

## Just Roaming: the pilot - challenges and success

Video of Just Roaming Pilot Open Day

Clackmannanshire and Stirling Health and Social Care Partnership

October 2019

Maureen McMaster, Planning and Commissioning Officer

Clackmannanshire and Stirling Health and Social Care Partnership

### Key points

- The greatest success has been the difference this has made to individuals' independence.
- Individuals now have a far more flexible and responsive service.
- Technology enabled care gives opportunities to change services and make them more responsive and sustainable. The technology has been individualised to the person, and the cost allocated to the individual's care budget.
- There have been cost savings, as well as unanticipated benefits in staff efficiencies.
- Local authorities and providers face challenges in recruiting sufficient care staff, so re-shaped services, with efficient allocation of staff helps address the shortage.
- Critical to success is working with a care provider which believes in the same aims, and gives the same message.

### Transcript

#### **Maureen McMaster**

This was a supported living service. Currently it had four overnight care packages individually set up and also a waking night. The position at the service was that there had been long standing overnight care in place, so it's a real challenge, to think about how we would work with families, individuals, the care provider to actually look at options that were available.

Reviews had happened annually. The overnight care had remained so that there was a challenge that families were saying to us why are we changing it now. Was it around price? So, there was a real attempt for us, across a number of stakeholders, to say, no, it wasn't just about the cost.

Critical to all of this was working alongside the care provider who was delivering the care and support within the development, and that was Richmond Fellowship and they'll talk more detail of what their roles were. But I suppose we can't stress enough that the care provider on board believing in the same message, having the same aims of the project is vital for its success and also for, actually, development of the Just Roaming as we have now.

Suffice to say that it was a success. It did take longer than we anticipated but certainly there was lots of lessons that were learnt along the way. I think one primarily was the need for a dedicated project team. We all were kind of doing it as part of our day jobs, so the period it took from start to finish was longer than anticipated and there was a range of reasons for that as well.

It was just, we had to be careful, we had to make sure that we were testing the technology fully. Also, I think ongoing was the communication with family and carers, generally the need for ongoing conversation. We had challenges with families. We had to communicate it, we had to work through a range of issues that were presented. And, again, testing the system fully allowed us to look at the concept technology and modify it as we went along.

We also had areas where we had envisaged there'd be a problem around recruitment of staff to do awake at night and Richmond will talk more around that. But, again, that impacted on how quickly we could move. So, I think across Scotland everyone is in a similar position around the recruitment and capacity for staff. So, again, I think that's something to bear in mind around any future project work.

There was significant benefits that were realised from the project. As I say, it wasn't primarily around money but certainly we have seen efficiencies made in the supported living service where we have seen the change from sleepovers to waking night responder service. What we have done as well is we've turned how we look at technology as well. In the partnership we've always looked at technology separate to a care budget. It's been separate to the individual's budget. What this has enabled us to do is actually make the technology individualised to the person and what we plan to do is the individual budget will meet the technology care. So, that's something new for us.

Also what we've found is there is a far more efficient use of staff within a supported living service. It's realised a range of benefits that we hadn't anticipated and that was around the beginning of the day and the end of the day where it was always quite structured around sleepovers. That's changed. We've found that individuals actually can have time alone at the end of the evening. So, that's worked better as well. So, we've actually had savings we hadn't realised would come through.

And also ultimately what we've found is individuals have a far more flexible and responsive service. One of the challenges we had was that we often found that the data was telling us that people had activity in the evening, overnight, but actually the sleepover, the worker who was staying awake, never knew about it, hadn't responded, didn't react to it and then got up in the morning to find that a situation had arisen that they weren't aware of.

So, at the start of the project we had three individual sleepovers and a waking night and that actually met five individual people's needs and the cost of that to the partnership was £103,445. With the introduction of the technology, what we did was following the extensive and rigorous assessment process and then the mapping behavioural analysis of individuals, we were able to identify that those five individual's needs overnight could be met by one worker, one waking night worker based in the hub service, in the supported living development.

So, that reduced staff cost for us to £52,209. What we then had was the individual cost to each person who was going to have their own Just Roaming package as part of their individualised care budget. So, in total, you can see that a significant saving has been made by using Just Roaming. But I certainly think, and you'll hear throughout the day, the savings are quite irrelevant because the transformation that it's had for the individuals, you know, has been quite breath-taking.

I recall when the individuals moved to these supported living services five, six years ago with 24-hour care packages. Some of them went with two to one care and I think now what we've seen is that actually, individuals have a level of independence. They have their own space and their own time to spend in the community environment without a support worker always being there. So, I think overall for us it's been a worthwhile exercise and it's something that we will certainly be exploring to further take out to the partnership.