



## ARF Online Theme Specific Workshops – Output

This output has been created following the Accelerating Reform Fund theme based online learning workshops that were held in July. The workshops focused on common risks and challenges in projects related to the themes of;

- Assessment of needs/carers assessment
- Community and Community Networks
- Digital Tools and Self-Care
- Hospital Discharge
- Information, Advice and Guidance
- Shared Lives Arrangements

Below you will find a brief summary of the discussions held from each session, which include some of the challenges experienced within projects and the approaches they have taken to tackle them.

### Assessment of needs/carers assessment

Early identification of carers can be challenging, particularly when some may not identify themselves as such, as well as the difficulties engaging with those who do not identify themselves as a carer. During the workshop, some reflected on the importance of ensuring that there is collaboration among various partners and organisations, such as stakeholder buy-in, data-sharing (i.e. aligning IT systems) and GDPR compliance. Without this, it was felt that there could be a risk of duplication and lack of coordination among the often-multiple partners of each ARF project. A key area of discussion was the potential increase in demand for services as a result of the projects.

*Workshop Reflections; ensure effective collaboration/partnerships, learn from past experiences, raise awareness about the project, encourage a culture that promotes sharing and focus on sustainability from the offset.*

### Community and Community Networks

Raising awareness and engaging specific groups, particularly those who are seldom heard and from deprived areas, was felt to be a potential challenge. During the workshop, digital literacy across the population was discussed and the alternative solutions that Local Authorities could offer to promote accessibility. The challenges of digital literacy and inclusion were discussed. The group considered the need to ensure that projects across the different local authorities, who are likely at varied project stages, would benefit from clear communication channels to prevent duplication, support resource management, with clear priorities and to stay aligned with project timescales.

*Workshop Reflections: prioritise governance/resource management, ensure clear and tailored communication, provide a variety of digital means, plan for meaningful co-production and engage with a broad range of stakeholders.*

## Digital Tools and Self-Care

Digital skills/literacy was felt to be a challenge, particularly in relation to users and stakeholders. In the workshop, the groups discussed uptake of technology and the need to ensure it serves all demographics. Data management was considered and the challenges of maintaining data by keeping it updated. It was reflected that having a clear/defined project scope was essential and would support sustainability post-grant.

Workshop Reflections: integrate ARF projects into broader digital inclusion strategies, digital solutions need to be adaptable, monitor oversight of usage, define success criteria, utilise community hubs/magazines/networks to spread awareness and engage with communities.

## Hospital Discharge

Hospital discharge pathways lack consistency and vary between different sites. During the workshop, the challenge of change management associated with implementing new pathways and digital solutions was considered. Many felt that managing cultural change for all stakeholders involved may be difficult. Digital skills/literacy was felt to be concern, due to technology uptake and ensuring it serves all demographics.

Workshop Reflections: Increase awareness among staff/carers about available resources, encourage a culture that promotes sharing, learning, change planning and strategy to support with innovation, implement training programmes to embed new practices, explore sustainable technology solutions and increase collaboration between health and social care services.

## Information, Advice and Guidance

Information, Advice and Guidance projects must have a clear scope to support with the variety of requirements it may contain. Maintenance of information, advice and guidance resources was discussed during the workshop to ensure it is sustainable. Many spoke of the challenges with the differing priorities, circumstances, skill levels and legal requirements needed across the platform's to ensure that there is a range of accessible solutions for a diverse user group.

Workshop Reflection: build successful partnerships with clear communication to support with goal/resource alignment, embed clear processes for resource maintenance, promote clear data ownership to manage version control, provide digital and non-digital options to ensure diverse needs of users are met, conduct broad user testing and wider market research to assess technology already available.

## Shared Lives Arrangements

During the workshop, many felt that there is a lack of awareness and understanding of the Shared Lives model among the public, social workers, commissioners, and decision-makers. As a result, recruitment of carers is felt to be a challenge and that there is a lack of knowledge about how to undertake a targeted recruitment campaign. Finding suitable housing and shared lives arrangements that meet the needs of individuals was considered. To support with this, many felt there was a need to increase accessibility to specialised health-related training (e.g. management of epileptic seizures).

Workshop Reflections: promote awareness/understanding/benefits of the Shared Lives Model, implement continuous promotion/public awareness campaigns at national and local levels, develop recruitment strategies to attract a diverse pool of carers, include ongoing support/recognition/incentives for carers, provide continuous, bespoke training to stakeholders ensuring they are equipped to support the Shared Lives model, consider effective feedback and crisis management.