

Example application
for funding towards a
Digital Social Care
Record System

Digital Transformation Fund

Expression of Interest - Application for funding to support the adoption of a Digital Social Care Record (DSCR)

1. Introduction

Digital social care records (DSCRs), alternatively known as electronic care planning systems, enable improvements in the safety and quality of care and improve communication between adult social care and health settings. They free up time spent by care workers and managers on administrative tasks and make sure that everyone has the right information they need to deliver the best possible care.

Staffordshire & Stoke-on-Trent ICS have secured a fixed amount of funding from the NHS Transformation Directorate Digitising Social Care Programme to support the adoption of digital social care records in our local care homes.

We are now able to provide financial support by way of a one-off grant payment to support adult social care CQC registered providers to adopt a DSCR. The project will contribute to the continued development of the evidence base for digital social care records evaluate the impact and share the benefits across our Integrated Care System footprint.

Frequently Asked Questions

1. What does this initiative offer?

The ICS/Local Authority will provide successful adult social care providers with the following:

1. Up to 50%/or a capped amount per person in receipt of care funding for year one implementation costs of a Digital Social Care Record system
2. Opportunity to identify an [assured supplier](#) from the Dynamic Purchasing System
NOTE- suppliers selected for this initiative must be listed on the NHS Transformation Directorate Dynamic Purchasing System (DPS). Grant funding cannot be used to purchase systems from any other supplier.
3. Financial support to purchase relevant hardware required to implement the digital social care record, for example mobile devices and tablets.
NOTE- This does not include hardware to support infrastructure, connectivity and other devices unless they are required to support implementation of DSCR

4. Connecting with care/nursing home providers who are also implementing a digital social care record including a Community of Practice, supporting you through the change period.

2. Who can apply for the Digital Transformation Fund?

Any adult social care CQC registered provider within the Staffordshire & Stoke-on-Trent Integrated Care System footprint can apply for the initiative providing, you meet the criteria set out below:

1. Currently using paper to record care activities;
2. Demonstrate strong leadership with clear intention to transform your service by introducing a digital social care record;
3. A commitment to share the learning with other care providers;
4. Have an active NHSmail @nhs.net or @gov.uk account or an accredited email conforming to DCB 1596;
5. DSPT standards met or evidence of working towards standards met;
6. A commitment to implementing a digital social care record and embedding it as part of your service
7. Wi-Fi connectivity in all rooms;

3. How to complete this form

1. Each adult social care provider to submit one application only.
2. The application must be endorsed by the Senior/Registered Manager and/or person accountable for the business.
3. Complete all sections of this form as **incomplete forms will not be accepted**.
4. All applications must be submitted to digitalfundingenquiries@staffordshire.gov.uk

4. Where can I find more information?

Around 45% of adult social care providers have already implemented a digital social care record system. The [Digital Social Care](#) website hosts a range of guides and resources including links to the Assured Suppliers you can choose from, and a guide to purchasing from the framework. But don't worry, we'll provide you with guidance and tools along the way to help you select the right supplier to meet your service needs.

If you have any questions regarding the application process, please contact
digitalfundingenquiries@staffordshire.gov.uk

Application form

1. Provider details

1.1 Care Provider name and registered address
ABC Care Home, Alphabet Street, Letter Town AB1 2CD

1.2 Name of person completing this application	
Name	Alan
Role	Smith
Email	Alan.smith@ABC.com
Phone number	01234 567 890

1.3 Name of business manager / owner supporting this application	
Name	Doris
Role	Seek
Email	Doris.seek@ABC.com
Phone number	01234 567 890

2. Digital maturity

2.1 Tell us about the IT Infrastructure within your organisation (this includes your access to digital mail and digital platforms, internet broadband services, internet speeds (if known), Wi-Fi access throughout your premises

Note: Some of the questions below may not be relevant to all care provider settings, for example organisations providing domiciliary care or those using mobile or wireless networks to support their service delivery. Please try to provide as much detail as possible as this will help us to ensure that you receive the right support and contact from the relevant members of our team.

