

BRIDGEND COUNTY BOROUGH COUNCIL

JOINT REPORT OF THE CORPORATE DIRECTOR OF SOCIAL SERVICES AND WELLBEING AND THE CORPORATE DIRECTOR RESOURCES

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

2 DECEMBER 2015

THE WELSH COMMUNITY CARE INFORMATION SYSTEM (WCCIS)

1. Purpose of Report.

- 1.1 To provide an update to the committee on the implementation of the Community Care Information System (WCCIS) since Cabinet approved the signing of the Master Services Agreement (MSA) and Deployment Orders on 31st March 2015.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report links to the following Corporate Priorities:
- Working with children and families to tackle problems early;
 - Working together to help vulnerable people stay independent;
 - Working together to make the best use of our resources.

3. Background Information

- 3.1 BCBC led on the procurement of a national Community Care Information System that supports both health and social care.
- 3.2 The procurement was managed by a Joint Procurement Board consisting of representatives of NHS Wales and local authorities from the Wales System Consortium (WSC – formerly the DRAIG implementation team). The procurement process has been contributed to, and supported by representatives for all health boards and local authorities.
- 3.3 The Cabinet report of 31st March 2015, detailed the procurement process that was followed and sought approval to procure from CareWorks UK Ltd, as the successful tenderer, the national hardware, all Wales application licenses and resources to enable the phased implementation and support the ongoing delivery of an integrated Community Care Information Solution (WCCIS) across the local authorities and NHS organisations in Wales. The upfront all Wales set up cost for this procurement was funded by an approved capital grant from Welsh Government.
- 3.4 In addition to this national infrastructure, there was a requirement for Bridgend to purchase the software to replace the existing DRAIG product which is out of contract period and will cease to be supported beyond April 2016. One of the benefits of Careworks winning the contract to deliver the new information system, is that they are also the supplier of the current DRAIG system Careworks have given Bridgend assurance that they will continue to provide support until the new system is fully operational.

Strategic Case

- 3.5 Welsh Government policies and strategies have consistently reflected the importance of citizens being appropriately cared for in their own homes and in community settings. Consequently, there have been increasing efforts by health boards and local authorities within Wales to deliver more integrated services to ensure that appropriate support for individuals, their families and communities are effectively planned, co-ordinated and delivered. However, one of the common and key impediments to integrated working between health and social care services has been the inability of agencies to share information effectively and the WCCIS has been specified to ensure that its functionality overcomes such long standing issues.
- 3.6 To meet the necessary functional requirements of a solution to support the required integrated working, local authorities and NHS Wales organisations have jointly specified and selected a Community Care Information Solution (WCCIS) ensuring that the business and technical design is citizen-centred and allows professionals to access and share information. In addition, the WCCIS will enable effective joint case management and workflow management across organisational boundaries. In compiling the specification of requirements it was revealed that there is a high degree of commonality between processes in health and social care services and more than 70% of the requirements are common to both health and social care. The comprehensive functionality of the WCCIS will meet all the requirements of the services in scope. WCCIS is highly configurable and can be developed to accommodate new requirements. As part of the procurement, a comprehensive technical scope was tendered to meet the needs of both social care and health services.
- 3.7 There are currently a variety of health and social care standalone systems serving local authorities and NHS Wales Health Boards and Trusts that support social care and community health services. These include DRAIG, Civica, OLM and Northgate. The use of social care systems by local authorities is well developed and such systems are critical to meet operational and strategic business needs.
- 3.8 The procurement was structured to provide an all Wales system with a national specification to ensure value for money, enabling seamless information sharing and joint service between health and social care across all regions, better supporting community health and social services through access to single patient records.
- 3.9 WCCIS offers a number of significant benefits:
- Improve decision making – WCCIS will allow 24/7 access to records and information. Creating an information rich picture which can be reviewed at any time – supporting out of hours and other emergency services access to client data and processes
 - Improve coordination – WCCIS will enable health and social care services to work more closely and in a better coordinated way, where information is more easily shared and therefore better supports integrated working
 - Improve patient and service user safety – WCCIS will have the functionality to support a common referral process that will facilitate single point of entry across the whole system for initiating care and support referrals that will streamline and reduce complexity of current multiple referral processes.

- WCCIS will allow the use of suitable mobile devices to allow complete system access from all possible working locations.
- Reduce duplication in data capture and enable easier information sharing by the creation of a single citizen record for both health and social care.
- WCCIS will integrate with existing NHS Wales systems which will increase confidence in the identity of the patient by using the NHS Number as the unique identifier and ensuring that WCCIS integrates with other NHS Wales systems such as Master Patient Index, which is an electronic archival system that holds the data of every patient.

