Cambridgeshire County Council

TECHKNOW –

an online resource supporting adults with learning disabilities and carers find technology to help them be more independent.

Grace Clark

Service Manager, Prevention and Early Intervention Services

What we already knew:

- 3,800 Adults in Cambridgeshire have a Learning Disability
- Expected Increase of Need of 14% by 2030
- Cambridgeshire work on a TEC first approach
- 24% of Learning Disability Cases provided had not utilised TEC

Our Problem Statement:

How might digital tools and technology enabled care (TEC) be used to increase the independence of adults with learning disabilities (specifically those in the transition from children's social care to adult's social care)

Our Cohort:

- Service users with low to moderate LD needs and potential Autism Spectrum Disorder
- Young Adults who are transitioning or have recently transitioned to adult social care

Cambridgeshire County Council

What is the Social Care Digital Innovation Programme?

SCDIP supports the adult social care sector to use digital technology to respond to challenges

- Funded by NHS digital and managed by the Local Government Association, SCDIP awarded a grant of £30,000 to CCC to carry out a discovery phase
- A further £90,000 was then provided to work towards implementation of TECHknow
- The programme had a strong emphasis on co-production and service user engagement

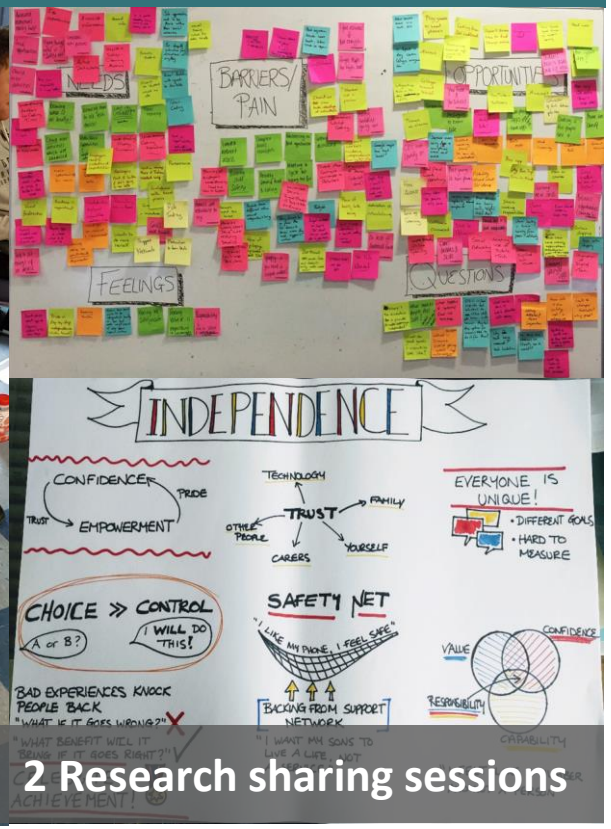
Discovery Phase

Research activities

8 interviews

2 day shadowing

5 workshops



2 Research sharing sessions

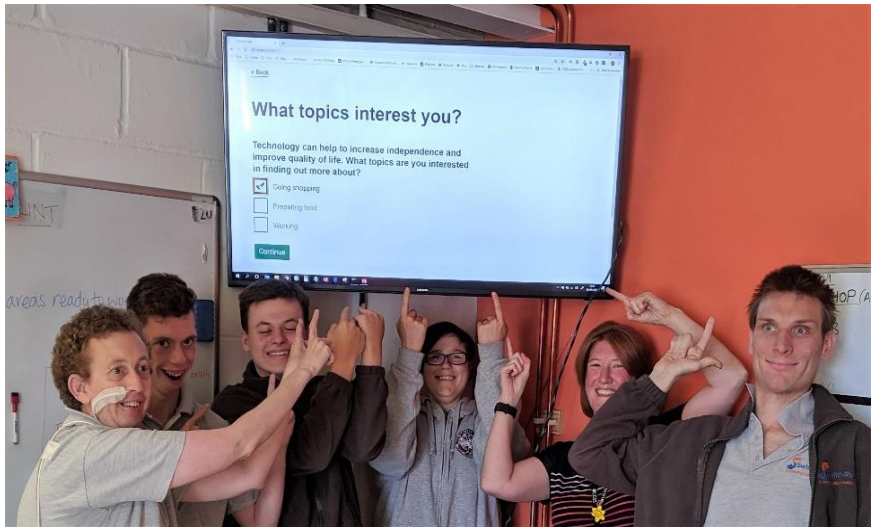
What we learnt:

