



A renewed imperative for care after COVID: can councils meet new digital expectations?

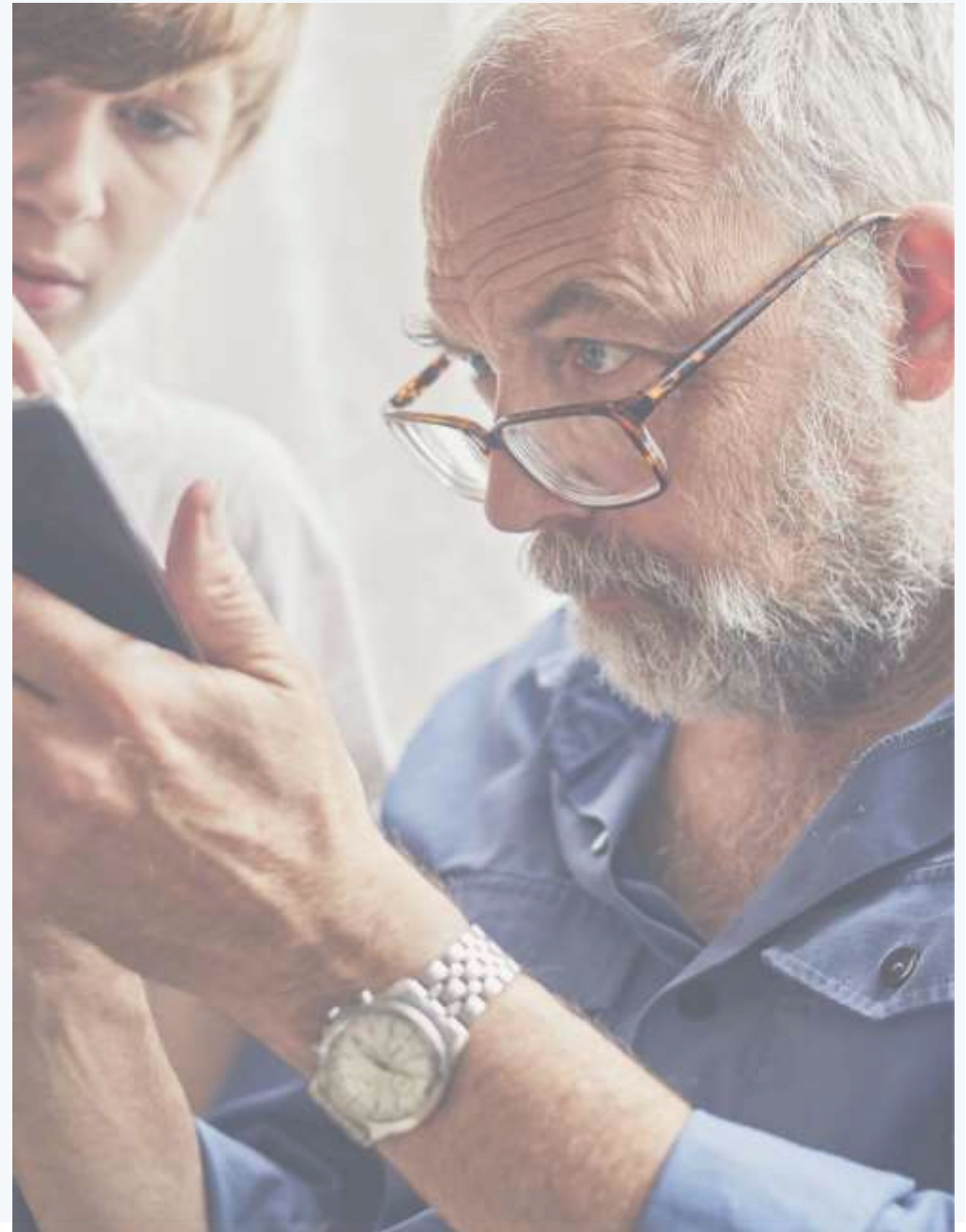
23 July 2020

The biggest leap in technology adoption since the mobile phone

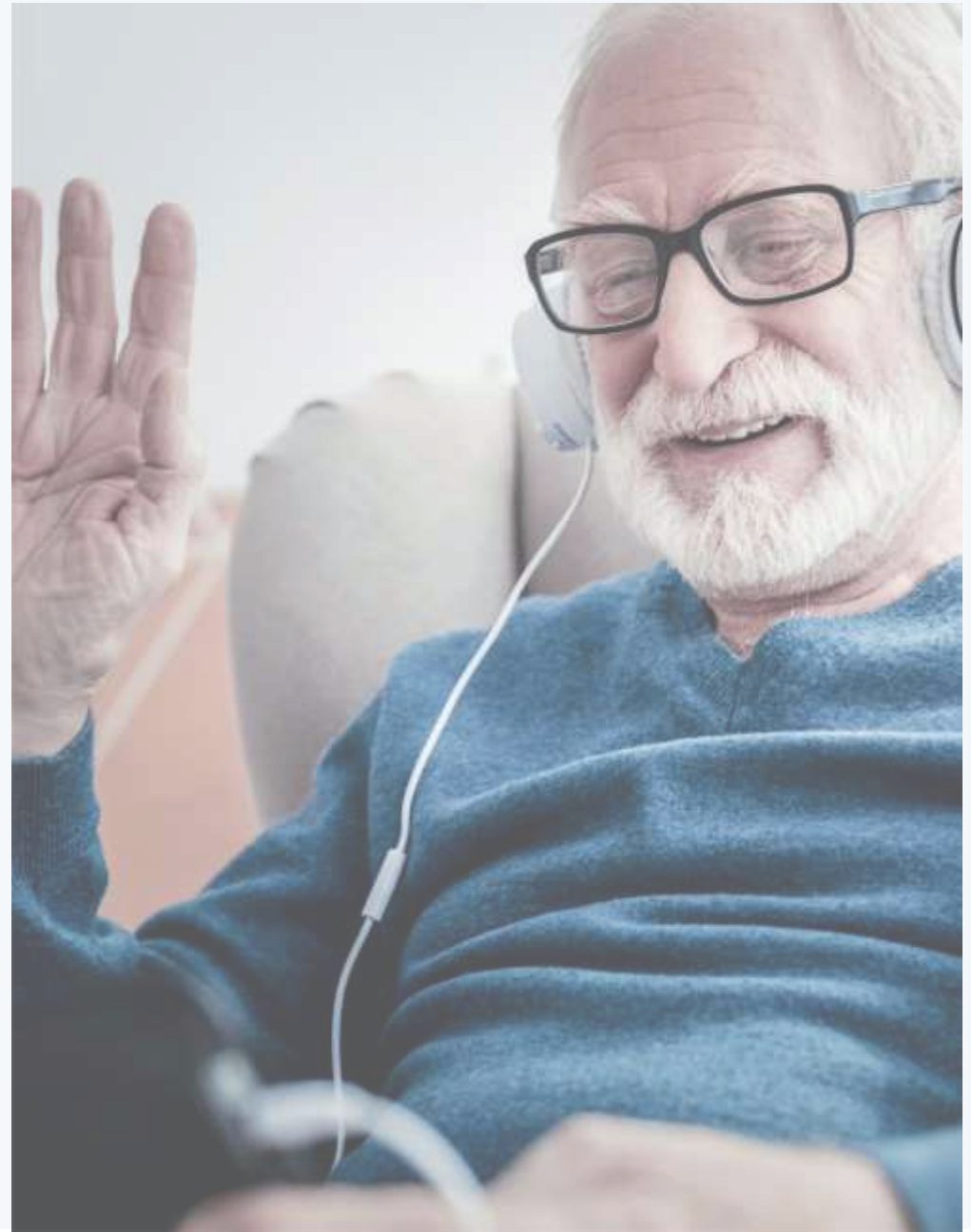
COVID-19

Changes have been felt across all aspects of life

Particularly in the care sector



- Technology being used to **better understand people's needs**
- Families are **engaging with their vulnerable loved ones virtually** as an alternative to physical visits
- Care technology solutions are being deployed **to avoid entering the homes** of people who are shielding.



- **Wearable** devices.
- Electronic **at home diagnostic** devices.
- Help people **remain in their own homes** and improve their quality of life.
- Also deliver **financial benefits**.



