How AI is changing Adult Social Care for the better!

Wednesday 26th February 2025

Welcome to "How AI is supporting Adult Social Care for the better"

Rashpal Bishop

Director of Adult Social Care, Sandwell

Network Sponsor for the West Midlands Regional ADASS Digital Network

Welcome to the Event

Our goals for today:

• **Gain insights** into the current and potential applications of AI in adult social care.

• **Learn first hand** from those who have used AI to change practice, how they overcame barriers and what the benefits have been.

• To **provide real world examples**, success stories and share best practice for implementing AI into adult social care service delivery.

• **Encourage an engaging and insightful dialogue** on the responsible use of AI in social care.

Housekeeping

➢ We will be recording this event; the video will be made available after the webinar;

➢ Audience: Please switch **off** your microphone **and** video. Any comments or questions can be submitted via 'Chat';

➢ MST automatically records attendee details i.e. email address. We will use this to identify people who joined. This data will be deleted when no longer required;

➢ Please give your name and the organisation that you work for when you ask questions.

How do you see AI in Adult Social Care?

The Laughing Robot: A Vision for AI in Social Work and Social Care

Julia Ross, Social Worker and author of "The Laughing Robot"

How AI is changing Adult Social Care for the better #2 26.02.25

Julia Ross
The Laughing Robot : A Vision for AI in Social Care

The Laughing Robot

Author, Julia Ross, discussing *The Laughing Robot* on *Let's Talk Social Work* podcast

The Laughing Robot – a reading

The Laughing Robot

"A topical and prescient story with 'caring' robots working as 'helpers' for older people on the Isle of Wight which has been turned into a vast experimental retirement place" Maggie Fogarty Journalist

"A satire for our times tht delivers both a warning and a message of hope for the future" Shahid Naviq Professional Social Work

"A timely take on the opportunities and risks that Ai and Robots will bring to us all in our later years from one of the sharpest observers of the social care scene" David Brindle formerly Guardian

" A witty delve into the future where robots, AI, and the ageing process merge into a melting pot of fun" Helen Leder

Past, Present & Future

- Qualified nurse, social worker & former Director Social Services

- AI Start up: Predict X Predictive Analytics & integrated pathways

- Currently Chair of BASW UK, Fellow RSM & Digital Health Council, proud ADASS Associate, grandmother & writer

- Love story telling & Robots

- Believe that Social Work is integral to Social Care & will survive

# AI is at the foothills & frontiers of social care

- Oxford University Open Safety product– developed during Covid & now being trialled in talking therapies aka Social work

- Jargon Buster – developed in Deptford by HeartnSoul with participants with a learning disability, backed by Health Foundation over 3 years

- BAE Systems for public protection and MASH Safeguarding

- Data (Use&Access) Bill includes amendments to protect creations as well as NHS & Police

- Lots of new possibilities for social care & social work– Co-pilot Microsoft, Otter.ai, ChatGPT, Magic Notes, Agilisys etc

BASW : Values & principles

- Used appropriately, huge potential benefits for delivery of care and support

- Social Work Profession has much to learn about how to support good social work practice
  - urgent need for government regulation and regulator guidance
  - need for training of frontline practitioners & managers to be aware of opportunities & risks
  - Co-production is paramount

- must act in accordance with existing legislation and regulation e.g. UK GDPR

- BASW developing statements on use of Generative AI in Social Work & frameworks

- BASW cooperating with partners to support the social work profession and improve outcomes

The future is Bright, the future is Ben

Pepper the robot programmed to talk to 4 year old Ben by Julia Ross
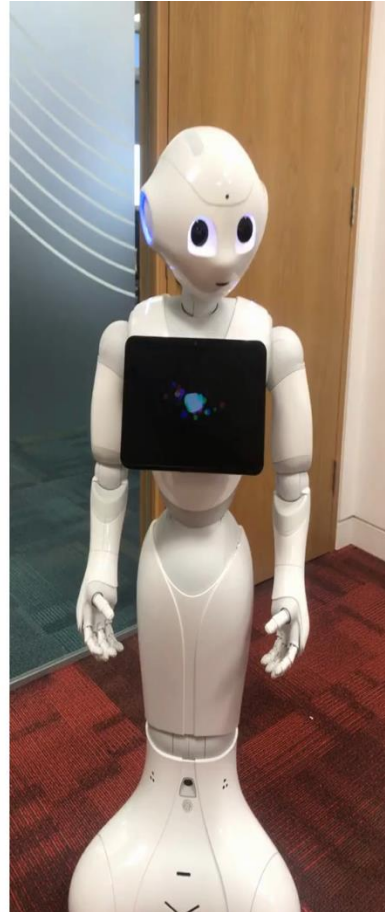
Thank you
Any questions or comments?

The Laughing Robot publisher Arena Oct 2024

Available on Amazon £14.95

OR direct at discount for todays' participants using HENRY2 code @ £12 inc. p&p via Juliamaryross@gmail.com. Website being developed

