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Skills and Innovation for Adult Social Care

PROMOTING INNOVATION LEADERSHIP IN CARE: DIGITAL LEARNING PROGRAMME

MODULE 1, PART 2: DEVELOPING A SHARED VIEW OF INNOVATION

LAPIS RESEARCH PROJECT
LEARNING FOR ADULT SOCIAL CARE PRACTICE INNOVATIONS AND SKILL DEVELOPMENT
Project no: 2020-1-UK01-KA202-078960

Developing a shared view of innovation:

Overview:

Innovations can be developed and adopted by people who draw on care and support, carers, central government, providers, and others. There are innovations across adult social care from those that support people to stay connect and well, to those that improve residential care. While there is a widespread recognition of the importance of innovation in health and social care, the term can mean different things to different people. We use the term innovation to cover both invention and adoption, it is crucial that the health and social care system is good at both, so that new ideas are developed to solve problems and the best ones spread quickly.

Innovation in adult social care refers to the development and implementation of new and effective ways to deliver care services to individuals in need. It involves a range of strategies, tools, and approaches that are designed to enhance the quality and outcomes of care for people who require support in their daily lives. This module explores the concept of innovation, along with the benefits and challenges of implementing innovation in adult social care; the importance identifying and supporting innovation in adult social care; the key considerations for successful implementation of innovation in adult social care; and strategies to support innovative practices within adult social care.

Learning outcomes:

By the end of the module learners will:

- Be able to define the concept of innovation in adult social care.
- Understand and identify the benefits and challenges of innovation in adult social care.
- Identify key considerations for successful innovation in adult social care.
- Analyse case studies of successful and unsuccessful innovation in adult social care

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- Be able to identify and describe examples of innovative practices in adult social care, and understand the importance of identifying and supporting innovation in adult social care
- Develop strategies for supporting and implementing innovative practices in adult social care

Understanding the concept of innovation in adult social care:

What is innovation in adult social care?

Innovation is the story of how new ideas were created and developed into products or models of care that improve or save lives, and how the best ones spread to become standard practice today. In recent years, innovations have transformed care and led to improved outcomes and experiences for people. Innovation refers to the introduction of new ideas, products, or services that lead to significant improvements in an industry or sector. In the context of adult social care, innovation involves developing new approaches to care that can improve the quality of life for those receiving care, increase efficiency and effectiveness, and create new job opportunities.

Innovation is important in adult social care for several reasons. Firstly, the adult social care sector is facing significant challenges due to an ageing population, increasing demand for care services, and funding constraints. Innovation can help address these challenges by providing new and more effective ways of delivering care.

Secondly, innovation can improve the quality of life for those receiving care by providing more person-centred care that takes into account their individual needs and preferences. For example, innovative technologies such as assistive devices and telemedicine can help individuals to live independently and stay connected with their communities.

Finally, innovation can create new job opportunities in the adult social care sector by requiring new skills and expertise. This can help to address workforce shortages and improve the quality of care provided. In summary, innovation is an important concept in

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adult social care as it can help to address the challenges facing the sector, improve the quality of life for those receiving care, and create new job opportunities.

Definition of innovation in adult social care:

Innovation in adult social care refers to the development and implementation of new or improved approaches to care that address the needs and preferences of individuals receiving care, improve the quality of care provided, and increase efficiency and effectiveness of service delivery.

There are different types of innovation in adult social care, including:

- **Technological innovation:** This involves the use of new technologies such as assistive devices, telemedicine, and robotics to provide care and support to individuals. For example, robotic exoskeletons can help individuals with mobility issues to move around more easily, while telemedicine can enable individuals to receive medical care remotely.
- **Service innovation:** This involves the development of new service models or changes to existing models that improve the quality of care provided. For example, home care services that provide more personalised and flexible care can improve the quality of life for individuals receiving care.
- **Social innovation:** This involves the development of new approaches to care that are based on social and community-oriented models. For example, community-based care models that involve family members and volunteers in care provision can improve the quality of life for individuals receiving care and reduce the burden on formal care services.
- **Organisational innovation:** This involves changes to the organisational structure or processes of care providers that improve the efficiency and effectiveness of service delivery. For example, implementing new care management systems or digital record-keeping can streamline service delivery and improve the quality of care provided.

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In summary, innovation in adult social care involves the development and implementation of new or improved approaches to care that address the needs and preferences of individuals receiving care, improve the quality of care provided, and increase efficiency and effectiveness of service delivery. There are different types of innovation in adult social care, including technological, service, social, and organisational innovation.

Examples of innovation in adult social care:

Innovation refers to the process of creating new ideas, products, services or processes that bring about positive change. In the context of adult social care, innovation can refer to new ways of delivering care, new technologies or equipment, new models of care, or new approaches to working with service users. Here are some examples of innovation in adult social care:

- **Assistive Technology** - The use of technology to help people with disabilities or long-term conditions to live independently. This includes things like telecare, which involves using sensors to monitor a person's health and wellbeing and alerting carers if there is a problem.
- **Co-Production** - Co-production involves working with service users to design and deliver services. This approach recognises that service users have valuable knowledge and expertise that can help to improve services.
- **Dementia-friendly communities** - Dementia-friendly communities are places where people with dementia are able to live well and participate in community life. This involves making changes to the environment and training staff and volunteers to be more aware of the needs of people with dementia.
- **Personalised Care** - Personalised care involves tailoring care to the individual needs and preferences of the service user. This can include things like offering a range of options for how care is delivered, involving the service user in decision-making, and supporting them to manage their own care.
- **Social Prescribing** - Social prescribing involves linking service users with non-medical sources of support, such as community groups, arts and culture activities, or physical activity programmes. This approach recognises that social factors can have a significant impact on health and wellbeing.

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- **Virtual Reality** - Virtual reality can be used to help service users with conditions like dementia to experience familiar environments or situations in a safe and controlled way. This can help to reduce anxiety and improve quality of life.
- **Care Homes** - New models of care homes are being developed which are more homely and person-centred, with smaller units and shared living spaces. This approach can help to promote independence and social interaction among service users.
- **Recruitment** – Innovative recruitment methods have been introduced where potential care workers are granted an informal interview BEFORE they go through an application process. This is mediated by a Health and Social Care Training Academy. The interview enables the employer to assess the transferable skills of the applicant during the interview and identify training needs which are met by the training academy before the applicant starts work. It also helps overcome barriers to recruitment such as potential applicants not having formal qualifications, lack of skill in written language or a lengthy period out of the workforce leading to low self-confidence. This innovation has reduced vacancies in the sector by two-thirds in the region where it has been implemented.

These are just a few examples of the many ways in which innovation is transforming adult social care. By embracing new ideas and approaches, we can improve the quality of life for service users and support them to live as independently and fulfilling as possible.

Activity: Successful vs unsuccessful innovation in adult social care

By examining these examples of successful and unsuccessful innovation in adult social care, you can gain insights into the potential benefits and challenges of innovative practices and can consider how they might be implemented more effectively in your own work. Complete the table below with whether you think each case study is an example of successful, or unsuccessful innovation in adult social care.

