

# Near Me in Social Services

## Project information pack

This pack provides background information about the Near Me in Social Services improvement project

- Part 1: An overview of the project
- Part 2: About the Quality Improvement (QI) cycle and processes, timeline with key dates, core commitments for QI participants and other background information.
- Part 3: Independent use of Near Me
- Part 4: Contact us

Please read Parts 1 and 2 before submitting an Expression of Interest for the QI cycle.

If participating in the QI cycle is not suitable for your service/team at the moment but you are interested in using Near Me independently and at your own pace, we can offer light-touch support to a number of services. More information about this is in Part 3.

For more information about TEC and Near Me, including the recent report from the Near Me Public Engagement exercise:

<https://tec.scot/digital-health-and-care-in-scotland/video-enabled-health-and-care/>

## Part 1: About the project

Iriss is working in partnership with the Scottish Government Near Me team (TEC Programme) to deliver this project.

Following the increase in numbers and use of the Near Me service in health settings over the last number of months, we have an opportunity to explore where this video consulting software could be most effectively and usefully applied in social services. We recognise that a number of areas, both in social care and social work, will already have some experience of using video consulting platforms (including Near Me) so this is an opportunity to learn and build on such recent developments as well as produce new evidence specific to social services. The project aligns with the wider Digital Health and Care Strategy to:

- Empower citizens to better manage their health and wellbeing, support independent living and gain access to services through digital means
- Put in place the underpinning architectural and information governance building blocks for the effective flow of information across the whole care system.

Overall project aims are to:

- Enable a number of social services organisations to embed the use of Near Me in areas of their practice
- Collate and build the knowledge base of how and where this can be carried out successfully
- Develop national training and guidance for use of Near Me in social services
- Increase knowledge and awareness of Near Me within the social services sector as a platform to build further uptake.

The project will run over the forthcoming Autumn/Winter, completing early 2021. To gather a broad range of experience and learning of using Near Me, it will incorporate a blended approach.

- Layer 1: begin by identifying 4-6 areas/organisations who are willing, and have an initial established need, to trial the use of Near Me in their practice through a 4 week Quality Improvement (QI) cycle.
- Layer 2: holistic information gathering on priority areas for social services, and learning from established health and social care settings that have experience in the use of Near Me.
- Layer 3: light touch support for areas/ organisations that wish to set up and use Near Me independently outwith the QI setting.

The combination of these layers of activity will inform and develop improvement learning towards possibilities to spread delivery and learning more widely across social work and social care.

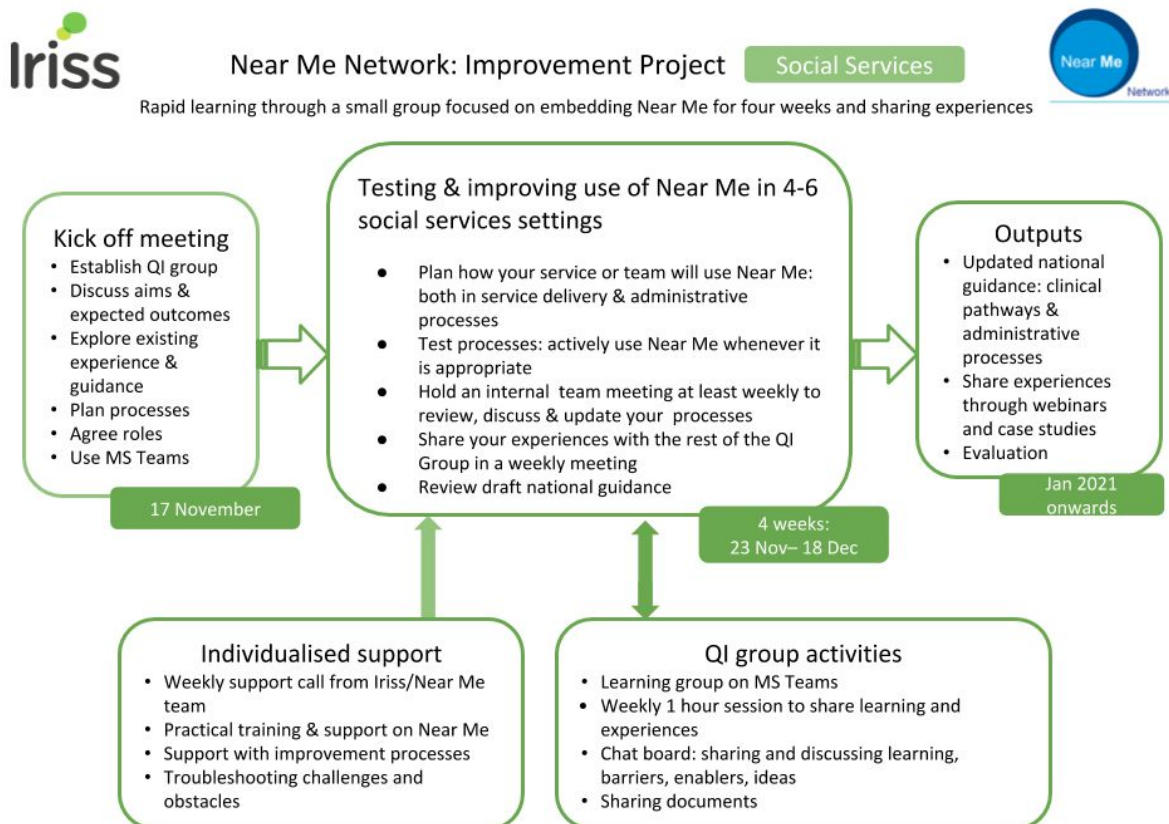
To be clear, the aim of this project is to understand how Near Me could be brought into services **as one of a number of methods of service delivery, rather than as a replacement** for face-to-face/ in-person contact.

