

# Domiciliary Care Workforce

*Call out to local authorities to pilot a proven AI logistics solution to improve the delivery of domiciliary social care.*

## Introduction

It is widely acknowledged that there are significant pressures and demands on the domiciliary social and health care workforce, which have been further accentuated by the Covid-19 pandemic.

The West of England Academic Health Science Network (WEAHSN), South West AHSN (SWAHSN) and Health Education England (HEE) are leading a project to find and then evaluate an innovative solution which offers the potential to support the domiciliary social and healthcare workforce in terms of supply, skills, leadership, new ways of working and new roles.

In the development of this project, we have engaged with the domiciliary care workforce frontline, management and commissioners, as well as organisations, such as, Skills for Care.

Earlier this year, we initiated a formal process to seek potential solutions. A panel of representatives from across the health and social care system assessed over 30 applications. We have now identified Procomp Solutions Limited (Procomp), a company headquartered in Finland, as the appropriate initiative to take forward.

## Call for host local authorities

We are now looking for two local authorities to be our pilot sites. These local authorities must be in the South West of England, including Gloucestershire, South Gloucestershire, Wiltshire, Bristol and North Somerset, Bath and North East Somerset, Somerset, Devon and Cornwall/Isles of Scilly. Ideally we would like to select one local authority from Gloucestershire, South Gloucestershire, Wiltshire, Bristol, North-East Somerset, and the second from Somerset, Devon and Cornwall/Isles of Scilly.

The project will fund the Procomp services and software for a 12-month period and will also fund an independent evaluation of the effectiveness, impact and benefits.

## Procomp

[Procomp](#) is a Finnish company with a background in planning and logistics. The company works with 1/3 of the Finnish domiciliary care market. They use an AI-based solution to optimise planning, reduce mileage and improve carer utilisation. They have shown positive results in Finland, Belgium and Netherlands, reducing care worker mileage by more than 40% and improving care worker utilisation by more than 25% with no reduction in care for service users.

Further information can be found on the WEAHSN website [www.weahsn.net/domcarechallenge](http://www.weahsn.net/domcarechallenge) and [www.procompglobal.com](http://www.procompglobal.com).

The Procomp solution offers two services: strategic optimisation (for local authorities) and operational planning (for domiciliary care providers). Procomp applied for us to evaluate their strategic optimisation service which is expected to support improvements to the commissioning model, care planning approach and brokerage arrangements.

### Potential benefits of strategic optimisation

The Procomp slides go into more detail of the changes and benefits that their solution can support. The potential benefits are summarised below.

Stakeholder	Potential benefits
Domiciliary care workforce	<ul style="list-style-type: none"> <li>• Significantly less car mileage</li> <li>• Fewer gaps in care workers' schedule, leading to improved care worker pay</li> <li>• Improved professionalisation of the care workforce</li> <li>• Care as a more appealing career</li> <li>• Improved care worker satisfaction (feeling valued, part of a team, relationship with client)</li> </ul>
Providers	<ul style="list-style-type: none"> <li>• Reduced sickness absence and increase in staff retention due to the workforce benefits identified above</li> <li>• Reduced costs due to travel</li> <li>• Invest in workforce</li> </ul>
Service users	<ul style="list-style-type: none"> <li>• Improved service user satisfaction (greater carer continuity and person-centred care, improved relationships with care workers)</li> <li>• Shorter waiting list for care</li> </ul>
Local authority	<ul style="list-style-type: none"> <li>• Improved understanding of the logistical factors which affect utilisation of the care workforce</li> <li>• Improved service to users</li> <li>• Reduction in travel costs</li> <li>• Improved capacity and stability of care workforce</li> </ul>

### Pilot

The opportunity for local authorities:

- Two local authorities will have access to Procomp's services for 12 months at no charge
- Procomp will support two projects in each successful local authority, for example, focusing just on domiciliary social care generally in both an urban and rural locality, focusing on

strategic reablement suppliers and exploring rehabilitation and reablement service integration

- Procomp will not be supporting change across the whole of a local authority as it is best to start small and learn lessons before expanding further

Procomp needs the local authority to identify at least one domiciliary social care provider that will be involved in this project, provide the data required and attend workshops.

