



Innovation in Social Care Deep Dive

A survey of UK-based
social care technology
innovators

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Survey Overview



With social care at near breaking point, LOTI has commissioned a survey into social care innovation to help support London Boroughs (LB) - and the capital more widely - understand how digital solutions and technology can support health and social care services in 2022 and beyond.

The survey is timely as the incoming [Health & Care Bill 2021](#) will bring new focus and demand; the impending digital switchover will render some existing social care technology (particularly assistive technology) redundant; and the current transition to the integrated care system model, growing innovation in the sector and people's increased willingness to engage with technology, offer a raft of opportunity.

With the number of people requiring social care at an all time high - a figure that is only going to increase as the 'cap and meter' system comes online in 2023 - local authorities urgently need to address current models of provision.

The need to challenge traditional, highly risk-averse social care models, digitally upskill the workforce, better support unpaid carers and deploy innovation to help people both to live independently at home and in care settings, has never been more apposite.

For the past ten years, innovation in social care has been exponentially growing and proving wide ranging value via trials and pilots, as well as more mainstream deployment. Alongside the commercial sector, a range of government and NHS sponsored programmes have invested millions of pounds into digital social care, so that there is now a significant body of proven technology to support both the workforce and end users.

This survey has sought to collect examples of social innovation across key themes and categories to support LOTI and London Boroughs better understand what solutions exist to drive new and effective digitally enabled models of social care.

Survey Process



LOTI has commissioned this survey into social care innovation to help support London Boroughs and the people they serve

The Innovation in Social Care survey has been run by the public sector crowdfunding and collaboration platform [CC2i](#), also the organisation behind the LGA's [Social Care Digital Innovation Accelerator](#).

The survey was promoted by a range of sector partners, including SCIE, techUK, CAPSA, Future Care Capital, Digital Social Care, TSA and Connected Local Government.

Survey Headlines

The survey attracted 60+ responses from UK based social care providers. Submissions ranged from enterprise scale integrated social care platforms to personalised apps for individuals and community-led approaches.

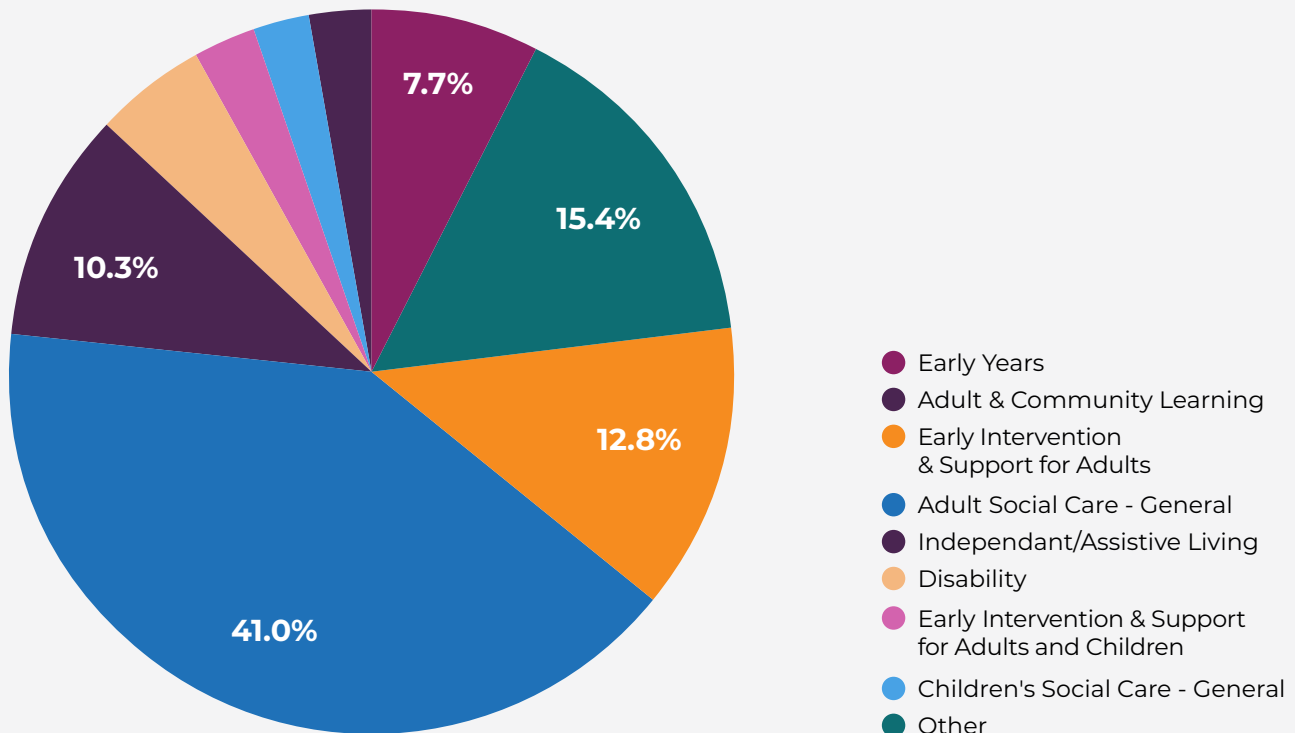
The survey was designed to align with other work packages LOTI is progressing in the social care space, to better understand what LB's are currently using, where there may be gaps and where digital might help support delivery of social care.

