

## Interactive Session B 16.15 - 17.15

# 4. Co-Creating the Transformation Towards Digital Social Care

Presented by

- **Kent County Council (United Kingdom)**
- **Regional Government of Navarra (Spain)**
- **Suffolk County Council (United Kingdom)**



**Room**

HIGH 2



EN - Channel 1

ES - Channel 3



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# What we're doing

- Cassius – Suffolk's digital care partnership
- National leading, digital and data driven, with flexible approach to technology
- Significant volumes supported to date
- Huge benefits to people, business and system



**3,000+ referrals**

**£10.7 million saved**

**2,600 actively**

**98.7% support**

**“happiness”  
rating**

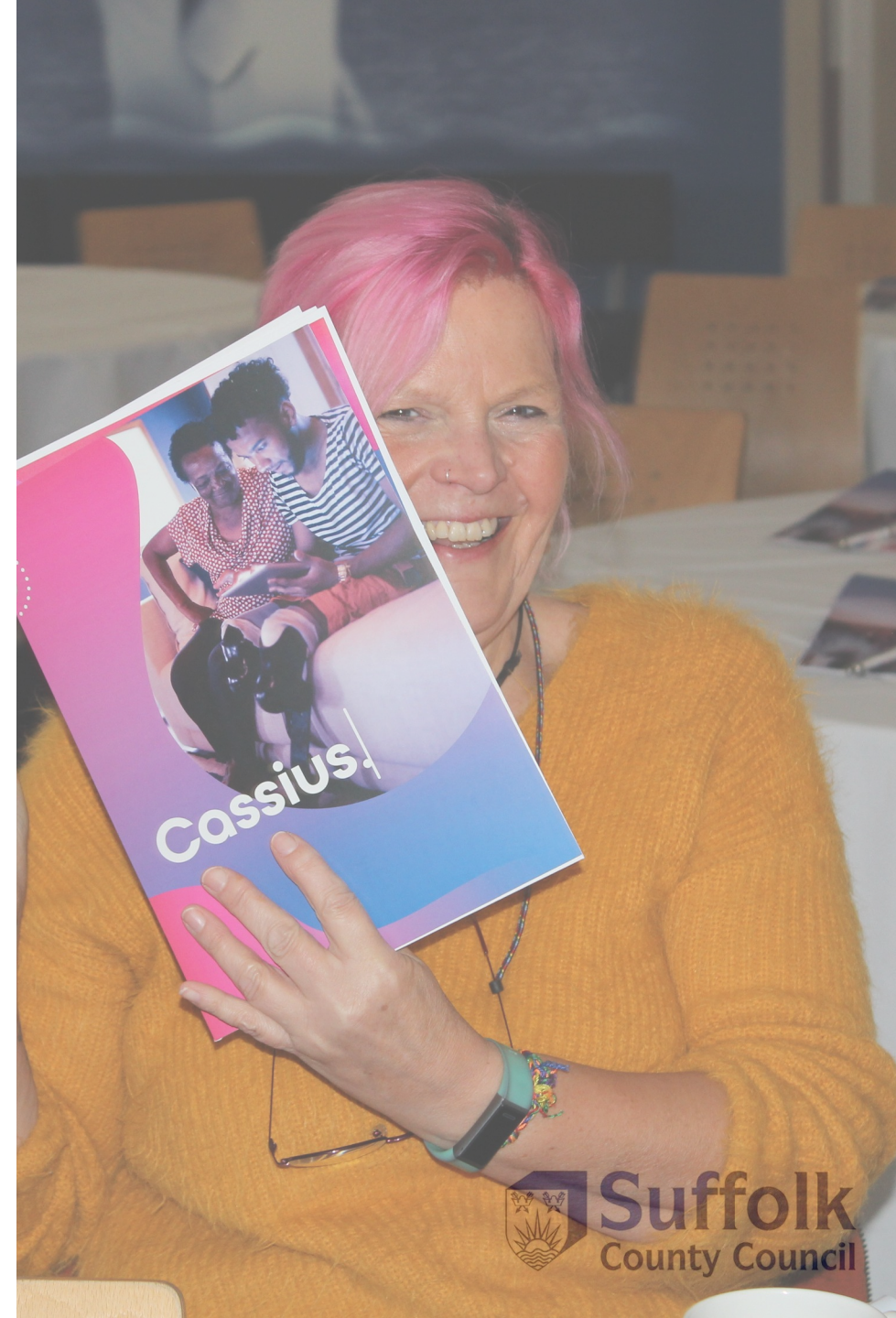
## Engagement with the market

- Recognised that to achieve the best service, we needed to work with the market
- Tested modelling with initial engagement
- Had an open procurement process allowing iteration and flexibility to give confidence and clarity
- Awarded as a true partnership, designing and working in collaboration to utilise all expertise