	Successful or unsuccessful?
<p>Robot caregivers:</p> <p>Some care providers have experimented with the use of robots to provide care to older adults. However, these innovations have been met with mixed success due to the lack of human interaction and the limited ability of robots to respond to complex human needs.</p>	
<p>Telehealth:</p> <p>A home care agency in the US introduced telehealth technology to allow remote monitoring of patients' vital signs and medical information. This technology allowed for early detection and intervention of health issues, reduced hospital readmissions, and improved patient outcomes.</p>	
<p>Dementia-friendly design:</p> <p>A care home in the UK implemented a range of design changes to create a more dementia-friendly environment. These changes included using color-coded corridors to help residents navigate, installing simple signage, and creating a garden area that could be easily accessed by residents. The changes led to improved quality of life for residents, reduced agitation and aggression, and better engagement in activities.</p>	
<p>Electronic medical records (EMRs):</p> <p>In some cases, the implementation of EMRs in adult social care has been unsuccessful due to poor usability, lack of training and support for staff, and inadequate communication between different systems. This has led to data entry errors, delayed care, and reduced efficiency.</p>	

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Breakdown of answers:

	Successful or unsuccessful?
Robot caregivers:	Unsuccessful
Telehealth:	Successful
Dementia-friendly design:	Successful
Electronic medical records (EMRs):	Unsuccessful

Examples of innovative practices:

There are a wide range of innovative approaches and practices currently being used to improve the quality of care provided, some examples include:

- Assistive Technology:** There are many different types of assistive technologies that can be used to support individuals receiving care. These may include wearable devices, such as smartwatches or fall detectors, or more advanced technologies such as exoskeletons or robotic companions. By using these technologies, individuals can improve their mobility and independence, and can receive support with daily activities.
- Telemedicine:** Telemedicine is a remote healthcare service that allows individuals to receive medical care from a distance, using video conferencing or other remote communication technologies. This can be particularly useful for individuals who live in remote areas or who have difficulty traveling to medical appointments. Telemedicine can also be used to monitor individuals' health conditions, enabling earlier interventions and more personalised care.
- Personalised Care:** In recent years, there has been a growing emphasis on person-centred care in adult social care. This approach involves taking into account the individual needs and preferences of the person receiving care, and providing care that is tailored to their unique circumstances. This might involve working closely with

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family members or other support networks to develop a care plan that reflects the person's goals and priorities.

- Community-Based Care:** Another innovative approach to care is community-based care, which involves delivering care and support services in the community, rather than in a hospital or care facility. This might involve providing care in the person's home, or in community centres or other local facilities. By delivering care in the community, individuals can maintain their independence and connections to their communities, while receiving the support they need to live well.
- Digital Record-Keeping:** The use of digital record-keeping systems is becoming increasingly common in adult social care. These systems enable care providers to more easily share information about the individuals they are supporting, and can help to reduce duplication and errors in care provision. Digital record-keeping can also improve communication and coordination between different care providers, leading to more efficient and effective care delivery.

Activity: Your experiences of innovation in adult social care

This activity is a reflection on your experiences and insights, to help you connect the concept of innovation to your own experiences and context, in order to help identify potential areas for innovation in your own work. Jot down your experiences of innovation in adult social care using the table below:

	Your experience:
Have you seen any examples of innovative approaches to care in your workplace or community?	
How has technology impacted the care provided to individuals in your experience?	

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<p>Have you seen any changes to service delivery models that have improved the quality of care provided?</p>	
<p>Have you seen any examples of care providers adopting new approaches to care management or organisation?</p>	
<p>How have social and community-oriented models impacted the care provided to individuals?</p>	

Understanding the need for innovation in adult social care:

Innovation is an essential concept in adult social care. It refers to the development of new ideas, products, or processes that can improve the quality of life for those receiving care. The process of innovation involves identifying the needs of the individuals and communities, developing solutions to meet those needs, and implementing the solutions in a way that achieves positive outcomes.

Innovation in adult social care is essential for several reasons. First, the needs of individuals who require care are continually changing, as people live longer, they require more complex and tailored care solutions. Second, advances in technology and medical knowledge mean that there are more opportunities to improve the quality of life for those receiving care. Third, there is an increasing focus on person-centred care, which means that care must be tailored to the individual's needs and preferences.

The Benefits of Innovation in Adult Social Care:

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Innovation in adult social care can bring several benefits. First, it can improve the quality of life for those receiving care by providing tailored solutions that meet their needs and preferences. Second, innovation can increase the efficiency and effectiveness of care delivery, reducing costs and freeing up resources. Third, innovation can create new job opportunities and boost the economy by creating new products and services.

Innovation in adult social care can bring numerous benefits for all stakeholders involved. Here are some of the key benefits of innovation in adult social care:

- **Improved quality of life for those receiving care:** Innovative practices in adult social care can lead to more personalised and flexible care that meets the unique needs and preferences of individuals receiving care. This can improve their quality of life, increase their independence and autonomy, and reduce the need for institutional care.
- **Increased efficiency and effectiveness:** By adopting new technologies and approaches, care providers can streamline service delivery and reduce duplication and errors in care provision. This can lead to more efficient and effective care delivery, resulting in better outcomes for individuals receiving care.
- **Creation of new job opportunities:** Innovation in adult social care can also create new job opportunities for care providers and support workers. For example, the development of new assistive technologies or telemedicine services may require specialised training and expertise, leading to new job opportunities in these fields.
- **Cost savings:** While initial investments in innovative approaches may be required, in the long run, these approaches can result in cost savings for care providers and individuals receiving care. For example, community-based care models may be less expensive than institutional care, and telemedicine services may reduce the need for expensive medical procedures or hospital visits.
- **Improved staff morale and job satisfaction:** By adopting innovative approaches to care, care providers can improve staff morale and job satisfaction. This can lead to increased retention rates and better care provision, as care providers are more motivated and engaged in their work.

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Overall, innovation in adult social care can bring a wide range of benefits for individuals receiving care, care providers, and society as a whole. By improving the quality of care, increasing efficiency and effectiveness, creating new job opportunities, and reducing costs, innovative practices can help to create a more sustainable and equitable system of care provision.

Quiz: Check your understanding

1. Which of the following is the best definition of innovation in adult social care?
 - a) The use of technology in healthcare
 - b) Introducing new ways of thinking and working to improve the quality of care
 - c) The process of maintaining the status quo in healthcare
 - d) Reduction of resources and services provided
2. Which type of innovation does the following definition apply to? *“The implementation of new technology to improve the delivery of care”*.
 - a) Product innovation
 - b) Process innovation
 - c) Service innovation
3. Which of the following are benefits of innovation in adult social care?
 - a) Improved quality of care for individuals receiving care
 - b) Increased job satisfaction for care staff
 - c) Reduced costs for care providers
 - d) All of the above
4. Which of the following are benefits of innovation in adult social care?
 - a) Improved quality of care for individuals receiving care
 - b) Increased workload for care staff
 - c) Reduced availability of care services
 - d) All of the above

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5. What are the key considerations for successful innovation in adult social care?
 - a) Understanding the needs and preferences of individuals receiving care
 - b) Providing adequate training and support for care staff
 - c) Ensuring effective communication and collaboration between different care providers
 - d) All of the above

Breakdown of answers:

1. b) Introducing new ways of thinking and working to improve the quality of care
2. a) Product innovation.
3. d) All of the above
4. a) Improved quality of care for individuals receiving care
5. d) All of the above

Activity: Identifying innovative practices in adult social care

Complete the table below with any innovative practices in adult social care that you have experienced or heard of, be as specific as possible and provide examples where you can. Once you have created your list, reflect on the benefits and challenges associated with these innovative practices, and consider how they might be implemented more widely. Finally, consider how you might apply this knowledge in your own work.