And in local bookshops and libraries

Digital transformation and AI in practice

Clare Morris, CEO Rethink Partners

Digital Transformation and AI in practice
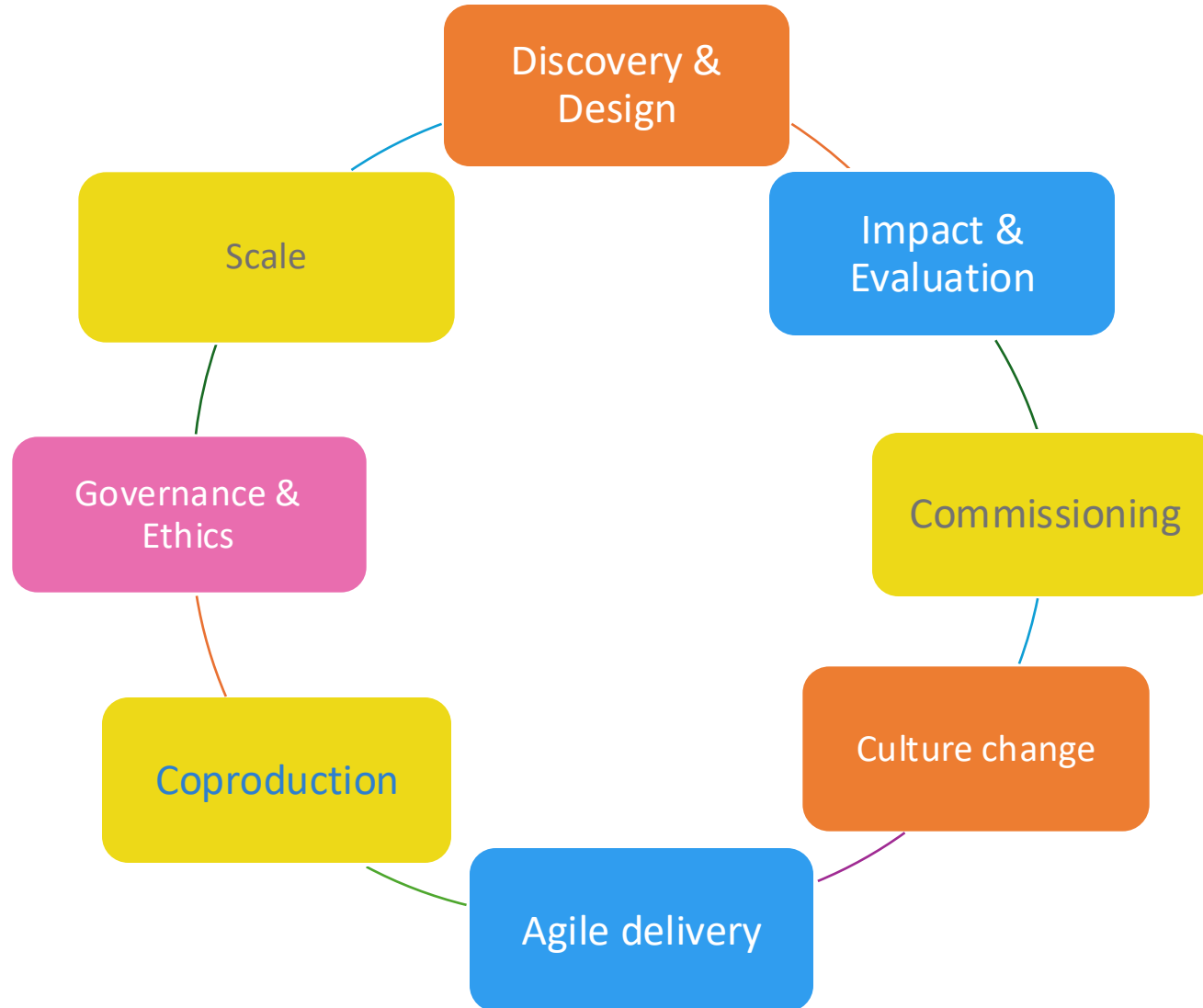
February 2025

