



MULTI-DISCIPLINARY CARE AT HOME TEAM

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A CREATIVE VISION FOR THE CARE AT HOME WORKFORCE

EXPLORING THE CARE AT HOME WORKFORCE

This speculative care at home team represents future scenarios of multidisciplinary working and aims to give form to the types of roles that may exist for care at home in the future. The collection of personas aims to support further engagement and conversation with the wider care at home sector around the purpose, key activities and skills and training specific to each future role.

The speculative multidisciplinary care at home team includes a:

Care Connector
Care Navigator
Care Technologist

The personas make these roles tangible by including a biography, aspiration and career highlights descriptions, as well as visualising an 'image' of care at home through the uniforms and way of working presented. The personas respond to the emerging themes and insights shared by care at home staff during the design-led workshops.

The personas are not designed to be concrete examples but provide a vision that can be used as a tool to support further engagement and exploration of the future care at home workforce.

THE CARE AT HOME TEAM

The revolution of the care at home sector through the introduction of new technology, autonomous systems and new ways of working has led to the development of a number of new professional roles and skills in order to provide responsive, personalised and preventative care.

The creation of a multidisciplinary team for care at home provides a dynamic response to the changing needs of people receiving care at home and aims to optimise care experiences through a holistic way of working. The professional roles within the multidisciplinary care at home team provide opportunities for specialisation and progression but all roles retain the core skills and expertise required for social care.

The team works in an integrative and responsive way which means there is flexibility to adapt appropriately to changing needs and forms of support, as well as enabling a preventative approach through reviewing health data and forecasting future needs. The care at home team meet regularly for multidisciplinary review to ensure appropriate levels of support are in place to optimise care personalisation and discuss opportunities for early intervention and prevention. The review meetings include wider health and social care professionals as appropriate and also invite the person receiving care and their family to attend to ensure they are involved in decisions around their care and support.

This integrated and holistic approach to care at home is underpinned by, and realises, the National Care Standards, allowing people who receive care at home to be involved, included and have confidence in the high quality care and support they receive.

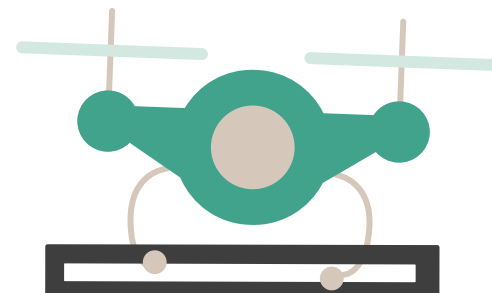
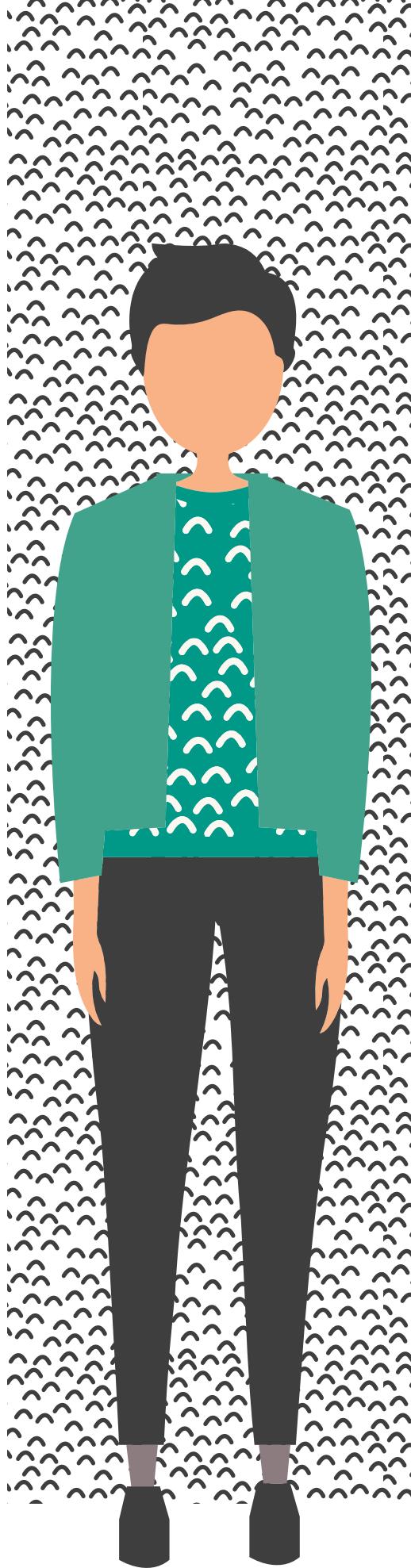
C

BIO

C is a support worker with a background in digital sociology. After completing his degree, he started working from home as a social media strategist. This made him feel isolated, and he decided to find a more meaningful and lively position. Many similar jobs in his field however excluded face to face contact with people, being increasingly mediated by technology and automation. Instead, he felt drawn to a career in social care where he could combine his experience and knowledge of social science and media with his desire to work with others and make a difference in society. Social care has been an attractive field for him as he feels fulfilled and rewarded when he is supporting people. He can use and develop his soft skills such as compassion, empathy, and dealing with the unknown. This makes him feel more secure and valued in his employment as such skills cannot easily be automated and replaced by technology.