Innovative practices (with examples):	Benefits and challenges associated with practice:	How might this be implemented more widely?	How might you apply this in your work?

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Activity: Reflection

Reflecting on the potential impact of innovative practices in adult social care can help you to think critically about the benefits and challenges of these practices, and to consider how they might be implemented more widely to improve the overall system of care provision.

Please write an answer to each of the questions below:

- How might the innovative practices that we discussed in this module impact the individuals receiving care? What benefits might they experience, and what challenges might they face?
- How might the innovative practices impact the overall system of care provision? How might they improve the quality of care provided, increase efficiency and effectiveness, and reduce costs?
- What challenges might arise in implementing these innovative practices more widely? How might these challenges be addressed?

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- What role can care providers and support workers play in promoting and implementing innovative practices in adult social care?
- How might innovative practices in adult social care evolve in the future, and what impact might this have on the individuals receiving care and the overall system of care provision?

Examples of innovation in adult social care:

There are many examples of innovative practices in adult social care. Here are a few:

Remote monitoring systems:

These are systems that use sensors and other technology to monitor the health and wellbeing of older adults with chronic conditions, such as diabetes or heart disease. The data collected is transmitted to healthcare professionals who can intervene if necessary, reducing the need for hospitalisation.

Use of robots:

Robots are being used to assist with mobility and daily tasks for older adults and those with disabilities. They can help with tasks such as cleaning, cooking, and even provide companionship and conversation.

Collaborative care teams:

These teams include social workers, nurses, and community members who work together to provide comprehensive care to older adults. This approach helps to address the complex needs of older adults and improve the quality of care.

Innovative funding models:

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New funding models for home-based care services are being developed to provide affordable care to those who need it. These models include subscription-based services, pay-per-visit, and outcome-based payments, among others.

Virtual reality therapy:

Virtual reality is being used to provide therapy for older adults with dementia, depression, and anxiety. It can create an immersive environment that promotes relaxation and improves mood.

Mobile health apps:

There are many mobile health apps available that provide information and support to older adults and those with chronic conditions. These apps can help with medication reminders, appointment scheduling, and communication with healthcare providers.

These are just a few examples of innovative practices in adult social care. As technology continues to advance and new models of care are developed, we can expect to see even more innovative solutions in the future. Innovation in adult social care is not without its challenges. First, the pace of change can be slow, particularly in the public sector, where resources are often limited. Second, there can be resistance to change from those who are comfortable with existing systems and processes. Third, there can be concerns about the ethical implications of some innovations, particularly around privacy and data protection.

Quiz: Check your understanding

1. What are remote monitoring systems in adult social care?
 - a) Systems that use sensors and other technology to monitor the health and wellbeing of older adults with chronic conditions
 - b) Systems that provide transportation services for older adults
 - c) Systems that provide physical therapy for older adults
2. What is the purpose of using robots in adult social care?

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- a) To replace human caregivers
 - b) To provide companionship and conversation to older adults
 - c) To assist with mobility and daily tasks for older adults and those with disabilities
3. What are collaborative care teams in adult social care?
- a) Teams that provide medical care only
 - b) Teams that include social workers, nurses, and community members who work together to provide comprehensive care to older adults
 - c) Teams that provide housekeeping services only
4. What are innovative funding models in adult social care?
- a) New models of care being developed to provide affordable care to those who need it
 - b) Funding models for community events
 - c) Funding models for sports teams
5. What is virtual reality therapy in adult social care?
- a) Therapy for older adults with dementia, depression, and anxiety
 - b) A type of massage therapy
 - c) A type of physical therapy

Breakdown of answers:

1. a) Systems that use sensors and other technology to monitor the health and wellbeing of older adults with chronic conditions
2. c) To assist with mobility and daily tasks for older adults and those with disabilities
3. b) Teams that include social workers, nurses, and community members who work together to provide comprehensive care to older adults
4. a) New models of care being developed to provide affordable care to those who need it
5. a) Therapy for older adults with dementia, depression, and anxiety

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Identifying and supporting innovation in adult social care:

Innovation plays a crucial role in improving the quality of life for individuals receiving care in adult social care. By adopting new and innovative approaches to care, service providers can offer more personalised care that is tailored to the specific needs of each individual. This can lead to improved health outcomes, greater independence, and a better overall quality of life for those receiving care.

Innovation can also increase efficiency and effectiveness in adult social care. By streamlining processes and procedures, service providers can deliver care more efficiently, reducing costs and improving the overall effectiveness of the care provided. This can help to ensure that resources are used effectively and that individuals receive the care they need when they need it.

Finally, innovation can create new job opportunities in adult social care. As new technologies and approaches to care are developed, there is a need for skilled professionals to implement and deliver these innovations. This can lead to the creation of new jobs and opportunities for people to build rewarding and fulfilling careers in the adult social care sector. Overall, innovation is essential for improving the quality of care provided to individuals receiving care in adult social care, increasing efficiency and effectiveness, and creating new job opportunities. It is therefore important for service providers to continually explore and adopt new and innovative approaches to care delivery

Case Studies of Successful and Unsuccessful Innovation in Adult Social Care:

The following case studies highlight the importance of careful planning and implementation when introducing new innovations in adult social care. Successful innovations require careful consideration of the needs and preferences of those receiving care, as well as a focus on improving outcomes and reducing costs. Unsuccessful innovations can have negative consequences for individuals receiving care and can erode public trust in the healthcare system.

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Successful Innovation: The Virtual Wards Programme

The Virtual Wards Programme is an innovative approach to care delivery that has been successfully implemented in the United Kingdom. The programme uses technology to remotely monitor patients and identify early signs of deterioration, allowing healthcare professionals to intervene and prevent hospital admissions.

Through the Virtual Wards Programme, patients receive daily monitoring via phone, text, or video conference. This approach has been shown to reduce hospital admissions by up to 30%, resulting in significant cost savings for the healthcare system.

Unsuccessful Innovation: The Personalisation Agenda

The Personalisation Agenda was an attempt to offer more personalised care to individuals receiving social care in the UK. This approach aimed to give individuals more choice and control over their care, allowing them to choose the services and support that best met their needs.

However, the implementation of the Personalisation Agenda was largely unsuccessful, with many individuals reporting confusion and frustration with the complex systems and processes involved. There were also concerns about the quality of care being provided, with reports of individuals receiving inadequate support and care.

Successful Innovation: The Eden Alternative

The Eden Alternative is an innovative approach to care delivery that has been successfully implemented in long-term care facilities in the United States. This approach is based on the idea that loneliness, helplessness, and boredom are the primary causes of suffering for individuals living in long-term care facilities.

