Project Overview

Region: West Wales	**ICF Project name: Tech Solutions – Smartphone Apps**

Project start date: 01/04/2019	WG ref:	**Project completion date: 31/03/2021**

Is this project linked to an ICF capital project?   N

Is this project linked to the Dementia Action Plan funding?   N

What is the primary focus (1) and secondary (2) focus of the project are you proposing?

Children's/young carers projects		Adults/Carers projects		Regional Capacity building/Infrastructure	
Information/Advice/Awareness raising		Information/Advice/Awareness raising		Regional Partnership Board Development	
Access to Services/single point of access/transport		Access to Services/single point of access	1	Regional Workforce development/training	
Assessment and diagnosis		Assessment and diagnosis		Regional Programme management and evaluation	
Social Prescribing		Social Prescribing		Regional/Integrated planning and commissioning	
Early Help and Prevention		Early Help and Prevention		Regional Support for Social Value Sector Engagement	2
Emotional Health and Wellbeing		Emotional Health and Wellbeing/loneliness and isolation		Regional support for Citizen/carers engagement	
Edge of Care support		Stay at home/return home		Other – (please specify below)	
Family Group Conferencing approach		Integrated Community Teams			
Family re-unification		Step up/down from hospital			
Therapeutic intervention		Intermediate Care/ pathway			
New accommodation/ residential solutions		New accommodation/ Residential solutions			
Other (please Specify below)		Other (please Specify below)			

ICF Project Description

1 - What is the problem you are trying to solve? Transport App: People with LD are fully reliant on public transport, and yet, there is a severe lack of accessible information available to support them in travelling in this way. **Health Passport & Care Plan App:** The Health Passport is currently paper-based, and is less likely to be remembered in the event of an emergency visit to A&E, whereas a smartphone is always likely to be with a person. The Care Plan is currently 'owned' by the organisation(s) caring for the person with a learning disability, when in fact, it should be owned by the person it is written about (and in accessible language, such as Easy Read).

2 - What long term outcome/change are you hoping to achieve? Transport App: Draw on current good practice, such as the 'Access Pembrokeshire' website to consolidate supportive information into one App, such as routes and images which indicate where the person wishes to travel to. **Health Passport & Care Plan App:** 1 live version of the Health Passport and Care Plan which is easily accessible to the person with a learning disability and the people who support them.

3 - Who is your key audience? People with Learning Disabilities and their families / carers and health professionals.

4 - How will you reach them? By engaging with third sector partner organisations, health and social care staff and community / support groups and forums.

5 – What resources are available to support? Involvement and leadership by People First's 'Dream Team', comprising of People with Learning Disabilities with lived experience of services and ideas for improvement.

How does your project address your population needs assessment and area plan?

Populations Needs Assessment

Empowering people with a learning disability to control access to their health and care records and to support them in giving information.

Area Plan

1.20 Ensure IAA provision supports people with a Learning Disability in accessing appropriate care and support and enhances their access to generic services.

2.1 Implement consistent, multi-disciplinary approach to assessment and care planning across the region, supported by WCCIS, to ensure a focus on individual outcomes and preserving independence.

3.7 Where people with a Learning Disability require ongoing care and support, ensure assessment is based around individual outcomes, they play a part in all decisions about their care and they are able to live their lives within their communities, maintaining social and family ties and other connections that are important to them.

What level of 'prevention/Intervention' (continuum) best describes your project?

Self Help, Information and Advice	Early Help and support	Intensive Support	Specialist Intervention
X	X		X

Project Costs

YEAR ONE	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Cost
Direct delivery costs -					
Staffing	£8,000	£8,000	£8,000	£8,000	£32,000
Overheads (heat, light, rent etc)					
Resources/activity costs	£12,000	£12,000	£12,000	£12,000	£48,000
Equipment/IT					
YEAR TWO	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Cost
Direct delivery costs -					
Staffing	£8,000	£8,000	£8,000	£8,000	£32,000
Overheads (heat, light, rent etc)					
Resources/activity costs	£12,000	£12,000	£12,000	£12,000	£48,000
Equipment/IT					

Project Delivery

Delivery partners

Local Authority	X
Health Board	X
Third Sector/Social Value sector	X
Private/Independent sector	
Housing Association/RSL	
Other (pls specify below)	

Project budget holder

Local Authority	
Health Board	
Third Sector/Social Value sector	X
Private/Independent sector	
Housing Association/RSL	
Other (pls specify below)	

