

Report

Report to:	Social Work Resources Committee
Date of Meeting:	04 March 2020
Report by:	Director, Health and Social Care Executive Director (Finance and Corporate Resources)

Subject:	Project Implementation Team - Care at Home Scheduling and Mobile Solution
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Committee with a progress update on the implementation of the Totalmobile Solution for Care at Home Scheduling and Mobile Working
- ◆ request approval to create a short-term Project Implementation Team to support the implementation of the Totalmobile solution

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted; and
- (2) that the temporary establishment changes detailed in Section 6 within the report be approved.

3. Background

3.1. The previous project to procure a solution for optimised scheduling of Home Carer visits was extended to include an integrated mobile solution to replace the existing MCare application. Totalmobile were contracted to provide cloud-based services and design consultancy to deliver the required product set.

4. Current Position

- 4.1. The project delivery team and governance groups were put in place in September 2019. Participation in the Project Implementation Team will be extended to staff in localities as required through the pilot period and staged rollout.
- 4.2. A high-level plan was established with Totalmobile to enable implementation of a pilot system configuration by 6 December 2019. The pilot ran from December 2019 to mid-January 2020. A review was carried out between January and February 2020 to inform the staged rollout across the four localities.
- 4.3. A schedule of technical and planning meetings and calls have been ongoing to agree the Totalmobile build and integration requirements for the linkages to the Social Work SWiSplus system.
- 4.4. Planning is underway with the Project Steering Group to prepare for a period of parallel work scheduling by Home Care staff, which involves simultaneously processing work in both SWiSplus and Totalmobile.

- 4.5. A parallel programme of work to replace the Home Carers mobile phones has commenced and will be completed in line with the system rollout.

5. Proposals to Support the Implementation of Totalmobile

- 5.1. The scale of the implementation is significant, with the new system having the potential to transform the way that the service delivers scheduling for Home Carers. A programme of work is required to define, review and refine the rules and tailored design of the system to best serve the service requirements. In addition, given the nature of the service and the national standards, it is critical that sufficient user testing takes place to ensure the system is implemented as successfully and effectively as possible to benefit service users.
- 5.2. There is also a requirement to embark on a public engagement exercise to ensure that service users and their representatives are aware of the changes that are being introduced. The Care Inspectorate should also be approached at an early stage to discuss the project's implementation.
- 5.3. It is proposed that a temporary dedicated Care at Home scheduling resource is created to progress the following work streams:
- ◆ establish and review business rules
 - ◆ specification of data and integration requirements
 - ◆ data co-ordination
 - ◆ establish of standard processes
 - ◆ creation of procedures and guidance
 - ◆ ordering, setup, inventory and issuing of replacement mobile phones
 - ◆ develop and deliver training
 - ◆ on-site support
 - ◆ report specification and development
 - ◆ user testing post pilot
 - ◆ consultation and engagement

6. Employee Implications

- 6.1. The employee implications are detailed below for the creation of a temporary Care at Home Scheduling Resource for 12 months:

Post (Social Work)	Current Number of Posts (FTE)	Proposed Number of Posts (FTE)	Grade	SCP Range	Hourly Rate	Annual Salary	Gross Cost inc on costs 33.1%
Performance & Systems Support Officer	0	2	Grade 3 Level 4	72 - 74	£20.01 - £20.63	£36,516 - £37,648	£95,161 - £98,110
Performance & Systems Support Assistant	0	1	Grade 2 Level 1	34 - 35	£11.44 - £16.63	£20,877 - £30,348	£27,203 - £39,544
Clerical Assistant	0	1	Grade 1 Level 1-3	20 - 27	£9.32 - £10.33	£17,008 - £18,851	£22,162 - £24,563
Total	0	4					£144,525 - £162,217

7. Financial Implications

- 7.1. The Project Implementation Team will be fixed term posts for 12 months. The total cost of the establishment change will be between £144,525 and £162,217. It is proposed that the Integration Joint Board (IJB) reserves previously earmarked for transformational changed will fund these posts. This will be progressed by the IJB Chief Financial Officer.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no implications for climate change, sustainability or environmental implications in terms of the information contained in this report.

9. Other Implications

- 9.1. These posts are required to ensure that the Council continues to meet its statutory duties to provide assessment and care management functions for supported people and carers.
- 9.2. There are no other issues associated with this report.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy function or strategy, nor does it recommend a change to existing policy, function or strategy, therefore, no impact equality impact assessment is required. However, the implementation of the new technology will be monitored and if an equality impact assessment is required, this will be carried out.
- 10.2. Trade Union colleagues have been consulted on the proposals contained within this report

Val de Souza

Director, Health and Social Care

Paul Manning

Executive Director (Finance and Corporate Resources)

16 January 2020

Link(s) to Council Values/Ambitions/Objectives

- ◆ improve later life
- ◆ deliver better Health and Social Care outcomes for all

Previous References

- ◆ none

List of Background Papers

- ◆ none

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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