DEEP
'A fo ben bid bont'
'If you want to be a leader be a bridge'

Here2there.me

Policy Benchmarking Project

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Developing Evidence Enriched Practice Programme (DEEP)

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About the authors

Dr Gill Toms and Professor Fiona Verity work for the Developing Evidence Enriched Practice (DEEP) programme, which is based in Wales. DEEP is funded by Health and Care Research Wales, Welsh Government (see https://www.deepcymru.org/en/). Fiona Verity has extensive experience in community and policy development work. Gill Toms has experience in evidence synthesis.

Section 1. Background

Introduction

Here2there.me (or H2T) is Smartphone App developed by Here2there.me Ltd for online person-centred planning and outcomes recording. It has been designed for *'anyone on a targeted programme of support with a jointly agreed plan'* (H2T Ltd., 2020)*. H2T is underpinned by relationship and strengths-based approaches and empowerment values. It works to establish and document personal outcomes, using multiple forms of evidence (i.e., pictures and stories) coupled with a wraparound process of support. This document is a summary of a benchmarking project undertaken to explore how the H2T App complements and dovetails into current UK public policy guidance for providers on person-centred planning and outcomes evidencing and recording. The benchmarking project is part of a larger Welsh Government funded Small Business Research Initiative (SBRI).

During its initial development in 2019, H2T was piloted with young people seeking employment and with adults with learning disabilities who live in supported housing. After these pilots, the project team were awarded a grant from SBRI to further develop the app and make it 'market ready'. This work involved several components including:

- Testing the app with a larger number and a greater range of individuals
- Safety testing
- Developing an IT support package
- Identifying how the app enacts social care policy across the United Kingdom (UK).

The Developing Evidence Enriched Practice (DEEP) programme team were commissioned to undertake the benchmarking project of H2T. The DEEP programme is funded by the Welsh Government through Health and Care Research Wales to support the collection and integration of multiple sources of evidence in social care. The DEEP programme aims to improve social care services and enhance citizen and social care staff wellbeing. Through our work we inform policy, practice, and research. DEEP team members have expertise in policy review and evidence synthesis work and have worked on the development of relational personal outcomes processes.

Context

In recent years there has been a UK-wide reappraisal of the ways in which social care is planned, delivered, and how impacts and outcomes are conceptualised, expressed and assessed (Miller, 2012). A thread in this policy development has been a focus on personalised needs assessment and outcomes that emphasize measuring 'what matters' to people rather than sole reliance on a mechanistic measurement of centrally determined, or standardised indicators, that cascade down (Social Care Wales, 2020). The latter approach to outcomes and accountability has roots in the marketized/managerialist culture which enveloped social welfare provision from the 1990s, with a focus on business practices and language (Williams, 1999; Miller, 2012). Reporting against standardised outcome measures in social services has been steadily and soundly critiqued as time intensive, taking resources away from core work (Gillett, Bradfield, and Nyland, 2011; Dunk-West and Verity, 2018),

inviting a 'tick box' and deadening mentality in impact assessment (Miller, 2012) and constituting a meaningless exercise for both accountability in use of public resources, and learning from practice.

The quest to enhance outcome measurement tools that meet multiple accountabilities, and which are effective in capturing what is important for different parties, has been variously expressed as the need to turn 'From Metrics to Meaning' (Patterson, Nolan, Rick, Brown and Adams, 2011), 'Measuring what matters' (Miller, 2012) and moving from 'Foe' to 'Friend' (Social Care Wales, 2020). In response to a critique of ineffective accountability and performance measures, and under the banner of the new social care legislative and regulatory processes in place across the UK, there has been a growing proliferation of tools and guidance about outcome recording and reporting. A Welsh report entitled *Friend not Foe* called this a paradigm shift, from what Patterson et al (2011) labelled 'perform or perish' practices to an approach that is 'relational and responsive' (cited in Social Care Wales, 2020, p.34). The paradigm shift is marked by a conversational approach to understanding outcomes, whether they be change outcomes, maintenance outcomes or process outcomes (Miller, 2012, p.13-25).

The authors of *Friend not Foe* outline 12 principles for relational and responsive outcomes reporting, which are embedded in an organisational culture of support and reflective learning. Ideally there is also a suitable IT system to enable such an approach. These 12 principles are listed under 4 subheadings, as shown in Box 1. This work is the product of consultation and a review of the literature.