ASPIRATION

C aspires to give a TED talk one day to inspire more young people to work in care. He has been invited to speak about careers in care at several universities due to his popular Instagram account "just-a-carer". Many followers love the way he documents the rewarding and unique aspects of the job, as well as some of the challenges.



THE CARE CONNECTOR SPECIALISES IN:

facilitating meaningful relationships - both physical and digital - for people receiving care at home and supports clients to work towards their aspirations and goals.

CAREER HIGHLIGHTS

Helping his client Margaret to set up her Etsy account and sell traditional knitted jumpers online. As her patterns are so popular, C is now helping Margaret to find and take part in an online course because she would like to learn how to create and share digital instructions to knit her patterns. C is very proud that he can support Margaret to do something she loves and to have another growing source of income.

Accompanying his client Robert to the first offline meet-up of the online citizen science group that C helped him to find and join. Robert used to love gardening, but now that he cannot work in the garden due to health constraints, he enjoys watching and counting birds from the window instead. He reports his results to the RSPB bird survey online. C considered it a great achievement to be part of Robert's new hobby and help him meet new people offline as well as online.

CARE CONNECTOR

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PURPOSE OF ROLE

The purpose of this role is to facilitate the connection between the person receiving care and the wider community, supporting the individual to maintain and develop relationships both physical and virtual. This role will help to prevent isolation resulting from the increasing use of virtual communication and to ensure that the person receiving care uses digital and virtual technology as a means to fulfill goals, aspirations and have meaningful social relationships.

KEY ACTIVITIES

- Support people receiving care to maintain and form relationships
- Support people receiving care to identify their aspirations, goals that extend beyond their care needs that can enable them to be connected with relevant services and local opportunities
- Promote positive self-esteem and sense of identity for the person receiving care at home
- Support people receiving care at home to manage change and transitions in their lives that may result from changing life circumstances or care needs
- Support people receiving care at home to identify opportunities for lifelong learning or other cultural activities that support their well-being
- Liaise with the family and build relationships with sensitivity by introducing family, friends, and neighbours to the role of care at home and enabling them to realise what they could contribute
- Support digital engagements: to join forums, to play online games, to take part to citizen science activities etc.
- Support the development of social and community networks
- Support people receiving care to be in control and manage their own health and social well-being where possible

- Taking people out to attend cultural and leisure activities: museums, sports, theatre etc.
- Setting up virtual reality meetings with far away family and friends
- Setting up telehealth services to connect with health and care services for example doctors and physiotherapists
- Engage with local primary and secondary schools to develop the profile of care at home and opportunities for collaborative projects/volunteering

SKILLS AND TRAINING

- A deep knowledge of a variety of online platforms (digital education, social media, citizen science, social forums and blogs) and of current telecommunication and messaging software
- A strong curiosity for emerging platforms and emerging virtual communication technology
- Knowledge of local and digital services, resources, community projects, local cultural events and opportunities
- Experience and training in social media and community engagement
- Strong communication skills, both written and verbal

WHO YOU WILL WORK WITH

You will work as part of a multidisciplinary care at home team, with people receiving care and their families, and with members of the local community. You will build relationships with local third sector, charity and community-led groups/organisations to facilitate new connections and opportunities for people receiving care at home. You will also connect with local schools in order to promote 'care as career' and identify opportunities for collaborative projects promotes the presence and profile of the care at home sector.

CARE CONNECTOR

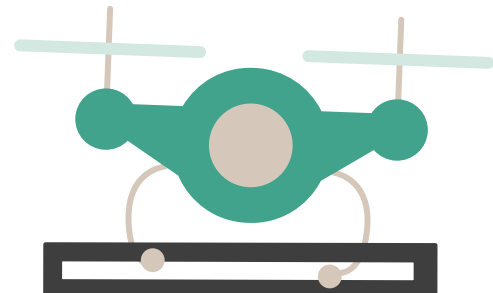
N

BIO

N has a PhD in data science and maths. She is only working as a care navigator part-time while devoting the rest of her time to researching matching problems. N's research project is developing artificial intelligence further by allowing it to experiment with and solve difficult real-life problems such as matching staff, care packages, clients, and travel time. N is also using the experience of care planners to improve her artificial intelligence programme. Her role at the care provider is funded by the university, as they are very interested in applied case studies to be able to publish their research. Theoretical articles have become unpopular, and there is a new focus on how technology can be valuable for human life. Personally N is happy to be able to combine her research with a more practical and applied role, as she feels both fields can learn from and teach each other.

