Local Investment Programme

Kent County Council - **Care navigation digital outcome measurement tool**

CASE STUDY

April 2018

Care and Health Improvement Programme

Local Investment Programme

Local Investment Programme is overseen by the Local Government Association on behalf of the funders NHS Digital

OPM Group and the Bayswater Institute were commissioned to evaluate the Local Investment Programme producing an interim evaluation report and case studies.

Kent County Council was one of 19 local authorities to be funded in 2017/18 under the theme – **integrating commissioning through the improved use of information and analysis**

The Local Investment Programme full interim evaluation can be found at www.local.gov.uk/scdip

Kent County Council

Synopsis

Challenge & solution

The impact

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Lessons learned

Project Summary: Creating a digital tool for assessing individuals outcomes of voluntary sector care navigation approach

Partners: Leicestershire Health Informatics Service

Outcomes: Enhanced independence of residents by identification of most effective community resources

Projected Savings: 10% saving on their homecare spend (£2.8m pa) and delay uptake of statutory services by 4-6 months (£850k pa)

- This project will commission, create and implement a digital tool that assesses the effectiveness of the voluntary sector care navigation, as well as to monitor outcomes for individuals.

- The funding is used for the design and development of an app which Care Navigators can use with the member of the public on a phone or tablet. This app will be used to express recommendations and then it can be used to record their preferences in terms of follow up

- The digital system will contact service users in real-time at the specified follow up intervals and request feedback on what resources they have actually accessed and whether their outcomes were met.

- They will engage 7 care navigators to take part in the pilot. To date, they have completed the first three design sprints. The app will be developed by NHS Leicestershire Health Informatics Service to begin with.

- This project alights with council's adult social care transformation programme. The next phase of which will be integrating with the development of a 'community hub system' within GP primary care, as part of their 'promoting wellbeing' workstream.

- Including care navigation in social care is a big priority of the STP, and the council is increasing their support through the voluntary sector from care navigation, information, low-level support and to combat social isolation.

The Challenge

- Kent County Council currently contracts voluntary organisations to deliver Care Navigation, yet there is currently no real-time monitoring of the effectiveness if their service, or to what degree peoples outcomes are met as a result of their interventions.

- There is currently minimal intelligence on the outcomes for people who do not qualify for statutory support and are signposted elsewhere. Monitoring activity suggests that about 22% of the people Care Navigators work with are self-funders.

- There is also a need to prevent and delay the need for formal services and increase support from the voluntary sector.

The Solution

- This project is designing a process and digital system for capturing information about the outcomes for people who are supported by voluntary and community sector organisations. The analysis of this information will enable prediction of what interventions will have the greatest impact and provide further insight on commissioning options.

- In the future the system may be developed to allow for electronic referral to statutory services, and to monitor how people are using personal health budgets and direct payments. In addition, explore the extent to which the app can be used to follow up users of services over time.

Impact for professionals and clients:

- More effective commissioning of care navigation service.

- Identification of most effective community resources.

- Analysis of level of public follow-up of recommendations.

- Identify individuals who will benefit from further proactive interventions to avoid deterioration of their situation with concomitant costs.

Cost savings:

- As this project is part of a bigger transformation with multiple stakeholders and a required cultural change, saving will only be realised towards the end of 2018/2019.

- This project plans to contribute to a 10% saving in home care, amounting to £2.8million.

- It is anticipated that the effective care navigation service will delay the need for statutory services by 4-6 months which represents a saving of £850k

- The joint service with health partners will also contribute to reduced hospital admissions and delayed transfer of care.

- The system will become embedded in the care navigation process which is fundamental to Kent County Council's overall adult social care transformation programme as well as to delivering the STP. This will ensure its ongoing sustainability.

Anticipated lessons:

- Metrics on levels of effectiveness and value-for-money of different Voluntary and Community Sector approaches to care navigation across varying client groups and carers.

- Statistics on the level of responsiveness to public followed, according to demographics and type of condition.

- Effectiveness of different follow-up timescales.

- Evaluation of the usefulness of different community resources from the public point of view.

- Understanding of people and 'place' by linking this data with Kent Integrated Datasets.

Challenges to delivery:

- Information governance issues.

- Establishing links to existing digital initiatives across the local health economy.

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The final evaluation report will be published by March 2019