Box 1: 'Friend not Foe' 12 principles for relational and responsive outcomes reporting

Make recording personal and accessible:
- Record personal not standardised or organisational outcomes – what really matters to the person in their own words and language
- Recognise and record the different types of outcomes that matter to people
- Build on people's strengths and identify priority risks
- Make it clear and concise – use plain language

Make recording analytical:
- Make recording accurate - distinguish between fact and opinion
- Make recording co-productive - allow for and include different perspectives
- Record the why, not just what and how – and show the link to decision making
- Record the learning from reflecting on outcomes at review

Make recording 'live' and joined up across organisations:
- Make recording responsive to a person's journey – capture their story
- Join up personal outcomes recording across organisations

Make recording inclusive:
- Make recording personal for people with communication difficulties
- Make recording personal across the life course.

Source: Social Care Wales, 2020, p.11

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Section 2. Here2there.me

What it does
H2T can be used by anyone on targeted or personalised support. This includes individuals who may have mental health support needs, learning or physical disability, young people who are Not in Education Employment or Training (NEET) or children in care. It also has wider application given its generic focus on the planning and review cycle.
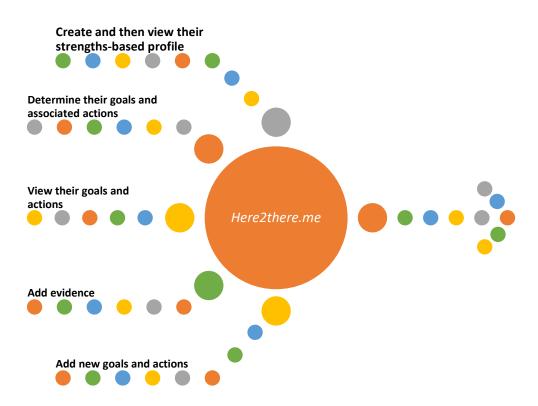
The H2T ethos
In the process of recording and assessing personal outcomes, H2T seeks to orientate the balance of control to the individual, providing them with ownership of their goals and progress, in their own terms of reference. It is shaped by positive psychology and approaches such as Appreciative Inquiry (AI). A premise is that ownership of outcomes is a pathway to greater personal investment in goals, enhanced engagement, and higher levels of motivation (Clarke, Crowe, Oades, and Deane, 2009). This in turn makes it more likely that goals will be achieved. In the H2T approach, mentors start by supporting individuals to select goals that are important to them in their life journey. These goals are oriented to their vision for the future and their strengths. As individuals start taking actions that work towards their goals, they receive ongoing support and encouragement from their mentor and their chosen circle of support. For instance, the mentor and the individual's circle of support can upload evidence and provide supportive comments via the app.

In terms of outcomes recording, the H2T ethos is to use narrative (stories), using words and pictures, to evidence progress. Sharing stories is an effective way to help individuals learn and develop (Gidman, 2013) and stories are also a particularly good method for eliciting how an individual is feeling (Soule and Wilson, 2010). The H2T app records the story for the person as they move from 'here to there', following their aspirations along their own unique journey. H2T also recognises the importance of evidence-informed practice. For this reason, the app enables host services to summarise goal-attainment progress across multiple individuals and to provide evidence to support these attainments.

Functionality
The H2T system comprises web-based administration tools and a smartphone app. Both the app and the administration tools meet GDPR requirements (Here2there.me, 2019). The administration tools are designed for host organisations. They enable the organisation to summarise evidence of goal-attainment across multiple individuals. The tools also allow organisations to categorise the goals being achieved against national outcome measures. These functions help organisations evidence the impact of their work to multiple stakeholders.

The app is designed for use by the individual and their mentor. Through the app, individuals and mentors can, in real time create and view their own profile, goals, and progress documented in words and pictures. This evidence is added to a timeline to illustrate the journey on actions and goals. These aspects of the app are depicted in the diagram below.

Additional H2T app functionality is outlined in Box 2.