Do you have an secure email account such as NHSmail @nhs.net or @gov.uk or accredited secure email confirming to standards DCB1586?- If yes, please write your secure email address (e.g. @nhs.net) in the box provided		No
Has your organisation met the Data Security and Protection (DSP) Toolkit standards mandated by the Department of Health and Social Care (DHSC) or do you have evidence of working towards Standards Met? If yes, please provide evidence of conformance, through a copy of your certificate or a direct link to your DSPT status. We can also refer you to local support.		No
If you have not yet achieve Standards Met status, are you committed to achieving this prior to the implementation of a DSCR system?		Yes
Do you have a consumer or a commercial broadband service?		Commercial
Please provide details of your internet provider (i.e BT, TalkTalk, PlusNet etc.)		Superfast Broadband
Do you have IT management support for your Internet Access?		No
If Yes – Please provide details of your IT Managed Support partner		Please provide details
Do you have Wireless Internet Connection (Wi-Fi) available in your premises		Yes
If you are providing services from a fixed location (for example, care home) is the Wi-Fi signal throughout the premises available in all residents' rooms?		Yes
If you are providing mobile services (for example, care at home) do you have company mobile devices available?		Not applicable
If Yes – Please provide details of your mobile package		please provide details

<p>Please provide your Care Home Internet speed using the link below to find your internet connection speed www.speedtest.net.</p> <p>Note – Minimum speeds to operate a DSCR system are as follows:</p> <ul style="list-style-type: none"> • (4Mbps download speed per 10 devices • 4Mbps upload per 20 devices (only for file uploading) <p>What is your download speed in Mega Bites Per Second (Mbps)?</p>	86.5 Mbps
What is your upload speed in Mbps?	3.7Mbit/s

2.2 Tell us about your employees/staff	
Is there any existing implementation or digital social care records user experience in the team?	Yes
Is there any experience of agile, innovative working practice in the team?	Yes
Does your organisation routinely use any other electronic systems, such as HR and payroll?	Yes
Have you completed a benchmarking exercise to understand the digital skills of your workforce?	No
Are the staff team willing to undertake relevant training to support successful implementation?	Yes

3. Your organisation

3.1 Tell us about your organisation	
What type of care setting do you provide services in: <ul style="list-style-type: none"> • Domiciliary Care • Extra Care Services • Supported Living 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<ul style="list-style-type: none"> • Shared Lives • Care Home without Nursing • Care Home with Nursing • Other (please define) 	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
How many beds do you have or How many individuals do you provide care for?	30
What type of care/nursing do you specialise in?	Older people care

4. Reason for applying

4.1 Please provide a brief description of why you want to be involved in the project and how it will contribute to your plan for digital transformation.

(word count guide: 300 words)

Example Answer:

I am excited to be involved in the digital transformation project because it is an opportunity to help our company become more efficient, innovative, and customer-centric. I believe that digital transformation is essential for any company that wants to remain competitive in today's rapidly changing world.

Here are some specific ways that this project will contribute to my plan for digital transformation:

- *Improve customer experience.*
- *Increase efficiency: Automate many of our manual processes, which will free up our staff to focus on delivering care.*
- *Promote innovation: Supercharge a culture that embraces digitisation.*
- *Provide more personalized and coordinated care.*
- *Improve communication.*
- *Make it easier to access information.*
- *Reduce the administrative burden on our staff.*
- *Improve the overall quality and safety of care.*

5. Experience

5.1 What work has been done to date (if any) on the implementation of a digital social care record in your organisation?

(word count guide: 300 words)

Example Answer:

To date, we have made significant progress in implementing a digital social care record (DSCR) in our organisation. While new to digital solutions, we're keen to embrace the opportunity.

We have:

- **Established a lead for the implementation.**
- **Identified the key requirements for our DSCR system.**
- **Evaluated a number of different DSCR software solutions and selected a preferred vendor.**
- **Developed a implementation plan and timeline.**
- **Begun the process of preparing our existing paper records for the new DSCR system.**
- **Provided digital skills training for our staff.**

5.2 Please write about your experience of implementing an electronic/digital system, either within your current organisation or in a previous role.

Please include a description and the benefits it brought.

(word count guide: 300 words)

Example answer:

Recognising the need for a change, our care team decided to invest in a digital rostering system. The transition involved the following key elements:

Implementation:

System Selection: A thorough search was conducted to find a digital rostering system that could be tailored to our specific needs and integrate with our existing systems.

Rollout: After successful testing, the system was gradually rolled out to the entire staff. A support team was available to assist with any teething issues.

