

HAMPSHIRE COUNTY COUNCIL

Executive Decision Record

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	3 October 2018
Title:	Support Plan Management System
Report From:	Director of Adults' Health and Care

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1. The decision:

- a) That the Executive Member for Adult Social Care and Health gives approval to spend up to a maximum of £1.6m over a period of 4 years extendable to up to 10 years from the Adult Social Care and Health budget to procure a software service contract for a Support Plan Management System for use in in-house residential and nursing homes for Older People and those supporting people with a Learning Disability from March 2019.
- b) That the Executive Member for Adult Social Care and Health notes that the total spend on the contract is anticipated to be up to £1.8m, however the Information Technology (IT) budget for Transformation to 2019 (T19) is covering the first year contract costs at an anticipated total of up to £0.2m.

2. Reason(s) for the decision:

- 2.1. The record management and monitoring of residents care is currently paper based. The process requires staff to make multiple handwritten entries into daily diary notes, support plans, risk assessments and care charts. As well as record keeping inconsistencies this is also time intensive taking staff away from their core duty of directly supporting residents. A recent Week in the Life Of (WILO) survey indicated that an electronic support planning system would deliver efficiencies by increasing staff capacity to optimise the utilisation of beds within the home. This will result in improved capacity to admit an increased number of residents with a high support need, thereby reducing cost.
- 2.2. In the meantime, any discrepancies in recording therefore impacts upon both Adults' Health and Care's ability to demonstrate service quality and also to provide evidence of the care communications in relation to the direct care provision as required by the Care Quality Commission (CQC), relatives and on occasion the Court.

- 2.3. It is now a CQC requirement that all individuals receiving care and support have an extensive contemporaneous plan (this could be up to 30 pages of information).
- 2.4. To evidence a quality service staff must be able to record information in real time, recording the information in one place which will then populate all required records. Moving to an electronic support plan system will also give staff immediate access to information to facilitate the correct support to any resident at any time and reduce the considerable amount of time spent maintaining records.
- 2.5. Furthermore the use of a digital system to record sensitive information will significantly reduce the likelihood of a data breach as the information rather than being paper based will only be available to staff who are authorised and securely logged into the specialist software system.

3. Other options considered and rejected:

- 3.1. To not procure a digital system and remain with the paper based recording mechanisms in place. To evidence a quality service staff must be able to record information in real time, recording the information in one place which will then populate all required records.

4. Conflicts of interest:

- 4.1. Conflicts of interest declared by the decision-maker: None
- 4.2. Conflicts of interest declared by other Executive Members consulted: Not applicable

5. Dispensation granted by the Conduct Advisory Panel: none.

6. Reason(s) for the matter being dealt with if urgent: not applicable.

7. Statement from the Decision Maker:

Approved by:	Date:
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Executive Member for Adult Social Care and Health Councillor Liz Fairhurst	