

## Case Study: Being SMART in Lincolnshire New way of working

Lincolnshire County Council (LCC)

**Lincolnshire County Council has adopted a web based decision support solution from ADL SmartCare to help manage the assessment of service users without the need for lengthy and costly home visits. The new process has resulted in a much improved and efficient services to clients and a reduction in costs to the Council.**

### background

A large percentage of referrals to the Council's Adult Social Care service come from people whose health is just beginning to deteriorate and who have one or two areas of difficulty with daily living activities. More often than not these people are quite mobile and would visit their doctor rather than have a home appointment and so they are offered an appointment at a clinic near them for their OT social care assessment. Those who have more complex needs are still seen in their own home by an Occupational Therapist.

As a part of the preparation for the establishment of clinics Lincolnshire staff worked with ADL Smartcare to tailor the assessment tool to the County's criteria and to analyse the qualities of the equipment which would be available.

### service model

The ADLSmartCare system works initially by people providing information about their home such as the width of their bath or the height of their toilet. This information is put into the assessment before the clinic begins.

On the day of the clinic, unqualified but experienced staff use the ADLSmartCare tool to add information about the persons ability e.g. how much they can bend their knee. The system then matches the environmental information, personal details and the analysis of equipment to come up with a solution.

The clinic service is available to adults of any age. People often attend with family or friends and then go on to have a day out.

The ADLSmartCare system has been developed with professional therapists over the last eight years and uses proven state-of-the-art matching algorithms which were the first of their kind in the industry.

Lincolnshire has 12 locations for clinics and are seeing an average of 130 people a month. This average is growing as locations are developed and the service becomes more well known.

In Lincolnshire each clinic day is usually staffed by two assessors, supported by an OT who may also provide advice and arrange for other services.

Adopting a clinic system means that in one day 14 to 18 people can be assessed by two workers. A clinic assessment is quicker, taking about a third the time of a home visit but still provides a good quality result. There is a 96% satisfaction rate amongst people attending clinics in Lincolnshire.

### key drivers of SmartCare clinics

- To provide a fast and efficient assessment with good outcomes.
- To reduce the amount of time taken to assess people for services.
- To have a standardised assessment that identifies the support required.
- To empower service users to be more involved in assessing their own needs.

### management of risk

1. Lincolnshire is a very rural county and as such the accessibility and reliability of internet connections can cause problems with some of the more rural clinics. A lot of work has been done with the Council's IT department to overcome these issues.
2. To ensure the smooth running of the clinics there is a need for good administrative support and to have experienced and trained field workers to perform the clinic interviews. IT training has been given to staff to make sure all the information is at hand for appointments and for field workers to have the knowledge to run interviews with confidence and efficiency.

### ADLSmartCare clinic locations

There are 12 locations at present and these are spread throughout Lincolnshire. Service users who live in the more rural parts of the county now have easier access to clinics.

Clinics are set-up in a variety of locations including disabled living centres (which act as demonstration sites for equipment), day centres, and other duty rooms and offices.

### benefits

- Service users have a quick and effective assessment.
- The whole assessment process is done in a day at the ADLSmartCare clinic so service users receive immediate feedback and the required equipment is ordered and delivered within seven days.
- Whilst attending the clinic people will also be given information about other services including local campaigns such as falls prevention, keeping warm in winter or the services of local voluntary organisations.

### results

There have been 1,022 referrals processed through the SmartClinic system since January 2009, averaging 130 per month (as at August 2009).

There has been a 96% satisfaction rate from clients using the SmartCare assessment process.

Cost savings - The cost of running the SmartCare clinics is a third of the old traditional method of home visit assessments.

### future plans

The Council is considering extending the SmartCare clinics to include evening and Saturday clinics

There are plans to do even more of the assessment process online with the possibility of online bookings being investigated.

### For more information contact:

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