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BetterCare Support Online Self-Assessment

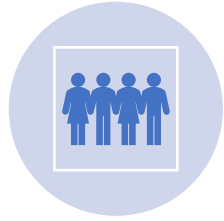**Renu Purvis**
Innovation and Partnership Manager

Kent County Council
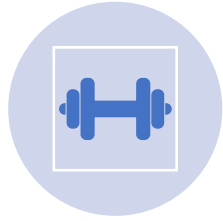kent.gov.uk

BetterCare Support Online Self-Assessment – Core Principles

GUIDES PEOPLE THROUGH THE 10 AREAS OF THE CARE ACT 2014 DOMAINS

STRENGTHS-BASED APPROACH

40 ANIMATIONS – CO-DESIGNED BY 6 COUNCILS
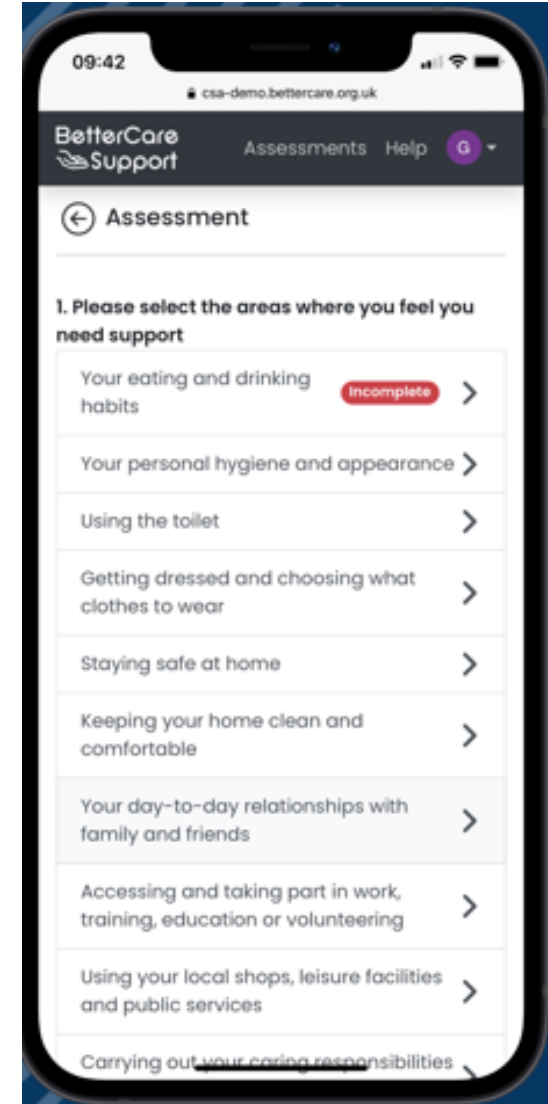
INTEGRATION SUPPORT FOR COUNCIL BACK-OFFICE SYSTEMS

FULL METRICS AND REPORTING CAPABILITY

STRONG BUSINESS CASE TO ACHIEVE SAVINGS

WORKS FOR MULTIPLE DELIVERY MODELS

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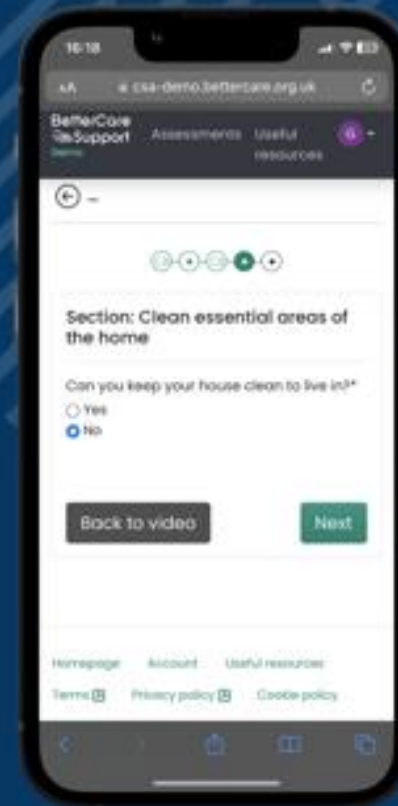
BetterCare Support Online Self-Assessment – User Journey
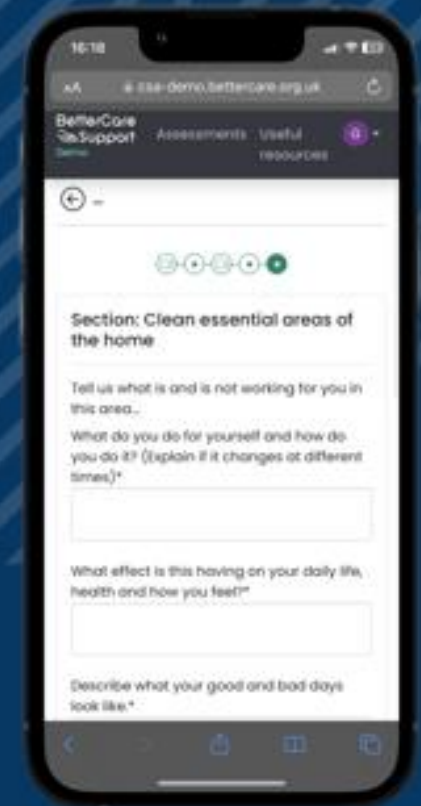