How the market is shaping up

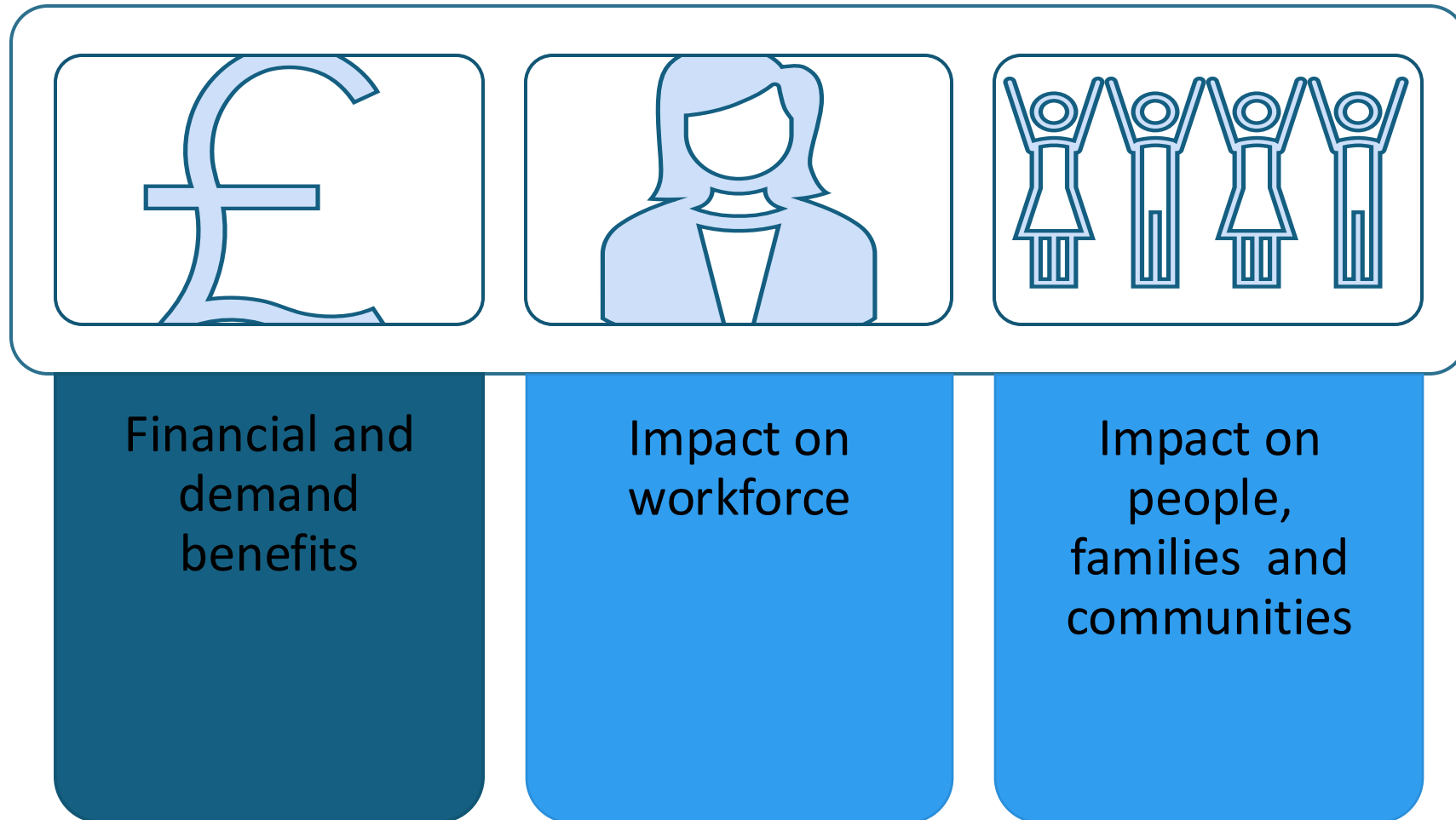AI generalists

Targeted AI solutions

Corporate IT providers

ASC specialists

Data Specialists

Bringing our digital transformation skills to the fore

Discovery & Design

Impact & Evaluation

Commissioning

Culture change

Agile delivery

Coproduction

Governance & Ethics

Scale

Demonstrating impact

Financial and demand benefits

Impact on workforce

Impact on people, families and communities

Clare Morris, CEO

clare@rethinkpartners.co.uk

AI to support Adult Social Care Assessment

Yuvika Kumar, Delivery Manager Agilisys

Marcus Le Brocq, Sale Lead Agilisys

Tom Coulton, Digital Transformation and Financial Wellbeing – ASC Wigan Council

QuickAction - Transforming Adult Social Care with Generative AI

West Midlands ADASS Network

transform.agilisys.co.uk

QuickAction – One unified platform for your ASC teams

We have built out a wide range of tools in the QuickAction platform that service an entire ASC team

Agilisys Transform

Agilisys Needs Assessment

Agilisys Safeguarding

Agilisys Case Auditing

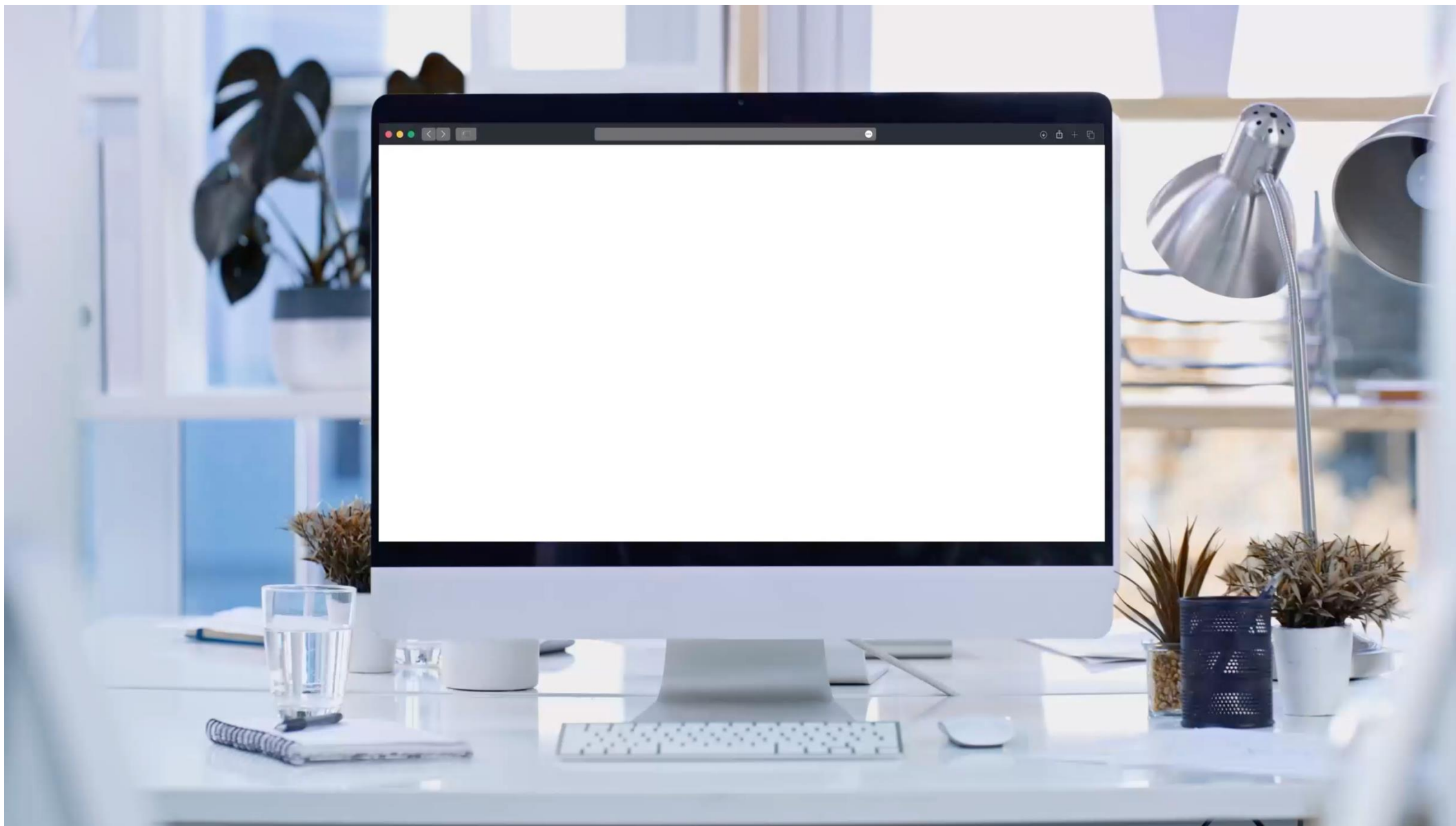## Key Features of QuickAction

ISO 27001 Accreditation

UK Hosted

Gen AI tools personalised to your ASC needs

QuickAction

One platform for your all your Adult Social Care needs, built by Social Care professionals for Social Care professionals

Our Impact

We are saving councils time and money while allowing them to deliver better resources to their residents

Local Councils want one tool that can sit across all ASC and Council teams

Council teams have said

"I want the fewest best tools not a plethora of applications across teams each with their own technical, training and data requirements."

(Assistant Director - ICT & Digital – Calderdale)

50%	2,500+
Social Care Worker Time Saved	Social Care Workers hours saved, per year

"The tool is intuitive and easy to use, allowing me to spend more time focused on speaking to residents and understanding their needs."

