

Adult Social Care Client Level Data – Early Onboarding programme



Case study: Making submissions a reality at Norfolk County Council



OVERVIEW

Norfolk County Council Adult Social Care (ACS) employs 2,000 staff and operates for a population of approximately 750,000 adults aged 18 and over.

There was strong desire from the Executive 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.

This desire recognised the opportunities and benefits that the sharing of client level data could bring for our service users and their care journey, whilst improving operational and commissioning intelligence.

Given the drive to improve integrated working with colleagues across the NHS, of particular interest was the prospect of being able to see, and work with, pseudonymised client level data linked with health data.

APPROACH

A single version of the truth

Central to the delivery of the CLD submission was a desire to reorganise our approach to data to produce a verified single version of the truth using a centralised Data Model. When complete the Data Model will enable automation of statutory returns, business as usual reporting and outputs which support ad hoc analytical activity.

Furthermore, this approach will ensure consistency between what is submitted nationally as part of the CLD and what we are using locally to plan and manage our services.

Resource requirements

No additional resources were available to support the client-level data submissions. In addition, our work coincided with the Covid-19 pandemic and a number of priority local intelligence requirements which had a significant impact on resource availability.

Phase 1 of the wider Data Model project, of which the CLD was an agreed deliverable, consisted of 2 officers each dedicating 25% of their time over a 4-month period. Additional support was provided from Information Management colleagues around infrastructure.

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Making it Happen

A proposal was put forward to Directors in Adult Social Care outlining the Data Model approach and the benefits of moving to a new way of working.

Following approval of this approach, the Data Model project team worked closely with colleagues in our Information Management Team to develop the required infrastructure to support delivery of the Data Model.

Senior Officers within ASC were kept informed of progress in regular discussion relating to the delivery of all planned outputs from Phase 1 of the Data Model project, and provided final sign off for the project.

Our Social Care Systems Support Team and Performance Managers were consulted around mapping of existing system outcomes to CLD defined outcomes. Standard mapping tables were built by the project team to ensure that CLD submissions could be traced back to local reporting.

BENEFITS

A single source for truth

The data set used to produce the full Client Level Data Return submission is based on the same data sources which sit behind the key operational and performance reports which are used to plan and manage our services.

Improved infrastructure

The Data Model refreshes each day and allows for automated collation of the Client Level Data Return as well as operational and performance reporting. This had significantly reduced the load on our IMT infrastructure and allows service managers to have the most up to date data available to support effective delivery of care and support to our service users, and can support daily automated CLD submissions.

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

Early testing of submission

Our initial submission was delayed due to issues with local organisational firewall settings. Earlier testing of the submission process rather than the “big bang” approach Norfolk took would have resolved this.

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.

FUTURE DEVELOPMENT

Next steps include working closely with colleagues in our Information Management Team to fully automated routine submissions of the CLD via DLP MESH.

With thanks to Mark Humphreys, Senior Analyst at Norfolk County Council