Scene setting with animation

Triage question

Detailed topic animation

Follow up question

Open text questions

BetterCare Support Online Self-Assessment – User Journey

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The **BetterCare Support Online Self-Assessment** is a tool designed to help individuals assess their social care needs and access relevant information, advice, and guidance. Each domain is supported by transcript and sub-titles alongside the animations.

This tool aims to provide a clear, transparent, and simple process for people to navigate through, ensuring that contact is meaningful and person-centred. It allows individuals to complete self-assessments online, which can then be used to determine the level of care and support they may need.

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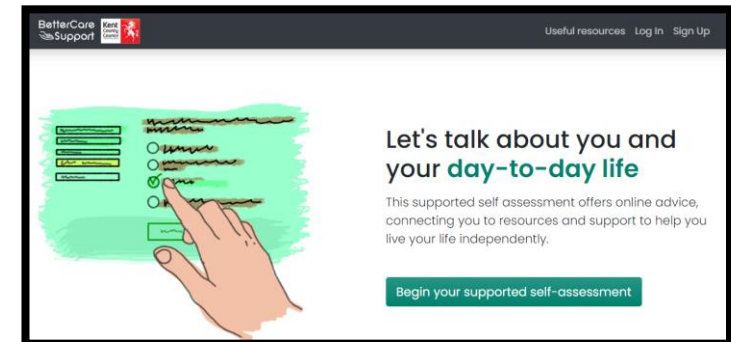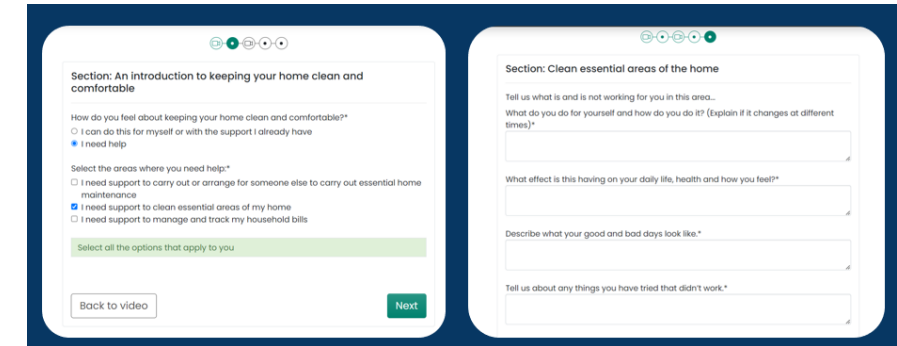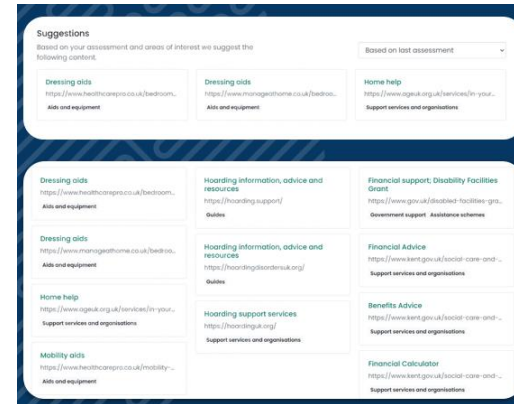
Accessibility: It provides accessible information, advice, and guidance 24/7, ensuring that people do not have to repeat their stories multiple times.

Efficiency: The tool simplifies the process for individuals to navigate, ensuring meaningful and person-centred contact.

Partnership: It works in partnership with communities, the voluntary sector, and wider health partners to provide choice, control, and access to resources.

Independence: It helps people remain safe and independent by connecting them to the right information, advice, guidance, and support at the right time.

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Cost Savings: The tool can lead to financial savings by reducing the number of home visits and, in some cases, shortening the duration of visits.

User Control: It allows individuals to assess only the areas where they feel they need support, putting them in control of their care.

Integration: The tool integrates with back-office systems, providing a seamless experience for people and professionals.

