



AskSARA



What is AskSARA?

- 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



Why buy AskSARA?

- 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 prevention 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
- Reduces demand on occupational therapy assessments
- 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



Procuring AskSARA

- The cost for a LCC portal, is the same as it is for one that covers the whole integrated care system
- LCC will therefore commission a 5 year licence agreement on behalf of all Lancashire and South Cumbria local partners – linking in with the four upper tier Local Authorities, the ICB, the retail sector and the VCSE
- A link and information about AskSARA will be put on each organisation’s landing page for equipment and OT support, alongside inclusion in the new digital directory, on intranet sites and as widely as possible.
- Our front door services will target the site at people who:
 - Are able to self-assess using an online portal
 - Would like to avoid the long wait for an OT assessment
 - Want guaranteed new equipment (not recycled) and
 - Are prepared to pay
- As part of the contract, the Disabled Living Foundation will provide monthly usage reports that will enable all partners to evaluate the return on investment. Reports will give data on the impact AskSARA has had in terms of reducing the number of contacts/ requests via email/ online forms/ telephone contacts etc. to our first points of contact teams, alongside information on private online equipment sales.
- The data will show if there has been any reduction in SW Assessments and/or OT Assessments due to its introduction.



Links to the Integrated Care Strategy

Age Well	<p>Integrated support for older people - providing joined-up support for our most vulnerable and frail residents, their families and their carers</p>	<p>Plan and deliver joined up services and teams that meet our residents' needs and provide care designed for each person, supporting their physical and mental health and wellbeing and helping people to stay in their own home.</p>
	<p>Choice and control - making sure support is in place when circumstances change for an individual or their carers, supporting individuals to be as independent as possible</p>	<p>Help older people to use technology to support their health and wellbeing.</p>
		<p>Make sure that we know who is at risk of becoming frail and support a range of community activities to meet different needs and interests, encouraging self-care through better understanding, and developing and maintaining people's skills.</p>
	<p>Healthy ageing - keeping our maturing population mentally and physically active as well as involved in and contributing to their communities</p>	<p>'Live longer better' - supporting residents to access information and support to maintain and make the most of their own health and wellbeing</p>
		<p>Connect residents, their families and their carers to lead active, healthy and positive lives, to plan for old age and think about things that can be arranged in case their needs change or their health gets worse</p>

AskSARA can be accessed by residents of any age in all of our places and communities

It provides guidance for people to self-serve and implement low level preventative measures in their own homes



Next steps

- Submit the Procurement Waiver to allow deviation from the standard competitive process
- Seek approval from the Integrated Care Partnership (ICP) to use the jigsaw brand, guidelines and pantone references
- Complete the DLF Workbook to establish the local design concepts and ICP aesthetics
- Specify all technical website details, such as local equipment supplier databases and hosting
- Thoroughly test the website for functionality and compatibility
- Upload the website link onto the ICB and Local Authority webpages
- Provide necessary training