Social Worker (Wigan)

Agilisys
Transform

GET IN CONTACT

Yuvika.Kumar
@agilisys.co.uk

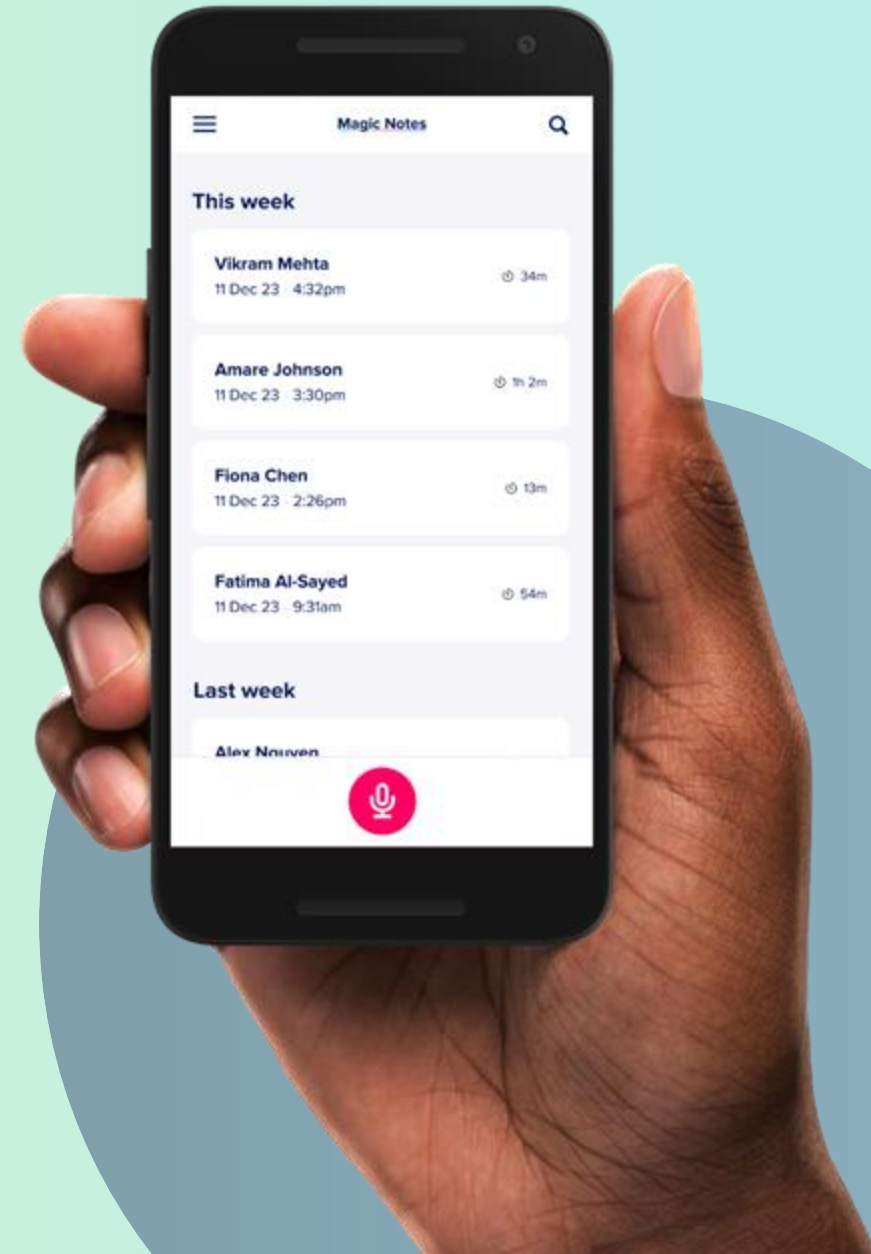Marcus.LeBrocq
@agilisys.co.uk

AI to support Adult Social Care Assessment
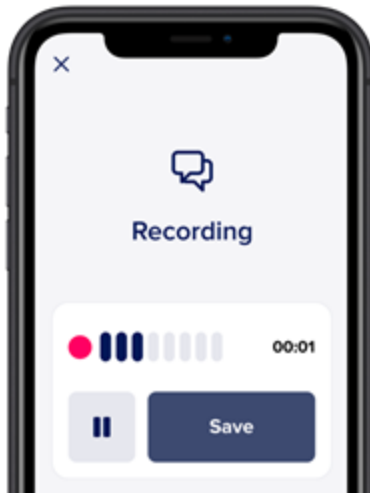
Rachel Astall, CCO at Beam

Solihull Council

beam

Magic Notes in ASC

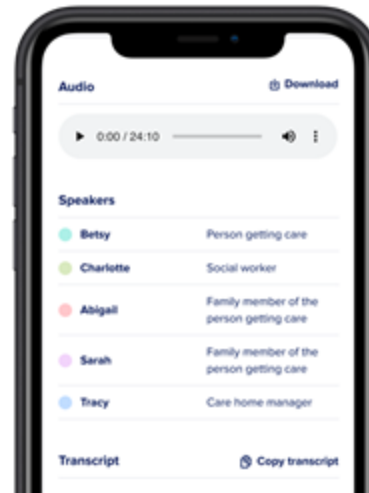# Detailed, custom assessments and reports in moments
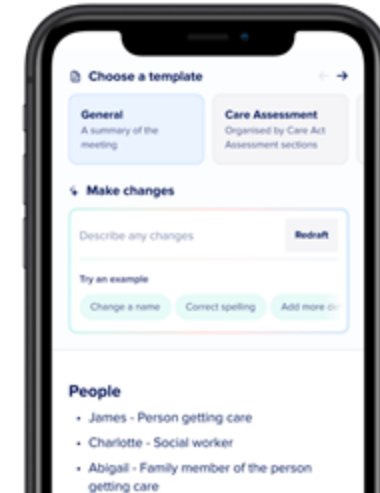
1
Record