As such a key question was where the solutions fitted in terms of Adults versus Children's social care, whether solutions were in the early intervention space, focused on SEN, Disability or Youth Offending - or indeed fell into the Independent Living / Assisted Living domain.

The survey generated a good **spread of solutions across the core categories**, however a couple of areas were under-represented; specifically Special Needs Education, Early Intervention & Support For Children and Youth Offending.

Which of these areas does your solution most closely align with?

60+ responses



Survey Headlines

Of the 60+ solutions, over 80% are deployment ready, which means LBs can move forward swiftly with digital social care approaches, but there are also interesting submissions in the prototype and pilot stages, which could be worth investigating. Equally from a procurement perspective, just over 60% of all the submissions are already listed on a procurement framework.

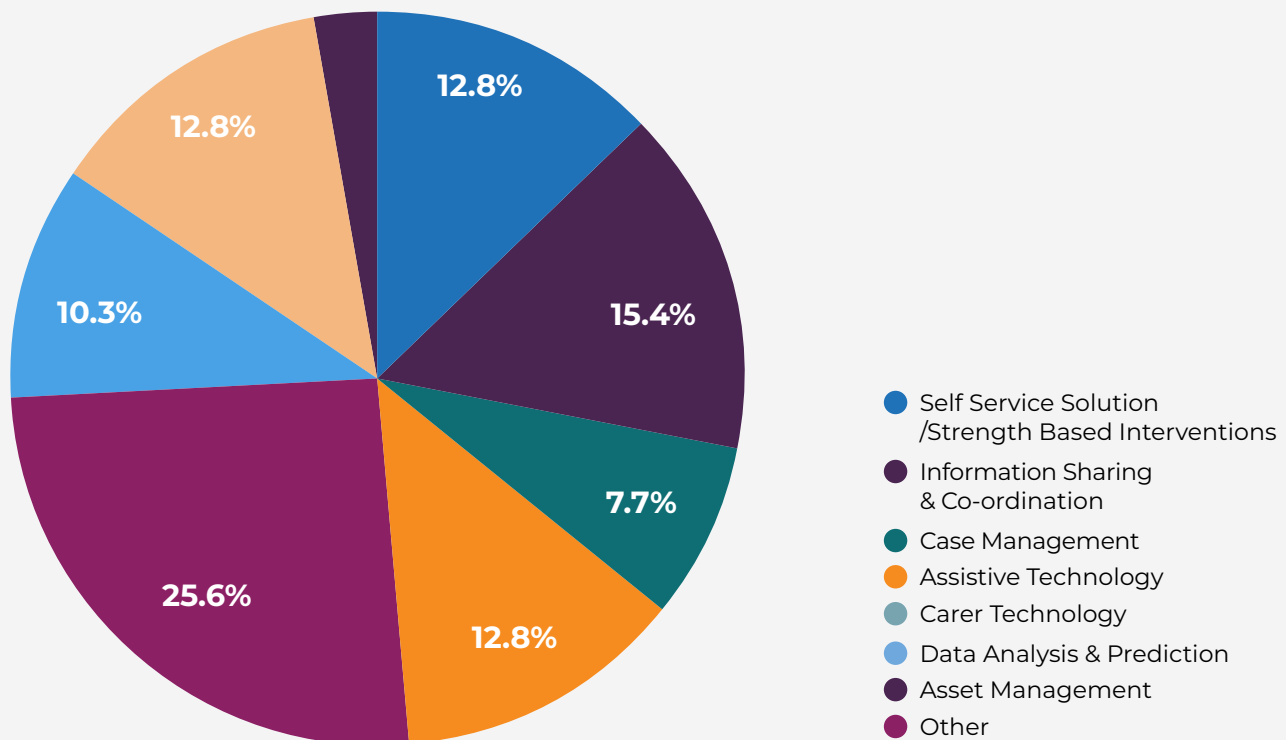
A real positive from the survey submissions in terms of further investigating and evidencing the digital solutions on offer is that

52 of them have already been - or are in the process of being - deployed with councils, care settings and/or related organisations (a third of the solutions are actively being used or trialed in London). Plus **65% of them have been developed using the Government Digital Service Standard.**

When we drill down into the **type of solution** and what area of social care it supports or the approach it takes, again we had a wide spread of submissions from case management and business process solutions, to carer technology and a significant number in the telecare / assisted living space.

