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Conference Abstract

## **A Multi Agency Prevention Platform (MAPP) - Delivering integrated, person-centred care**

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### **Abstract**

This presentation will show that evidence of the benefits of technology, such as video communication, to the care system and to the quality of care experienced by people is being produced across a range of use cases. In order for these benefits to scale, a new approach to coordinating care must be adopted that considers a person's care needs holistically, uses technology appropriately and provides services that integrate with each other and the technology used. Sandwell Metropolitan Borough Council is developing such a service platform. The platform is based on integrating the services of multiple agencies into a single platform underpinned by video communication.

The service reconfiguration is significant in that it brings together in-house, partnership and third-sector services through a single point of access. The goal is to make the customer journey quick, transparent and joined up from assessment through to support. The platform will also begin to blur the borders of health and social care by coordinating and linking services. In sympathy with the service development the business modelling will address the value of prevention and maintaining independence of the person. The other key strands are reablement services that better manage people and again underpin independence. Only through the breaking down of the siloes can a holistic approach to care be developed.

The platform will utilise multiple technological interventions to support care delivery. However, no service will be technology centric. By appropriately assessing people and providing a mix of technology that supports their needs a move from the "solution specific" approach will be enabled. Central to this will be the use of video to communicate with and support people in their own homes or in residential settings. Examples of this include virtual visiting, sensory services, 24/7 monitoring and response.

Connecting care services using the same video communication technology that is being used to communicate with people at home or in care homes will facilitate integration. At the person's end the ability to access a range of services through their own TV using a simple remote control removes any technical barriers and gives them a single point of access to their "care network." In this way integration and person-centered approaches become not only viable but embedded in the service platform. The business modelling for this approach is complex and crosses silo

boundaries. The impact of a network approach increases exponentially as the connections increase.

Hence, we will report on various aspects of the platform development including:

- Service reconfiguration including practitioner engagement and culture change.
- Qualitative impact of integration and person-centered approaches.
- Quantitative and economic benefits of service delivery using the platform.
- Evidence generation and assessment.
- Adoption of action research and continuous learning approaches to service evolution.

These aspects will be put in the context of the Better Care Fund and how the platform can underpin the aspirations of supporting engagement between primary, secondary and social care.

## **Keywords**

**integration; person-centered; video; evidence; care**

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