

CASE FILE

Case Study #1

Agile Reablement software easy to use workflow driven case management, evidencing financial benefits and outcomes.



Efficient software Co-produced in partnership between public, private and third sector

SUPPORTING A TRANSFORMING REABLEMENT SERVICE IN WALSALL METROPOLITAN BOROUGH COUNCIL.

This Case Study describes...

The use of eABLE at Walsall Metropolitan Borough Council. eABLE is a workflow driven, fully web based management system for intermediate and community based care including reablement services.

Working in partnership with Improvement and Efficiency West Midlands, The Community Gateway CIC project managed eABLE on a pilot basis. eABLE was developed by psHEALTH Ltd with support from The Community Gateway, and is offered as a fully managed software as a service application. The pilot demonstrated successful outcomes against an agreed success criteria, having been set up to operate and support approximately 70 staff, within just 5 weeks and running for an evaluation period.

Traditional client index management systems are primarily used to store service user details and capture service calls, care

plans and are designed to managed Long Term Care. Few have workflow capability or customizable management information (MI) reporting features, and eABLE for this reason leverages your investment.

Despite the focus on reablement and progress made by local authorities, few have well defined programmes, integrated care pathways and supporting management information systems to run an effective reablement service.

Most providers are running reablement programmes on top of an existing client index system designed for the case management of long term care.

Due to the fundamental differences between reablement and 'maintenance' type care few Client Index Systems provide clear information about the efficacy and cost effectiveness of the reablement programme. Often, many current systems supporting reablement reporting are providing KPI's after a reablement episode is complete, negating opportunity to apply different

“ ...Reablement is a significant component of our savings programme. However we wanted to be able to evidence its value both in terms of outcomes and cost effectiveness... eABLE has allowed us to do exactly this... ”

**Paul Davies,
Executive Director**

and more effective interventions. While keen to grow reablement, the Council wanted to ensure that the outcomes are completely transparent and properly evidenced. This aspect was crucial to demonstrating to joint Health and Social Care commissioners what their return on investment was.

Key modules developed within eABLE through consultation with managers of reablement services, ICT, and Department of Health staff.

eABLE combines reablement specific workflow with the flexibility of an ad-hoc case management system. It tracks the service user journey through the reablement programme and gives up to date information on the programme benefits for each service user. Key eABLE modules include the following:

Assessments module:

Assessment scores benchmark the patient independence level against activities of daily living (ADL) attributes. Assessments measure the service user progress through reablement. eABLE workflow consists of two assessments on each case, one at the start of the programme and one at the end.

These assessment scores provide an objective measure of the improvements in the service user independence during the course of the programme. Any number of reviews (assessment can take place.

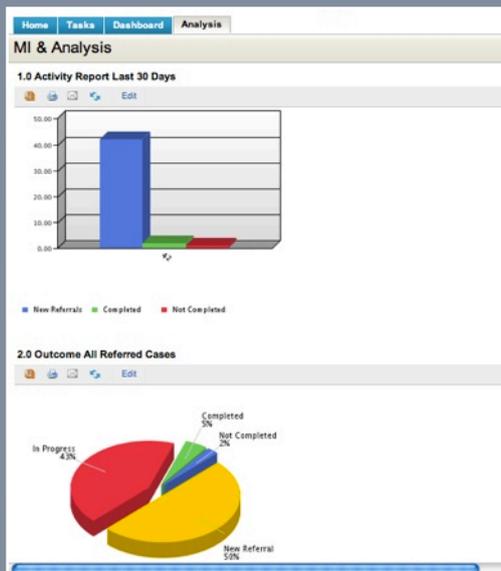
Activity tracker module: This module includes detailed breakdown of activities, time spent and location of activity. This information is crucial not only to understand the economics of the

reablement service down to a specific service user, but also to ascertain the performance of teams by both area or discipline and also by client group.

eABLE also includes **modules and ad-hoc case management features providing the ability to log notes, schedule tasks and create and store documents.** The fully web enabled application allows all stakeholders, including family, carers and health workers, to have access to the service user records.

After detailed discussions with psHEALTH and The Community Gateway CIC, Walsall Council agreed to carry out a two month pilot study with eABLE. The pilot was agreed on the basis of well-defined success criteria, and a partnership agreement and project charter put together with input from Richard Haynes, The Community Gateway and Helen Miller, Department of Health, CSED.