Informed Choices: It helps individuals and professionals make informed choices about care packages without the need for a home visit.

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Online: Providing accessible information, advice, and guidance 24/7.

Animations: Guiding people through the Care Act domains, transcript and questions.

Web-based: can be accessed on mobile devices including laptops, mobile phones and tablets.

Care Act – Domains ensure that the assessment process is thorough and tailored to the individual's needs, providing a clear and structured approach to determine care and support requirements.

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BetterCare Support online Self-Assessment - Implementation

January to March 2023

- Researched products available, scoped and wrote business case with recommendation for approval from Systems Board
- Procured solution

March to June 2023

- Developed Task and Finish Group with representation from the business and experts by experience
- Fortnightly meetings with Looking Local
- Developed content and agreed approach

June to September 2023

- Pilot area selected to run 3-month pilot of the BCS self-assessment
- Pilot - 1.5k site users, 580 self-assessments submitted, with 116 requiring Care Needs Assessment (20%). Average time spend 12 minutes completing self-assessment

October 2023

- Live across the County
- Since October '23 to 31/10/2024, 1750 BCS self-assessments received by ASC of which 256 required Care Needs Assessment. Others resulted in information, advice, and guidance, signposting to other services, equipment and OT interventions

Data Insights

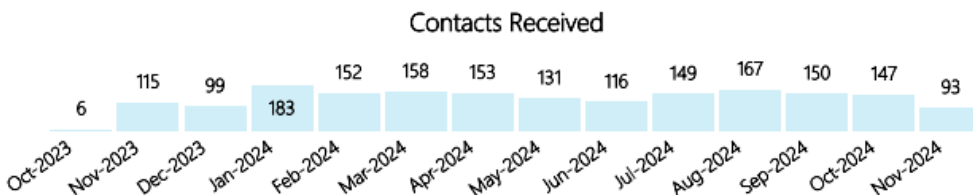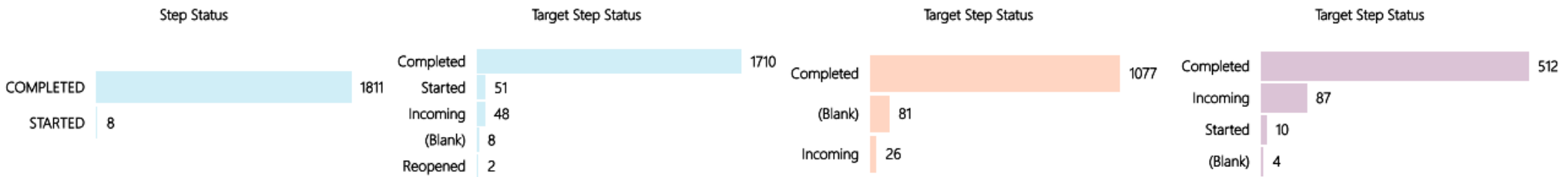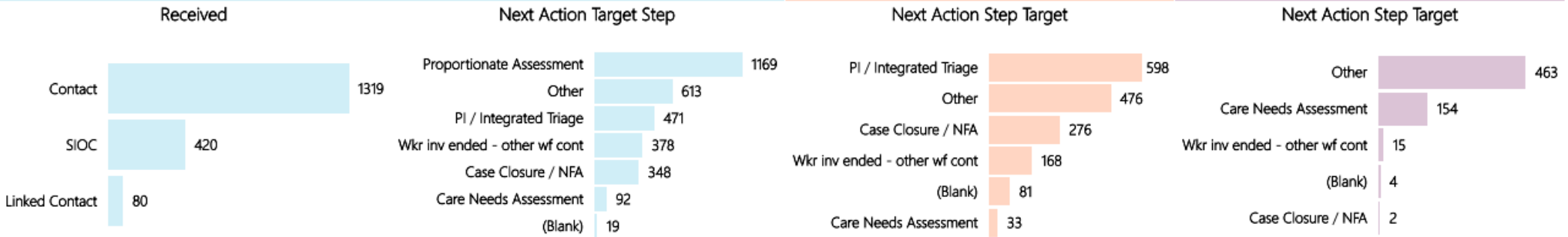**Contacts Flow**
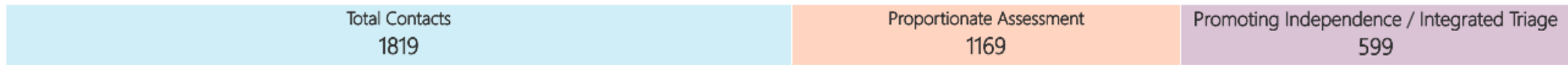Workflow Journey from a Contact to a Contact Assessment