## Part 2: About the QI cycle

The QI cycle is a core component of the project and is based on the successful approach taken to generating evidence around the use of Near Me in GP practices and Critical Care health settings.

We seek to recruit 4-6 organisations to participate in this cycle, representative of the spread of social services contexts and activities. Local authorities/ HSCPs, third sector and independent sector service providers are invited to participate.

### An overview of the QI cycle process and activities



An outline of the key stages and dates is provided on the next page, accompanied by more detail about what is involved in each stage of the QI cycle.

## QI key stages and dates

Stage	Activity	Date
Selection	Submit QI Expression of Interest form	Midday on Friday 16 October
	Invitations to participate in QI are sent by email	Week commencing 26 October
	Services confirm their participation in QI	By Friday 30 October
Set up	Set up activities	Monday 2 November over 2 weeks
	Iriss/Near Me contact you to discuss your set up and tech support needs.	This will involve communication between your service and Iriss/Near Me to undertake set up activities over a 2 week period
QI preparation	Kick off meeting (all QI participant teams meeting)	Kick off meeting: Thursday 17th November
QI cycle	Week 1	w/c Monday 23 November
	Week 2	w/c Monday 30 November
	Week 3	w/c Monday 07 December
	Week 4	w/c Monday 14 December
Feedback on draft national guidance for use of Near Me in social care/social work settings		w/c Monday 11 January 2021

## About the QI cycle

### Selection

Expressions of Interest are submitted via Google Form by October 16th. These are sifted and the final selection of QI participants will be agreed by the Social Care Steering Group.

### Set up

There is a 2 week set up period to ensure services/teams are prepared for the QI project. During this time we will:

- Contact you to discuss your proposed activities in more detail
- Take you through a tech readiness checklist
- Work with you to get your team ready to go
- Set up the Near Me waiting area for your service
- Set up processes for communicating and reporting with your team

### QI preparation - kick off meeting (MS Teams)

This one hour meeting is pre-scheduled for November 17th so colleagues can schedule this in early. (Time to be confirmed during set up with the QI group). The Kick off meeting will bring the QI group together to:

- meet as a group for the first time
- talk through the QI process
- check any Near Me training needs (although we will also cover these during the 2 week set up stage)
- raise any further questions in advance of the QI cycle starting.

### QI cycle (MS Teams & offline)

Each week will involve:

- A support call from Iriss/ Near Me team to discuss how things are going, offer support and help with any emerging issues
- An internal team meeting: your team members meet each other once a week to reflect and discuss what's working, what's not going so well, and identify any changes you can make to adapt how Near Me is being used during the 4 weeks.
- A weekly QI Group meeting in our Teams channel: A one hour meeting for the QI group to share learning, make recommendations, contribute to development of national guidance on Near Me use in social services.

### Feedback on draft national guidance

As part of our QI group we will work together to develop recommendations and content for tailored national guidance and training materials for using Near Me in social services settings. Once the 4-week QI cycle is completed, the Near Me and Iriss teams will work on drafting this national guidance. After a break for the Christmas holiday period we will circulate this draft guidance back to QI participants for feedback early in January.

## Questions about the QI

1. My organisation/service has recently started using Near Me/ has never used Near Me, can we participate in the QI?

Yes. The aim of the QI cycle is to engage with a range of service areas/organisations, some of which will not yet have tried out Near Me, others might have made some early steps into using the platform. If this sounds like you then please complete the Expression of Interest.