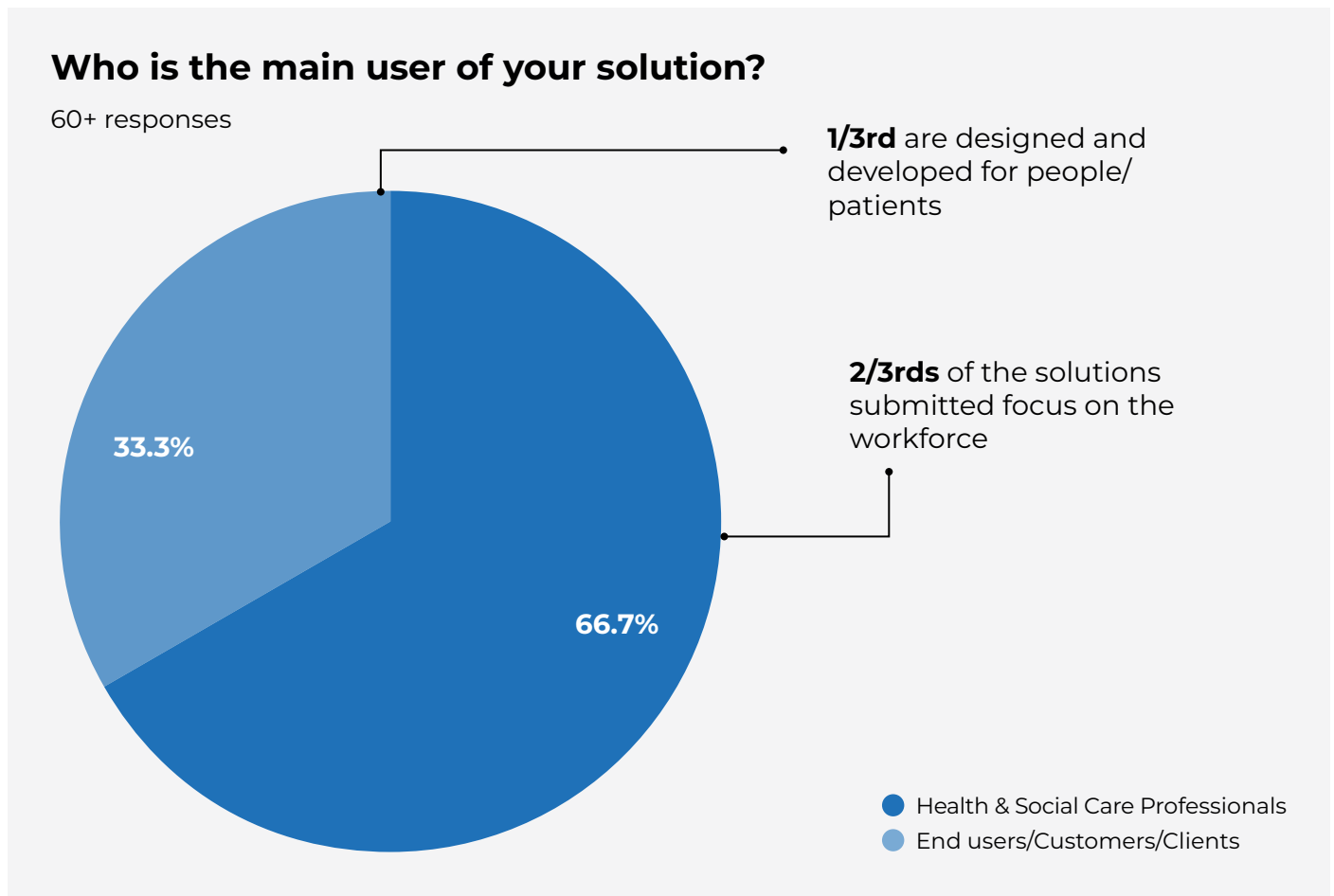
Which of the following categories best describes your solution?

