

**Manchester City Council
Report for Resolution**

Report to: Health and Wellbeing Overview and Scrutiny Committee- 9
September 2010

Subject: MiCARE Update for Committee

Report of: Diane Eaton, Head of Business Development
Fiona Worrall, Head of Business Support

Summary:

To provide members of the Health and Wellbeing Overview and Scrutiny Committee with an update on the implementation of MiCARE.

Wards Affected:

All

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Background documents (available for public inspection):

None

1. Introduction

1.1 The Manchester integrated Care and Recording Environment (MiCARE), was implemented at the end of October 2008. It replaced four legacy systems and a number of paper based systems that held client information across both the Directorate for Adults and Children's Services. The MiCARE system design was a result of a unique collaboration involving social care practitioners, senior managers and a leading edge software developer. This approach has been developed over three years and has involved the cooperation, involvement and feedback of staff across Directorate for Adults and Children's Services. The system is fully implemented and embedded in to service delivery across the Directorate for Adults. The reporting gained from within the system is improving across the Directorate and key areas such as completion of timely assessment, reassessment, help to live independently have seen significant improvements during 2009/10. Although some staff still find workflow in the system difficult as it drives the outputs expected of them, most staff have accepted the new way of recording. Further improvements will be sought through 2010/11 to reduce the time taken on inputting into the system and integration with health recording systems. Further work will be ongoing as software options are extended by the provider. This paper focuses on the implementation in the Directorate for Adults to support the next key objective across the Directorate.

1.2 The Directorate for Adults overall objectives are to work with a range of partners to deliver better outcomes for the residents of Manchester who need social care. Specifically the vision for adults in Manchester is as follows:

- Independent healthy adults who are socially and economically included in the community
- Adults who are skilled, and know and enjoy the benefits of employment
- Adults who are able to parent well and provide good role models to children in early years
- Recognition that mental well-being is as important as the physical well-being
- Adults who choose a healthy lifestyle that includes regular exercise and a healthy diet
- People reach their full potential and their quality of life extends into their older years

1.3 People who are supported by social care will have:

- The chance to do the things that other people take for granted and have better access to mainstream services and amenities
- More control over the services that they receive and the way that they receive them
- More choices and help to decide how their needs can best be met
- More streamlined support with their whole needs including working, parenting and living a whole and quality life.

1.4 The areas impacted fall into the following categories:

- Individual Customers/ Families
- Technology
- Commissioning
- Care Management/ Brokerage
- Service Providers/ Business Units
- Audit/ Finance.

1.5 Within these areas, the requirements can be broadly defined as:

- Easy self-serve access to clear information on support, related products and services
- Maintenance of Individual Budgets and accounts so customers and care staff can track spending and balances
- Facility for customers to purchase support, products and services using their Individual Budget from a wide range of providers, voluntary agencies, other associated suppliers including equipment, Assistive Technology, Telecare etc
- Mechanism for customers to feedback to Directorate for Adults on any aspect of the Shop On-line website.
- Manchester City Council and Brokerage services are able to ascertain how much of an Individual Budget has been spent and on what goods/ services
- Robust management reporting will be available on a ward by ward basis
- Ability to support the market to change to reflect decisions being made by customers with their purchasing power. Enabling commissioners to stimulate the market and decommission services that less reflect new customer choices.

1.6 The Programme for Change within the Directorate for Adults has been redefined to change the way in which services will be delivered in the future. The target operating model is a starting point for changes that considered how customers would access services through such means as information, advice, assessment, and the delivery of care services. Easily accessible services through the web, by phone as well as face to face will enable the Directorate for Adults to engage with its customers earlier, with the objective of reducing high levels of need and dependency and reaching more people earlier, preventing long term support requirements. A successful customer-facing service will deliver a high level of customer satisfaction, increased knowledge of support available and how to access these support options in a smooth way. In order to move this work forward to include the key priorities for the Directorate for Adults in the future it is important to develop the MiCARE system further, creating a link between Health and Social care and other key partners so that data can be shared where appropriate, to enable real integrated/ joint working across the sector.

1.7 There have been a number of requests for enhancements to the MiCARE system to aid users. Some of these have already been taken forward and others will be available as part of future planned releases, which are

scheduled as part of the roadmap. In addition as part of the transformation of the Directorate for Adults, new requirements are being specified to better meet the personalisation and integration agenda and these will rely on further development work by the software provider. The provider is working with local authorities to understand their requirements and Manchester City Council is feeding into this through the user groups.

