Adult Social Care Client Level Data – Early Onboarding programme

Case study: Making submissions a reality at Solihull Council

NHS

OVERVIEW

Solihull Council Adult Social Care (ACS) employs 460 staff and supports over 4,400 people.

There was strong support from the Director of Adult Social Services (DASS) and within the directorate to respond to the Department for Health and Social Care (DHSC) invitation for voluntary submissions from the adult social care sector. Solihull recognised the opportunities and benefits that the sharing of client level data could bring for our clients and their care journey, whilst improving operational and commissioning intelligence.

The prospect of being able to see, and work with, pseudonymised client level data linked with health data was another key driver to engage with the programme.

Early onboarding also provided an opportunity to highlight our focus on data quality at an early stage.

APPROACH

Solihull Council already had a strong focus on data quality and completeness, which has helped the transition to quarterly ASC CLD submissions.

Data quality
Liquid Logic system (LAS) is updated daily with client, assessment and service delivery information to ensure we have up-to-date knowledge of the people we support. Weekly data quality reports from our Corporate Information Team have long been an established part of system governance arrangements, enabling operational teams to address issues and provide effective feedback in a timely manner.

Resource requirements
Whilst no additional resources were required for the client-level data submissions, our work coincided with the Covid-19 pandemic which did impact resource availability. Some additional short-term capacity was provided to the Corporate Information Team to complete the set-up work whilst maintaining critical support to our Covid-19 response. The ASC team primarily consists of 2 people.

Making it Happen

A task and finish group was established, chaired by an Assistant Director, attended by the ACS Governance Lead (responsible for systems and data quality), Strategic Commissioner (Strategy and Planning), the Corporate Information Manager and Senior Information Analyst (responsible for the client extract data processes).

This group met fortnightly to track progress, ensure all required stakeholders were involved and communicated with, and address any issues or blockers to keeping the project on track.

Having the support, commitment and 'buy in' from senior managers helped ensure the project had visibility and remained on track to reach its first submission goal. This ongoing support will be key to delivering the next phases: automation for submissions and increased field completeness alongside continual data quality improvements.

BENEFITS

Improved data quality

The feedback loops and culture of communication have been enhanced by this work and this has started to led to improvements in data quality, with increased ownership of data integrity.

Improved communication and understanding

Staff can often be recording data without a clear understanding of how it will be used or that nominal inaccuracies may result in significant reconciliation issues. Having more regular data quality conversations means there is a greater awareness and understanding, across departments.

Linked Health Data

Being able to see, and work with pseudonymised health and ASC data will provide numerous benefits alongside a greater understanding of our services and their positive impact on our clients.

LESSONS LEARNED

NHS Numbers

NHS numbers were not the main requirements for our customer data set, meaning we needed to update existing client records and put in place new data quality requirements.

Classifications & Outcomes

The classifications and outcomes for the client level data submissions do not always match our descriptors, which required us to develop mapping for our data.

Flexibility in submission

Being able to submit through the DLP at a date/time and frequency that suits us has enabled us to respond to local pressures and priorities whilst still delivering on our commitment to be early on boarders.

With thanks to Roger Catley, Governance Lead: Adult Care & Support at Solihull Metropolitan Borough Council