If you have been using Near Me extensively and it is embedded in your service processes, then this QI cycle won't be appropriate for you. However, Iriss plans to speak with a range of established social work/social care users of Near Me to bring in what has been learned so far from both service and client perspectives to add to the growing evidence base. [Contact Iriss](#) to discuss further.

2. What technology will we need to have in place?

You need access to:

- A reliable internet connection
- A device for making a video call (smartphone, tablet, PC with headset, laptop)
- Google Chrome, Apple Safari or Microsoft Edge browser

These 3 things are necessary for both your team members and the people accessing your service.

3. Can I submit more than one Expression of Interest? How many people can be involved from my organisation/service/team?

We would be happy to hear from different service areas in HSCPs or local authorities, or if your independent or third sector organisation has a number of service areas, then separate Expressions of Interest could be submitted for each interested service area/team.

If you are considering a number of possible options from your service/organisation, we suggest choosing the team and aspect of service delivery that you feel is most ready to trial using Near Me.

- Will team members be able to work closely and learn with each other during the QI?
- Does the type of work they do lend itself to using Near Me for some or all of the contact with clients, where appropriate?
- Will the client group be able to access and use the technology?

Consider keeping your QI team small (<10 staff) and be clear about their capacity to commit to QI meetings and activities.

4. What kind of training/ support will we receive on using Near Me before and during the QI?

As part of the set up period (November 2-13th), Iriss and Near Me will work with each team participating in the QI to:

- Introduce and walk you through a demo Near Me waiting room, so you can practice
- Support the set up of your waiting room
- Make sure you are tech ready
- Answer questions on using Near Me
- Provide information materials for you and clients to use

As a core part of this project is about adapting/tailoring Near Me training and guidance for social care and social work settings (based on learning and recommendations from the QI) you will find that the materials we supply you with at the start of the QI will be generic versions of the materials developed for health settings.

The Near Me and Iriss teams will also be available to offer support during the 4 weeks of the QI.

5. What are the outcomes of this QI and the project?

- Improved evidence base about the implementation of Near Me in social services
- Implementation of Near Me in your service
- National guidance for the use of Near Me in social services settings

## Submit an Expression of Interest

### [Expression of Interest form](#)

Paste into your browser: <https://forms.gle/w7P2nWRVriS2Fb7eA>

This link will take you to a Google Form – the responses are held securely by Iriss and will only be retained for the duration of this project.

You do not need to complete the form in one go. If you need to exit the form before completing your answers:

1. Make sure you've provided your email address in the first part of the form.
2. Scroll to the foot of the page and press the purple Submit button.  
This will automatically send you an email with a copy of your answers so far and a link back to your form so you can edit it at a later stage.
3. Remember to resubmit the form every time you want to exit it. You can edit and resubmit your form as often as you need to before you finally complete it.

**Please submit your Expression of Interest by midday Friday 16th October**

## Part 3: Support for independent use of Near Me

We appreciate that the QI cycle is an intensive process with short timescales, so for various reasons this will not be the right option just now for a number of organisations. This project is not only focusing on the QI however. There is much evidence and learning to come from the wider sector outwith the QI group, and we are keen to support this. If your service or organisation would like to start using Near Me independently, we can offer the following support to a limited number of organisations:

- Support from the Near Me team in setting up Near Me for your service
- Initial training in how to use Near Me
- Iriss check in calls to see how it's going and give light touch improvement support

To apply for Near Me access simply go to National VC Service:

<https://www.vc.scot.nhs.uk/attendanywhere/>

Click on Apply to arrange access to Near Me for your service

- Training materials are available at:
  - Near Me youtube  
<https://www.youtube.com/channel/UCpY55mgq3tUtHad8lReHt5w>
- Guidelines on how to set up a service:  
<https://tec.scot/digital-health-and-care-in-scotland/video-enabled-health-and-care/covid-19-implementing-near-me/>

## Part 4 Contact us

If you have further questions about the project, participating in the QI or independent use of Near Me:

Louise Bowen, Iriss Project Manager [louise.bowen@iriss.org.uk](mailto:louise.bowen@iriss.org.uk)

Stuart Muirhead, Iriss Head of Delivery [stuart.muirhead@iriss.org.uk](mailto:stuart.muirhead@iriss.org.uk)

Dawn Robb, Programme Manager, NHS NSS [dawn.rob2@nhs.scot](mailto:dawn.rob2@nhs.scot)

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