

Fit For 2024 Social Work Review

Update 2 - December 2020

Following on from the update provided in the last issue of SBscene, below is the latest news from the FF2024 review of adult social work.



Update on digital and technology

- The Council has extended their contract with CGI and as part of this extension is delivering the 'Inspire Care' project. This is based on the success of 'Inspire Learning' and the delivery of iPads to Borders school pupils.
- Inspire Care will see significant investment across all Social Care and Social Work services - more information about what this means and how you can get involved will be provided in due course.
- The first major step in the project saw the roll out of iPads to all care home residents in home run by SB Cares; this was done as part of the Inspire Care pre-Christmas launch.

Update from staff engagement sessions

Over 200 of you attended the FF2024 Adult Social Care Staff Engagement Sessions that were held in October. There was a really good turnout and staff are thanked for making the time to take part. The level of engagement at the sessions was really noticeable with some fantastic thoughts, suggestions and ideas expressed. These have now been sorted into key themes and are being looked at in more detail.

One of the main themes was IT. Below is a summary of some of the key issues and the actions that are being taken to address them.

- **You said:** you have a lot of IT issues including some in the integrated teams that are causing inefficiency.
- **We did:** these were all fed back to CGI in a meeting on 1 December. We have a follow up meeting booked for 20 January to review CGI's progress; we will keep you updated.
- **You said:** you would like more training on getting the most out the IT we already have.

- **We did:** SBC will run a digital skills week in the new year with a focus on how to utilise Office 365. There will be sessions you can drop in and out of and hopefully they will be recorded so no one misses out. There is a transcription function on Word Online that a few people mentioned would be handy for typing up notes; we could have a demo of that to give one example.
- **You said:** the option to reset a password in Mosaic would save a lot of time.
- **We did:** this was raised with Servelec as an enhancement request and is seen as a high priority.
- **You said:** we need to focus on the Prevention Agenda.
- **We did:** work is underway to define and develop a locality model which builds on the success of the What Matters Hubs and the Community Assistance Hubs. This Model will be looking at any individuals in the community which are in need of support and will focus on early intervention and prevention as well as assisting discharge.

Jen Holland, Chief Operating Officer - Adult Social Work and Social Care

"These are just a handful of topics you raised but hopefully this snapshot gives you confidence to know you are being listened to and work is underway to address the issues you raised. Once again I whole heartedly appreciate the vital work you are all doing, really I do, and we'll have more news for you into the new year. In the meantime if you want to either get involved or have other suggestions on how we can work together to realise the efficiencies in our budget then do get in touch."

if you have any queries or additional thoughts, they can be emailed to:

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