



Social Care Services Board

26 October 2016

Adult Social Care Systems Replacement

Purpose of report: This report provides an update on the implementation of the new IT systems Liquidlogic and Controcc

Introduction:

1. On 4 March 2016, the Social Care Services Board received a report on the management action plan in relation to the internal audit recommendations for improving assessment recording in AIS. The report also provided an update on the new IT systems for Adult Social Care scheduled for implementation in 2016.

Implementation of the new systems

Update on go-live

2. AIS was taken out of active use on 13 September 2016 to enable data to be extracted from the system for conversion to LAS and Controcc. In the interim period robust business continuity plans were in place to ensure that case recording was maintained in an alternative format for uploading into LAS when the system went live.
3. The new case management system, provided by Liquidlogic, is known as LAS, [Liquidlogic Adults System]. The new financial modules are known as Controcc, provided by Oxford Computer Consultants [OCC]. The new systems went live on 26th September 2016 in Reigate and Banstead and Tandridge locality teams, East Surrey Hospital and the contact centre, followed by a county-wide launch on 27th September 2016.
4. In addition to the launch of the new systems, their integration s with our existing scanning system, known as Wisdom, was required to maintain a single electronic social care record. This also went live on 26th September 2016.
5. Although we are in the early stages of using the new systems, the launch was very successful, with all teams able to use the systems as intended from the outset. The teams have been actively loading the accumulated data from the 'downtime' period as well as commencing new work.
6. Feedback from staff has been extremely positive. Colleagues like the simplified processes, the easier navigation, the time-saving recording. Inevitably, when a system is so different, it will take time for people to become familiar with navigating the new processes but there have been no significant concerns about system design or functionality. Area Finance Teams and the Financial Assessment and Benefits Teams are using the new financial modules in Controcc. These modules have also received very positive reviews.
7. The Performance of the systems is good; there have been no ongoing issues related to system speed and where locality teams experienced access problems this has been resolved.

System design, training and staff support

8. The key design principles of the new system were to keep recording simple, avoid duplication, achieve efficiencies and enable consistency. The LAS system is highly configurable which means that the project team could influence how the system was built. The team worked with a large number of representatives and subject matter experts from the service to address the issues of concern to front-line teams. To that end we have:
 - Stream-lined business processes - this will reduce the onerous duplicate, recording for staff; allowing more time with people seeking support from Adult Social Care (ASC).
 - Designed the system with ease of use in mind, as well as enabling the service to respond to the needs of people approaching ASC for support in a personalised and proportional way.
 - Ensured the system is Care Act compliant – we can record the adult and carer records separately, ensuring parity for carers.
 - Introduced mandatory field recording – to improve data quality and consistency.
9. The aim at the outset was to train all staff in advance of go-live. In addition to providing online training, more than 1,000 staff received formal classroom training. We have scheduled further training post go live. In addition, the project team have developed 35 quick help guides to assist staff with particular tasks and 10 short training videos to help get people up to speed on the systems. These tools have been very well received. We will add to them and keep them up to date to support new members of staff to use the systems quickly.
10. During the roll out of the systems, the project team set up a centralised hub alongside the Reigate locality team. The hub was staffed by subject matter experts including IT colleagues to triage questions and queries about system usage, data migration, access etc. This approach enabled us to support the service in resolving any teething problems promptly and proved to be a very successful set-up.

Improving assessment recording

11. In designing the new systems, the project team has taken account of previous audit recommendations to improve recording where possible. The data quality in AIS has been a significant challenge for the project team. There was a huge amount of historical data in AIS, including data from previous systems. A decision was made by the Adults Leadership Team at an early stage of the project to only transfer 'active cases' to LAS or to transfer those cases that have had active work in the last 7 years in line with the current record retention policy. This means that we have taken the opportunity to delete records that should no longer be held by Adult Social Care in accordance with Information Governance rules. Going forward, a record purge system will be implemented to ensure compliance with the file retention policy.
12. Limitations in the old system prevented the enforcement of good practice recording guidelines. In LAS we have been able to introduce key 'mandatory fields' to improve data quality in the future. Mandatory fields have been designed to provide a careful balance between recording essential information and not creating a recording burden for staff or preventing urgent work from progressing. Recording guidance has been refreshed for LAS go-live. Where we have been able to clean data as part of the

migration we have done so. There is also an ongoing piece of work to continue to cleanse records and improve data quality wherever possible.

13. In the next upgrade of LAS, we will be able to increase the mandatory fields to include 'consent to share' information. We will upgrade to the next version at the earliest opportunity.

Future developments:

14. The LAS is an 'open' system and is able to integrate with other systems including LCS (the Children's version of Liquid Logic). We will be exploring how we can further improve work across the council and with our partner organisations, including in the MASH and Mental Health services, to share data efficiently and safely within the current legal framework.
15. In addition to the main case management and financial systems, we purchased a number of modules to enable us to work in a more automated way and to introduce a more self-service approach for those people who wish to access services online. These modules include:
 - a Provider Portal to facilitate e-invoicing;
 - a Citizens Portal to enable residents, particularly self-funders, to find information and services for themselves
 - a Client Portal to enable the people we support to undertake self-assessments, financial assessments and reviews on line and to directly access their own support plans.
16. These portals are part of a phase 2 implementation and detailed plans for implementation are being developed.

Conclusions:

17. Phase 1 of the system implementation has gone very well. We will use the first weeks after go-live to gather feedback from staff and where necessary make changes to the business processes, access, data quality etc to refine the system to ensure we take full advantage of the new functionality.

Recommendations:

18. It is recommended that the Social Care Services Board:
 - a) Receives an update on Phase 2 of the systems implementation in March 2017.

Next steps:

19. To agree timeframes for upgrading LAS to the next version and to prepare detailed plans for phase 2.

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Sources/background papers:

Cabinet Report 26 May 2015 – Provision of a new system for Adult Social Care

Social Care Services Board 4 March 2016 – AIS Care Assessment Audit -Update

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