Box 2: H2T app functionality

H2T enables…

The **individual and their mentor** to:
- View records from previous meetings
- Communicate via the app
- Communicate with the Circle of Support
- Stay in control of the process, as they are the designated hosts of the app

The **Circle of support** to:
- View the collated evidence on the timeline
- Add their own evidence to the timeline
- View recorded goal progress
- Leave messages of support and encouragement

The **organisation** to:
- Facilitate and record the whole person-centred planning process
- Support joined up working between the Circle of Support, including professionals
- Evidence the impact of their support against the individual's desired outcomes
- Evidence the impact of their support against external outcome measures

Section 3. Benchmarking H2T against UK Social Care Legislation

In this section of the Report, we benchmark the H2T app and process against current key social care public policy in the four UK nations; England, Wales, Scotland, and Northern Ireland. This includes legislation on social care provision and associated codes of practice or guidance for providers on person-centred planning and evidencing and recording outcomes. Each nation has its own social care policies, reflective that powers to enact social care legislation have been devolved from Westminster.

As described in Section 2 of this report, there are six key aspects of the H2T approach which inform how it is delivered:
1. Underpinning values (strengths-based approach, empowerment, and appreciative inquiry)
2. Collaborative goal setting
3. Outcomes that are personal
4. Reviewing outcomes
5. Summarising outcome attainment at an organisational level
6. Evidencing impact

Other key aspects of the approach are:
- Mentorship
- Person-centred care
- Support from friends, family, other professionals, and the local community through the Circle of Support
- Evidence informed practice

In this benchmarking, we mapped these H2T approach components against the stipulations in current social care legislation and their codes of practice operating in the four UK nations *about person centred care planning and the recording and evidencing of outcomes.* This was done through desktop research and team discussion. Mapping was undertaken by two team members (GT and FV) and disagreements were resolved through discussion and recourse to the wider DEEP team. Policies in all the devolved nations expect individuals receiving care and support to have a formal support plan. This support plan is collaboratively developed and reviewed on a regular basis.

In the series of tables below, we set out the principles and key objectives of primary social care legislation and associated guidance in each nation. We focus on the key stipulations for person-centred planning and the recording and evidencing of outcomes. We then detail how the H2T approach aligns with these stipulations.

England
Department of Health. (2014) *The Care Act 2014*. UK: The Stationary Office.

The Care Act was implemented in April 2015 and sets out the roles and responsibilities of organisations for the provision of social care.

Key principles of the *Care Act*	H2T alignment
Service Integration Integrated care and health services	H2T speaks to a wider integration of the available support from formal and informal sources
Wellbeing Promoting peoples' wellbeing relating to: • Personal dignity (being treated with respect) • Physical and mental health and emotional wellbeing • Protection from abuse and neglect • Control over day-to-day life (including over care and support) • Participation in work, education, training, or recreation • Social and economic wellbeing • Domestic, family, and personal relationships • Suitability of living accommodation • Individual's contribution to society	H2T has a process of support and reflection which helps people to achieve their wellbeing goals. This could support the attainment of wellbeing, and how this occurs will be shaped by the person using the App. The H2T process treats people with respect, promoting their personal dignity. It enhances their control over their care and support and other aspects of their daily life. The circle of support approach builds connections and enhances relationships
Prevention It is important to prevent and/ or delay the development of needs	H2T fits with a prevention agenda, in that it helps individual's achieve meaningful goals and connects them with a Circle of Support. See, Llewellyn, Verity and Wallace (2020) for a summary of the evidence base about the links between social support and prevention
Strengths Based Approach In the Care Act a strengths perspective informs the planning and delivery of social care and support	H2T has a strengths-based approach at its centre

Stipulations: person-centred planning and outcomes recording	H2T alignment
Needs assessments must have regard for the individual's views, wishes, feelings and beliefs	H2T is person-centred. The individual's views, wishes, feelings and beliefs are at the centre of the process
The individual needing care must be involved in preparing, reviewing, and revising their care and support plan	H2T goes further and places the individual at the centre of the process. They are involved in preparing, reviewing, and revising/ updating their plan. They can review their plan in 'real time' as well as recording their progress on a quantitative rating scale. The circle of support approach includes carers in the process of reviewing the plan
Arrange for an independent advocate, if necessary, to facilitate the individual's involvement in care and support plans. This is to help the individual: - Understand relevant information - Retain the information - Use and weigh up the information - Communicate views, wishes or feelings	H2T is not a formal source of advocacy but the process is designed to help people advocate for themselves. The app is appealing and presents information in a simple, understandable format The app 'retains' the information so the individual can access it when they wish The mentor and circle of support provide support to use and weigh information The app enables the individual to share their views, wishes and feelings in real time through photographs, pictures, and words

Wales
Welsh Government. (2014). *The Social Services and Wellbeing (Wales) Act 2014*. UK: WG.