2
Transcribe

3
Customise

beam

Insights

Impact and learnings from pilots in Adult Social Care

- Time saved - and what we can do with it

- Quality of practice and note taking

- Practitioner feedback and experience

- Learnings to take forward

beam
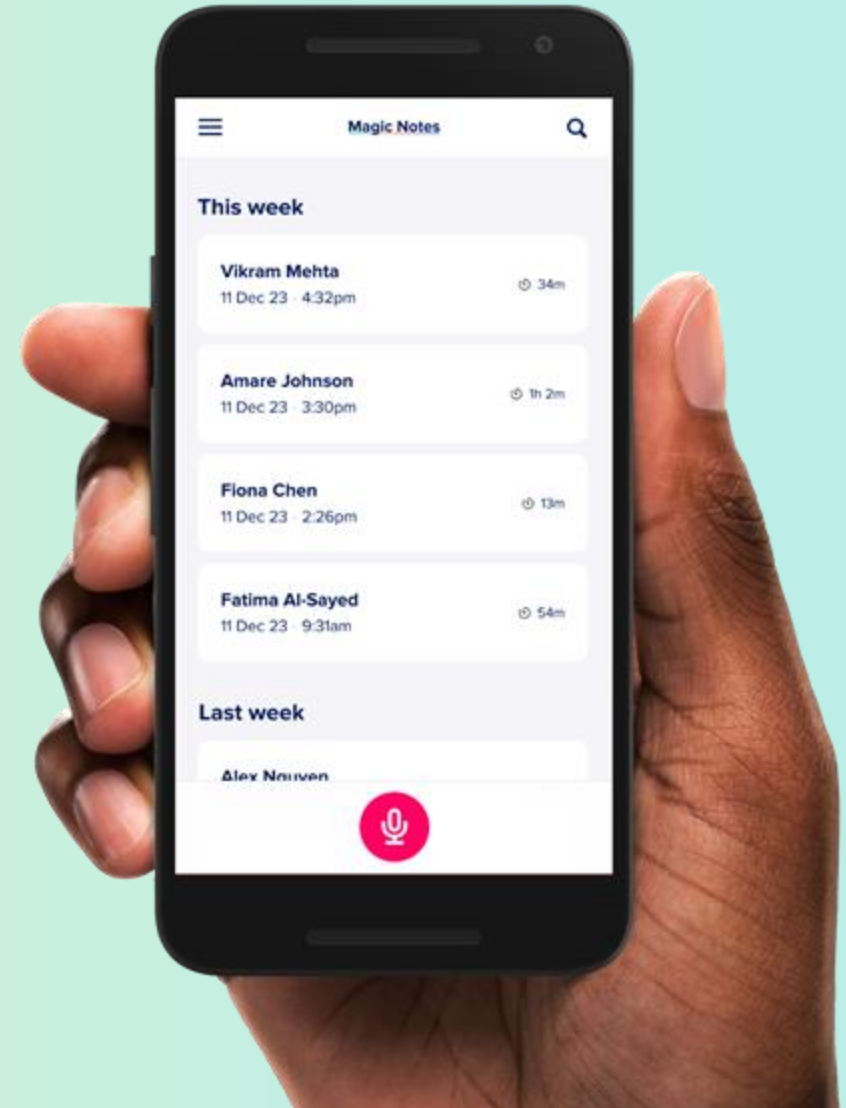
Machine Learning to support independence and assessment

Shan Kilby, Senior Assistive Technology Practitioner, Hertfordshire Council

Hertfordshire's Assistive Technology solution Data Inspired Living

26 February 2025

Hertfordshire

Background

- Hertfordshire County Council has a telecare service that has transitioned from analogue to digital which provides a reactive emergency response

- In 2019, the Council outlined its vision to use modern digital technology to transform the way that care services are provided and support Hertfordshire's residents to live healthy and fulfilling lives

- This digital strategy recognised the need to think differently to help address financial challenges in local government

- We wanted to identify emerging problems and work preventatively, reducing risk of needing crisis interventions

- A dedicated Assistive Technology Team was established to underpin the delivery of the strategy's ambitions.

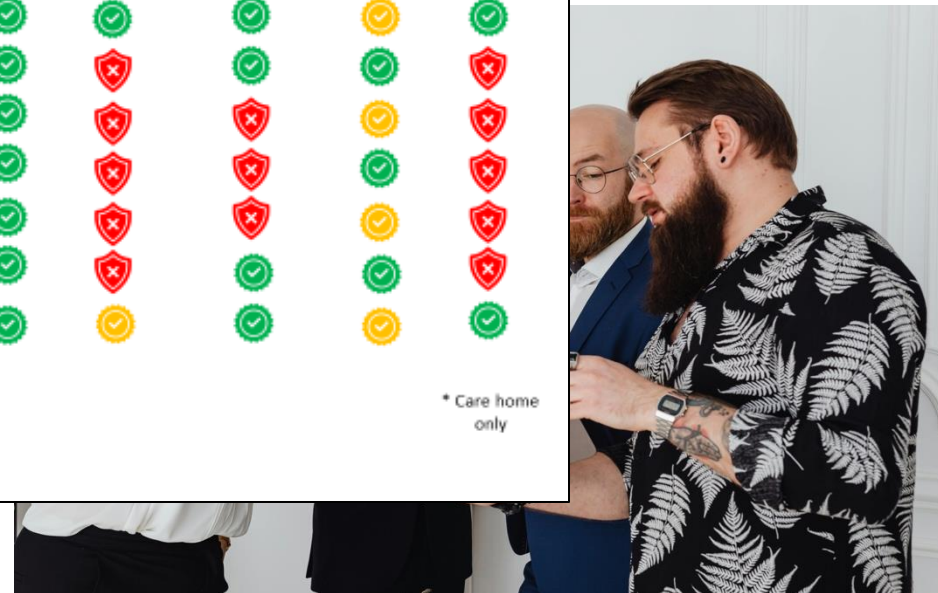- In depth research and analysis led us to develop our own solution in Data Inspired Living

Hertfordshire

Co-p...

- Extensive c... and needed...

- Wanted so... Council tha... improve the... outcomes f... framework...

- Shared inputs from practitioners to iterate, build and test the Assistive Technology solution.

Requirement provided by ACS	Data Inspired Living	ARMED	Just Checking	alcove	Anthropos	Canary Care	Karantis 360	My Sense	miicare	SECURE	OYSTA	(chart)	ascom*
Activity	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Environmental	Yes	Yes	Yes	No	Some	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Routines	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Sleep	Yes	Yes	Some	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Some
Falls	Yes	Yes	Some	No	Yes	Some	Yes	Yes	Yes	Yes	Some	Yes	Yes
Food / drink	Yes	Yes	Yes	No	Yes	Yes	No	Some	Yes	No	Yes	Yes	No
Self Care	Yes	Some	No	No	No	No	No	No	No	No	No	Some	No
Medication	Yes	Yes	Some	Some	Yes	Some	Yes	No	Yes	No	No	Yes	No
Vital Signs	Yes	Yes	No	Some	No	No	No	Some	Yes	No	Yes	Some	No
UTI Detection	Yes	Yes	Yes	No	Yes	Yes	Some	Some	Yes	Yes	Yes	Yes	No
Flood / Smoke	Yes	TBC	No	No	Yes	No	Some	No	Yes	Yes	Some	Yes	Yes

Key: Yes / Some features / No

* Care home only

Connected Lives

Hertfordshire

Our AT solution

Data Inspired Living is a digital tool for social care practitioners to use as part of care planning for the residents we support.