60+ responses



Survey Headlines

In terms of the main user of the solution 2/3rds of the solutions submitted focus on the workforce and health/care professionals, whilst 1/3rd are designed and developed for people/patients.



Whilst this document seeks to give LOTI and LBs a comprehensive, accessible overview, the full details of each submission can be found [in our UK social care technology innovators database](#). Within this document there is further detail as to:

- **How the solutions support the Integrated Care System model**
- **How solutions support the Digital Switchover**
- **How the solutions address the Health & Care Bill**
- **Pricing models**
- **How the providers assess the challenge their solution seeks to address**
- **Provider contact details & links**

Note: As part of the survey we also researched [solutions providers listed on G-Cloud 12](#), specifically to fill the gaps identified in youth offending, SEN & Children's Services more widely. When considering survey submissions and listings on [G-Cloud](#), it feels that there are just fewer solutions or innovators working in these arenas.

Key Survey Findings

Health & Care White Paper

The cap and meter approach to social care funding is a key change local authorities will have to address over the next 2 years. Not only in terms of modelling and changing how people pay for care and what that means to overall budgets, but also in offering a digital social care record so that people can track their funding/spend.

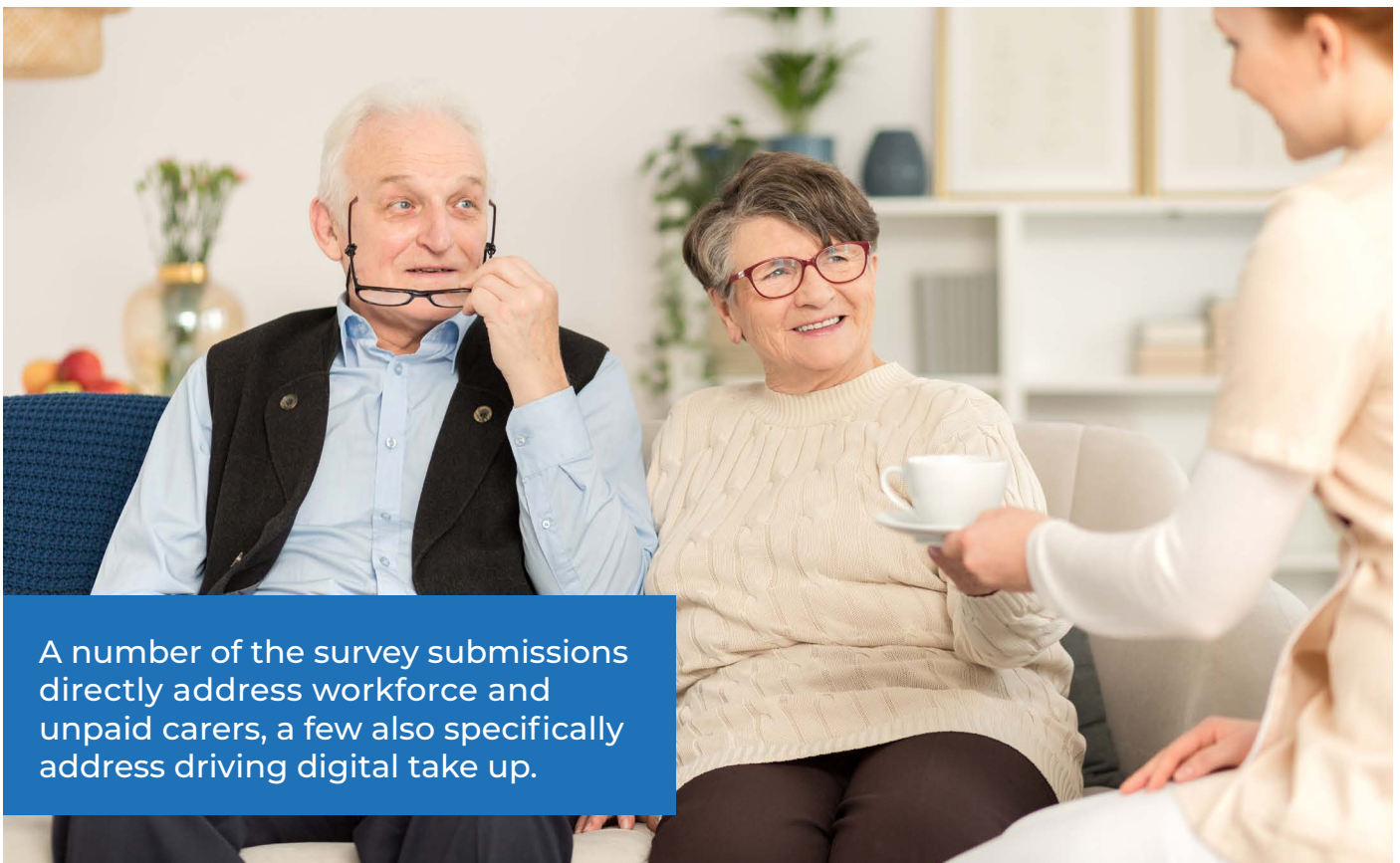
With the current, outlined cap and meter approach each person will pay a maximum of £100k for their social care across their lifetime, this significant change will mean that thousands more people will come to the council for a.) information, b.) a cap and meter calculation and c.) support.