Key principles of the *SSWB Act 2014*	H2T alignment
Multi-Agency working and Service Integration Integration of health and social care services and cooperation between different services	The H2T circle of support talks to a wider form of integration. The App itself plus the process of forming a circle of support could foster cooperation between professionals in different services (if they are members of the support circle)
Wellbeing The definition of adult wellbeing is: - Physical and mental health and emotional wellbeing - Protection from abuse and neglect	H2T has a process of support and reflection which helps people to achieve their wellbeing goals. This could support the attainment of wellbeing, and how this

	occurs will be shaped by the person using the App, and their relationships.
• Education, training, and recreation • Domestic, family, and personal relationships • Contribution made to society • Securing rights and entitlements • Social and economic wellbeing • Suitability of living accommodation • Control over day-to-day life • Participation in work	H2T could directly support the attainment of other aspects of wellbeing: • Having a circle of support and making progress on meaningful goals can support mental health and emotional wellbeing • A circle of support can strengthen relationships and make people more connected • The circle of support can recognise the individual's contribution to society • Having ownership of goals and progress can foster a sense of control over day-to-day life
Co-Production 'Active working with and involving people and carers in decisions and plans about their care and support'	H2T has a co-productive intention in that the person themselves is actively engaged in setting goals and reporting them within their own frame of reference
Voice and Control Presumption that the individual is best placed to judge their own wellbeing Services must have regard to the individual's wishes, views, and feelings. Services must promote and respect the dignity of the individual and have regard to the characteristics, culture, and beliefs of the individual	H2T involves the individual in identifying their strengths, providing evidence of their progress, and evaluating how well they have achieved their wellbeing goals. The person-centred approach of H2T, where the individual is supported to work on their own meaningful goals and to identify and build on their strengths ensures that the individual's wishes, views, and feelings are paramount. It is a respectful approach that affords dignity to the individual and can accommodate different cultures and beliefs, and ways of understanding evidence (i.e., pictures and stories)
Independence. It is important to promote peoples' independence. The purpose is to enable people to live their lives as independently as possible	H2T offers individuals ownership of their goals and more control over planning and recording. The skills they gain through monitoring their goals, noting their progress, and communicating with their circle of support has potential to contribute towards enhancing their independence

Prevention	
The purpose of support is to 'prevent or delay the development of needs for care and support'. When needs exist, the purpose is to reduce the need for care and support	H2T fits with a prevention agenda, in that it helps individual's achieve meaningful goals and connects them with a circle of support

Stipulations: person-centred planning and outcomes recording	H2T alignment
Services must enable people to participate in decisions that affect them. Assessment must involve the individual and any carer that the individual has	H2T goes deeper than the language used in the Act. H2T places the individual in the driving seat of decisions about their targeted support, through the setting of goals, and how they are to be demonstrated. The individual works on goals which are meaningful to them. The circle of support approach involves the carer and others in supporting the review process
Assessments should seek to identify the outcomes that the individual wishes to achieve in day-to-day life	This is what the H2T process implements. The individual identifies their own meaningful goals
Assess the extent to which the carer is able, and willing to continue to continue to provide care. Elicit the outcomes the carer wishes to achieve	H2T primarily serves the individual with support needs. However, forming the circle of support will help identify if a carer is able and willing to continue providing support. Other approaches, though, will be needed to support the carer in their own right. However, H2T is being piloted in Therapeutic Family Support Services, which does put the needs and aspirations of the whole family at the centre
The service must prepare and maintain a care and support plan and must keep the plan under review	H2T can form part of a care and support plan and provides a record of this part of the plan. The H2T app keeps this plan under review in real time and this can be supplemented by regular quantitative ratings of the progress made
One key aim of the SSWB Act is for individuals to be at the centre of decisions about themselves and to be supported to have choice and control over their lives	H2T implements this aim. It offers individual's ownership, choice and control over their care and support plan goals and places them at the centre of the decision-making process

Welsh Government. (2015). *The Wellbeing and Future Generations (Wales) Act.* **UK: WG.**