ASPIRATION

N aspires to further develop the company's artificial intelligence programme. She hopes it might be able to figure out a more effective route plan for her team so that less amount of time is spent on travelling. This could be used for training or for the team to get together more often to discuss their clients and how to best provide care between their specialities.



THE CARE NAVIGATOR SPECIALISES IN:

coordinating the multidisciplinary care team through gathering, making sense of and organising different flows of data in order to provide responsive, personalised and relationship-based care at home.

CAREER HIGHLIGHTS

Noticing an anomaly in the health and biometrical data of one of her clients led N to prevent an emergency. She promptly informed the GP as her training suggested. N was proud that she was able to use her data analysis skills to identify this opportunity for early intervention.

Convincing her client Emma's family to share their personal calendars with Emma's Care Connector. This has allowed N to keep an eye on when Emma's family is coming over to keep her company. N was then able to provide more support to Emma when her family were unable to visit, and to free up resources for other clients on other days.

CARE NAVIGATOR

JOB ADVERT

PURPOSE OF ROLE

The purpose of this role is to coordinate a multi-disciplinary team of carers and navigate a needs-based resourcing of care at home provision that enables a seamless care experience. This role will help to optimise the use of data in order to identify opportunities for early intervention and prevention, and support decision-making. The candidate will be a key facilitator in health and social care integration and will ensure that personalised care packages are put in place and adapted continuously to meet the changing needs of the person receiving care.

KEY ACTIVITIES

- Develop care packages based on identified needs and aspirations of the person receiving care and deploy appropriate multidisciplinary team
- Ensure the person receiving care at home is actively involved in all decisions regarding their care
- Monitor health data in order to be responsive rather than reactive to day to day care needs
- Identify types of data requirements for care planning and provision and liaise with the care technologist to set up appropriate technology
- Gather and analyse different flows of data in order to discover useful information, make recommendations, and support decision-making for best practice of personalised, relationship-based care at home.
- Plan resource allocation of the care at home multidisciplinary team and ensure continuity of care staff in order to support relationship-based care
- Engage with wider health and social care professionals around service provision, e.g. other specialists such as occupational therapy

SKILLS AND TRAINING

- Care at home training and experience as core skillset and additional training in data analytic tools for care at home
- Excellent organisational, coordination and time management skills
- Knowledge/experience of data analytics and machine learning
- Ability to make decisions based on data insights from integrated records to minimize risk of hospitalization and engage in early intervention and prevention
- Ability to gather, view and analyse all forms of information and communicate this information to relevant stakeholders (e.g. MDT, person receiving care at home and their families, other health and social care professionals as required)
- Ability to view a challenge or situation from different perspectives in order to roadmap the best way forward.
- Leadership, problem solving and decision-making skills

WHO YOU WILL WORK WITH

You will work as part of a multidisciplinary care at home team, with people receiving care and their families, and with members of the local community. You will work closely with other health and social care services and other services available in the local community to develop relationships and new opportunities for people receiving care and care provision.

CARE NAVIGATOR

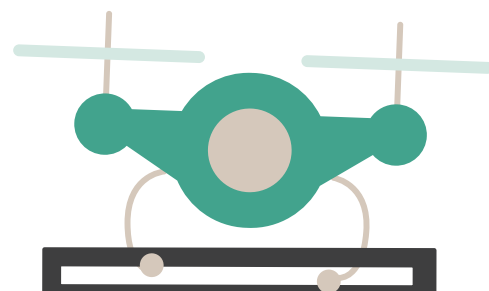
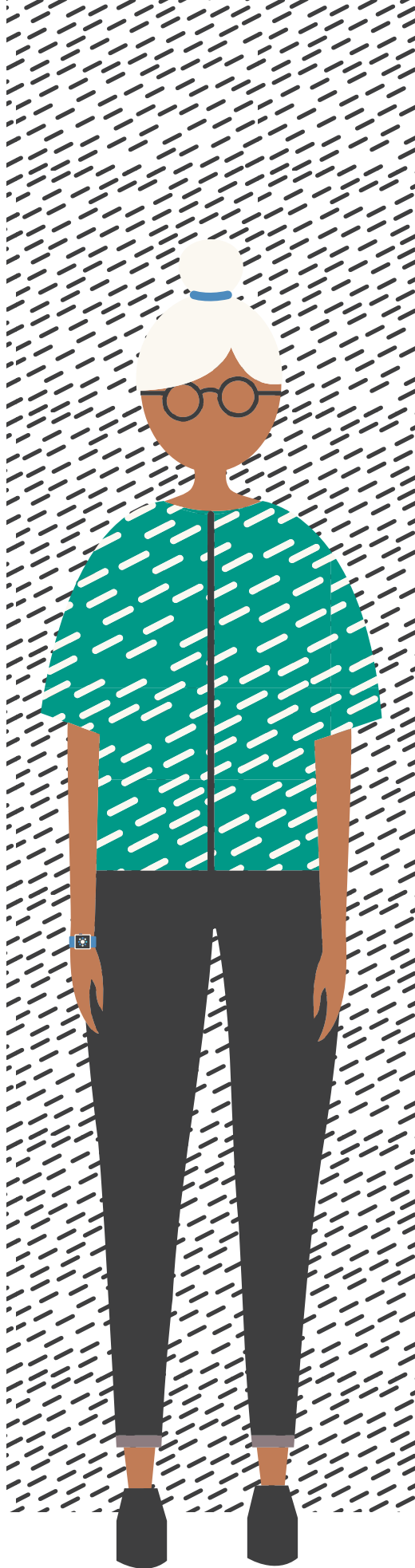
T