Opportunity to go farther and act faster

Radical rethinking required by local authority leaders in transforming their care services to:

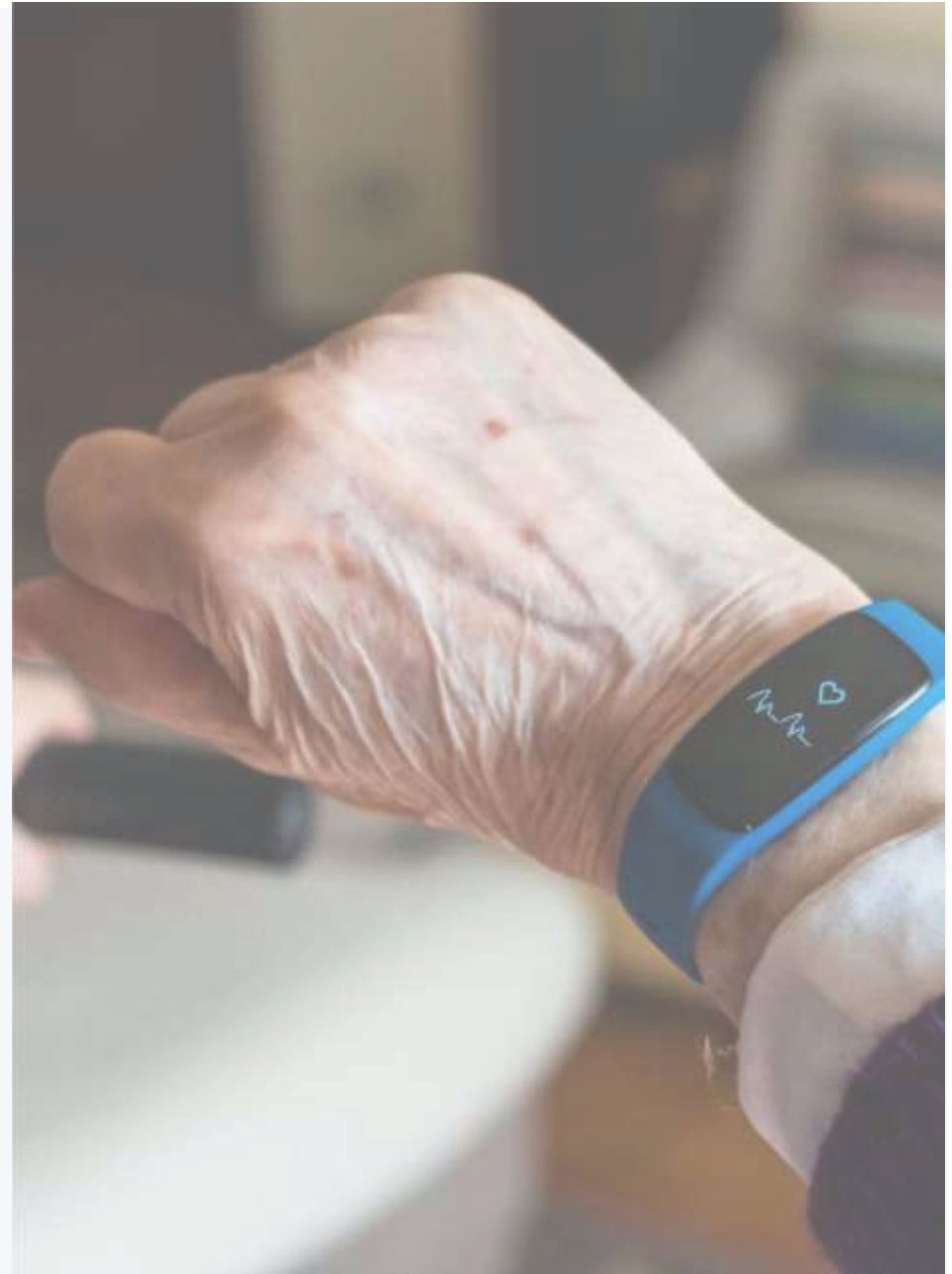
1. be purpose led
2. be bold
3. collaborate.