Key principles of the *Wellbeing and Future Generations Act*	H2T alignment
The Act lays out wellbeing objectives for Wales: • A prosperous Wales • A resilient Wales (healthy functioning ecosystems support social, economic, and ecological resilience) • A healthier Wales (physical and mental health is maximised) • A more equal Wales • A Wales of cohesive communities (safe and well-connected communities) • A Wales of vibrant culture and thriving Welsh language • A globally responsible Wales	H2T speaks to many of these objectives: • Circles of support help to create ecosystems that support social resilience into the future. These circles also foster cohesive, well-connected communities. • The app and its support package work towards a healthier Wales-building on individuals' strengths so that their physical and mental health is maximised. • The inclusive, strengths-based, and connective approach of H2T could contribute to a more equal Wales, where everyone can have ownership of their targeted support plan
The act also talks to the importance of integration	The circle of support approach and the way H2T shares evidence and information in real time speaks to inclusiveness. H2T could form the basis for a person-centred integrated approach to meeting an individual's targeted support needs

Stipulations: person-centred planning and outcomes recording	H2T alignment
This Act speaks to the community rather than individual level so planning, and outcomes recording is not a focus.	
The Act does detail how local public service boards and community councils must meet and evidence the wellbeing goals of the local community	The H2T administrative tools help organisations evidence how they are meeting the wellbeing goals of the people they serve

Scotland

There are various pieces of legislation in Scotland that relate to and inform the provision and delivery of social care. The *Social Work (Scotland) Act (1968)* legislates for the assessment of need. More recent Acts have explained some of the principles underpinning social care delivery in Scotland. In 2021, the Scottish Government started a consultation on a National Care Service for Scotland. Relevant sections of pertinent Acts, as well as the plan for a National Care Service are described below.

Scottish Government. (1968). *Social Work (Scotland) Act (1968)*. UK: The Stationary Office.

Key principles	H2T alignment
This Act focuses primarily on practicalities, but the principles of prevention, maintaining independence as far as is possible and promoting wellbeing and social development are evident	H2T might prevent future needs from arising due to its proactive approach. H2T is designed to help people achieve their wellbeing goals. The circle of support approach could help people develop social skills as well as enhancing their social network

Stipulations: person-centred planning and outcomes recording	H2T alignment
Assessments need to have regard for the views of the individual. The views of carers must also be considered	H2T builds on this by placing the individual and their views at the centre of the assessment and decision-making process. The circle of support approach ensures the voice of carers, friends and other family members informs the process

Scottish Government. (2013). *Social Care (Self-directed Support) (Scotland) Act (2013)*. UK: The Stationary Office.

Key principles	H2T alignment
The individual must be afforded respect, they have a right to dignity	H2T treats individuals with respect. It makes sure their views and wishes are central in decision making. It affords them dignity in that their ability to set, monitor and evaluate progress on their own gals is recognised and supported
Individuals have the right to participate in the life of the community	The circle of support approach helps to embed the individual in their local community, supporting their right to participation

Stipulations: person-centred planning and outcomes recording	H2T alignment
A person must have as much involvement as they wish in relation to assessment and support provision. The Local Authority needs to collaborate with the individual.	H2T encourages the full involvement of the individual. The process encourages collaboration between professionals (mentors), the individual and their family and friends. The app might be less successful when individuals do not want to participate fully in the assessment and planning process. To collaborate with these individuals another approach, tailored towards less involvement might be required.
Professionals need to enable a person to express their views and make informed choices. They must support a person to make choices when planning care or support	It is not proposed that H2T can replace the need for independent advocacy. However, the simple design of the H2T app supports individuals to share their views. The app enables an individual to share information in real time through words and pictures. The process of a strengths-based approach, mentorship, and circle of support helps the individual to make informed choices

Scottish Government. (2014). *Public Bodies (Joint Working) (Scotland) Act (2014)*. **UK: The Stationary Office.**

Key principles	H2T alignment
This Act supports the integration of health boards and local authority provision to deliver social care. This social care should achieve national (and individual) health and wellbeing outcomes	The H2T circle of support approach is consistent with creating an integrated support network around an individual. This is consistent with the overall direction of travel towards more integrated services
The aim of integration is to, amongst other things: • Make services integrated from the perspective of the individual concerned • Respect the rights of the individual • Take account of the dignity of the individual • Appreciate the participation of the individual in their community • Anticipate and prevent need	H2T treats individuals in a dignified way, respecting their rights and recognising their participation in the community through the circle of support approach. H2T might be a starting point for individuals to perceive that their support from statutory and non-statutory services is integrated around their needs and wishes. By supporting the attainment of meaningful wellbeing goals, future need may be prevented. Monitoring goal progress in real time might also better anticipate new areas of need

Scottish Government. *Community Empowerment (Scotland) Act (2015)*. UK: The Stationary Office.