Early intelligence from NHSX suggests that a centrally designed cap & meter 'ready reckoner' or minimum viable product could be offered from Autumn 2023. Additionally, unconfirmed conversations suggest that a MVP digital care record could also be centrally delivered,

or perhaps it will be left to individual councils to develop their own - based on centrally delivered standards and good practice - either internally or with technical partners.

Outside the new funding approach, the [People at the Heart of Care policy paper](#) also identifies a number of priorities that need to be addressed to enable all partners to deliver a transformed, capable, social care system:

- **Unpaid Carers**
- **Workforce**
- **Driving Digital Take Up**
- **Housing**



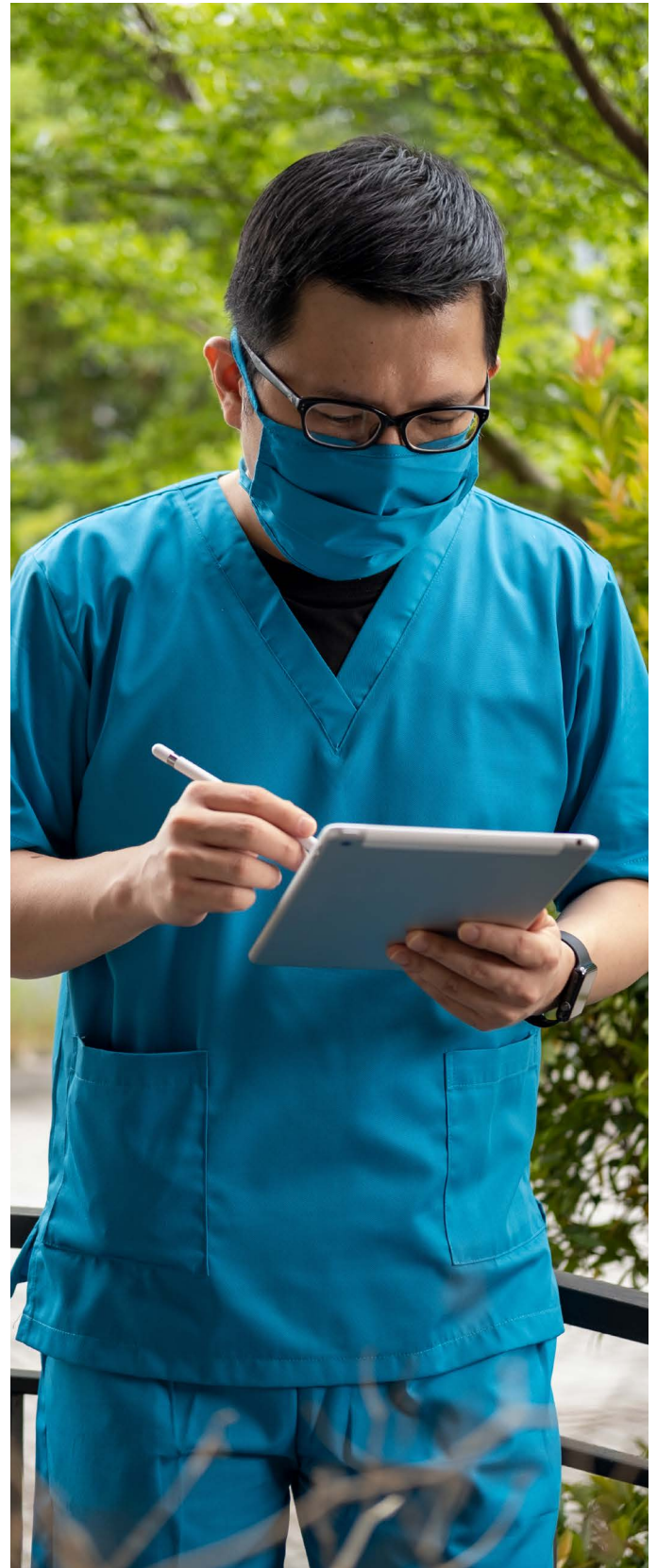
A number of the survey submissions directly address workforce and unpaid carers, a few also specifically address driving digital take up.