Key components of the success criteria included ease of use, ability to integrate with other core systems such as CIS, CRM and FIS, to provide specified reporting requirements including the reablement dashboards outlined by the IEWM/ CSED support teams. Of paramount importance though was that the system would be adopted and used by staff.



The interface shows a user profile for 'Mr Ian Smith' with a 'Status: Completed' and 'Duration: 0 days'. It includes sections for 'Scheduled Tasks' (e.g., '90-Day Follow Up Questionnaire') and 'Assessments' (listing dates from 2011).

The 'Ad hoc Assessment' form includes fields for 'By' (Arpit Gupta), 'Date & Time' (05/07/2011), 'Location of SU' (Residential), and an 'Independency Index' with dropdown menus for Feeding, Dressing, Washing, Toilet, Stairs, Contenance, Mobility, and Shopping. A comment field is at the bottom.

The Dashboard provides real-time information and alerts

Service User/
Patient records on
line. Reablement
Outcomes
evidenced.



Rapid deployment in under 5 weeks, to over 70 staff - the results

eABLE is a managed solution delivered via the Internet. This significantly reduces time to deploy and ensures that software updates are available instantly. This was a key determinant in the ability to set up the pilot which included over 70 staff briefed, and in less than 5 weeks starting to use the software.

eABLE is built on top of an industrial strength business process management (BPM) platform, used by global health and social care providers. The platform allows optimum scalability with the ability to grow and contract with your service demand. It also conforms with the stringent data security and confidentiality laws governing healthcare systems. ISO27001 certified, eABLE service infrastructure conformed to the IT systems requirements at Walsall Council.

Reablement carers and managers at Walsall started using eABLE in five weeks. This period included time spent on developing an interface with an electronic call monitoring system. This interface provides an efficient method of data capture for time spent with service users via a land line based solution.

Walsall Council ran the eABLE pilot for an extended pilot period of 14 weeks. In this period eABLE demonstrated a good fit with Walsall's requirements, and the success criteria drawn up for the pilot programme.

More than 160 service users were referred into the reablement programme over the eight week period. The average case length was just over four weeks.

For 41 cases with a completed final assessment, the total ongoing care need reduced from 224 to 21 hours per week. The extra cost of reablement to achieve this was just under 1.8 weeks of ongoing care i.e. the reablement service paid for itself within 1.8 weeks of care. This has helped Walsall to better understand where the baseline is, and what other interventions may be more appropriate to improve service outcomes.

3344 calls were logged by the carers during eight weeks. The process workflow of eABLE significantly increased the service control and consistency of delivery. Managers found it much easier to track service quality

All Management Information reports were available in real-time. Service managers found reports such as average time spent on calls, activity types recorded against outcomes, completed cases and new referrals per week, crucial to further optimizing the service outcomes and throughput.

Staff found the application easy to use and valuable for not only running the operations but also to identify bottlenecks.

Following the successful pilot phase, Walsall Council decided to move to a full rollout of the eABLE application.

MADE SIMPLE

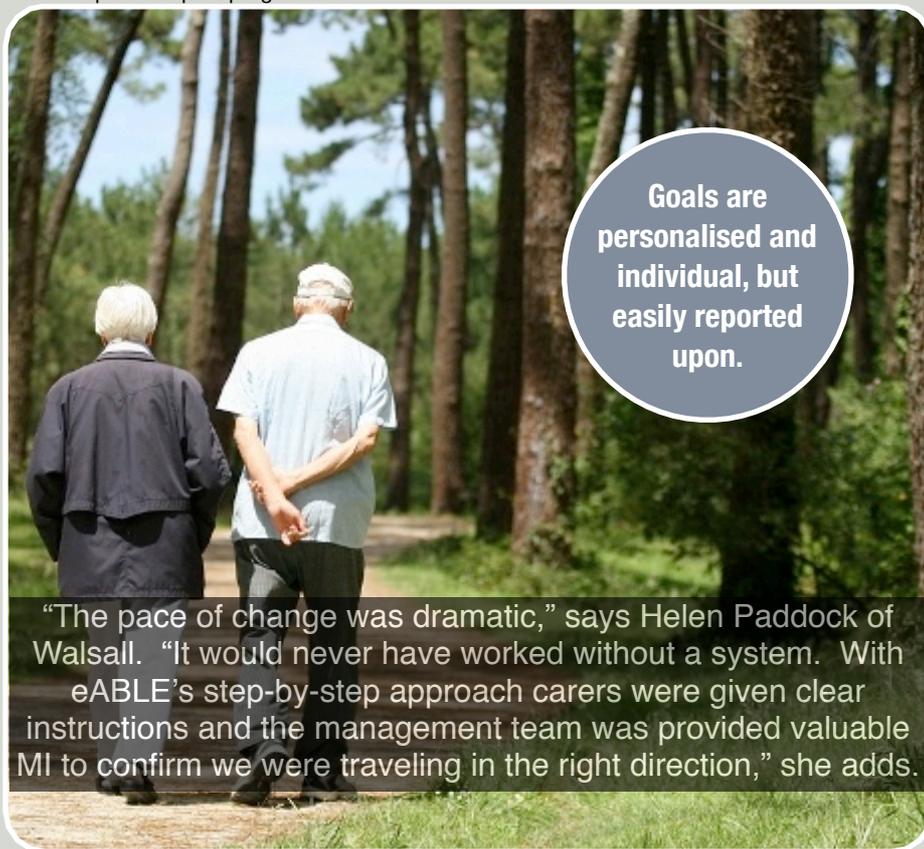
"...the system is very intuitive and easy to operate. Reports are simple to access with information available in real-time from anywhere you have access to the internet. We didn't need to install any software..."