Procomp will need care plan and postcode level data for service users and carers. Procomp has completed NHSX's [Digital Technology Assessment Criteria](#) (DTAC), available on WEAHSN website, giving more details around GDPR and data sharing, and local authorities will need to involve their Information Governance teams to support the data management processes.

### **Our expectations of the local authority host**

1. Ownership: drive the project forward
2. Governance: organise a monthly Project Board and provide a senior chairperson for this meeting. This board needs to be attended by Procomp (as supplier), WEAHSN (in a sponsor/assurance role) and SWAHSN (as evaluator), as well as the local authority team
3. Resources: project management will be required to coordinate activities within the local authority; support to provide data, review scenarios, agree changes and plans and implement changes
4. Timescale: in order to evaluate the project over 12 months, data will need to be provided at an early stage; some changes will need to be in place within the 12-month period
5. Evaluation: provide the data gathering required for the evaluation and be available for interviews with the evaluation team, as required
6. Contracts and agreements: WEAHSN will contract directly with Procomp to buy their service and software. The local authority will be the "data controller" and will need a "data sharing agreement" with Procomp, the domiciliary care provider and SWAHSN (as evaluator). WEAHSN will issue a joint working agreement between the local authority, Procomp, SWAHSN and WEAHSN.

A WEAHSN project manager will coordinate the innovator, host, evaluator and other stakeholders to agree working arrangements and contracts, mobilise the project and support the evaluation and reporting.

**This call out to find two local authorities was launched on Monday 20 September and the deadline for applications is 12:00 noon on Friday 29 October.**

Local authority applicants will be short-listed using the criteria described at the end of this document and the highest scoring local authorities from across the South West region will be invited to discuss their application.

### **1. Application Guidance**

### Who is eligible to apply:

Local authorities in the South West

### How to apply:

To apply visit [www.weahsn.net/domcarechallenge](http://www.weahsn.net/domcarechallenge)

## 2. Application, decision making process and timescales

Stage 1 to 4 describes the application process; later stages are also described to set expectations of timescales:

- **Stage 1: Application form**

We have designed the application form to be as brief as possible. Please follow this link:  
[Application Form: Domiciliary Care Workforce Challenge Host \(google.com\)](#)

**Applications Open: 20 September 2021**

**Applications Close: 29 October 2021, 12:00**

- **Stage 2: Short listing**

The West of England AHSN, South West AHSN and Health Education England project team will create a shortlist of up to four local authority applications based on the criteria described later.

**Date: By 9 November 2021**

- **Stage 3: Discussions with local authorities**

The local authorities and project team will discuss the application and it's a chance to ask each other questions (1 hour).

**Date: 16 November (12.45 - 13.45; 14.45 - 15.45), 17 November (14.45 - 15.45) & 18 November (14.15 - 15.15). Please keep these times available**

- **Stage 4: Confirmation of selected local authorities**

Confirm local authorities

**Date: 25 November 2021**

- **Stage 5: Data sharing agreements and working agreements**

The local authority will need to produce and approve a "data sharing agreement" with Procomp, the domiciliary care provider and SWAHSN (as evaluator).

Partners to approve working agreements issued by WEAHSN.

**Date: by 14 January 2022**

- **Stage 6: Mobilisation & getting started**

In this phase all partners need to mobilise resources and schedule meetings; agree Project Initiation Document and evaluation framework; submit data to Procomp.

**Date: January and February 2022**

- **Stage 7: Implementation**

Review and agree optimal scenarios, agree plans and deliver changes.

**Date: March 2022 to January 2023**

- **Stage 8: Evaluation**

Complete evaluation report and consider for potential adoption and spread.

**Date: February 2023**

### 3. Selection criteria

To help local authorities apply for this challenge, we have produced a guide below to the selection criteria.