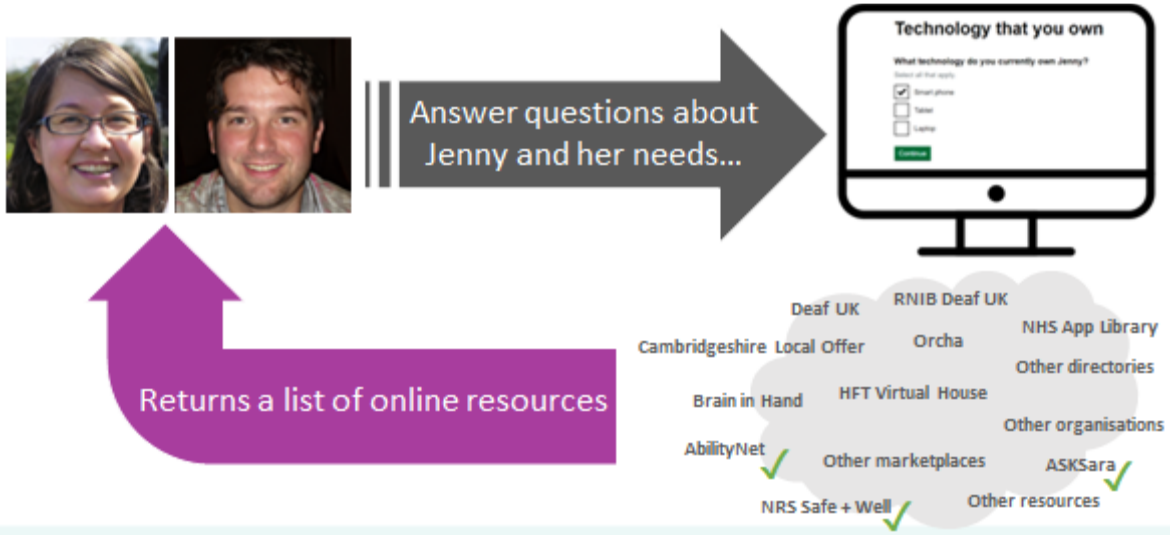
- People don't trust technology
- Everyone's needs are unique
- Lack of awareness
- Technology websites are not accessible

Technology and Knowledge – TECHknow

- Connect people to resources
- Not as complex or as inaccessible as marketplaces
- Specific to user's own support needs
- Links to local and national resources

Prototype and Testing





- “Good idea”
- “The market place is so confusing, it’s hard to know what to look for and it’s not accessible.”
- “I like the idea of a tool to guide people through it and provide access to the right resources.”
- "The writings too small, it needs to be bigger and it needs pictures"
- “My Mum wouldn't use it as she wouldn't know where to find it”
- “The layout is simple and easy to understand”
- “It was easy and not hard”
- “It accepts any names, even rude ones”

TECHknow

TECHknow provides:

- An accessible introduction to marketplaces and resources
- Awareness of technology that can be used to support someone
- An appreciation of a service user's existing capabilities and celebrates success
- Empowerment to make a choice
- Hands-on experience to increase reassurance