1. Be purpose led

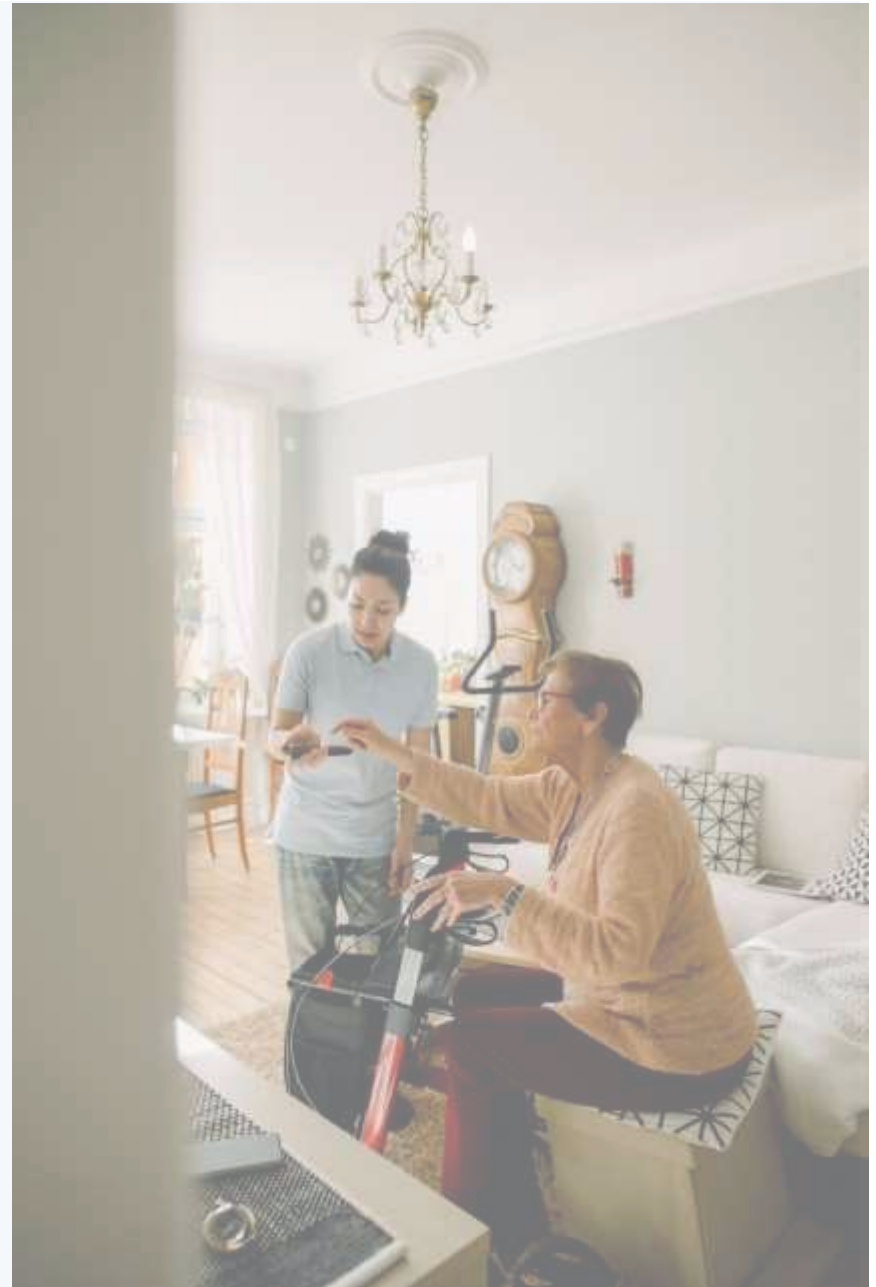
Focus on people, communities and outcomes

- Understand the outcomes you want to achieve.
- Look at how technology can enable those outcomes.
- Co-design new services with the people who will be using them.
- Focus on the wider value of new digital services to understand the overall ROI



Client view: The cobot didn't come first...

