

Report Title	AskSARA
Date of Meeting	25 th March 2024

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Our Vision	
To be healthier, happier and wealthier.	
The items in this paper contribute to the following Integrated Care Partnership priorities:	
Please ✓ all applicable	
1. Start well - give our children the best start in life, supporting them and their families with problems that affect their health and wellbeing, and getting them ready to start school.	
2. Live well - reduce ill health and tackle inequalities across mental and physical health for people of all ages by understanding the cause of these unfair differences.	✓
3. Work well - increase ambition, aspiration and employment, with businesses supporting a healthy and stable workforce and employing people who live in the local area.	
4. Age well - support people to stay well in their own home, with connections to their communities and more joined up care.	✓
5. Die well - encourage all our residents to feel comfortable in talking about planning for dying, and to be well-supported when a loved one dies.	✓

Executive Summary
<ul style="list-style-type: none"> Originally supported by the Department of Health in 2009, the Disabled Living Foundation's (DLF) AskSARA online guided advice tool provides 'self-assessment, rapid access' (SARA) to help direct older and disabled people to impartial advice about aids and adaptations to help with activities of daily life. Most importantly, it is anonymous and free to use – factors that DLF believes contribute to its popularity. The dynamic question streams and resulting advice in AskSARA are devised and revised by occupational therapists and the tool is regulated by The

Information Standard <https://www.england.nhs.uk/tis/>, which gives further assurance of quality.

- Users of AskSARA can link to over 10,000 products in the Living Made Easy marketplace many of which can be immediately purchased from online retailers and delivered to their door.
- With almost a thousand retailers, it is the largest database of its type in Europe.
- The AskSARA application is available through local licensed versions which allow further signposting and advice, directing users to useful resources within their local area.
- Other councils report that when the tool is offered as a 'front door' service, it can help residents quickly find low level solutions for themselves that they are often happy to self-fund. This allows those with more complex needs to access formal assessments more quickly and efficiently.
- AskSARA can be used as the basis for a 'good conversation' about equipment that might help. It enables faster provision of small aids to daily living (SADLs) to many individuals as part of the Living Better Lives in Lancashire delivery model.
- AskSARA's user analytics provide useful demand data.
- Lancashire County Council is proposing to purchase the tool on behalf of all Lancashire and South Cumbria local partners, with weblinks available on all relevant ICB and Local Authority webpages.

Recommendations

Members are asked to:

Approve the use of ICP branding on a Lancashire and South Cumbria AskSARA tool, for regional use.

As per the themes that support delivery of our ICP priorities, AskSARA is a digital resource that provides information and advice in a timely way. The tool will support our residents with their health and wellbeing, and to make sure we make a difference where it is most needed.