It consists of an online dashboard, which provides a view of residents' routines at home using various small, discreet sensors that are placed around the home that help to build a day-to-day picture of someone's normal routine.

Data Inspired Living

Connected Lives

Hertfordshire

LGC Awards 2024

- Shortlisted for LGC Awards in 2 categories - Digital Impact and Innovation
- Over 900 entries for 22 categories
- Presented DIL to a panel of judges with great feedback
- Winner of Innovation Award

The judges were thoroughly impressed with their approach of co-producing technology that is adaptable and scalable, showcasing a true learning culture aimed at continual improvement.

The judges said their dedication, passion, and commitment to innovation serve as an inspiration to us all.

The Dashboard

First of its kind in the UK - "Hertfordshire is leading the way in using artificial intelligence in a societal way and that is the best example of Assistive Technology I have seen so far" **Chair, Westminster Briefing on AI, November 2021**

- The AT professional's dashboard, **Data Inspired Living**, provides data in real time for sensors installed in a person's home

- It supports us with **identifying where there is a change in pattern or behaviour** that may signify a change in condition for a person

- **Preventative alerts** are generated to highlight where there is an issue

- The AT practitioners manage the **HCC in-house preventative service**

- **Data can support care planning, assessments and reviews**

Connected Lives

Hertfordshire

Preventing hospital admission

Jennifer is an 86-year-old lady who lives on her own. She experiences recurrent urinary tract infections (UTI's) and this has previously resulted in hospital admission. **This example shows how a recent UTI was identified.**
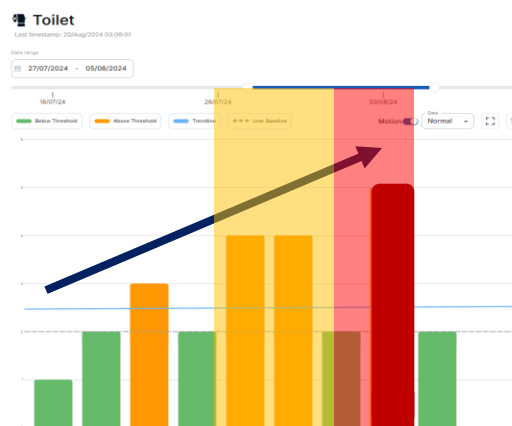
Alerts were received at the point mobility showed a sharp decline and toilet use increased, indicative of an infection settling.
Early contact was made following alerts and family contacted the GP for antibiotics. Jennifer made a quick recovery following this and returned to baseline levels for toilet use and mobility.

AT also supports Jennifer by:
- Providing reassurance help is on hand when needed
- Access to a carer's dashboard for her sister which also provides reassurance
- Identification of changes to routine or pattern and alerts to highlight these
- AT can be personalised to the person and relevant sensors installed
- Identifying issues has been able to prevent Jennifer experiencing acute symptoms of a UTI and helping prevent further hospital admissions

Intervention
Motion sensors in all rooms
Smart plugs on microwave and kettle
Fridge sensor
Front and back door sensors
Toilet flush sensor
Access to the carer's dashboard

Outcome
Resident feels safe and supported
No further hospital admissions
Reassurance for her and her sister
Early identification to resolve issues
Automatic alerts generated
Health and wellbeing maintained

Hertfordshire

Improved outcomes for residents

Data Inspired Living

Residents

✓ Maintaining independence

✓ Remaining at home

✓ Positive impact on health and well being

✓ Reduction in homecare commissioned hours

Hertfordshire County Council

✓ Cost savings by preventing a move/delay to a residential home

✓ Proportionate packages of care

✓ Support frontline workers in creating time efficiencies

✓ Insights and evidence-based conversations

Connected **Lives**

Hertfordshire

Creating a cleaner, greener, healthier Hertfordshire

Comfort break

Leveraging AI to support carers

Suzanne Bourne, Co-Founder and Head of Carer Support

James Townsend, Co-Founder and CEO

"Striving to have the best regional i

mobilise

February 2025

Using AI to enhance support for carers

Together, we care and thrive

"Striving to have the best regional improvement programme in England"

By carers, for carers

Suzanne Bourne
**Co-Founder & Head of
Carer Support**

James Townsend
**Co-Founder
& CEO**

We've worked with...

40 **Local authorities, NHS bodies, carer support organisations and ADASS groups**

And collaborated on projects such as the NHS London Hospital Discharge Toolkit

Core principles

Technology to bring people together

Focus on upstream prevention
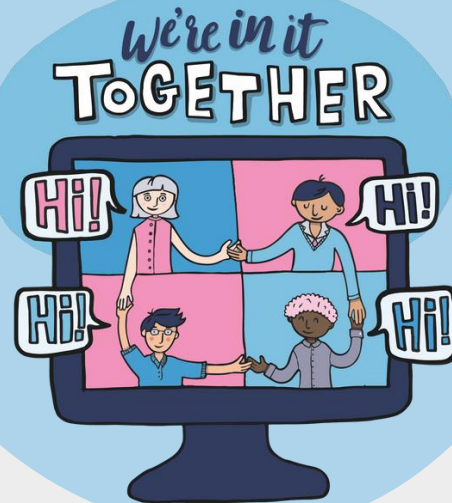
Mobilise the knowledge, wisdom & expertise of carers
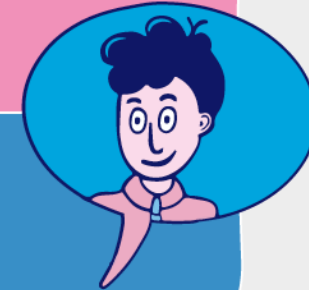
Carer's Assessments challenges - Local Authorities tell us

Backlogs

Cost

Flexibility

Missed opportunities for prevention

CQC priorities

Carer's Assessments challenges - Carers tell us

It can be hard to get an assessment until their situation gets worse

Many struggle to access support during working hours

The process can feel invasive or overwhelming

They wait a long time to then only qualify for signposting support which they could have done with earlier