Project geographical footprint

Regional	X
Sub-regional	
Multiple regions	
Local Authority	
Local community	

Project Beneficiaries

Primary beneficiaries	
Older people	
People with learning disabilities	X
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	X
Young Carers	X
People with dementia	

Secondary beneficiaries	
Older people	X
People with learning disabilities	
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	
Young Carers	
People with dementia	X

Other beneficiaries	
Older people	
People with learning disabilities	
Children with complex needs	
Children at risk of becoming looked after	
Care experienced children including adopted children	
Carers	
Young Carers	
People with dementia	

Project Design Principles (*pls check boxes as appropriate*):

Which of the 'A Healthier Wales' Quadruple aim/s does this project **primarily** address?

Improved health and wellbeing	
Better quality and more accessible health and social care service	X
Higher value health and social care	
A motivated and sustainable health and social care workforce	

Which of the 'ten national design principles' from A Healthier Wales will the project address?

Prevention & Early Intervention	X
Safety	
Independence	X
Voice	X
Personalised	X
Seamless	
Higher Value	
Evidence Driven	
Scalable	X
Transformation	X

With voice and co-production as key principles, tell us who you have engaged with in the design of your projects

Service users (adults)	X
Service users (Children/young people)	
Carers	X
Young carers	
Workforce	
Social Value/third sector	X
Community members	
Other:	

Project outcomes and impacts

What Population level indicators/measures is your project seeking to address?

I don't know what is being asked. There is too much going on in the National Outcomes Framework for me to know what needs to be copied over. Is the below right?

Staying Well & Independent in the Community
Promoting general health and wellbeing

Timely intervention to prevent crisis
Enabling people to be as independent as possible through providing services and support that are proportionate to need

Maximising people's time spent in their home of choice
Targeted support that assists people to maintain or regain independence

Tell us how you will measure/understand the impacts of your project?

How Much? (outputs)	How Well? (quality)
• Increase in 'ownership' of Care Plans by People with Learning Disabilities • Reduction in time spent in A&E by People with Learning Disabilities, resulting from an ease of communicating health needs. • Reduction in hospital admissions and lengths of stay on wards, resulting from an ease of communicating health needs • Increase in use of public transport by People with Learning Disabilities	• People with learning disabilities reporting they find the Apps accessible / easy to use. • People with Learning Disabilities reporting they feel better able to communicate their health and transport needs whilst accessing services. • People with Learning Disabilities reporting more personalised experiences of health and transport services.

Difference made? (impact)

- Citizens understand what care, support and opportunities are available and use these to help them achieve their well-being.
- Citizens access the right information, when it's needed, in the way they want it and use this to manage and improve their well-being.
- Citizen's voices are heard and listened to.
- Citizen's individual circumstances are considered.
- Citizens speak for themselves and contribute to the decisions that affect their life, or have someone who can do it for them.
- Citizens get the right care and support, as early as possible.

Tell us how you intend to evaluate the following aspects of your project

Impact Evaluation *(How will you measure/understand the outcomes that have been achieved by your project?)*	• Questionnaire for People with Learning Disabilities, their personal assistants, health staff and transport staff • Analysing available local /regional /national data • Reviewing number of hospital admissions and length of stay • Reviewing quality of People with Learning Disabilities' experiences within hospital • Reviewing impact on other services as a result of project
Process Evaluation *(How will you evaluate the system & process changes delivered by your project e.g. integration, co-production, social value?)*	• Six monthly partner improvements/suggestions/satisfaction seminar
Economic Evaluation *(How will you evaluate the cost benefits/cost avoidance delivered by your project?)*	Using a number of methods including: • Agreeing formula to determine savings made on unnecessary visits to / time spent at A&E • Analysing available local /regional /national data • Reviewing impact on other services as a result of project
Qualitative Evaluation *(How will you capture the experiences of service users/staff/communities?)*	*Developing:* • Questionnaire for People with Learning Disabilities, their personal assistants, health staff and transport staff • Six monthly client/workforce satisfaction survey • Case studies

Exit Strategy

Tell us about your exit strategy for the project (post 2021):

Once the Apps have been designed, developed and tested, we would anticipate that the Health Board would purchase the license for the Health Passport & Care Plan App, whilst the three neighbouring Local Authorities would purchase the license for the Transport App. These Apps could then be rolled-out to service users. We could also spread the Apps across other Regions (by way of best practice), at a cost which would result in revenue for the license owners.

Project contact details

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