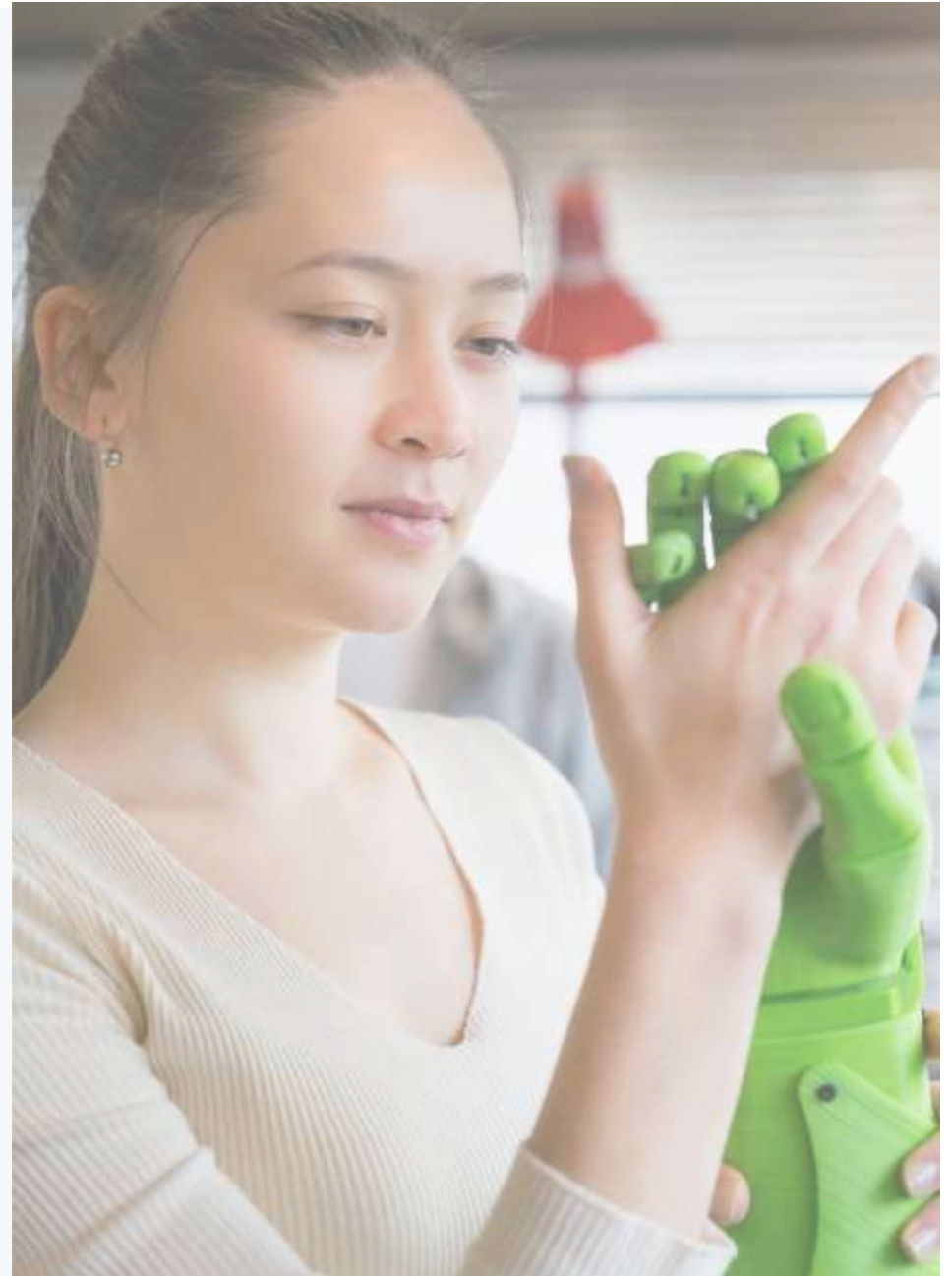
- We started with the challenges faced by carers
- We also estimated an extra 6,000 people in caring jobs could be needed over the next five years
- *How can we make the care workforce more resilient?*
- *How can we enable carers to work more independently?*
- *What is the role of technology?*



2. Be bold and adaptive

Seek out measures of value for service users and carers

- To deploy new technology services successfully requires boldness
- But this requires some frank conversations.
- Try to match the risk and complexity of your ideas against the biggest problems



Client view: Cobots is the first trial of its kind in Europe

- Don't expect to win everyone round in advance.
- If your plans become overwhelmed by challenges and considerations, take a step back.
 - *Are you embarking on something more complicated than necessary?*
 - *Would a smaller, simpler proposal allow you to take that vital first step?*



3. Collaborate

Enable cross-departmental working and collaboration across academia, industry and the public

- Build new and existing relationships
- Recognise that it is a skill to collaborate



Client view: Collaboration across the globe..