Procurement Process

- 3.10 The scope of the procurement included a single integrated solution for the support of social care, community health including nursing, therapies and mental health and consists of a comprehensive range of services including: hardware, software, training, testing, implementation, maintenance, project management support and other associated services.
- 3.11 The contract duration for the Master Services Agreement, All Wales and Local Deployment Orders is for 8 years with an option to extend at annual intervals by up to another 4 years.

4. Current Situation/Proposal

- 4.1 The justification for the implementation of WCCIS in Bridgend is:
- End of life of current social care system (DRAIG) product.
 - Limitations of DRAIG in order to deliver mobile working, facilitate integrated working across social care and health with Third Sector providers.
 - A more user friendly system will enhance the user experience supporting their operational needs more efficiently.
 - Information sharing, common referral and assessment process are more easily achievable.
 - The WCCIS is based on Microsoft technology and has a common user interface which is more standardised and recognisable by all users. This will reduce the need for intensive training prior to implementation.
 - The WCCIS solution is relatively cost neutral for Bridgend, (noting there will be staff costs to implement the new system in BCBC) and delivers significant advantages as detailed above.

The planning process behind implementation

- 4.2 There is a National WCCIS Board, jointly chaired by the Director of Community Services, Caerphilly County Borough Council and the Chief Executive of Powys Teaching Health Board. This has been set up to oversee the strategic implementation of WCCIS across Wales, however, the actual implementation arrangements will be managed locally and regionally. Bridgend is represented on this Board by the Corporate Director, Social Services and Wellbeing and the Corporate Director, Resources as alternates.
- 4.3 The National WCCIS team will support local planning arrangements by providing necessary support and documents such as readiness assessment, standardisation,

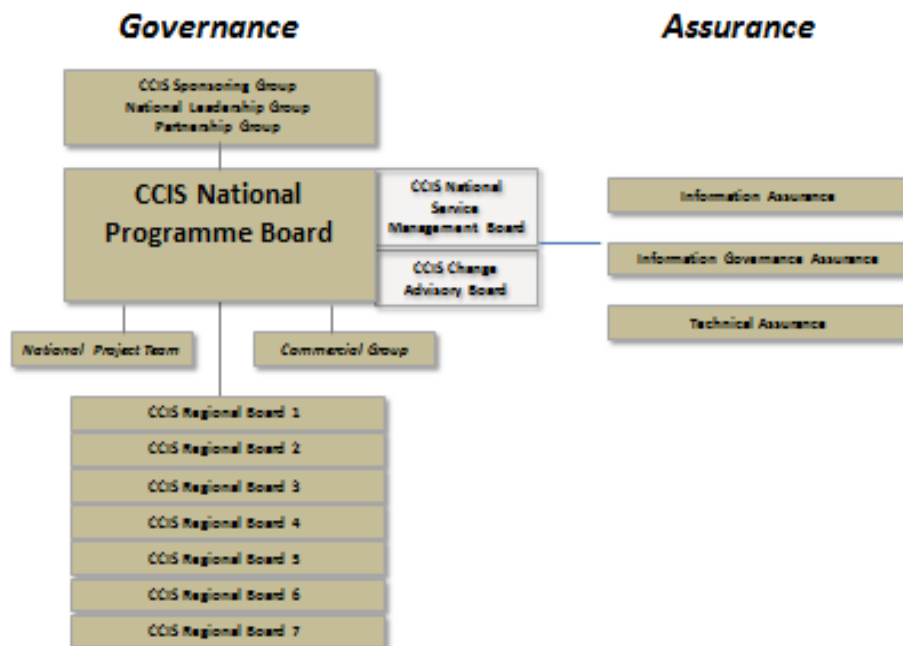
and the sharing of best practice. It is important to emphasise that whilst WCCIS is an ICT system, it is the enabler that can better support the transformation of Health and Social Care service delivery, and therefore, underpin the remodelling of service improvements.