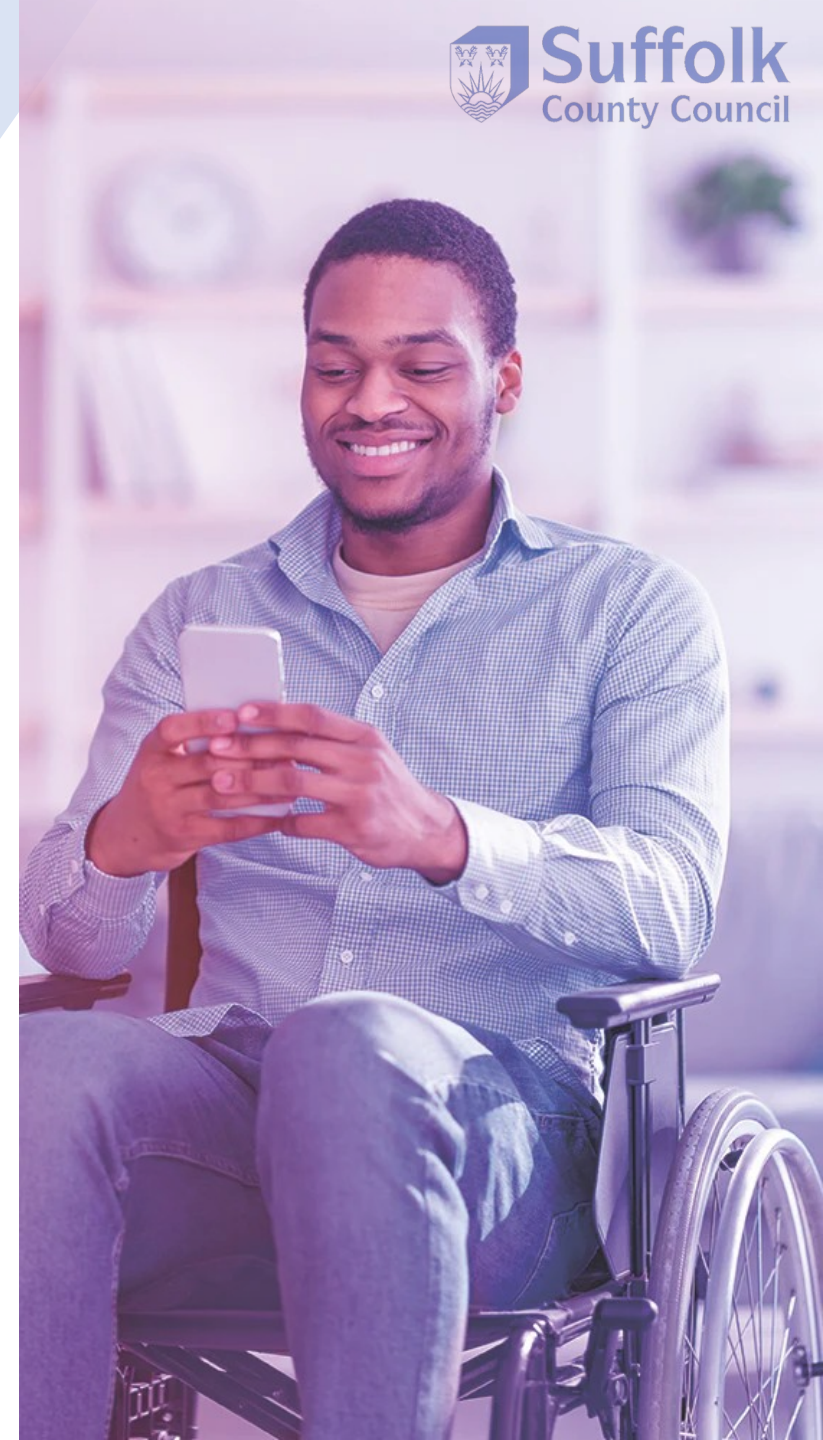
## Co-production with our practice

- Created a network of “champions” in the business at the start of programme
- Digital Care team – practitioners with experience
- Governance aligned to practice drivers
- Codesign and collaboration on all areas of service design with our champions to ensure fit for purpose
- Supporting development of digital and data led practice, against actual business need and capacity



# Impact on People

- People report that digital care is less intrusive than traditional care and support services
- People feel more autonomous, independent and in control
- Families report enhanced relationships and personal networks
- Family carers feel supported and have peace of mind about the wellbeing of their loved ones
- People feel safer and protected in their own homes and communities



# Jake's Experience

- Jake is a 19-year-old man with diagnosed Autism, Dyspraxia and Attention Deficit Hyperactivity Disorder (ADHD).
- He has had high levels of parental support during childhood. His parents referred him for paid carers to support him into adulthood, at home and at university.
- Jake did not want paid carers and wanted to be independent. His parents did not agree.
- Jake's Social Care Worker worked with the whole family and encouraged them to try a Cassius Alexa Show.
- The Alexa has been successful, and Jake describes it as a “game changer” for his independence. Remarkable benefits for whole family.





# Impact on Social Work Practice

- Aligned with our Practice model: Signs of Safety. Core element of practice and support planning
- Practice is less risk averse
- Use of data and evidence to inform interventions and improve practice with people
- Knowledgeable & confident practitioners supporting culture change with providers
- Culture of innovation; practitioners contribute to the evolution of digital care options and complimentary solutions available for people

