Digital Health and Social Care Roadmap & Social Care Systems Review

Outcomes

- ✓ Robust and approved business case
- ✓ Swift access to specialist Health and Social Care resources, versed in the intricacies of the Welsh market
- ✓ Option to support business case/report findings with project and implementation teams
- ✓ Regular stakeholder and update meetings and reports

Capabilities

- Director
- Strategic Consultant Senior Business Analyst
- Project Managers
- Business/Systems Analysts
- ISTQB Testers
- Trainers
- Reporting Developers

Challenge 1

The Council's existing Social Care System's availability and poor performance were impacting the service area's ability to carry out operational duties on a daily basis and considered a significant risk. Potential consequences of this risk were noted as; - Service areas were unable to carry out essential work - Service user information not available when required. - Poor staff retention & increased stress due to the system A robust business case, including options appraisal, was required to investigate appropriate and effective alternatives, including future use of the Social Care System.

Solution 1

The development of a Digital Health and Social Care Roadmap and associated digital blueprint for a County Council and Health Board
The team articulated the current issues with the current system and related business processes through stakeholder meetings and detailed analysis and end-user mapping. The broader social care systems landscape was also defined, thus providing a comprehensive platform upon which to develop several costed options and recommendations to improve the end-user experience. The Council has accepted recommendations, and a related programme of work is currently underway.

We very much appreciate your support with this work and are really pleased with your comprehensive report.
Powys Head of Economy & Digital Services

Challenge 2

Powys County Council and Powys Teaching Health Board were embarking on an ambitious programme to provide a new integrated model of care and wellbeing to transform health and care services in their authority area. The Council and Health Board required;

- The development of a digital framework to support delivery
- Construction and implementation of a Governance structure to oversee and develop digital for North Powys
- Development of a business case for enabling and supporting digital transformation to support the North Powys Programme.

Solution 2

A Social Care Case Management System review for a County Council
The team drafted a detailed and costed digital blueprint across the core project areas of Personal Care Records, information and Advice, Digital Care Records, Digital Homes

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