- 4.4 As part of the planning process for the implementation of WCCIS in Bridgend, it was important / essential that the Council aligned itself with the national programme. This has caused a change to the initial proposed timescale. The targeted 'Go-Live' date is now the 31st March 2016.
- 4.5 Locally in Bridgend, work has been ongoing for a number of months in preparation for the Go-Live date. This has included:
- Data cleansing and data validation
 - Re-design of document set
 - Work on business processes
 - Awareness and training on the new system
- 4.6 Training of staff within the Council will be provided on a "train the trainer" basis, held at a BCBC location. The training requirements have been clearly established as part of the Authority Requirements schedule in the local Deployment Order. It is recognised that the timescale is tight but there is a plan in place to enable training across the services and there is support in place from other local authorities and Careworks to facilitate this. In accordance with the project plan, training is planned to take place during March 2016.
- 4.7 All changes are in line with, and in preparation for, the Social Services and Wellbeing (Wales) Act 2014.

Monitoring arrangements

- 4.8 The national programme structure for the implementation of WCCIS is:

Community Care Information Solution



4.9 Underneath this, Bridgend has a Project Board chaired by the Corporate Director, Social Services and Wellbeing. This Board comprises senior management representation from across the council. Reporting into the Board, is a Project Team, comprising practitioners across the service areas, chaired by an Association of Directors of Social Services (ADSS) representative whose focus is to support the national Board and implementation of the new system WCCIS.

4.10 The Bridgend Project Board developed a Project Initiation Document which identified the scope as:

- Migration of DRAIG to WCCIS including;
 - Adult Social care
 - Safeguarding and Family Support
 - Early Intervention and Prevention
 - Finance
 - Supporting People
 - Education (Additional Learning Needs)
 - CRT Teams including ABMU staff who are already using DRAIG
- System and workflow configuration to include health and social care
- Review of Business process to include health and social care
- Review of Document set across all services
- Business Process design
- Questions engine/form design
- System reporting
- System integration (Regional/local requirements)
- System testing
- System training
- System support

- Interface to EDRM system
- Interface to EMPI (Extended Master Patient Index)

- 4.11 Local highlight reports are regularly prepared and presented to the Board to provide an update and to ensure issues and risks are dealt with appropriately.
- 4.12 The National WCCIS Board has requested that benefits associated with WCCIS be identified and issued to all implementing organisations. A workshop was recently held that involved staff from Health and Social Care services from across Wales, to consider how WCCIS will better support the delivery of services to the benefit of service users and staff. Bridgend was represented at this workshop. Work is currently ongoing to compile a benefits report that will be presented to the National WCCIS Board for approval, following which a benefits register will be issued to all implementing organisations that will enable them to identify and monitor service improvement.
- 4.13 A critical message that came from the workshop is that the achievement of any anticipated benefits will be largely dependent on all Health and Local Authority organisations within a region implementing WCCIS and working together to ensure that the system is developed to support integrated working.

Transfer of information

- 4.14 The transfer of information held on existing systems in use (e.g. DRAIG) will be undertaken by the WCCIS supplier (Careworks) and local authority ICT resources. Because WCCIS is a national system available to be used by all Local Authorities and Health Boards across Wales, it is important that the approach to transfer such information is governed by a National Migration Strategy and process that has been developed with the company and with input from Health Boards and Local Authorities across Wales.
- 4.15 The transfer of information between services will largely depend on whether the associated services are all users of WCCIS. If they are, then the system security model (underpinned by effective Information Governance arrangements) will enable easy and effective access to information held within the system. The full benefit for service users in terms of a single citizen record and easier information sharing across health and social care will be dependent on all agencies adopting the WCCIS.

Improving shared working with partners and protecting children and young people

- 4.16 Appropriate information will be made available to the public, service users, carers and staff prior to the implementation of the system advising them of the benefits of a health and social care system across Wales including what it will mean in terms of their data and the Authority's obligations under the Data Protection Act 1998.
- 4.17 The WCCIS functionality provides a person banner which is displayed on the windows of all records related to a person/client. Along with the standard icons, it also displays the person's name, date of birth, gender, NHS number, address, key worker and team. This enables easy identification of the person the teams are currently working with. In addition to this, it displays various icons which flags

risks/concerns relating to that person/client. Attached at **Appendix 1** is more information about how the system alerts the user to the fact that there is a risk or concern relating to the person/client.

4.17 As stated in paragraph 4.13, the full benefit of this information being made available to all partner agencies will be dependent on all Health and Local Authority organisations within a region implementing WCCIS.

5. Effect upon Policy Framework and Procedure Rules.

5.1 None.

6. Equality Impact Assessment

6.1 An Equality Impact Assessment is not relevant to this report as the system covers health and social care patients/service users and there will no implications to them.

