

## **Progress Report for Trust Board encompass in Social Work and Social Care**

### **Michael Mulholland**



My name is Michael Mulholland and I am the Chief Information Officer for Social Work and Social Care. I began my career in nursing but moved into Social Care, joining the SET in 1994.

I worked for 12 years in Adult Disability services before moving to children's safeguarding where I remained in a variety of roles until taking up my current post in January 2023.

My interest in streamlining workflows and improving how we deliver care makes me incredibly excited about the revolution in health and social care that encompass will bring to Northern Ireland.

### **Communications**

A video marking the impact of encompass on the provision of social work and social care services was released to Trust staff and the public on 9 May 2023. From Facebook and Twitter alone, the social media impact within 48 hours of release was 47k people.

[Click here](#) to view the video.

### **Super Users**

There are currently 192 super users registered for social work and social care with 'kick-off' sessions having taken place on 3 May and 11 May 2023. Approximately 50% of all registered Super Users attended these initial sessions with some excellent engagement. A list of Frequently Asked Questions has been compiled which will be used to enhance further staff engagement.

A gap analysis is currently taking place to ensure all areas of Social Work and Social Care will be adequately covered at Go-Live.

### **NISAT**

The Northern Ireland Single Assessment tool is in the process of being redesigned ahead of its incorporation into the encompass build. This will streamline and simplify the assessment of adults' social care needs across Northern Ireland while improving the quality of assessments and communication across professions.

## **UNOCINI**

The ability to Understand the Needs of Children in Northern Ireland will be revolutionised with the introduction of encompass across the province. Following advice from colleagues in Finland to simplify complex processes ahead of implementation, a series of intensive workshops led by SET between November and December facilitated a ground up review and redesign of the assessment tools involving all five Trusts, service user input, SPPG, DoH, SBNI and Epic/encompass.

We are confident that this will significantly improve the quality of assessments and enhance service user involvement. In anticipation of DoH sign-off, the revised assessments tools are currently being built into encompass.

### **Current Focus**

- **Workflows/Build:** The Team is currently validating 40 service workflows and finalising assessment templates for social care's encompass build programme.