Key Survey Findings

Digital Switchover

Through the wider work LOTI and LBs are doing in terms of the impact of the Digital Switchover in 2025 will have on assistive technology, there may well be gaps in provision or upgrades in hardware required to keep people safe.

All of the providers listed in LOTI Innovation in Social Care survey have solutions that do not rely on analogue systems, all being supported by mobile networks, low power wide area networks, IoT as well as in some cases offering online and offline capabilities.



Understanding where the digital switchover will impact social care in London - if at all - will now be a priority as replacing systems to deliver improved care is now working against the clock.

Recommendations

Social Care Digital Showcases

One of the main drivers of the innovation survey was to identify suppliers to showcase their solutions to LOTI & LBs, based on the relevance of the solution to social care priorities and gaps that may exist within LBs digital social care offerings.

From the submissions we recommend 4 half day showcases which would allow one varied digital social care showcase to run alongside three others focused on particular social care priority areas, to allow for easy comparison (as well as more flexible diary management).

This showcase approach - which could potentially be filmed to allow wider viewing and ongoing reference - would allow LBs to attend those that align with their needs and priorities.

Please see the criteria on which we identified organisations to be involved here.

Suggested showcases

1. Digital Social Care Showcase



Suggested Suppliers:

- [Coalescent - Coliberty \(LPS\)](#)
- [GovMetric](#) - Data driven understanding of social care
- [Looking Local - BetterCare Finance](#) (linking to cap & meter)
- [Joy - Digital Social Prescribing Platform](#)

2. Assistive Tech Showcase



Suggested Suppliers:

- [Alcove](#)
- [Lilli](#)
- [Black Space Technology](#)
- [IoT Solutions Group](#)
- [Alcuris](#)
- [EvolvRehab](#)
- [Link-ages Tech](#) (specifically to ref social housing inequality)

3. Carer Recruitment /Retention Showcase



Suggested Suppliers:

- [CAN Digital Solutions](#)
- [Labour Xchange](#)
- [Bridgit Care](#)

4. Care Home Tech Showcase



Suggested Suppliers:

- [Sensor IT](#)
- [Ally Cares](#)
- [Whzan Digital Health](#)
- [AdaptEco](#)
- [Care Control Systems](#)

Recommendations

London Learning:

Social Care Digital Showcase

With the idea for further research into UK-wide council digital social care deployment and related benefits ([WP4](#)), it could be that LOTI brings together a number of LBs identified in the survey as 'live sites' to share their learning and experience, which could pave the way for wider council research and shared learning.

This way LBs could learn from the experience of software suppliers and the LBs engaged to date. If such an approach was of interest, we suggest the following:

Suggested showcases

5. London Learning Showcase:



Suggested Suppliers:

- [Tech in Care \(D2A\)](#) - LB Sutton
- [Thompson Screening](#) - LB Newham
- [everyLife Technologies](#) - LB Wandsworth
- [Xantura](#) - LB Barking & Dagenham

Gap Analysis

In terms of the three areas that were under-represented - youth offending, SEN & Children's Services - two follow-on approaches come to mind. Firstly to undertake further desk based research to uncover solutions that may not have been submitted, or possibly more proactively, to host a workshop with LBs to understand what solutions they use (if any), what the challenges are and potentially match existing solutions or create a collaborative, co-funded approach to develop something for their collective needs.

Assistive Tech Comparison Portal

The submission by [CLG.dot TV](#) is interesting as from conversations with councils across the country, the idea of having one resource where social care technology could be independently compared and assessed has been discussed many times.

Being able to compare 'apples with apples' is often the issue. Lots of information on AT solutions is out there, but the time to research, collate assess it all is huge and there isn't a set formula to allow easy and informative comparison. A portal for commissioners - even self funders - to access key information to be able to assess all the offerings related to 'dementia' for instance, in a common video driven and formulaic way, could be a valuable asset.

Recommendations

Wider Thinking/Innovation

With the overt acknowledgement that CC2i is behind the Contact&Connect automated telephony services, two of which were submitted to the survey, we wanted to highlight the idea of using the technology behind the services - in Contact&Connect's case automated telephony - for other uses.

Perhaps the Reablement & Community Loan Equipment services listed are not a priority to LBs, however the technology has application to support a range of social care services. Indeed CC2i has scripted automated telephony services to support Pathway 0 patients, to keep in touch with wheelchair users and separately in the housing domain.