1.8 Future releases are scheduled as follows:

Upgrade	Deliverables	Expected Delivery Date
MiCare Version 3.4.x	ICS 1C (Childrens) Form field calculations (IB calculator)	completed successfully
MiCare Version 3.5.x	Contact Point integration Chronology functionality for Adults	completed successfully
Reports Version 3.10	CiN Census 2009/10 CS	completed successfully
Forms Version 2.0	Improved form design functionality Document auto-save	completed successfully

2. Integrated Care and Micare

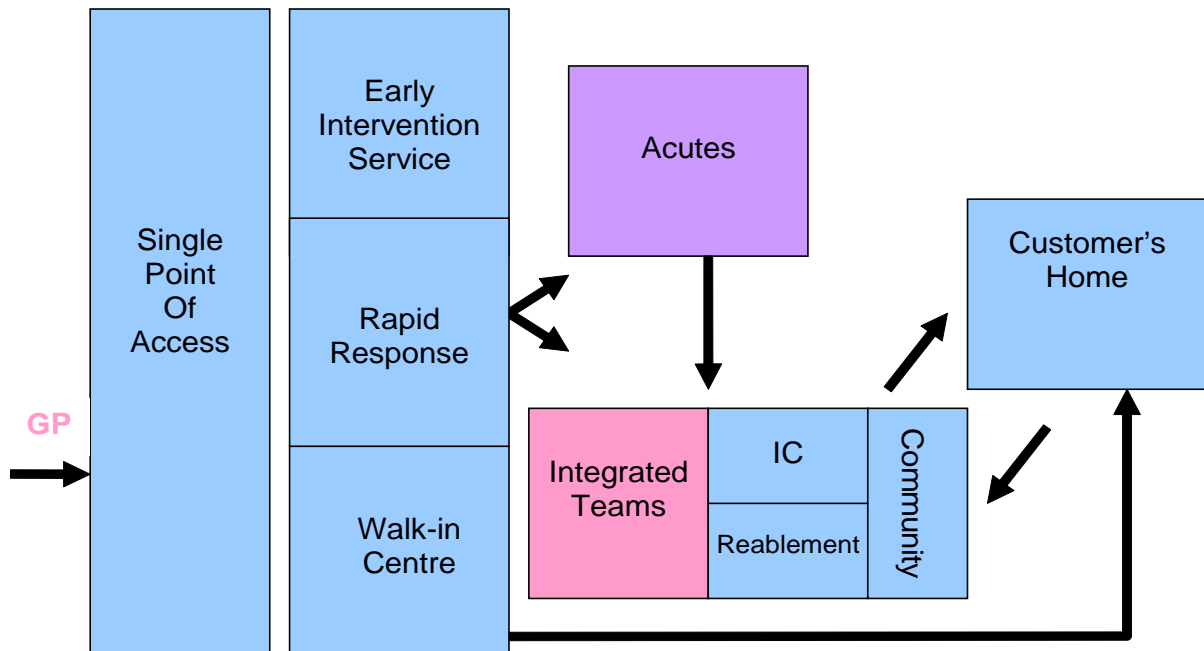
2.1 The next major change for the Directorate for Adults will be the transformational change across Health and Social Care as services start to integrate across the Urgent Care Pathway.

2.2 Integrated Care is part of the partnership of the key Health and Social Care organisations in Manchester. These are as follows:

- NHS Manchester
- Manchester City Council
- Pennine Acute Hospitals Trust
- Central Manchester Foundation Trust
- University Hospitals South Manchester
- Manchester Mental Health and Social Care Trust
- Manchester Community Health North, South and Central Manchester Practice Based Commissioning Groups

2.3 The MICARE system will be feeding into other systems across the health economy and vice versa.

Clinical Triage



3 Outputs from MiCare via the Measures Project

3.1 It is considered timely to provide an update on the Measures Project which, amongst many other service improvements, is responsible for the production of data outputs from the MiCare recording system. The following areas of improvement are:

- A permanent post of Information Developer has recently been recruited – this is a specialist role that is responsible for the production of Business Objects reports from MiCare
- There is a triage system in place for new reports from MiCare to deal with priority requests e.g. Freedom of Information Act and new bespoke reports for Heads of Service
- Business Objects reports are delivered through a new tool called Info View – this enables data from MiCare to be further manipulated and understood and a comprehensive staff training programme is underway
- Positive staff feedback is being received on the production of new reports which are acting as a tool for Heads of Service/managers to deliver better performance which is ultimately improving the customer experience
- Ongoing developments of the MiCare reports will see a raft of further improvements in order to use MiCare as an information tool to better predict customer spending patterns on Individual Budgets.