A Better Life? My Voice, My Say, My Way!

Social Care Digital Innovation Programme (SCDIP)
South Tyneside Council Update
20th June 2019

Recap: What did we want to achieve during the implementation phase?

- **Develop and deliver a secure and easy to use digital solution that could improve and contribute to better conversations between people with a Learning Disability (LD) and Social Workers**

- **Begin measuring the impact and outcomes from the digital solution**

- **Continue the co-production approach with the Personalisation Champions and Your Voice Counts, a local advocacy charity**

- **Work in an agile way with our digital innovation partners, Nebula Labs.**

The digital solution – 'Natter Notes'

Our work during Discovery identified two communication issues that we felt a digital solution could help with:
- planning for meetings with Social Workers, and
- remembering what was said in the meetings.

Our co-production partners identified two other areas of functionality to include in the digital solution:
- personal profiles – to help the person with LD get to know the Social Worker (especially when meeting for the first time)
- information about what people can expect from a meeting with their Social Worker.

Prior to live rollout, we needed to:

- Complete 'pen' (penetration) test to ensure the security of the solution and all data stored within it
- Create staff guidance on use of 'Natter Notes' to inform consistent, policy-compliant use of the tool
- Source and rollout smartphone devices to 13 members of staff in the Adults with Learning Disabilities Team
- Train all staff on use of the devices and set-up with profiles
- Create an easy-read information pack for people who use social care services and their family/carers, to ensure informed consent to use of 'Natter Notes', data processing and participating in evaluation
- Deliver 1:1 or group sessions to train people using social care services in the use of 'Natter Notes' and setting up profiles
- Develop pre- and post-use evaluation methods to gather data on the project outcomes.

Progress on rollout

- **'Pen' testing**
  - Four issues required further work and resolution. Of these:
  - Two issues were resolved quickly
  - One is resolved subject to final testing
  - The fourth issue required further discussion due to increased hosting costs. The council has now agreed this and changes will be completed by the end of June 2019
  - Testing took longer than anticipated as Natter Notes is hosted within Amazon Web Services (AWS): not a test scenario that the council had previously requested
  - If future rollout of 'Natter Notes' to a wider cohort of people is to be considered, higher than anticipated hosting costs may require reconsideration of costs : benefit

- **Device rollout**
  - 11 of the 13 staff are now in receipt of smartphones, reconfigured to allow use of photo and video functionality – smartphones were received during the week commencing 3 June 2019.

Progress on rollout

- **Training and guidance for staff**
  - Operational Guidance has been finalised regarding appropriate use of Natter Notes, information storage, and case recording in the council's existing social care record system
  - 6 of the 13 staff members have active profiles and have been trained using Natter Notes; however, wireless connectivity issues with smartphone devices have required a workaround solution to be developed and implemented by ICT.

- **Training and guidance for people using social care services**
  - An Easy Read information pack has been written explaining the purpose of Natter Notes, guidance on appropriate use, information storage and security, and seeking consent for information processing and participation in evaluation research
  - Offering 1:1 and group training to people using social care services is planned, following successful resolution of the issues identified above. We are hopeful that live use can begin during July 2019.

- **Develop evaluation methodology and tools**
  - Two surveys - one for social care staff, and one for people using social care services – have been developed
  - One survey will be delivered before use of Natter Notes, and one at the end of the evaluation period
  - The results will be combined with quantitative data such as logons per user and interactions with the site in terms of data upload
  - Survey respondents will rate their communication with one another and the 'Natter Notes' tool via a Likert scale, with the option to provide qualitative free text data.

Next Steps

Action	Dependency	Timescale
Rectification of 'pen test' issues	Nebula Labs and ICT liaison	End of June 2019
Refresh staff training	Resolution of data upload issue	July 2019
Training and setup: people using social care services	Resolution of 'pen' test issues; resolution of data upload issues; availability of end users	Rollout July-August 2019
Staff and user feedback	As above	Pre-use: July 2019 Post-use: September 2019