Through the Eden Alternative, care facilities are transformed into more homelike environments, with plants, animals, and other natural elements incorporated into the environment. Staff are also trained to provide more person-centred care, allowing

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individuals to maintain their independence and autonomy. This approach has been shown to improve the quality of life for individuals living in long-term care facilities, with reduced rates of depression, anxiety, and social isolation.

Unsuccessful Innovation: The Care.data Programme

The Care.data programme was an attempt to create a national database of patient health records in the UK. The programme aimed to improve healthcare by providing researchers with access to large amounts of health data.

However, the implementation of the programme was plagued by controversy and public mistrust. Concerns were raised about the security and privacy of the data, as well as the potential for misuse of the information. The programme was eventually abandoned due to public pressure and concerns about data privacy.

Successful innovation in Adult Social Care:

Key Considerations for Innovation in Adult Social Care:

To be successful, innovation in adult social care must be carefully planned and executed.

Some key considerations include:

- Identifying the needs of the individuals and communities that require care.
- Involving those receiving care and their families in the design and implementation of solutions.
- Ensuring that any innovations are ethically sound and comply with data protection and privacy regulations.
- Building partnerships with other organisations to share knowledge and resources.
- Developing robust evaluation frameworks to measure the impact of innovations.

Innovation is an essential concept in adult social care. It can improve the quality of life for those receiving care, increase efficiency and effectiveness, and create new job opportunities. However, innovation must be carefully planned and executed to be successful. It must be tailored to the needs and preferences of individuals, involve

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stakeholders in the design and implementation process, and comply with ethical and regulatory requirements. By prioritising innovation, adult social care can continue to evolve and adapt to meet the changing needs of those it serves.

Activity: Reflection on key considerations for successful innovation in adult social care

During this activity you will review the evaluation framework template (included below) for assessing successful innovation in adult social care, and reflect on your understanding of the key considerations for successful innovation.

- Consider your own experiences with innovation in adult social care. Think about a specific innovative practice or solution you have been involved in or witnessed.
- Use the evaluation framework template to assess the innovative practice or solution that you have identified.
- Write a reflection on your assessment, addressing the following questions:
 - What were the strengths and weaknesses of the innovative practice or solution?
 - How did the practice or solution impact the quality of life for individuals receiving care?
 - What were the effects of the innovation on the overall system of care?
 - What lessons can be learned from this example in terms of supporting successful innovation in adult social care?

Evaluation Framework Template for use with reflection activity:

Problem Identification:

- Was the problem identified clearly and accurately?
- Was there a clear understanding of the needs of the individuals receiving care?

Solution Development:

- Was the solution developed through collaboration and engagement with key stakeholders?

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- Was the solution evidence-based and tailored to the specific needs of the individuals receiving care?
- Was the solution innovative and creative?

Implementation:

- Was the implementation plan well-thought-out and clearly communicated?
- Were the necessary resources, including staff, equipment, and funding, provided to support implementation?
- Were there any unforeseen challenges that arose during implementation? If so, how were they addressed?

Monitoring and Evaluation:

- Was the innovation monitored and evaluated regularly to assess its effectiveness?
- Were changes made as necessary based on the results of monitoring and evaluation?

Impact:

- What was the impact of the innovation on the quality of life for individuals receiving care?
- What was the impact of the innovation on the overall system of care?
- What were the unintended consequences of the innovation, if any?

Reflection:

[Insert your reflection here]

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Activity: Strategies for supporting and implementing innovative practices

Innovation in adult social care can improve the quality of life for individuals receiving care, increase efficiency and effectiveness, and create new job opportunities. To support and implement innovative practices, strategies should be developed to address barriers to innovation, engage key stakeholders, secure necessary resources, train and support staff, and monitor and evaluate effectiveness. Complete the table below to develop strategies for supporting and implementing innovative practices in adult social care:

	Your answer:
<p>What are the barriers to innovation in adult social care and how can they be addressed?</p>	
<p>Who are the key stakeholders that need to be engaged in the innovation process and how can they be involved?</p>	
<p>What resources, including funding and technology, are necessary to support innovative practices effectively?</p>	

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<p>What mechanisms can be put in place to monitor and evaluate the effectiveness of innovative practices and make changes as necessary?</p>	
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Example completed table:

	Our answer:
<p>What are the barriers to innovation in adult social care and how can they be addressed?</p>	<p>Barriers: Lack of funding and resources; resistance to change from staff and other stakeholders; limited knowledge and understanding of innovative practices; regulatory and bureaucratic barriers.</p> <p>Strategies to address barriers: seek out alternative funding sources, such as grants and partnerships with private sector organisations; engage staff and stakeholders in the innovation process through communication and education; provide training and education on innovative practices and their benefits; advocate for regulatory and bureaucratic changes to support innovation.</p>
<p>Who are the key stakeholders that need to be engaged in the innovation process and how</p>	<p>Engaging key stakeholders: individuals receiving care and their families; staff at all levels, including direct care workers, managers, and administrative staff; local and national government agencies; private sector partners, such as technology companies and service providers.</p>

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<p>can they be involved?</p>	<p>Strategies to engage stakeholders: Provide opportunities for feedback and input throughout the innovation process; foster partnerships and collaborations with key stakeholders; develop communication plans to keep stakeholders informed and engaged; develop training and education programs for staff and stakeholders.</p>
<p>What resources, including funding and technology, are necessary to support innovative practices effectively?</p>	<p>Resources for Innovation: funding and grants; technology and equipment; staff training and education programmes; infrastructure and support services.</p> <p>Strategies to Secure Resources: develop partnerships with private sector organisations to access resources and funding; advocate for increased government funding and support for innovative practices; seek out and apply for grants and other funding opportunities; develop in-house training and education programmes for staff.</p> <p>Strategies to Train and Support Staff: develop and implement training programmes for staff at all levels; provide ongoing support and resources, such as coaching and mentoring; recognise and reward staff for their contributions to innovative practices; develop a culture that values innovation and continuous learning.</p>
<p>What mechanisms can be put in place to monitor and evaluate the effectiveness of innovative practices and make changes as necessary?</p>	<p>Monitoring and evaluation: regular monitoring and evaluation of innovative practices is necessary to ensure their effectiveness; data and feedback should be collected from a variety of sources, including individuals receiving care, staff, and other stakeholders; changes should be made based on the results of monitoring and evaluation.</p> <p>Strategies for Monitoring and Evaluation: develop monitoring and evaluation plans that are tailored to the specific innovative practice; collect data and feedback from multiple sources; use data to inform decision-making and make changes as necessary; celebrate successes and share learnings with staff and other stakeholders.</p>

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Activity: strategies for supporting and implementing innovative practices

Identify a specific area within adult social care that you believe could benefit from innovation, and brainstorm potential strategies for supporting and implementing innovative practices in your identified area:

	[Insert your area within social care that could benefit from innovation here]
Strategy 1	
Strategy 2	
Strategy 3	
Strategy 4	
Strategy 5	

Implementing innovation in adult social care:

Innovating in any sector requires stakeholders to learn new processes and procedures. These changes can be resisted by staff, who may see no reason to change tried and tested ways of working. Introducing innovations requires careful planning, engagement of all stakeholders and a careful approach to change management.