*Helen Paddock,
Service Manager,
Walsall Council*

"... We require a system that tells us everyday what to do next to improve the outcomes for a client. Our staff can now see a service user's progress of personalised and individualised goals against specified targets of Activities of Daily Living.

Capturing and reporting on this key performance information previously took a great deal of human effort ..."

*Gary Mack,
Head of Services,
Walsall Council*



"The pace of change was dramatic," says Helen Paddock of Walsall. "It would never have worked without a system. With eABLE's step-by-step approach carers were given clear instructions and the management team was provided valuable MI to confirm we were traveling in the right direction," she adds.

CHALLENGES

Cultural issues – differences between reablement and domiciliary care are not always clear for staff in a developing reablement service. The need for care staff to stop being hands on, to one of encouragement and guidance. Often this way (enablement) of working is something traditionalists are familiar with and the current trend represents a revolution rather than an evolution. Key though to a successful implementation is recognition of this challenge in the change management and transition support.

Compliance issues – it is important for staff to follow the correct workflow in order to capture benefits of the system. eABLE is flexible and not rigid in its application but it does however present activities in a workflow driven approach. Activities are automatically created rather than having to input them. This means when a member of staff, logs in to eABLE they are presented with the key tasks they need to do next in order to keep the flow moving.

Links with other stakeholders – the ease of referral for social services, hospitals, and community and voluntary service providers is crucial to the success of reablement programmes for a region and its population. Walsall had started the reablement pilot with strong relationships with commissioners within Health and the third sector.

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Understanding which elements of a reablement service have an impact of people's lives is critical. Having a clear baseline, and understanding the impact of different interventions enables a the Council to offer choice, better value and a realistic chance of meeting people's assessed needs. Eable helps Councils optimise its' Reablement Service and achieve sustained independence for people faster.
 Matt Bowsher, Improvement and Efficiency West Midlands

“
The next step for us is the community model for reablement. We need systems which support the commissioning intention of joint and collaborative working. This extends much further beyond partnerships with health colleagues and it is about how we communicate with service users, carers and third sector providers to mobilise far more value, social capital and efficiency for clients, to maximise the potential outcomes for individuals...”
 Peter Davis, Assistant Director & WM AD Network Lead

All stakeholders online, outcomes evidenced, information in real-time.

About Walsall Borough Council

Walsall Council is one of fourteen councils with social services responsibility (CSSR) in the West Midlands region, which by population is the largest metropolitan area outside Greater London.

The borough of Walsall is located immediately north of Birmingham , with a population at the 2001 census of 253,499, and is one of the four 'Black Country' boroughs along with Wolverhampton, Dudley and Sandwell. Walsall Metropolitan Borough Council in West Midlands delivers reablement to over 150 service users every month through more than 70 full and part time carers spread across the borough.

Proven platform and technology. Zero Risk.

Walsall Council

psHEALTH

THE COMMUNITY GATEWAY CIC
 A Community Interest Company for the Health & Social Care Sector

Improvement and Efficiency West Midlands

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www.thecommunitygateway.org.uk info@thecommunitygateway.org.uk	Project Manager For a discussion about the implementation please do not hesitate to call.	Director How this fits with your care pathway and the SDS model, please give me a ring.	Sales If you want to arrange a demo, please call either myself or either of my colleagues to schedule.