As such seeding the idea that automated telephony - and potentially technologies behind other solutions submitted - could be repurposed to support priority services is something we wanted to highlight.

Indeed from reading the [People at the Heart of Care policy paper](#), the idea of using automated telephony to identify all unpaid carers in an area, so that the council can better support them could be of interest.

Following on from this and from our wider work, we know of the [LIFT platform](#) developed by Policy in Practice (who also submitted the [MAST](#) solution). One element of the LIFT platform is to ensure low income families get all the benefits they are entitled to.



Extending this approach to support carers - around benefits, community services, respite care etc - could also be an interesting idea, indeed this approach may be equally applicable to the [BetterCare Finance solution](#), submitted by Looking Local.

Wider LOTI Questions

A number of the submissions raise additional questions which need to be understood before next progressing, including:

Digital Social Care Record

Understanding if there is a London wide Digital Social Care Record approach that could be taken? (ref incoming Health & Care Bill) A number of the survey submissions are already delivering a digital social care record ([Cura](#), [everyLIFE](#) and [Xantura](#))

Is there interest in developing a Londonwide Social Care Cap & Meter Calculator via collaboration?

(ref incoming Health & Care Bill)

What is the backlog of care & support assessments in London?

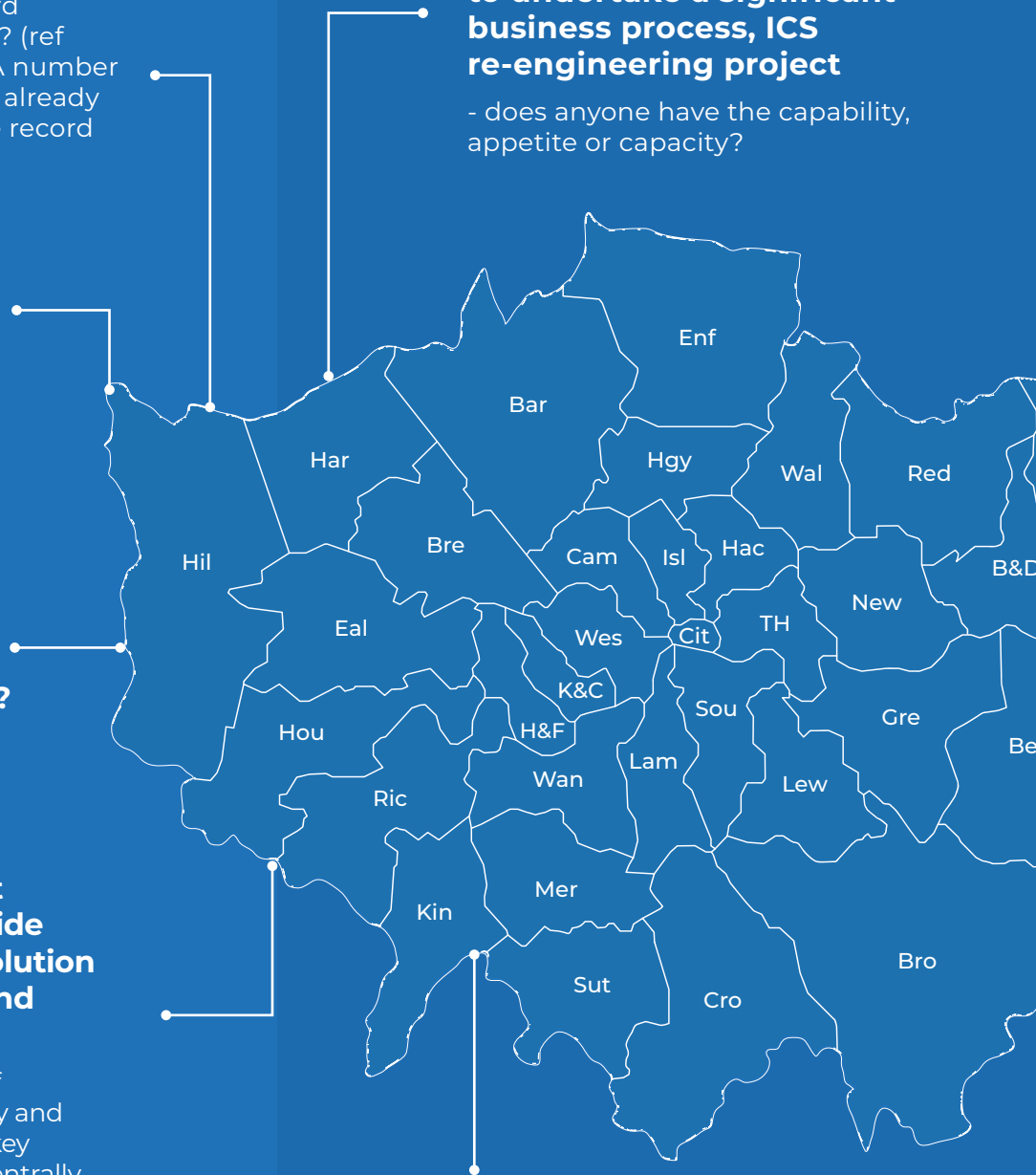
(if significant add [BetterCare Support](#) to the showcase list)