The process of change management is important in implementing innovation. Academic research shows that where change is implemented poorly it often fails. There are several models of change management that can be adopted to help support innovation, some of

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which have been in use for many decades such as Kotter's 8-step theory and Lewin's Change Management model.

Nudge theory is a recent approach to change management, developed in 2008, that comes from behavioural economics research. The approach is based on observations that small, incremental changes which are made easily accessible are more likely to be adopted. For example, instead of telling people they must monitor their glucose levels daily by visiting the pharmacy to help manage their diabetes (which may be perceived as nagging, and requires effort), providing an 'at home' monitoring system and training in using this may nudge people to be more proactive about their health management.

This insight can be applied to many settings, including in health and social care. The key is giving people a sense of ownership of the change that needs to be implemented, rather than setting out rules and regulations which may be resented.

For organisations wanting to implement innovations, there are four types of nudges that could be applied to ensure the changes are adopted effectively.

Perception Nudge:

The view of a specific behaviour can be modified by giving access to new information or changing the context in which the behaviour occurs. For example, providing employees with statistics on the benefits of regular glucose monitoring for clients would be a perception nudge.

Motivation Nudge:

These nudges focus on increasing the motivation of individuals to perform a specific behaviour by providing them with rewards or incentives. For example, offering staff a reward for increasing the number of patients whose glucose levels are monitored would encourage a change in behaviour.

Ability Nudge:

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Ensuring staff have the necessary skills, knowledge, or resources to change their behaviour is an ability nudge. Innovations in the care sector often require new skills, including accessing technology, which for many care workers can be a barrier. Providing staff with training in using a new app that report on patient glucose levels would improve their ability and confidence in monitoring glucose levels of patients.

Simplicity Nudge:

When innovating new equipment, protocols or methods of work can seem complex or time consuming for staff. A simplicity nudge aims to help with adoption of the new behaviour by reducing the complexity of the task or decision. For example, providing staff with a simplified process for submitting care reports would be a simplicity nudge.

Quiz: Check your understanding

1. When was NUDGE THEORY developed?
 - a) 1988
 - b) 1998
 - c) 2008
 - d) 2018
2. What discipline does NUDGE THEORY come from?
 - a) Psychology
 - b) Sociology
 - c) Management studies
 - d) Economics
3. What are four types of “nudge” that managers can apply?
 - a) Behaviour, motivation, change and character
 - b) Learning, training, rewarding and retaining
 - c) Ability, simplicity, motivation and perception
 - d) Order, demand, instruct and reward

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Breakdown of answers:

1. C
2. D
3. C

Making use of Nudge theory in care settings:

- **Stage 1: Defining the problem**

Defining the problem faced in implementing innovation is an important first stage. This may require some research and engagement with stakeholders in order to establish where barriers to adopting change lie. For example, if the desired change is to implement a digital care plan, the behaviour that needs changing is the traditional use of paper-based care plans. However, as well as transitioning from paper-based records to digital the organisation needs to identify which group of people needs encouraging (nudging) to adopt a new behaviour. In the case of digital care plans it may be that while management are confident at using digital technology, care workers in community settings (usually older workers) are unfamiliar with new technology and resistant to change, as they feel they may fail to get to grips with unfamiliar jargon, complicated processes and what may appear frightening complexity.

Once the problem has been identified nudges are designed to address the specific concerns and needs of the target group. For example, in the case above the target group would be care workers who are not digitally confident, and the nudges would be designed to make it easy for them to transition to using new technology.

- **Stage 2: Understanding the behaviour**

This requires careful observation and reporting to ensure current behaviour and factors influencing it are understood. This helps in designing an effective nudge or nudges, to change behaviour and enable the effective implementation of the innovation.

For example, if lack of experience using mobile apps acts as a barrier to staff implementing digital care plans, then the organisation could arrange training, buddy up older care workers with younger, digital natives, or offer rewards for adoption of the new technology while

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perhaps staggering the introduction of the innovation so staff can see in practice how it works before they move over to an innovative new system.

- **Stage 3: Designing the solution**

This is where the appropriate nudges are designed to support successful change management. The nudge should be subtle and non-coercive, as the aim is to create an environment in which staff feel empowered to adopt the innovation rather than forced to make a change that feels difficult. For example, if the goal is to adopt a digital care plan nudges could include the following strategies

- Creating a competition among employees to encourage them to try out digital solutions.
- Offering a bonus or rewards such as a spa day to care workers who take training courses in digital delivery of care plans.
- Offering staff subsidised technology for personal use (tablets or smartphones) to make these items a familiar part of daily life.
- Subsidising WIFI costs for staff to encourage use of digital technology for leisure.

The solution must take account of the needs of the target group. The nudges must be designed to address their specific concerns.

- **Stage 4: Implementing the solution**

This is where the nudges are put in place. The nudge should be easy to access and enjoyable to participate in for the target group. You should monitor the progress of the nudge to ensure it is being used as expected. The nudge should be shared with your target group, explaining they will not be forced to try out the innovation, but that there are opportunities to benefit from adopting some of the nudges that have been planned.

- **Stage 5: Evaluating the results**

All innovations and change management strategies should be evaluated. This ensure that leaders can modify the plan if it is not working and can check on progress towards goals. Evaluating the results includes taking feedback from the affected stakeholders (such as patients and careworkers) to understand their experience. This can help to identify any

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issues that need to be addressed and allow the nudge to be adjusted to improve its effectiveness.

Activity: Check your Understanding

1. How many stages are when applying Nudge theory in care settings?

- A) 3
- B) 4
- C) 5
- D) 8

2. Complete the following sentences with the most appropriate words from the options within the box below (note: there are more options than blank spaces).

*Subtle, blatant, encourage, forced, engagement, reluctantly, willingly,
coerced, early, research, evaluate, ignore.*

Nudges should be ----- . They should be designed to ----- stakeholders to adopt new behaviours ----- rather than stakeholders feeling as if they are being ----- . The ----- stages of nudge theory require managers to conduct some basic ----- and staff ----- activities. After the nudges have been implemented it is important to ----- how well things have worked.

Breakdown of answers:

1. C.5

2. Nudges should be **Subtle**. They should be designed to **Encourage** stakeholders to adopt new behaviours **Willingly** rather than stakeholders feeling as if they are being **Coerced**. The **Early** stages of nudge theory require managers to conduct some basic **Research** and staff **Engagement** activities. After the nudges have been implemented it is important to **Evaluate** how well things have worked.

Examples of Nudge Theory in Change Management

These case studies are just a few examples of how nudge theory can be applied in change management for adult social care. By making small changes to the environment or the way information is presented, it is possible to encourage positive behaviour change and improve the quality of care provided to patients

Case Study One: Reducing hospital readmissions

In one study, researchers used nudge theory to reduce hospital readmissions among elderly patients. They created a programme that used text message reminders to encourage patients to take their medications and attend follow-up appointments. The messages also included information on the importance of these actions and the positive impact they would have on the patients' health.

Case Study Two: Encouraging healthy eating

A care home in the UK used nudge theory to encourage residents to eat more healthily. They redesigned the layout of the dining room to make it more appealing, added pictures of fruits and vegetables to the walls, and placed healthier food options at eye-level. They also made small changes to the plates, such as adding smaller serving sizes, to encourage residents to eat smaller portions.

