Transforming Service delivery
in long term care
Aspirico
A different “point of view”...

“Intelligent” support plans for service users, supporters and managers within long term care
Why intelligent plans???.

Original missing link... for people, supporters and management.

Plans can look great on paper... but .... often the aspirations and actions are not achieved .... or known to be achieved...

Why is this the case?
What can go wrong with paper based planning?

- Patient/Service User Goals not realised
- Outcomes not tracked
- Risks not anticipated/managed
- Delays and costs in action execution
- Poor reporting on progress
- Service User/family not included
- Quality not managed
- Service User/family not included
- Quality not managed
Capture changes as they happen
Keeping Plans Alive

The planning calendar

- Plan stays current
- Outcomes are tracked
- Evidence is constantly captured
- Family can access updates
Transforming the patient view of their plan

A dynamic, real time, multi media enabled, accessible view of my support plan

From a static paper based form to
Transforming the patient view of their outcomes and progress/distance travelled

**Who is involved in taking the actions?**
ALL CONCERNED

**What outcomes are expected?**
- I am able to keep in touch with my family and friends
- I can access local services and go out for meals
- My mental health is stable
- My physical health improves because I will attend appointments
- I continue preparing meals and cooking more regularly
- My house is clean and tidy and I feel well overall

**Who has agreed that this is an appropriate care plan?**

**Was the care plan rejected by the service user?**
No

**Reasons for rejection**

**Has the Service User received a copy?**
Yes

A dynamic, real time, multimedia enabled, accessible view of my recovery progress from a static paper based form to...
Transforming the patient view of their support team

From a static paper based form to...
Transforming the management view of service reporting

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<th>SUPPORT PLANS AND RISK ASSESSMENTS</th>
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A dynamic, real time, management dashboard with drilldown reports and alerts.

From a static paper based form to
Inform Strategy, demonstrate compliance, evidence value ...
Co-production and outcomes based commissioning

Promote transparency, inclusion, person centered practices and accountability.

Reach service users, reduce costs and risk, improve quality and timeliness of services

Demonstrate compliance and evidence value – from family to commissioners
“The biggest impact is on the increased number, quality and visibility of truly person-centred outcomes. There’s now nowhere for staff to hide if they are under-ambitious for people or inattentive to people’s dreams. It has made a central contribution to our transformation into an organisation that measures its success by the achievement of person-centred outcomes. “

Jo Clare, CEO, Three C’s