Is there a central support function LOTI could provide LBs around social care solution analysis, business case and deployment?

In all the work we do the lack of resources to understand, deploy and embed solutions is always the key challenge. The potential for a centrally available resource to support solution deployment and share learning could be a critical approach to support LBs.

Is there a LB that wants to undertake a significant business process, ICS re-engineering project

- does anyone have the capability, appetite or capacity?



What is the impact of the digital switchover to LBs re remote monitoring technology that will become redundant?

Useful Resources

Full Innovation in Social Care survey responses available here:

<https://docs.google.com/spreadsheets/d/1Y2FZXHIU-teoLIXk2ZqjD9cs2VxuMM-P-oFyVsR6GfQ/edit?usp=sharing>

GCloud 12 listings for all SAAS social care providers (list created as part of the survey - some providers have submitted to this LOTI survey):

https://docs.google.com/spreadsheets/d/1sM7m6b0QcWkTtF6U39Im4psRDhw_C9YEmTtwZTMdM14/edit#gid=1602703761

LGA LG Inform: Local SEND Report for London (can be broken down by LB)

https://lginform.local.gov.uk/reports/view/send-research/local-area-send-report?mod-area=E12000007&mod-group=AllRegions_England&mod-type=namedComparisonGroup

LGA LG Inform: Children in Need and Care in London (can be broken down by LB)

https://lginform.local.gov.uk/reports/view/lga-research/lga-research-children-in-need-and-care?mod-area=E12000007&mod-group=AllBoroughInRegion_London&mod-type=namedComparisonGroup

LGA LG Inform: Adult Social Care Framework for London

(can be broken down by LB)

https://lginform.local.gov.uk/reports/view/lga-research/lga-research-report-adult-social-care-outcomes-framework-ascof?mod-area=E12000007&mod-group=AllRegions_England&mod-type=namedComparisonGroup

<https://www.tsa-voice.org.uk/campaigns/download-the-tsa-sector-insight-report-2020/>

How can technology be truly integrated into adult social care

The joint ADASS TSA Commission findings and recommendations

<https://www.tsa-voice.org.uk/adass-tsa-comm/>

Roundtable: How digital offers 'limitless opportunities' for social care

https://www.lgcplus.com/services/health-and-care/roundtable-how-digital-offers-limitless-opportunities-for-social-care-01-12-2021/?eea=*EEA*&eea=R0pKQjRtaVBhVnMybEZGODhaLOtZNW5MRjl3ZFrbnAxZlVtcWh2Rk1jTT0%3D&utm_source=acs&utm_medium=email&utm_campaign=CONE_LGC_EDI_REGS_Daily_011221&deliveryName=DM18687

A full list of suppliers and developers who applied to the LGA's Social Care Digital Innovation Accelerator is also available on request.

Social Care Digital Showcases

Selection Criteria:

Digital Social Care Showcase

- Those solutions that were relevant to immediate health and care priorities outlined by LOTI, as proposed in the Health & Care Bill and/or wider policy and from known gaps in ASC technology and wider trends

Assistive Tech (AT) Showcase

- Organisations presenting robust technology across a range of AT applications as well as patient and local authority/partner needs/requirements

Carer Recruitment/Retention Showcase

- All solutions submitted in this category were included

Care Home Tech Showcase

- Organisations presenting robust technology addressing a range of patient and care home needs

London Learning Showcase

- Easily replicable digital solutions/approaches to priority services which have been trialled in London



For further information on the survey, this report, relevant links or if there are any questions - **please contact: jane.hancer@cc2i.org.uk**



About LOTI

The London Office of Technology and Innovation (LOTI) was established in July 2019 to help its members (currently 21 London boroughs, the Greater London Authority (GLA), and London Councils) to collaborate on projects that bring the best of digital and data innovation to improve public services and outcomes for Londoners.

Read more at: loti.london