Case Study Three: Increasing exercise among older adults

A study in Sweden used nudge theory to increase exercise among older adults in a care home. The researchers provided pedometers to the residents and encouraged them to set daily step goals. They also created a friendly competition among residents to see who could take the most steps. This not only encouraged more exercise but also increased social interaction among residents.

Summary:

In summary Nudge theory aims to:

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- Explain how human behaviour can be influenced to encourage desired behaviours.
- Nudges are small actions which encourage change. It aims to maintain individual choice and encourage a more gradual approach to change rather than enforcing new behaviours. This keeps the power of choice with individuals.
- There are four nudges commonly implemented at organisation level: a) perception nudge; b) motivation nudge; c) ability and d) simplicity nudge.
- There are five steps to apply nudge theory in change management, these are defining the problem, understanding the behaviour, designing the solution, implementing the solution and measuring the results.

Reflective Activity:

Thinking about a time when you have implemented innovative change in your organisation, how did you go about this? What worked well? Why do you think it worked? What could have been improved on? How would you have liked to improve this? Could you apply ideas from nudge theory to help implement innovative change in future? Write your ideas in the box below.

	Your answer:
How did you go about this?	
What worked well?	
Why do you think it worked?	
What could have been improved on?	
How would you have liked to improve this?	
Could you apply ideas from nudge theory to help implement innovative change in the future?	

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Overcoming barriers to innovation in adult social care:

Our research has identified many barriers to innovation in the social care sector. These include:

- Affordability / Funding
- Staff resistance
- Lack of staff time
- Lack of training / skills in staff and management
- Limited awareness of what constitutes an innovation
- Limited awareness of innovations elsewhere in the sector

Affordability / Funding:

This is a difficult issue to address in some countries. Social care is often poorly funded and seen as a second-class system in comparison to the main health care services. The cost of providing care is expensive and government support to fund care is limited. However, in the case of innovation there are some other sources of funding which care providers and leaders are unaware of. For example, universities are often able to access grants from the European Union or individual country government to develop, trial, and support the implementation of innovation. Working with a university can allow new ideas to be tried out, and even better, evaluated professionally, while successful innovations funded by grants are widely disseminated to help others implement them.

Companies who have developed an innovative product which could be used in social care may look for a partner to trial this within the sector or may offer discounts to early adopters in return for a testimonial. Attending social care conventions and reading social care trade journals can help managers to become aware of products in development and allow them to get in touch with a company and try to arrange an opportunity to implement the innovation at a reduced price.

Collaboration for innovation case study:

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Some innovations can be shared between providers, reducing the cost to each individual provider. An example of this is developing a 'dementia corridor'. This resource was created through a partnership between a local museum, dementia charities, a hospital, creative arts students, and several local care homes. The corridor had images, videos, artefacts and sounds from the 1950s, and dementia patients were able to visit the resource with their care staff. The positive results of the innovation were that happy memories were stimulated, calming patients and encouraging positive reminiscences

Overcoming financial barriers to innovation:

Financial barriers can be a major challenge to innovation in adult social care. Here are some potential strategies for overcoming these barriers:

- **Seek out funding opportunities:** Look for funding opportunities from government grants, foundations, and other sources to help support innovative projects. This could include seeking out venture capital or crowdfunding to support new ideas.
- **Collaborate with partners:** Form partnerships with other organisations or groups to share the costs of innovation. Collaborating with other care providers, health systems, or community organisations can help share the burden of costs and create a stronger base of support for innovative projects.
- **Focus on cost savings:** Identify areas where innovation can help reduce costs and create efficiencies. For example, using telehealth technology to reduce the need for in-person visits or using data analytics to identify areas where resources can be allocated more effectively.
- **Pilot projects:** Start with small-scale pilot projects to test the viability of new ideas and technologies. This can help minimise financial risk while still allowing for innovation to take place. Once the pilot has demonstrated success, it can be scaled up to a larger project.

By taking these steps, organisations can begin to overcome financial barriers to innovation in adult social care and create an environment that fosters creativity and change.

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Staff Resistance:

Introducing innovation will often require people to change the way in which they complete tasks. People do not like change, and may resist innovative ways of working, either passively or actively. Passive resistance may not be expressed openly, even if there are opportunities provided. Passive resistance may result in staff using new equipment incorrectly, or 'forgetting' to use it. Active resistance tends to be more vocal and easier to identify and can include staff leaving.

Active resistance case study:

This occurred during the Covid pandemic in the UK, when the government made it a legal requirement for all care staff to be vaccinated. Staff resisted passively until the deadline for proving they had been vaccinated, and then [resigned or were sacked](#), often leaving to work in other sectors.

Overcoming resistance to innovation:

Careful change management is essential to prevent staff resistance to innovation. We have discussed how you can use the nudge strategy to help with change management. However, other important techniques to overcome resistance to innovation and change are:

- Treat your staff as the experts they are. Ask them about HOW an innovation could be implemented, listen to their ideas and show you are taking them seriously.
- Be honest with staff – tell them as soon as possible about innovations so that they are aware of what is happening from the very beginning
- Provide regular updates and allow these to be open discussions rather than simply informing staff of what is happening
- Create a shared roadmap of progress and invite staff to contribute their ideas as to what happens next.
- Develop and roll out a training programme early in the process so staff feel they have the relevant skills to cope with an innovation
- Don't expect rapid change, it is better to move incrementally than to have an innovation fail

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- Monitor progress openly and share progress transparently, discuss roadblocks with staff and collaborate to overcome them.

Lack of Staff Time:

Care work is very staff-intensive and staff shortages are endemic across the globe. This makes staff time a significant issue. Care staff are often already stretched thin with their current workload, with limited time, it can be difficult for them to take on additional responsibilities such as implementing new technology or processes. This can make it challenging to allocate the necessary time and resources to develop and implement innovative solutions. However, some innovations will ultimately save staff time. To overcome the barrier of a lack of staff time, it may be necessary to identify ways to reduce workload and increase efficiency, such as through automation or streamlined processes. It is also important to ensure staff have the necessary training and education to ensure they have the skills and knowledge to effectively implement new innovations.

Time management innovation case study:

For example, in one city social care leaders found that several companies were going to single geographic locations to provide home-based care for the elderly. Care workers were travelling large distances, as the system meant they had patients scattered across the city. Travel time reduced the amount of time available for care, and the number of patients that could be seen by a single care worker each day. The social care leaders decided to innovate in the way care packages were contracted to care companies. Individual companies were asked to focus on patients in a single area of the city and new contracts were awarded to the companies working for each area (e.g., south, north, east, and west of the city). The net result was that care workers could offer longer visits because they were not rushing from one side of the city to the other or could manage extra patients.