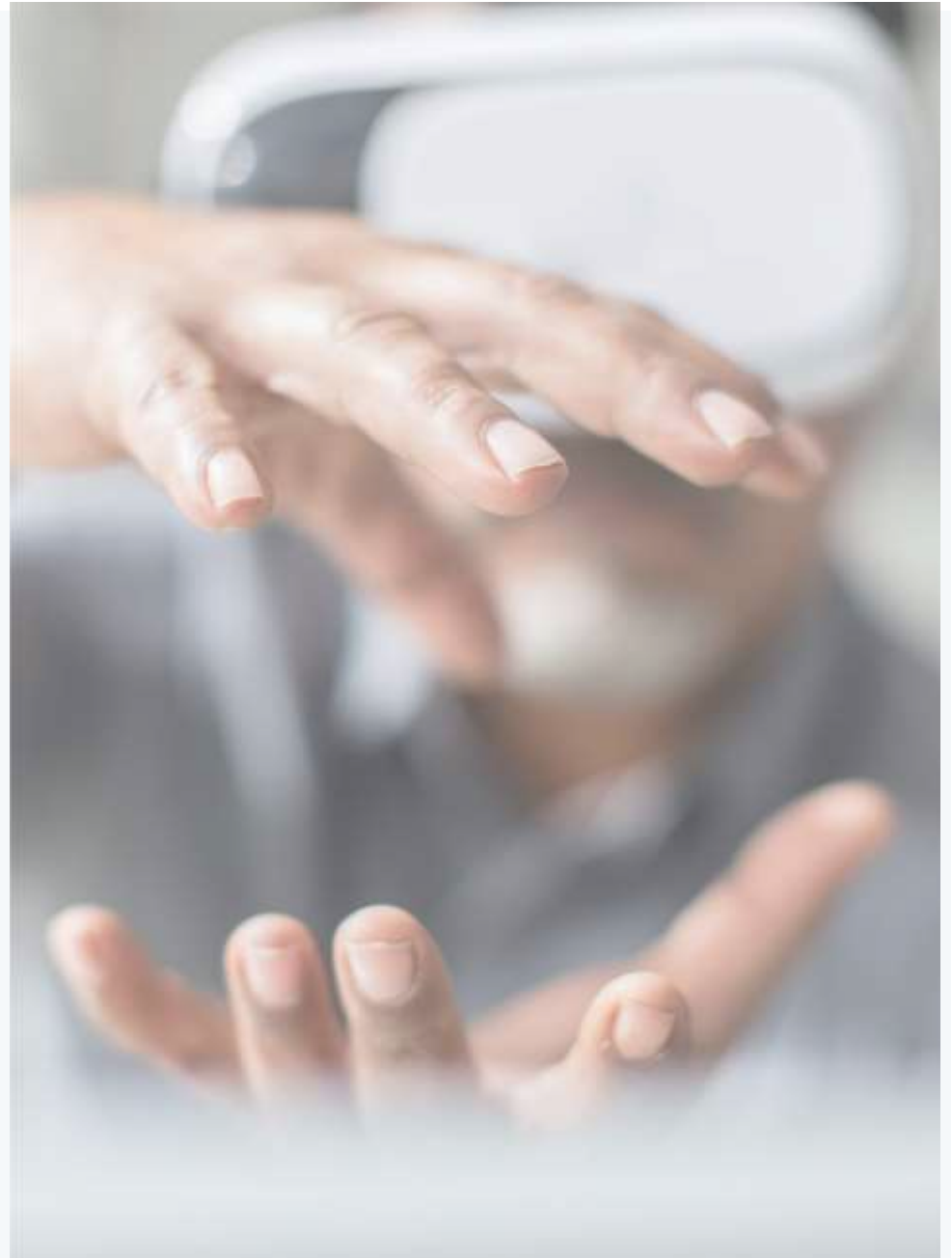


- From Japan....
- ...to HCC – legal, procurement, commissioning etc
- Government bodies
- Regulators
- Charities
- Service users and care workers



The challenges of the post COVID world are huge

But there is a clear **opportunity** and **imperative** to embed real change in care services by using technology.



Councils must seize this opportunity

- focus on the **purpose** and **outcomes**
- be **bold** and **adapt** to changing circumstances
- **collaborate** across departments, academia, industry and the public.



Contacts

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