Training: Staff members were trained on the new system, and it was integrated into our workflow, gradually replacing the old paper-based schedules.

The Benefits:

The implementation of the digital rostering system brought numerous benefits to our care provider setting:

Efficiency: The system automated scheduling, reducing the time and effort required for rostering. This freed up managers to focus on other critical tasks.

Improved Communication: Staff members could access their schedules from their devices and request time off or swap shifts. This improved communication between managers and employees.

Cost Savings: By optimising schedules and reducing overtime through better planning, we saw substantial cost savings as well as reduction in printing costs.

Boost Moral: The system allowed for fairer distribution of shifts and better work-life balance for our employees, reducing 'burnout' and increasing staff satisfaction.

Adaptability: The digital rostering system was highly adaptable and could easily accommodate changes staff availability.

5.3 Please describe a transformation project you have completed (this does not need to be using technology).

Please include a description and the benefits it brought.

(word count guide: 200 words)

Example Structure:

In this section, please consider the following steps you will have taken.

- ***Project Definition***
- ***Timeline***
- ***Budgeting***
- ***Risk Management***
- ***Communication and Reporting***
- ***Rollout period***
- ***Evaluation and Monitoring***

5.4 Tell us about how you will support your staff to successfully switch from using paper records to an electronic care record?

(word count guide: 200 words)

Example Answer

- **Communication:** *I will communicate with my staff early and often about the transition. I will explain the benefits, the timeline for the transition, and the training and support that will be available. I will also create opportunities for staff to ask questions and provide feedback.*
- **Training:** *I will provide comprehensive training to all staff on how to use the new system. The training will cover all aspects, from basic data entry to more complex tasks such as creating care plans and generating reports. I will also offer one-on-one training and support to staff who need it.*
- **Support:** *I will create a supportive environment for staff during the transition. This will include providing staff with access to training materials and resources, and making sure that they have enough time to learn the new system. I will also be available to answer questions and provide support to staff as they begin using the system in their daily work.*

5.5 Describe what you will do to ensure that the staff, residents and relatives remain engaged as the project progresses?

(word count guide: 300 words)

Example Answer

- **Regular communication:** *I will communicate regularly with staff, residents, and relatives about the progress of the project. This will include providing them with updates on the project timeline, new features and functionality, and training opportunities. I will also communicate with them about the benefits and how it will improve their experience.*
- **Feedback opportunities:** *I will create opportunities for staff, residents, and relatives to provide feedback on the project. This feedback will be used to improve the system and to ensure that it meets the needs of all users. I will collect feedback through surveys, focus groups, and informal conversations.*
- **Training and support:** *I will provide training and support to staff. The training will variety of formats, such as online training, in-person training, and one-on-one support.*

- **Engagement activities:** *I will develop and implement engagement activities to keep staff, residents, and relatives interested in the project. These activities could include:*
 - *Creating a newsletter*
 - *Hosting information sessions and workshops*
- **Recognition and rewards:** *I will recognize and reward staff, residents, and relatives for their participation in the project. This could include providing them with certificates of appreciation, small gifts, or other tokens of appreciation.*

6. Resources

6.1 Will you commit to funding the additional funds of the year 1 implementation costs?	Yes
6.2 Will you commit to the ongoing licence fees for a DSCR?	Yes
6.3 Will you commit to providing evidence of implementation?	Yes
6.4 Will you commit to openly sharing your experiences and learnings both during and after the project?	Yes

7. System supplier

7.1 Who is your <u>intended supplier</u> ?	Approved supplier X
7.2 What is the total value of your contract?	£11,250

The total funding is limited to 50% of the system implementation cost or £6000, whichever is the smaller amount. This is to ensure the funding remains sustainable across as many care providers as possible. The 50% funding threshold is a national requirement.

Funding is available only on the core Digital Social Care Record System, additional 'add on' or supplementary system purchases cannot be funded.

8. Agreement by Staffordshire & Stoke-on-Trent

7.1 Senior Responsible Officer Sign Off

The SRO detailed below confirms that they have read and endorsed this application.

Name of Senior/Registered Manager or Owner	Doris Seek
Position	Owner
Signature	<i>Doris Seek</i>
Date	01/01/2024

Please submit your completed application form to:

digitalfundingenquiries@staffordshire.gov.uk