Overcoming lack of time as a barrier to innovation:

It's important to recognise that innovation is an ongoing process, and it requires a commitment to continuous improvement and a willingness to adapt to new ideas and



technologies. There are several strategies that can help overcome lack of time as a barrier to innovation in adult social care:

- **Prioritise innovation:** It's important to recognise the importance of innovation and prioritise it as a key component of care delivery. This can help ensure that staff have the time and resources needed to dedicate to innovation projects.
- **Streamline processes:** Identify areas where processes can be streamlined or automated to save time. This can include the use of technology to automate administrative tasks or the development of standardised procedures to reduce variability and increase efficiency.
- **Leverage technology:** Technology can help save time by automating tasks, improving communication and collaboration, and providing better data to inform decision-making. For example, telehealth can help reduce the need for in-person visits, while electronic health records can make it easier to access patient information and coordinate care.
- **Empower staff:** Engage staff in the innovation process and empower them to identify areas for improvement and suggest new ideas. This can help create a culture of innovation and encourage staff to take ownership of innovation projects.
- **Collaborate with partners:** Collaboration with other care providers, health systems, or community organisations can help share the burden of costs and create a stronger base of support for innovative projects. This can also help provide additional resources and expertise to support innovation efforts.

By taking these steps, it is possible to overcome lack of time as a barrier to innovation in adult social care.

Lack of training / skills in staff and management:

This is an important topic. Innovations can be worrying or frightening. People need new skills to help them cope with new ways of working. Lack of staff time is one reason why training and development opportunities may be more limited than desirable, but also, training availability is an issue. It can be difficult for care managers to find the training they want for their staff. These problems act as a barrier to implementing training. However, innovative use of technology, of digital systems does require extensive staff training. This is

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especially the case where many care workers are older, and therefore less familiar with online systems, or innovations that make use of robotics. Older workers may be fearful of digital technology and systems and may feel they cannot gain the skills needed. It is important to take these fears seriously, and to support workers carefully. If your organisation has the capacity to ‘buddy up’ older workers with younger colleagues who are not fearful of digital innovations this may help them learn new skills in a non-threatening environment, and reduce their fear of failure.

Social care managers can also get help from local technical, vocational and further education colleges. These are equipped to help develop work-based learning programmes that can be co-designed by the employer and the college. Work-based learning takes place in the workplace, and is based on incorporating training into daily routines, and evaluating staff progress via a range of methods, enabling staff to build their skills at a rate that suits them and without leaving the workplace.

“Buurtzorg model” case study:

One case study where staff training was identified as a barrier to innovation in adult social care and was successfully overcome is the implementation of the Buurtzorg model in the UK. The Buurtzorg model is a Dutch approach to community nursing that emphasises patient-centred care, self-management, and the use of small, self-organising teams of nurses. The model has been successful in improving patient outcomes and reducing costs in the Netherlands, and there has been growing interest in adapting the model for use in other countries.

In the UK, one of the challenges identified in implementing the Buurtzorg model was the need for staff training. The model requires a significant shift in the way care is delivered, with a focus on collaboration, autonomy, and self-management. This requires a different set of skills and competencies than traditional nursing, which can be a barrier to adoption. To address this challenge, the implementing organisation, Here (Care Unbound), developed a comprehensive training programme for staff. The programme was designed to provide staff with the skills and knowledge needed to successfully implement the Buurtzorg model,

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including training in self-management, team working, and patient-centred care. The training programme was delivered over a period of several months, and included a mix of classroom-based learning, online modules, and hands-on experience working in small teams. The programme was designed to be flexible and adaptable, with staff able to complete the training at their own pace.

Through this approach, Here was able to successfully overcome the barrier of staff training and implement the Buurtzorg model in the UK. The model has been successful in improving patient outcomes and reducing costs and has received positive feedback from both staff and patients.

Overcoming lack of skills as a barrier to innovation:

Lack of training and skills in staff and management can be a significant barrier to innovation in the adult social care workforce. However, there are several strategies that can be used to overcome this barrier:

- **Needs assessment:** Conduct a needs assessment to identify the specific skills and training needs of staff and management. This can help inform the development of targeted training programmes and ensure that resources are allocated appropriately.
- **Invest in training:** Develop comprehensive training programmes that address the identified needs of staff and management. This can include both classroom-based learning and on-the-job training, as well as opportunities for professional development and career advancement.
- **Use technology:** Technology can be a powerful tool for training and skill development. This can include online learning modules, virtual training sessions, and the use of simulation and gamification to enhance learning outcomes.
- **Foster a culture of learning:** Create a culture of learning and continuous improvement within the organisation. This can include recognising and rewarding staff who engage in training and professional development, providing opportunities for staff to share their knowledge and expertise, and creating a supportive and collaborative work environment.

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- Collaborate with partners: Partner with other organisations, universities, and industry experts to provide specialised training and access to cutting-edge innovations and best practices.
- Engage staff in the innovation process: Encourage staff to participate in the innovation process and provide opportunities for them to share their ideas and insights. This can help to identify new areas for innovation and create a sense of ownership and investment in the success of the organisation.

By taking these steps, it is possible to overcome the barrier of lack of training and skills in staff and management in the adult social care workforce. This can help to foster a culture of innovation and continuous improvement and ensure that staff and management have the knowledge and skills needed to deliver high-quality care and drive innovation in the sector.

Limited awareness of what constitutes an innovation in social care:

Our research found that care managers and providers tended to view innovation as relating specifically to an invention. So, innovations such as a new computer system; an online training package; a hoist that allowed a single care worker to lift a patient; a new type of walking frame or stair lift; all were recognised as innovations. However, innovation is a far wider concept, it includes improvements to existing systems and many types of innovation are important in improving and developing social care.

Limited awareness of what constitutes an innovation in social care can be a significant barrier to the development and adoption of new ideas and approaches. In many cases, stakeholders may not be aware of the range of possibilities available or may have a narrow understanding of what constitutes an innovation. There are several reasons why limited awareness may be a barrier to innovation in social care. For example:

- **Lack of exposure:** Many stakeholders may not have been exposed to new ideas or approaches in social care, either because they have not had access to training or development opportunities, or because they have not been exposed to innovation in their work environments.

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- **Limited resources:** Social care providers may not have the resources, financial or otherwise, to invest in innovation or to explore new approaches to service delivery. This can limit their ability to innovate and adapt to changing needs.
- **Resistance to change:** Some stakeholders may be resistant to change, preferring to stick with established practices and approaches rather than exploring new possibilities.

Examples of innovations in social care:

- **Environmental and Social Innovation:**

Care homes installing solar panels and electricity storage batteries to reduce electricity bills and enable more efficient use of electricity. The investment in solar panels has reduced the cost of electricity to the home, the battery storage enables the home to save the power produced until it is needed, and to sell power back to the grid when there is spare capacity (environmental innovations) The social aspect of the innovation is that the home can promote its sustainability credentials to prospective residents and their families.

- **Practice Innovation:**

Care company reducing the need for two care workers to visit a patient in their home by purchasing a portable hoist that enables a single care worker to safely move a frail patient in and out of the bath.

- **Process Innovation:**

Training provider, care companies and care commissioners establishing a training academy to address the training and recruitment crisis and then persuading employers to offer prospective candidates an interview BEFORE they completed an application form

There are over 100 care innovations detailed on the [LAPIS app](#). You can visit the app and even add your own innovation story to the system.