7. Financial Implications.

7.1 The current cost of the DRAIG system is £75k per annum funded via the ICT software budget. The total cost for the WCCIS will be £607,957 for the 8 year period, again to be funded via the ICT software budget.

This is profiled over the period as follows:

2015/16	£42,742
2016/17	£83,646
2017/18	£83,039
2018/19	£82,279
2019/20	£81,676
2020/21	£81,070
2021/22	£80,463
2022/23	£73,042

7.2 In addition there will be a local implementation cost for testing, data cleansing, data migration and business process redesign. This will involve significant officer time from ICT, Adult Social Care, Safeguarding and Family Support, Finance and Strategy, Partnerships and Commissioning. These resources will be made available from within existing budgets.

7.3 The funding for the infrastructure and the all Wales licence costs will be funded from Welsh Government. This amounts to £6.583 million, broken down as follows;

- £3,280,108 – All Wales Licence
- £2,200,018 – software development costs
- £1,103,556 - central hardware

7.4 BCBC will only be liable for costs incurred with its own implementation. A draft Inter Authority Agreement is being reviewed by the National Board. This document provides for an indemnity to be given by the Authority Parties that implement the WCCIS through their individual deployment orders to BCBC in respect of any costs

associated with BCBC's lead role in implementing the All Wales Infrastructure Deployment Order.

8. Recommendation.

- 8.1 The Committee is recommended to note the update on the progress of the implementation of WCCIS.

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Background Documents: None

How WCCIS can help to facilitate ie shared working with partners and protecting children and young people

The below details the icons that will flag the vulnerability of children to users of WCCIS. If the icon appears on the person banner, then providing the user of WCCIS has the necessary permissions, they will be able to drill down further into the record to read the detail relating to that case. If the user does not have the necessary permissions then they are able to contact the allocated worker to request access or find out further information. In the event of an emergency, then there is a break glass capability within the system. This allows the user to access the information immediately, this is fully audited and the allocated worker will be informed that the user has accessed the information through the break glass functionality.

Icon	Description
	<p>The <i>Known to Child Protection</i> icon is displayed if one of the following conditions is true:</p> <ul style="list-style-type: none"> • A <i>Child Protection</i> record exists for the current person. • A document type of any of the following exist for the current person: <ul style="list-style-type: none"> — Child Protection Plan — Initial CP Conference — Child protection review — Record of S47 enquiry — Record of Strategy Discussion — Receiving in Conference • An incoming <i>Phone Call, Letter, Fax, or E-mail</i> activity exists for the current person with a reason of <i>Formal Enquiry to the Child Protection Register</i>. <p>If applicable, this icon is also displayed on the <i>Quick Find</i> window</p>
	<p>The <i>Known to Looked After Children</i> icon is displayed if a <i>LAC Legal Status</i> record exists for the current person.</p>
	<p>The <i>Missing</i> icon is displayed if a <i>Missing Person</i> record exists for the current person with no return date specified.</p>
	<p>The <i>Person Risk</i> icon is displayed if a <i>Person Risk</i> record exists for the current person.</p>
	<p>The <i>Responsible Local Authority</i> icon is displayed if a <i>Responsible Local Authority</i> record exists for the current person. For more information</p>

	<p>The <i>Special Health Measures</i> icon is displayed if a <i>Person Disability/Impairment</i> record exists for the current person.</p>
	<p>The <i>Subject to Child Protection Plan</i> icon is displayed if a <i>Child Protection</i> record exists for the person with a <i>Start Date</i> and no <i>End Date</i>.</p>
	<p>The <i>(Related Person) Subject to Child Protection Plan</i> icon indicates that another person, specified as in the same household by a family <i>Connection</i> record with <i>Inside household</i> selected in the <i>Additional Relationships</i> pane is subject to a child protection plan. The icon is displayed if one of the following conditions is true:</p> <ul style="list-style-type: none"> • A <i>Child Protection</i> record exists for a person specified as in the same household as the current person. • A document type of any of the following exist for a person specified as in the same household as the current person: <ul style="list-style-type: none"> — Child Protection Plan — Initial CP Conference — Child protection review — Record of S47 enquiry — Record of Strategy Discussion — Receiving in Conference • An incoming <i>Phone Call, Letter, Fax, or E-mail</i> activity exists for a person specified as in the same household as the current person with a reason of <i>Formal Enquiry to the Child Protection Register</i>. <p>If applicable, this icon is also displayed on the <i>Quick Find</i> window</p>