Some topics will be scored against agreed criteria as below, however in other areas the selection panel will score applications against other applications.

Description/Score	0	1	2	3
Proposal from local authority	Scope, objectives and description are not clear	Missing elements of scope, objectives and description	Scope, objectives and description are present but follow up questions required to fully understand	Clear scope, objectives and description
Track record of vision and aspiration for improving the domiciliary care service and adopting innovative solutions	None	Low	Medium	High
Named domiciliary care provider who will take part in the project	No	-	-	Yes
Data Protection Officer has reviewed Procomp's Digital Technology Assessment Criteria (DTAC), including Data Protection Impact Assessment (DPIA), and made comments	No	-	-	Yes
Project aligned with strategic direction and programmes within local authority (this will be assessed relative to the other applications)	None	Low	Medium	High
Capacity to lead on development of "data sharing agreement", approve "joint working agreement" and mobilise resources in December 2021 and January 2022	No	-	-	Yes
Project management capacity to deliver this project over 12+ months	None	Low	Medium	High

#### 4. Contact Information

If you have any questions about this pilot or want to schedule a meeting with WEAHSN and Procomp, please email the team: [scwcsu.domcarechallenge.weahsn@nhs.net](mailto:scwcsu.domcarechallenge.weahsn@nhs.net) or call Roger McDermott on 07384 249 068.

If you have any questions for Procomp, please contact [mark.russell-smith@procompglobal.com](mailto:mark.russell-smith@procompglobal.com) or call him on 07983 627 427.

#### FAQ

##### How does the challenge work?

We have identified an innovation – Procomp. Now we need to identify 2 local authority hosts based in the West and South-West of England. We will review applications and meet with up to 4 local authorities to discuss their application. We will work together to draw up a project plan to test how the products and services work in practice and are evaluated in a real-world setting.

##### Who is awarded the money, who is signing the agreement with the company?

WEAHSN, SWAHSN and HEE will purchase the Procomp services and software for a 12-month period. Joint working agreements will be signed between Procomp, the host organisation in which the project is running, WEAHSN and SWAHSN.

##### Can we submit more than one application?

We expect applicants will only submit one application.

### **Can we involve the ICS, health care providers and others in the application?**

Yes. Our expectation is that Procomp strategic optimisation will be used by the domiciliary social care team within the local authority. However, if you wish to submit a proposal that supports health and social care working together on domiciliary care, then please do so. You may want to discuss this with the WE AHSN team and Procomp before you do this.

### **How do I submit my application?**

On the Google Form link provided from the WEAHSN website.

### **How will the successful applications be chosen?**

See the challenge document for a description of the criteria and the selection process.

### **Is there any advice or feedback provided before I submit the application?**

Please see “contact us” section of this document. We are also hosting Q&As via MS Teams. The dates and times for these are advertised on the website. The last date for responses to clarification questions is Friday 22<sup>nd</sup> October, 12:00.

### **What is the deadline for application submission?**

Friday 29<sup>th</sup> October, 12.00

### **When will I find out if I have been short-listed?**

All applicants who have been short-listed for the discussions on the 16th, 17th and 18th November 2021 will be informed by 17:00 on 11th November. Those who have not been successful will also be informed at the same time.



**Who owns any Intellectual Property that might be generated by the project?**

The organisation which created it.

**Will service users receive continuity of carer?**

In the first instance the service user may get a change of carers but after this the continuity of carer is built into the modelling.

**How will service users be impacted?**

There is the potential to improve their service and satisfaction and make it fairer and equitable.

**How does Procomp improve diversity and inclusion of the workforce?**

Improved working patterns and contracts could lead to improved diversity and inclusivity.

**What data does Procomp need and in what format?**

Please refer to the Data Protection Impact Assessment (DPIA) for the full details. Procomp will need care plans and postcode level information for service users and care workers. This is usually provided as an Excel file. Note: this is a one-off download/upload, it does not require an integration.