

Transforming the delivery of adult care services

Oxfordshire County Council

The Challenge

- Find a better way to manage processes, systems and services through location

The Benefits

- User friendly apps quick and easy to build
- Faster delivery of services to clients
- Significant cost and resource savings
- Sensitive data securely managed

Oxfordshire County Council is investing in building a spatial plan for 2050 looking at how the county will grow, so it can better understand its service provision requirements for the future. Sourcing homecare packages for vulnerable clients is one of the Council's key transformation projects, finding suitable care and building capacity for its most vulnerable clients so they can live safely in their own homes.

The Challenge

Managing multiple care providers, accurately assessing the needs of a burgeoning aged population and delivering efficient and effective services across a large geographic area, are all part of the complex challenge behind delivering efficient and effective adult care services.

Previously, the inbound assessment team at Oxfordshire County Council recorded assessment data from social workers and multiple healthcare providers directly onto spreadsheets, an unwieldy and time-consuming process. Only one person could record data at any time and the process had been devised more than ten years ago, when volumes of work were much smaller.

There was no central transport routing process for care providers, which meant fewer clients could be seen on a daily basis. Care workers were frequently spending more time in their cars travelling from appointment to appointment rather than spending time with individual clients, reducing their capacity to take on more calls.

Other teams were also experiencing frustrations, having to spend dead time transferring data from paper records from surveys in the field, to a central database. A more sophisticated yet simple-to-use digital approach was required, to free-up staff to undertake more valuable work, rather than retype the 3,500 paper forms generated by safe and well visits every year.



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“Everybody has to live somewhere so location is vitally important to understanding what the demand for services will be. We needed a find a better way to manage processes, systems and services with location at the core of the solution.”

Anne Kearsley, Digital GIS Solutions Manager, Oxfordshire County Council



Oxfordshire Fire and Rescue Service providing home visits to homecare clients, to assess their homes for fire risk.

The Solution

In July 2017, Esri UK was awarded a multi-year contract to provide a corporate GIS infrastructure through the CCS LASA framework, consolidating legacy mapping systems to a single GIS platform – the ArcGIS platform. The Council is now using ArcGIS tools and support to help transform service delivery, while making savings in the cost of delivering those services.

A series of dedicated apps have been developed using Web AppBuilder for ArcGIS, for different teams across the organisation, which they access through the Council's internal portal through Active Directory control groups. With access control groups in Active Directory, sensitive information can only be accessed by individuals with the appropriate authorisations ensuring GDPR compliance.

The adult social care team now use an ArcGIS web map to see where existing clients who are receiving care are located, overlay with new clients waiting to come out of hospital or needing care at home. Workers can use My Nearest functionality and alternatively filter by care supplier, by contract type and view other information eg social care locality or whether the client is in a flood risk area. The app helps workers immediately understand any current situation giving them the ability to have more incisive conversations with colleagues and care providers.

An ongoing innovation project is looking at the routing problem to help care providers route their care workers more effectively, so they spend less time travelling and have additional capacity to see more clients. The mapping element is seen as vital to understanding the effect that intelligent routing has on suppliers' businesses and financial savings can then be reinvested by providing additional resources, to fulfil increasing capacity requirements.

Mobile apps are also being used by the Oxfordshire Fire and Rescue Service to support its safe and well visit programme to homecare clients. Workforce for ArcGIS is used to coordinate and allocate daily visits before crews leave their stations to undertake home visits where a client's home will be assessed for fire risk. Questionnaires, which incorporate broader health messages from the public health team, are built using Survey 123 for ArcGIS. The electronic forms are filled in online but if there is no signal or internet available, users can carry on working and save a copy of the form on their mobile device. When the device is next connected, completed surveys are synced directly back to the database so colleagues in the office know which assessments have been undertaken, and the data appears on a central management dashboard.

The Council has also created external-facing web apps for use by the public, such as traffic monitoring and finding and reporting street and road problems.

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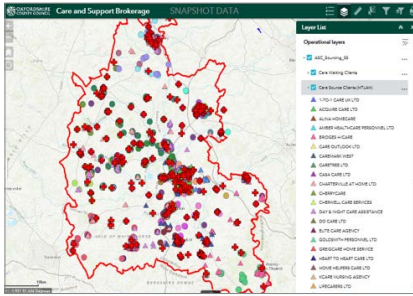
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“ While a picture tells a thousand words, a map tells 10,000 words! Maps and apps are transforming our teams’ abilities to help our clients to live securely and safely, in their own homes. ”

Anne Kearsley, Digital GIS Solutions Manager, Oxfordshire County Council



Map showing location of patients requiring home care and the location of care providers

The Benefits

Ease of Creation & Use

The web-based and mobile apps were fast and simple to build, allowing users to quickly visualise data and garner location-based insights that were previously hidden in spreadsheets. Users can now have more intelligent conversations with providers that often lead to ‘lightbulb’ moments, generating new ideas to improve the provision of adult care services.

Quicker Delivery of Services

By visualising client’s requirements and homecare providers’ availability, the Council can ensure that clients receive the most appropriate home care packages they need, more quickly.

Financial Savings & Increased Capacity

Through the mapping and visualisation of data, decisions can be made about swapping clients between suppliers to make the taking on of new clients more profitable for the care provider. This also helps to reduce travel between clients for care workers and increase capacity for the overall care workforce.

Security

Sensitive data is securely managed within a robust and effective security framework allowing users to leverage the required GIS capabilities to create user-friendly apps and tools. Only authorised users have access to sensitive data, ensuring full GDPR compliance.

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