Changes to their situation aren't taken into account until a new assessment is done

NHS data showed that

76%

of carers who get an assessment only receive signposting and information*

From

Formal assessments limited to the higher need cases

Regular waits of three months plus

Assessment is an 'event'

To

✓ All carers accessing a fully integrated support plan

✓ Ongoing support plan continuously updated
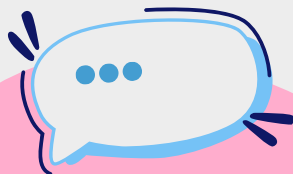
✓ Massively accessible: Voice + 24/7

What this means

Immediately clear backlogs and help carers fast
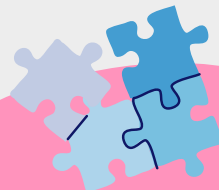
Integrates with your current systems

Substantial savings on face to face assessments

Accessible for those with different communication needs

The support plan adapts with a carers situation

Reporting and data on tool usage

Available 24/7/365

The process

Digital **Human**

Carer identification and signposting

Short mobile optimised web form

30minute AI powered phone call 24/7 365

Summary of call text to user for approval

Conversational support plan begins via SMS or WhatsApp

Safeguarding, recommendation and case management integration

Oversight from our experienced Carer Support Team

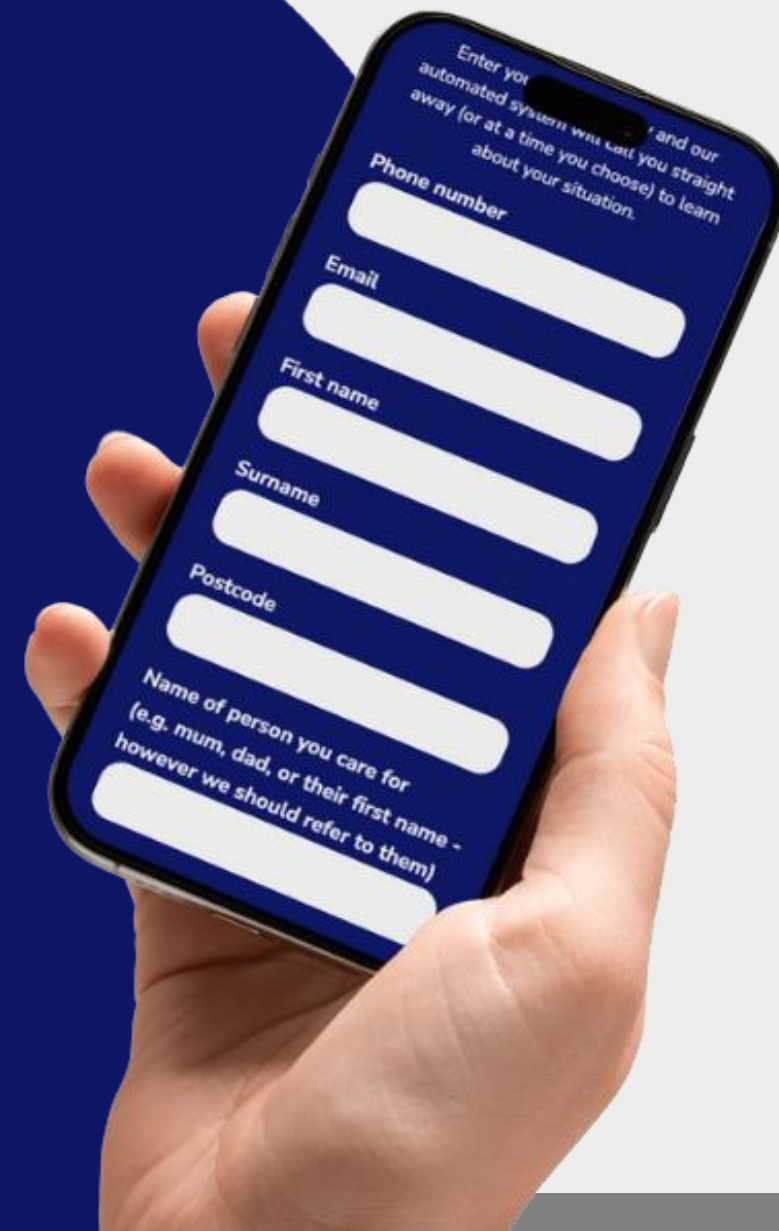With detailed data and insights shared with you at each stage

1. Pre-call form

Key features:

- Mobile-friendly form to capture basic information
- Triage: Is this right for you?
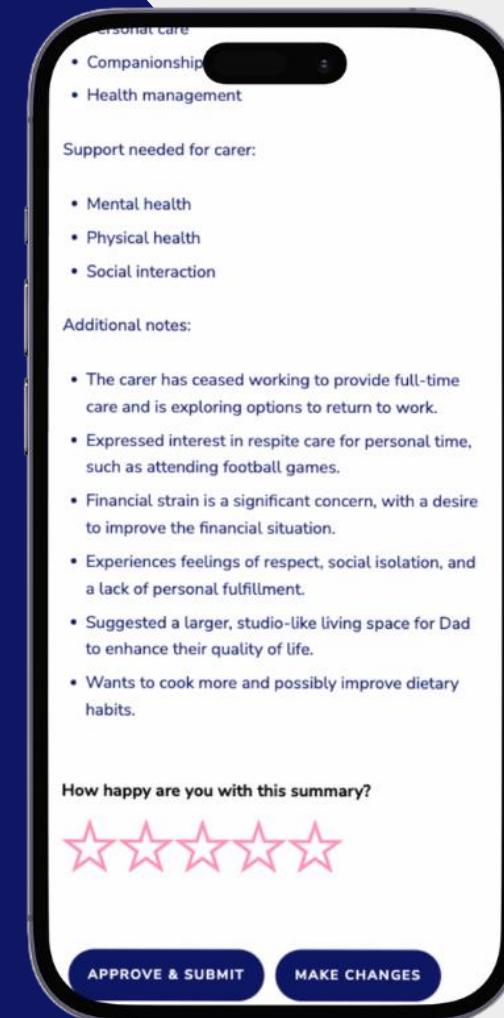- Book your call at a convenient time

2. Baseline Call

Key features:
- Empathetic dialogue
- Care Act-informed question set using strengths-based approach
- Call interruption and continuity