Overcoming limited awareness as a barrier to innovation in social care:

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To overcome the barrier of limited awareness of what constitutes an innovation in social care, there are several strategies that can be employed:

- **Education and training:** Providing education and training opportunities to stakeholders can help to increase their awareness of new ideas and approaches in social care. This can include workshops, seminars, and training programs that focus on innovation and change management.
- **Networking and collaboration:** Encouraging networking and collaboration among social care providers can help to facilitate the sharing of knowledge and best practices, and expose stakeholders to new ideas and approaches.
- **Innovation champions:** Appointing innovation champions within social care organisations can help to promote innovation and encourage stakeholders to think outside the box. These champions can act as advocates for new ideas and approaches, and help to build momentum for change.
- **Pilot projects:** Pilot projects can be an effective way to test new ideas and approaches in social care, and provide stakeholders with a tangible example of what innovation looks like in practice.

By taking these steps, it is possible to overcome the barrier of limited awareness of what constitutes an innovation in social care, and foster a culture of innovation and continuous improvement within the sector.

Quiz: Check your understanding

1. What is social care often viewed as in comparison to health care services?

- a) Equally important
- b) A primary system
- c) A second-class system
- d) Non-existent

2. What are some potential sources of funding for innovation in social care?

- a) Limited government support
- b) Grants from the European Union or individual country government

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- c) Personal investments from care providers
- d) Both a) and b)

3. What is passive resistance in the context of social care innovation?

- a) Staff openly resisting innovative ideas
- b) Staff using new equipment correctly
- c) Staff forgetting to use new equipment
- d) Staff leaving the organisation

4. Why is lack of staff time a significant issue in implementing innovative solutions in social care?

- a) Care staff are often already stretched thin with their current workload
- b) Staff are resistant to change
- c) New innovations do not ultimately save staff time
- d) Both b) and c)

5. Why is training and development important in implementing innovative solutions in social care?

- a) To reduce workload and increase efficiency
- b) To ensure staff have the necessary skills and knowledge to effectively implement new innovations
- c) To reduce staff resistance to change
- d) Both a) and b)

6. Which of the following are a potential barrier to developing and adopting new ideas and approaches in social care?

- a) Limited government support
- b) Limited awareness of what constitutes an innovation in social care
- c) Staff resistance to change
- d) Both a) and b)

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Breakdown of answers:

1. c) A second-class system
2. d) Both a) and b)
3. c) Staff forgetting to use new equipment
4. a) Care staff are often already stretched thin with their current workload
5. d) Both a) and b)
6. d) Both a) and b)

Activity: Connecting your experiences of innovation

This task is designed to help you critically analyse your organisation’s current state with regards innovation, and consider ways to overcome barriers that are preventing progress. During this reflection, you will think creatively about potential innovations that could improve your organisation’s social care delivery, and come up with actionable plans to develop and implement them. Thinking about your organisation, consider the questions below and jot down your thoughts using the table:

	Your context:
What barriers prevent or slow innovation?	
How could you overcome these barriers?	
What innovations would improve or support your organisation in delivering social care to your clients?	
How could you develop these innovations?	

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Next steps:

Here are some suggestions for how you can continue exploring innovative practices:

- Read up on the latest research and developments in adult social care. There are many academic journals, industry publications, and online resources that can provide insights into innovative practices and emerging trends in adult social care.
- Attend workshops, conferences, and training sessions focused on innovative practices in adult social care. These events can provide opportunities to learn from experts in the field, network with peers, and gain new ideas and perspectives.
- Engage in ongoing professional development. By keeping their skills and knowledge up-to-date, learners can stay informed about innovative practices in adult social care and be better equipped to implement them in their own work.
- Seek out partnerships and collaborations with other care providers, organisations, and stakeholders. By working together, learners can share resources, knowledge, and expertise, and develop innovative solutions to common challenges.
- Experiment with new approaches and technologies in their own work. Learners can explore ways to apply innovative practices in their own work, and track the impact of these approaches on the quality of care provided.

Further reading:

Here are some places to read up on the latest research and developments in adult social care:

- **The King's Fund** - The King's Fund is a UK-based charity that focuses on improving health and social care. Their website provides access to research and reports on a wide range of topics related to adult social care, including innovation and best practices.
- **The Social Care Institute for Excellence (SCIE)** - SCIE is an independent charity that provides resources and training for social care professionals. Their website offers a wealth of information on best practices, research, and policy developments in adult social care.

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- **Age UK** - Age UK is a UK-based charity that works to improve the lives of older adults. Their website provides access to a range of resources on social care, including research and reports on best practices and innovative solutions.
- **National Institute for Health and Care Excellence (NICE)** - NICE is an independent organisation that provides guidance and advice on health and social care. Their website provides access to a range of resources on adult social care, including evidence-based guidelines and recommendations.
- **The Journal of Social Work** - The Journal of Social Work is a peer-reviewed academic journal that publishes research on social work practice, policy, and education. It includes articles on a range of topics related to adult social care, including innovations and best practices.
- **The Gerontological Society of America (GSA)** - The GSA is a US-based non-profit organisation that promotes research and education on aging. Their website provides access to a range of resources on aging, including research on best practices in adult social care.
- **The Journal of Aging and Social Policy** - The Journal of Aging and Social Policy is a peer-reviewed academic journal that publishes research on aging and social policy. It includes articles on a range of topics related to adult social care, including innovations and best practices.

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Glossary:

Adult Social Care:	The provision of support and assistance to adults who require additional care and support to live independently, including older adults, people with disabilities, and those with long-term health conditions.
Co-Production:	The process of working collaboratively with individuals who receive care, their families and carers, and social care providers to develop and deliver innovative solutions that meet their needs and preferences.
Evaluation and Learning:	The process of monitoring and evaluating the outcomes and impact of innovation initiatives in adult social care, and using the findings to inform continuous improvement and learning.
Funding and Financing:	The process of securing and managing resources to support innovation initiatives in adult social care, including public and private sector funding, grants, and other financial mechanisms.
Innovation:	The process of developing new ideas, products, services, or processes that provide value to individuals who receive adult social care, their families and carers, and social care providers.
Outcome Measures:	Quantitative and qualitative measures used to assess the effectiveness of adult social care innovation initiatives in improving the quality of life, independence, and well-being of individuals who receive care.
Person-Centred Care:	An approach to adult social care that places individuals at the centre of the care process, taking into account their needs, preferences, and aspirations.

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Quality Assurance:	The process of monitoring and evaluating the quality of adult social care services, including innovation initiatives, to ensure they meet the needs and expectations of individuals who receive care.
Regulatory Compliance:	The process of ensuring that innovation initiatives in adult social care comply with relevant legal and regulatory requirements, including data protection, privacy, and safety standards.
Shared View:	A common understanding or agreement among stakeholders on the nature, scope, and objectives of an innovation initiative or project in adult social care.
Stakeholders:	Individuals or groups who have an interest in adult social care, including people who receive care, their families and carers, social care providers, commissioners, regulators, and policy makers.
Technology-Enabled Care:	The use of technology to support and enhance adult social care, including telecare, telehealth, assistive technologies, and digital health solutions.
Workforce Development:	The process of developing the skills, knowledge, and capabilities of social care providers to deliver innovative and person-centred care.

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