy part
Understanding specific service needs is key

Understand the system, processes, culture

Tailor modular solutions to the organisation
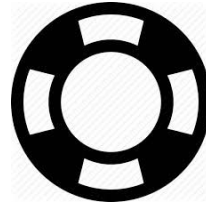
Involve, engage and support users through training

Identify meaningful KPIs for front-line and strategic stakeholders

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Process mapping your service is essential
Tailoring the technology to the service need

- **Jointly develop a visual Process Map and operational model**, identify estimated areas of improvement by moving to a digital approach

- **Determine where a digital system** can meaningfully transform the delivery of services

- **Recommend relevant KPIs** to measure the service and financial success of moving to a digital platform

- **Identify specific areas** where resources can be better invested to enhance service delivery

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Process mapping your service is essential
Understanding how a service works currently

Referral

- Referrals are picked up by the duty manager on SystmOne
- A check of capacity is made and confirmation that the package can be accepted
- Initial assessment the social worker does on the ward is printed off
- Appointment is booked for assessment and blank care plan taken out
- Between 7 and 10 thousand blank copies of care plans are ordered and printed professionally each year.

Assessment

- Static parts of the care plan are generally written before the visit to save time with the Service User
- Enablement coordinator completes care plan during assessment visit
- Care plan is left at the home and important notes trasncribed into SystmOne
- Goals and outcomes will be agreed with the service user, written in the care plan and also left with the service user

Service Delivery

- Enablement package commences
- Observations and comments are written daily
- Any incidents or new information is written in observations and phoned into the office
- Information provided by visiting staff member will be transcribed onto SystmOne and written in the office communication book
- Missed medication is documented onto a seperate form in the office
- If an unexpected review is required this is generally completed by an OT and any changes to the care plan are transcribed into SystmOne
- A review is completed after 4 weeks (on most occassions). Enablement coordinator will use information provided by visiting staff, the office communication book or discussions at team meetings to determine progress through package
- Changes to the care plan from the review will be hand written, initialed and dated. Important information is trasncribed into SystmOne

End of Service

- Care Plan collected on last visit
- All important documentation is scanned and uploaded into SystmOne
- Paper care plan is placed in on-site shredding bins

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Process mapping your service is essential
Identify where a digital approach can enhance delivery

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- A check of capacity is made and confirmation that the package can be accepted
- Initial assessment the social worker does on the ward is printed off
- Appointment is booked for assessment and blank care plan taken out
- Between 7 and 10 thousand blank copies of care plans are ordered and printed professionally each year.
- Paper care plans will no longer need to be ordered as the inforation will be stored digitally from referral

Assessment

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- Enablement coordinator completes care plan during assessment visit
- Care plan is left at the home and important notes trasncribed into SystmOne
- Goals and outcomes will be agreed with the service user, written in the care plan and also left with the service user
- Assessments completed digitally will be immediately available in the office and information can be copied and pasted into SystmOne with no need to retype
- Agreed goals and progress of goals will now be available in the office as well as the person's home

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- A review is completed after 4 weeks (on most occassions). Enablement coordinator will use information provided by visiting staff, the office communication book or discussions at team meetings to determine progress through package
- Changes to the care plan from the review will be hand written, initialed and dated. Important information is trasncribed into SystmOne
- All daily records will now be immediately available in the office. Incident forms can be completed from the home and will automatically alert the office one completed
- All the care plan and daily notes will be available for review in the office at any time meaning that packages can be adjusted based on live data. Any changes to the care plan will immediately reflect in the person's home as well as in the office

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Thankyou for your time today
How to contact us if you would like to know more

Visit us at

konnektis.com/care-solutions

Email us for more information or to arrange a discussion

team@konnektis.com

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