



CASE STUDY

County Durham

Care & Support

Exploring the effectiveness of the OneTouch system used by partner, Durham County Council



www.onetouchhealth.net



hello@onetouchhealth.net

County Durham Care and Support

County Durham Care and Support (CDCS) is a local government organisation in County Durham, that is responsible for providing social care services to vulnerable people of all ages. Their services include support for adults, with learning disabilities, elderly individuals, children and families and people with mental health needs.

What was the challenge?

CDCS works to help people live as independently as possible and maintain their quality of life, while also providing necessary support and assistance. The council aimed to deploy a single digital care management system (CMS) to improve all aspects of care delivery across all services throughout to help achieve their ultimate goal, which is to promote the well-being and independence of residents in the County Durham area. Typically, a good CMS platform reduces time spent on administration, thereby allowing more time to be spent caring and improving the quality of the care delivered. It should also enable improvements to medications management, office administration and local environmental impact.

Affie Alldred, Project Lead: “The project was never sold to CDCDS on the basis of reducing cost. It was always on the basis of improving the service. It was always about how we will improve.”

The Durham services are made up of:

- ✓ Support and Recovery, who operate county-wide in the community;
- ✓ Extra Care services, which is a combination of specially designed housing developed with on-site care and support to offer older and disabled people an alternative to moving into a care home;
- ✓ Six Pathways Day-sites for adults with profound and multiple learning disabilities;
- ✓ Hawthorn House – Residential/respice/short breaks home for adults with profound and multiple learning disabilities;
- ✓ Shared Lives, a residential foster service for adults with learning disabilities.

Combined, these services look after the needs of approximately 700 service users.

How OneTouch Helped

The Solution

The software selection process involved demonstrations and comparisons of several of the largest CMS suppliers in the UK. After months of detailed consultation, the OneTouch platform was chosen for, amongst other considerations, its adaptability to the different care settings available in County Durham, its easy customisation for numerous workforce responsibilities, and the ability to cater for all parts of the care provision services within an agreed budget.

A plan was formed to roll out the OneTouch platform across the Durham social care organisation, with training to be carried out by OneTouch trainers, on-site IT system experts and 'train-the-trainer' principles. In total, 131 administration staff and 440 care staff were trained to use OneTouch to support their delivery of care services. This also involved setting up 440 mobile devices on which to use the system.

Michael Mallen, Lead Trainer: "There was resistance to change, but that's to be expected. They adapted quickly. Everyone got time to play with it before they went into a go live situation."

Affie: "There's a cultural change going from bits of paper to mobile devices. But now we've upskilled people and they can access lots of things on their phones that they couldn't before."

Kelly, Operations Supervisor for Support and Recovery; Mental Health Provider Service within County Care and Support: "OneTouch is now used every day by every single member of staff within the service. So that's from admin, support and recovery workers, operations, supervisors, and managers."



Outcomes

From planning to go-live spanned three years and was significantly affected by the challenges of training staff during a global pandemic. Once live, the success of the OneTouch deployment was measured by:

Modernising all work operations by replacing paper-based processes with digital processes



Improving the quality of care delivered across the county



Allowing care staff to spend more time with service users



Create operational and environmental efficiencies wherever possible.

Platform Operations and Performance

Julie, Registered Manager: “As a registered manager, I manage seven units across Durham. OneTouch gives me instant access to all of them. I can see immediately what's going on. And I can see if there are any trends. As I'm removed from the schemes, I access it to look at service user records and staff details. With service users, I look at support plans and if there are any queries and comments.”

Service Transformations and Operational Improvements

Kelly: “The most valuable thing to me is the huge reduction in spreadsheets.

Before, we had to collect information about the number of hours of care delivered, all manually. Now, this massive job is done in one system and reports can be made straight away.

The value is having an accessible system that they all understand and use easily, with everything available at a touch of a button. Now they can even do things out in the community that they used to have to do in the office. OneTouch has enabled their role as an agile worker to be much more efficient and swifter with their processes and then that in turn increases productivity.”

Improved Care Quality

Julie: I think most staff would say the time spent with service users has improved since we introduced OneTouch. I think this is because when you're not looking for paperwork and finding different records and forms and writing and signing, carers have more time to spend caring!”

Helen, Care Professional CDCS: “Less admin means they can spend more meaningful time with clients and that's what it's all about.”

Better Daily Operations

Julie: “We are billing to the minute now, which is an improvement for the service user.”

Kelly: “It's increased transparency because anyone who has permission can access the system.”

Improved Engagement with Outside Agencies

Vicky: “It hasn't changed what we do. It just changed the way we do it. We still have the same principles and there's still policies. Everything's still followed the same; we just do it in a different way, a way which is a lot better for us. It's improved how we communicate with our partners, because if they want information about a service user, it's one button and we can give them what they need.”

Overall Impressions of the Platform

Julie: “Because I've got such a huge service, 280 service users and 200 staff, it was massive to roll out and to get everybody on board.”

Environmental Impact and Efficiencies

Affie: “Support and Recovery used to meet once a week, 50 miles away. They used to meet there to review paper files. Now they simply look on the system from anywhere to check allocations and so on. They don't have that travel cost and time or paper files. The number of cases waiting to be allocated has significantly reduced. This has had an impact on the number of service users they can see in a day too.”

Savings and Efficiencies

Affie: “Processes have been smoothed out, but that's because my plan wasn't just to deliver the OneTouch software, but it was also to improve the way things were being done. But there have been cost savings too. We've reduced printing and paper costs and postage.

The most obvious impact has been visibility of activity. It's also the fact that managers can have oversight of information very quickly.”

Improvements to Reliability

Julie: “Medication has been a massive improvement. And the record keeping. It's there, it's live. It's real-time recording. But the most important efficiency gain for me is having more time with service users. The system allows you to get more value from your time rather than cutting and saving money.”

Following the launch of OneTouch into CDCS, we interviewed a cross-section of staff members from Trainers to Care Managers, Administrators and Carers to get their feedback on the following areas of interest. Please request for a full edit of this case study.

Contact us



02476 678053

02476 678053



sales@onetouchhealth.net



<https://www.onetouchhealth.net>