DEV
Version: 1.0.0

report specification   help

Date		Area Name	Team Name
01/10/2023	26/11/2024	All	All

Total Contacts	Proportionate Assessment	Promoting Independence / Integrated Triage
1819	1169	599

Received

- Contact — 1319
- SIOC — 420
- Linked Contact — 80

Next Action Target Step

- Proportionate Assessment — 1169
- Other — 613
- PI / Integrated Triage — 471
- Wkr inv ended - other wf cont — 378
- Case Closure / NFA — 348
- Care Needs Assessment — 92
- (Blank) — 19

Next Action Step Target

- PI / Integrated Triage — 598
- Other — 476
- Case Closure / NFA — 276
- Wkr inv ended - other wf cont — 168
- (Blank) — 81
- Care Needs Assessment — 33

Next Action Step Target

- Other — 463
- Care Needs Assessment — 154
- Wkr inv ended - other wf cont — 15
- (Blank) — 4
- Case Closure / NFA — 2

Step Status

- COMPLETED — 1811
- STARTED — 8

Target Step Status

- Completed — 1710
- Started — 51
- Incoming — 48
- (Blank) — 8
- Reopened — 2

Target Step Status

- Completed — 1077
- (Blank) — 81
- Incoming — 26

Target Step Status

- Completed — 512
- Incoming — 87
- Started — 10
- (Blank) — 4

Contacts Received

Oct-2023	Nov-2023	Dec-2023	Jan-2024	Feb-2024	Mar-2024	Apr-2024	May-2024	Jun-2024	Jul-2024	Aug-2024	Sep-2024	Oct-2024	Nov-2024
6	115	99	183	152	158	153	131	116	149	167	150	147	93

Total Care Needs Assessment
263

Key Performance Indicators and Reporting

To **reduce** the number of inappropriate referrals received via the Contact Centre.

To **reduce** the number of referrals into Localities.

To **provide** people with **self-help options**, without the need to contact Adult Social Care.

Monitor **customer feedback** from users, partners, key stakeholders and Health for continuous improvement.

To track **monitoring and reviewing** capability.

Compliance & Accessibility - Internal Audit completed and outcome is low risk. Working with Looking Local for identified areas for improvement

To **generate reports** using data collected throughout the assessment lifecycle

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Self-assessment for bathing, Social Care Officer presented at joint meeting, with the person having to tell their story once.
**Outcome** – Needs Assessment for bathing aids

Self-assessment for mobility in and out of the house, including unable to use shower room downstairs completed by daughter in law for mum. Social Care Officer called mum and completed Contact Assessment.
Outcome – shower assessment, half step with integral rails for front and back of property with banister rail.

Self-assessment completed by daughter. Father has Alzheimer's, lives with 91-year-old wife and brother who has additional needs. Wife undertook all care needs but unable to continue as her mental health is deteriorating. Father has become aggressive, violent and losing his temper and wife is living in constant fear and on the verge of a breakdown. Call made to daughter, who was grateful for call back. Joint visit to parents with daughter present who said *"the weight has lifted"*
Outcome – Progressed to Community Team for Need and Financial Assessments for home placement for father

Raising the Profile – Communication and Engagement
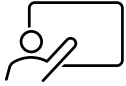
Staff Training Webinars and Staff Communications
Team Meetings, ASC Newsletter, Knet, Libraries, County Parks, Staff Communications, Contact Centre, ASC Cabinet Member, MADE DMT and SMT
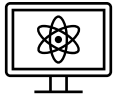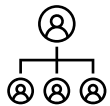
E-Learning Course/ASC Induction Programme
To be completed by existing ASC staff and new starters to ASC as part of induction programme

Digital Roadshows/Marketing Campaign/Social Media
Undertaken working with Corporate Communications and Information & Engagement Teams, Care Summit June 2023, Social Media posts

Co-production - Working with Organisations, Partners, Health and Experts by Experience
Peoples Panel, Learning Disability Partnership Board, Your Voice Network, Advocacy Groups, Co-production lead for Learning Disability, Carers Forum, Communities, Let's Talk Kent Survey, Provider & Voluntary sector meetings, District and Parish Councils. Digital workshops

Adult Social Care

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Next Steps – Continuous Improvement

User Group
In place with all Local Authorities using BCS online Self-Assessment for shared learning, and exploring improvements together

AI
Exploring options using AI to help improve the self-assessment to determine potential eligibility when self-assessments are submitted to Adult Social Care

Communication and Engagement
Continue to promote this solution widely

Adult Social Care Journey - Animations
To support the narrative through animations explaining what the adult social care journey might mean for people when accessing support from us

BetterCare Digital Carers Self-Assessment
Co-design with Kirklees Council and Looking Local using the Accelerating Reform Funding

Adult Social Care

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