Key principles	H2T alignment
The primary focus of this Act is on empowering local communities to recognise, protect and draw on their assets. It also seeks to ensure community members have a voice in decision making	H2T extends an asset/ strengths-based approach to engaging with individuals. It ensures all key stakeholders have a voice in the decision-making process
The Act enforces the establishment of national outcomes and community planning partnerships which plan how to achieve national outcomes in the local area. Local outcome improvement plans, and progress reports should be published	H2T has an outcome focus on the level of the individual and the service. H2T allows individuals to monitor and share their wellbeing outcomes (i.e., progress on their goals). The administration tools also allow organisations and services to examine and report how many of the people they support are achieving their goals and what types of goals are being achieved

Scottish Government. (2021). *A National Care Service for Scotland: 2021 Consultation*. UK: Scottish Government.

Key principles	H2T alignment
The future vision re-emphasises person-centred ways of working including at the service design and commissioning stages. The focus is on providing individuals with the support they need to live a full life	H2T embeds person-centred working at its heart. Helping individuals to achieve their goals will assist them to live a full and meaningful life
Preventative support and advocacy are also signalled as important going forwards	As previously stated, H2T does not replace the need for independent advocacy. However, it does support people to be involved, to voice their wishes and views and to take control over aspects of their support. For instance, they set the goals that they want to achieve. The strengths-based and circle of support approach might prevent future needs arising
Core principles for regulation and inspection will be human rights-based care and activity based on research	Enabling individuals to be central in planning their goals is a human rights-based approach. The monitoring of goals in real time and collation tools for organisations and services means that activity can be increasingly based on evidence
The National Care Service will enhance integration between services	H2T speaks to a wider integration agenda, bringing together a circle of support from statutory services, non-statutory services, and the community around the individual

Stipulations: person-centred planning and outcomes recording	H2T alignment
Individuals, their family, and friends should be at the centre of decision making	H2T aligns with this proposed agenda. H2T puts exactly these individuals at the centre of decision making
There is a plan for a health and social care record to enhance information sharing between services	H2T does not address wider information sharing needs. However, it does provide a platform where individuals and circles of support can share information with each other in effective formats. Within the app traditional barriers between services and roles are broken down and everyone can share as equals

In NI, health and care systems are integrated. Public policy on social care is spread out over various legislation. For the purposes of this benchmarking, we have concentrated on the following documents:

- Department of Health. (2016). *Health and Wellbeing 2026: Delivering Together*. UK: NI Government.
- Department of Health, Social Services and Public Safety. (2012a) *Transforming Your Care: from vision to action*. UK: NI Government.
- Department of Health, Social Services and Public Safety. (2006). *The Quality Standards for Health and Social Care Supporting Good Governance and Best Practice in the HPSS*. UK: NI Government.
- Health and Social Care Board. (2017). *The Northern Ireland Single Assessment Tool: Procedural Guidance*. UK: HSCB.

Department of Health. (2016). *Health and Wellbeing 2026: Delivering Together*. UK: NI Government.

This document sets out the challenges facing the provision of health and social care in NI and an agenda and pathway for change. It is focused on both health and social care and is informed by a set of principles. Some of those relevant for social care are listed in the table below.

Key principles	H2T alignment
Person-centred care	This is the focus of the H2T process
Prevention	There is an implicit focus on prevention in H2T
Early intervention	There is an implicit focus on early Northern Ireland (NI) intervention
Supporting independence	This is a key objective of H2T (goal setting/review and support process)
Wellbeing	H2T can support wellbeing
Community development	H2T allows for the development and active participation of a circle of support team

Support for carers	Not directly addressed in H2T
Partnership working	This may occur depending on who is a member of the circle of support
Co-production	This is central to the process of H2T
Focus on quality improvement	There is a journey process built into H2T
Increase use of e-technology	H2T is an App set within a co-production process

Health and Social Care Board. (2013). *Transforming your care. Vision to action. A post consultation report*. **UK: HSCB.**