BIO

Before starting her degree in product design, T took part in a one year intergenerational programme where she developed a strong interest in the social care sector. This programme not only gave her experience in providing good care, but also important life skills such as improving her communication and interpersonal skills, and learning how to cook. Many of the older programme participants shared their family recipes and secret ingredients. When studying for her dream career in product design, T started to recognise that many care activities she had learnt about could be supported by technology. This could free up valuable time for more relational care as well as prevent hospitalisation and injury. Realising that she can combine her passion for technology and design with a career in care, helped her to find the motivation and drive for studying product design.

ASPIRATION

T aspires to be a senior creative care technologist at a care provider, and to design and prototype new tools and systems for care at home which are easy to use for her team members and provide valuable support to people receiving care.



THE CARE TECHNOLOGIST SPECIALISES IN:

facilitating the interactions between assistive technology, people receiving care, and the wider care team in order to provide meaningful and personalised support.

CAREER HIGHLIGHTS

Configuring and adapting the automatic speech recognition of her client Suzanne to her specific voice intonation as she noticed that Suzanne was struggling to benefit from the technology. T was really happy to notice how this small change made a big difference for Suzanne. She feels more in control of her digital companion and is gaining confidence in using it to videocall her family and arrange GP appointments through voice control.

Helping her client John, who is unable to leave the house, to set up his drone to order and pick up essential food items each week. T is delighted that not having to pick up the weekly shop herself has freed up more time to listen to John who is a great storyteller and used to be a comedian. She also felt that it was a big achievement as she noticed how John was now more aware of his dietary requirements and managed these independently.

CARE TECHNOLOGIST

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PURPOSE OF ROLE

With the introduction of new technology and autonomous systems, new skills are required for the care at home sector. The resulting new forms of support have led to the creation of a new professional role in care at home in order to optimise the way in which technology mediates care interactions. The role of the Care Technologist will help to personalise assistive technology to the specific needs of each person receiving care and support people to have choice and control over their interaction with care at home technology.

KEY ACTIVITIES

- Supporting and empowering the people receiving care in their use of technology
- Facilitating the interaction between people receiving care and the technology deployed within the home and evaluating the benefit(s)
- Identifying and supporting the aspirations of the person receiving care for how technology could support them at home
- Advising people receiving care on how their data will be used to optimise their care at home experience
- Assessing that technology is used to its full potential and how it can best support the person receiving care
- Identifying malfunctions such as 'AI depression' (machine inability to adapt and learn from changing circumstances) and put mechanisms in place to rectify these
- Evaluating what tasks are most appropriate for technological support in order to maximise care interactions
- Testing novel technologies and preparing reports/demonstrations on the effectiveness and appropriateness within the care at home context

SKILLS AND TRAINING

- Care at home training and experience as core skillset and additional training in the newly developed 'Applied Technology for Care' module/course
- Knowledge of machine learning, artificial perception or robotics.
- Ability to analyse and make sense of health data and biometrical data
- Knowledge and understanding of people's experience and interaction with technology and the challenges associated with it
- Ability to listen and identify the aspirations of the person receiving care for how technology could support them at home
- Ability to keep up with new advances in assistive technology for care at home and consult with providers and procurement around what new technologies may be best for care at home services to invest in
- Knowledge of the capabilities of different kinds of computing devices and A.I technology (care drones, virtual telehealth, home autonomous system technology, smart watches, wearable devices, etc.)

WHO YOU WILL WORK WITH

You will work as part of a multidisciplinary care at home team, with people receiving care and their families, and with members of the local community. You will also engage regularly with Local Authority Technology Enabled Care teams and other assistive technology providers.

CARE TECHNOLOGIST