## 3. Post-call: summary

Key features:

- Carer reviews key themes for accuracy
- Carer can add further detail if they wish
- Carer receives support plan in a shareable format

4. Conversational support plan

Key features:

- Proactive follow-up and check in (via WhatsApp or SMS)

- Support needs addressed one at a time, in small chunks

- The carer can ask questions at any stage and receive an immediate response

- Support conversation adapts to new information/ queries
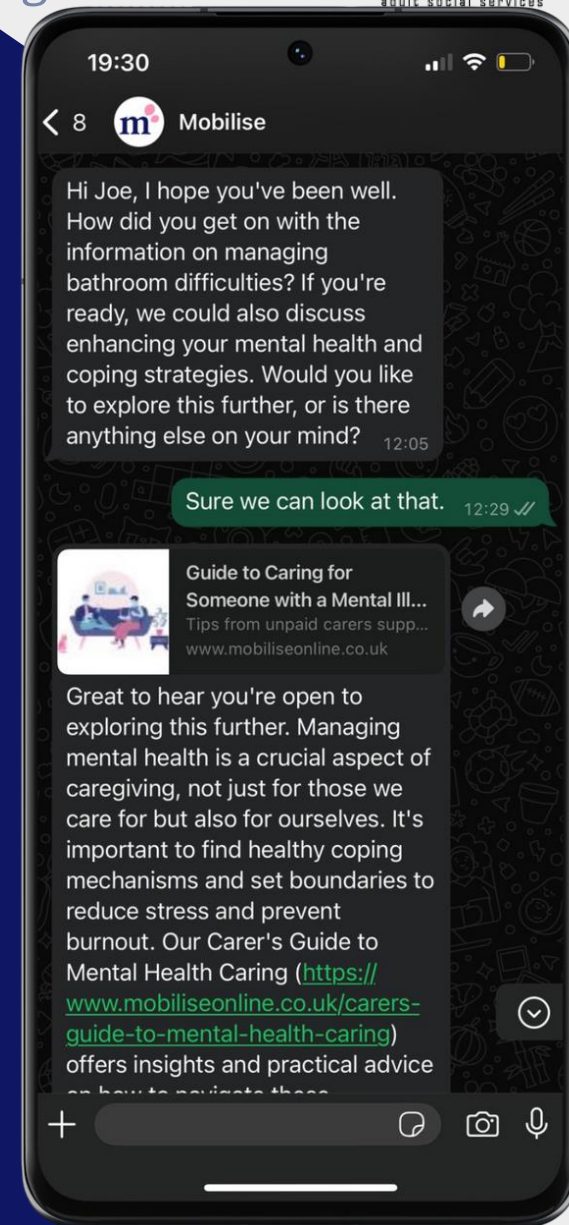
5. Safeguarding and recommendation

Key features:
- Review of all calls to identify safeguarding risks
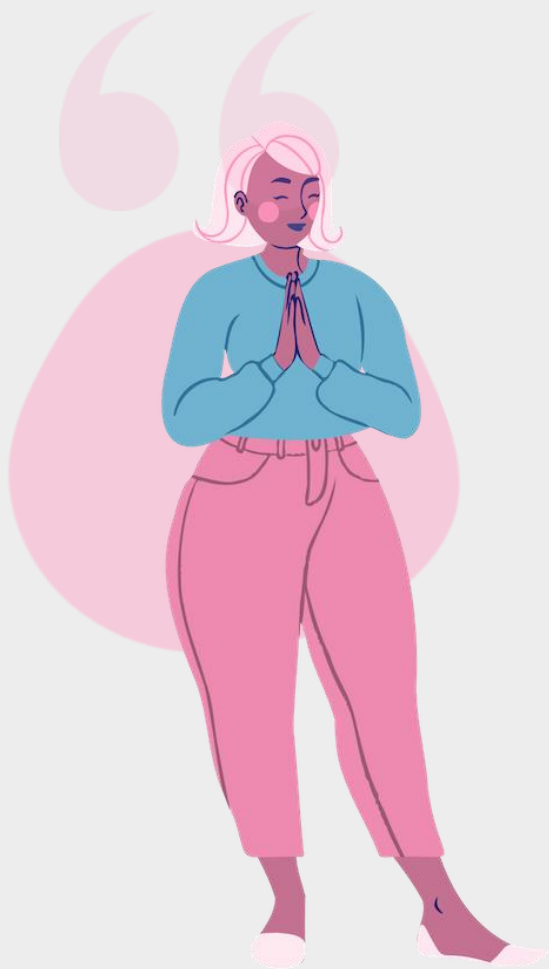- Handover to the Local Authority with a recommendation

6. Integration

Key features:
- Ability for Local Authority to easily import data into your existing case management system

Don't just take our word for it...

What carers said about the AI assessment call

"Scottish accents are a nightmare for these things but she was summarising things in a way I couldn't."

"I had a carer's assessment a long time ago - it was quite brief and only went into the financial side of things. This felt broader and included mental health which is important."

"Actually quite liberating as it's a bot, not a person.
Takes up less social energy. And I like that I could choose to do it."

Don't just take our word for it...

What carers said about the support plan

"Clarity, good presentation, and well thought out order."

"I like that you can choose the time they come at. She sent me the carer burnout guide and what she sent me this morning was brilliant. She picked up on my current situation and what a shambles it is."

"It was good to have the nudges to keep making progress."

Leveraging AI to support carers

Darren Crombie, Founder of Bridgit Care

TSA ITEC 25

17-18 March 2025.
The ICC Birmingham.

TRANSFORMING LIVES THROUGH DIGITAL INNOVATION

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.

- ITEC Awards
- Gala Dinner
- Exhibition Zone
- Plenary Sessions
- Innovation Stage
- Knowledge Sharing

FREE DAY PASSES AVAILABLE VIA ADASS

2025 Conference Chair
Paralympic Icon, Campaigner and Parliamentarian
Baroness Tanni Grey-Thompson

Confirmed Speaker
Stephen Kinnock MP
Minister of State for Care

2025 Conference Themes

- From Analogue to Digital – Leading the Transformation
- Harnessing the Power of Data for Proactive and Preventative Care
- Quality, Safety, and Continuous Improvement: Developing Quality Frameworks

Headline Sponsors:

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https://itecconf.org.uk

17 – 18 March
The ICC Birmingham