Key principles	H2T alignment
The individual is at the centre of the care model	H2T places the individual at the centre of the support process
Carers are key partners	The H2T circle of support approach can involve carers and other family members/ friends as key support partners
Care closer to home, with technology supporting people to stay at home. There is a need to ensure that people do not become more socially isolated. Technology should augment and support the clinical relationships	H2T supports people wherever they may be living and can support people to stay at home if this is in line with their goals. The circle of support approach helps prevent social isolation. Mentorship support is integral to the H2T approach: H2T seeks to enrich the clinical relationship rather than to replace it
A rights-based approach	H2T places the individual and their preferences at the centre of the assessment and support process. This resonates with a rights-based approach
Decisions should be based on evidence and measuring outcomes of initiatives needs to have renewed focus. Change must be properly measured	The H2T allows individuals, mentors, and support circles to monitor and measure change in real time. The administrative tools help services evidence their outcomes
A focus on supporting self-management	H2T is not a self-management tool. It involves mentor support and a Circle of Support. However, as the individual sets, monitors and evaluates their own goals they are likely to gain several self-management skills in the process of engaging with H2T
Important that needs are supported in an integrated way	The circle of support approach talks to a wider form of integration, drawing in all relevant people (from services, other

	sectors, and the local community) to support the individual

Department of Health, Social Services and Public Safety. (2012a) *Transforming Your Care: from vision to action*. **UK: NI Government.**

Key principles	H2T alignment
Person centred care	This is the focus of H2T
Outcomes focused	This is the focus of H2T
'Providing the right care in the right place at the right time'	H2T has a temporal aspect in that it is a device which allows the user and circle of support members to input at any time, and over time
Population-based planning	Not Applicable
Prevention	There is an implicit focus on prevention
Integrated care	This is dependent on who is involved in the circle of support and the nature of the support being received
Promoting independence	The H2T is about promoting active agency on the part of the app user/s
Innovation	Arguably this is the focus of H2T
Safeguarding	Not Applicable
Sustainable services	Not Applicable
Value for money	This is to be determined
Best use of technology	H2T is a technological device

Department of Health, Social Services and Public Safety. (2006). *The quality standards for health and social care. Supporting good governance and best practice in the HPSS*. **UK: NI Government.**

Key principles	H2T alignment
The foundational values for the quality standards are: • Dignity • Respect • Independence • Rights • Choice • Safety	H2T fully aligns with all these values. Safeguarding is not a key function of H2T but the processes surrounding the app may promote an individual's safety
The quality standards are based on key premises. Two of these premises are: • People in receipt of services should actively contribute to decisions and planning	H2T is based on similar premises. It places individuals at the centre of decision making and care planning. The circle of support approach encourages individuals, carers, staff, other professionals, and community members to value each other

• People using services and carers should be valued by staff and staff should be valued by people using services, carers, and others	
The values underpinning the quality standards include: • Treating people with dignity and respect • Balancing promotion of independence with risk taking • Promoting human rights and providing advocacy • Promoting positive outcomes and equality of opportunity • Promoting choice and capacity • Privacy, ensuring individuals are free from unnecessary intrusion • Enabling and supporting people to achieve their potential • Managing information appropriately to ensure confidentiality	H2T enacts most of these values: • It treats people with dignity and respect • It promotes independence and can support a sensitive approach to risk taking and risk management based on an understanding of the individual's strengths and goals • It takes a human-rights based approach. It does not provide 'advocacy' but may help individuals advocate for themselves • It promotes positive outcomes and as its processes are person-centred it can promote equality of opportunity • It promotes choice and capacity, supporting people to achieve their potential The H2T app and tool meet all the required data protection requirements. This ensures that information is managed appropriately, and that confidentiality can be maintained. There is no 'unnecessary intrusion' as individuals select who to include in their Circle of Support. However, there may be instances where individuals are uncomfortable with the circle of support approach as they perceive it as an invasion of their privacy. The app and its support processes will not be acceptable to every individual
Some of the principles underpinning the quality standards include: • Public and user involvement, especially in decisions. The views and experiences of users, carers, staff, and local communities are considered	H2T enacts these principles. Individuals are placed at the centre of decision making. The views of carers, other professionals, and local community members are also ascertained through the circle of support approach.