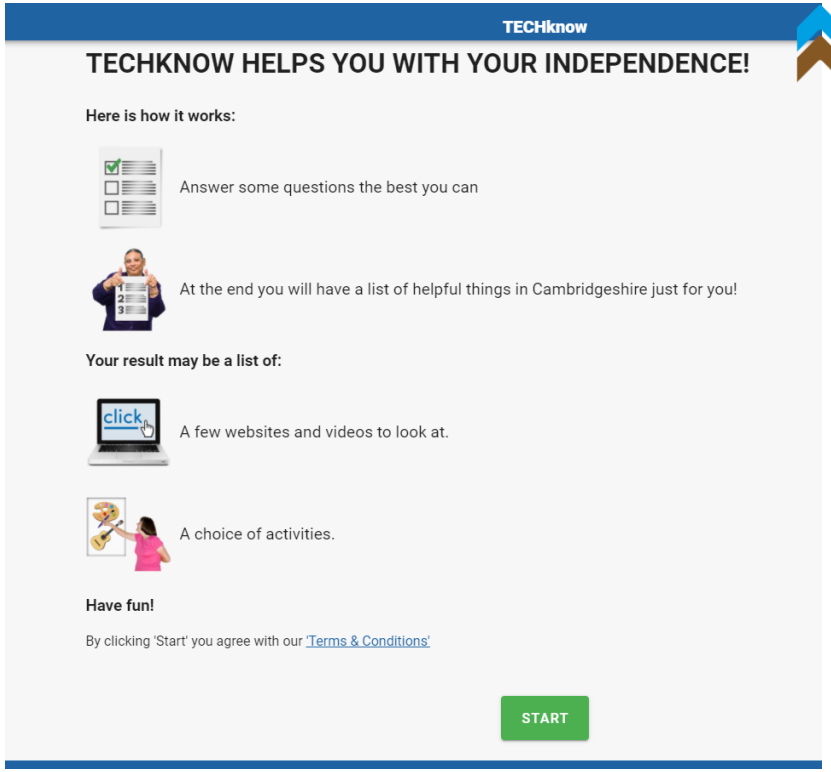
How it helps users:

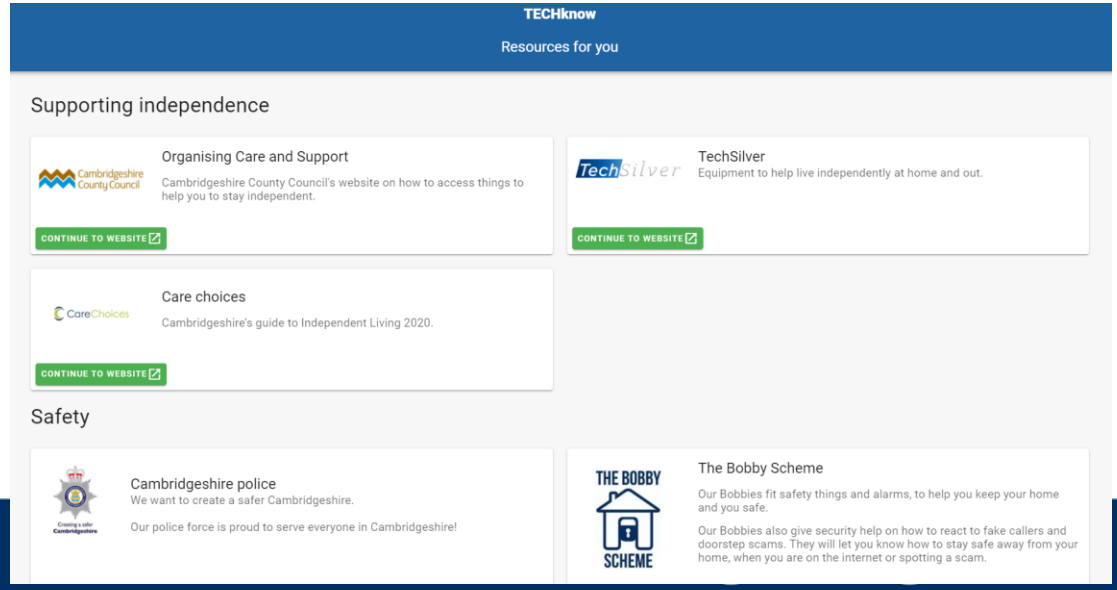
Service users and their support network

- Increase knowledge and awareness
- A trustworthy and accessible resource

Professionals and practitioners

- Identify areas that technology may be used to support someone





Lessons Learnt and Challenges

- COVID – 19
- Resourcing
- Restructure
- User Testing

Going forward:

- Implementation
- Local Ownership
- Expansion across services

Cambridgeshire County Council:

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