• Timely information is shared and used appropriately • Activities encourage continuous quality improvement and developments are based on sound information	The app and online tools allow useful information to be shared and used in a timely fashion. The online tools will help organisations undertake continuous quality improvement activities. Using the information available via the online tools will help ensure that organisational developments are based on sound information

Stipulations care planning and outcomes recording	H2T alignment
Quality standard: safe and effective care • Staff need to work in partnership with individuals and carers, exploring choices and agreeing how risks can be managed • Care should be based on the best available evidence	H2T helps people to work in partnership. It exceeds the standard by helping people to select their own goals rather than select amongst pre-determined choices. The circle of support approach may provide a voice for carers in the process, but carers may need additional avenues for involvement. As the H2T can capture and share evidence in real time it helps ensure that care is based on the best available evidence
The quality standard of safe and effective care is operationalised through a range of criteria. Criteria to support effective care include: • Supporting self-management • Person-centred approaches that involve individuals and carers in the development, implementation, audit, and review of care plans	H2T is not a self-management tool but the skills it fosters may promote self-management. H2T is a person-centred approach, and the individual is central in developing, implementing, and reviewing their care plan. The circle of support approach can incorporate the voice of carers, though as stated above, additional processes may be needed to ensure carers can inform care planning to an appropriate extent
Criteria to operationalise the quality standard of accessible, flexible, and responsive services include criteria for service planning processes include analysing outcomes to ascertain if these are meeting assessed needs	This is the what the H2T online tool is designed to do
A further set of criteria in the quality standard of accessible, flexible, and responsive services are the criteria for the delivery of services to individuals, carers, and relatives. These include: • Incorporating the rights, views, and choices of individuals into the	H2T places the rights, views, and choices of individuals centrally in decision making. Carers are involved in the assessment and review process through the circle of support approach. H2T does not provide an integrated assessment process but through the circle of support approach it can

assessment, planning, delivery, and review of their care • Promoting multi-disciplinary team working and integrated assessment processes • Providing opportunities for individuals and carers to comment on service delivery	support multi-disciplinary team working and contribute towards integrated assessments. Through the dialogue between the mentor, individual and circle of support there would be opportunities for reflections about service delivery. However, this could not replace more formal opportunities for service feedback
The quality standard on promoting, protecting, and improving health and social wellbeing includes the criterion that individuals, carers, and the community should be enabled to take responsibility for their own health, care and social wellbeing and be enabled to promote the health and social wellbeing of others	By placing the individual at the centre of decision making, H2T supports people to take appropriate responsibility for their own health and social wellbeing. The circle of support approach also enables carers and local community members to promote the health and social wellbeing of others

Health and Social Care Board. (2017). *The Northern Ireland Single Assessment Tool: Procedural Guidance*. **UK: HSCB.**

Stipulations: person-centred planning and outcomes recording	H2T alignment
The Northern Ireland Single Assessment Tool (NISAT, v.4) is underpinned by human rights principles, relational and person-centred approaches, strengths-based perspectives, and the value of the person being 'expert' in their own situation. Consent by the person being assessed is a thread throughout the assessment. The following examples from the NISAT v.4 give an indication of this approach in action: • Holistic assessment processes • Assessment as a partnership with maximum involvement of the person at the centre of the planning • '…assessment as a process of interconnected activities occurring over a period of time, not a single event' (p.8) • Processes which 'recognise and capture the person's skills and abilities' (p.7) • Processes which are collaborative	H2T accords with the tenets and approaches of the NISAT v.4. It enables an approach to the assessment of goals which views this as a journey over time. The control of the recording within the hands of the H2T app user aligns with the intention of NISAT v.4 for maximum involvement by the person receiving care and support

Section 4 Summary and Conclusions

The H2T app, online tool and support processes fully align with social care policy guidance across all the four UK nations. It enacts the values, principles and approaches endorsed in relevant policy. In terms of care planning and outcomes recording it meets all the specifications detailed in policy.

In some instances, H2T can support the direction of travel signalled in legislation, but on its own will not fulfil all the requirements:
- H2T is not a replacement for independent advocacy, but it can help people express their views and wishes effectively
- The circle of support approach can enable carers to have a role in the assessment, planning, and review process, but in some instances, it may be appropriate for carers to take a more central role in decision making. H2T does not provide support to carers in their own right
- H2T is not a self-management tool though the skills that individuals acquire through its use may support future self-management.

No app can be acceptable to every individual. Some individuals might find the circle of support approach intrusive, and some individuals will not want to take a central role in decision making and planning their care. These matters are outside the scope of this benchmarking exercise.

Despite the limitations highlighted above, however, it can be concluded that H2T attains a very high benchmark against current social care legislation. It performs equally well when benchmarked against future policy planning documents. This indicates the durability and sustainability of the H2T approach. The alignment of H2T with relevant policy and legislation and the future proof nature of this alignment confer H2T with significant advantages.

Section 5. References

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