

## Response from Betsi Cadwaladr University Health Board

*Whether your health board has agreed to adopt the Welsh Community Care Information System (WCCIS) If so, an overview of the current position in implementing WCCIS within the health board*

In the Betsi Cadwaladr University Health Board (BCUHB) context, we will answer the first two questions together.

WCCIS is the commercial off the shelf product (COTS), which is Care Director v5 from the company, Advance. v5 is obsolete and Advance sells Care Director v6 to the market primarily as a Mental Health or Social Care System.

BCUHB has persevered with the WCCIS programme for several years, making slow progress due to many and varied issues. BCUHB has finally got to the stage where a pilot is running with a small number of users in order to test the efficacy of the system and inform decisions on its future adoption.

The pilot is due to complete by March 2023, at which point there will be a report initially to the BCUHB WCCIS Project Board recommending a way forward. That Board will then make recommendations to the Health Board as to the way forward.

The original expectation of the product was to be able to use it in Community and mental Health Services and have some information sharing with Local Authorities. This requirement is undermined due to the level of dissatisfaction with Care Director v5 as a Social Services System in Local Authorities. Denbighshire, Flintshire and Wrexham have decided that they will not adopt WCCIS and others who have it are considering their current position. Therefore, for BCUHB that spans the geography of the whole of North Wales, the integration with Social Care will be limited and service design and delivery would be inconsistent, adding more complexity and cost overall.

The scope of the pilot is primarily Community Services functionality. It is expected that the functionality of Care Director V5 will not be sufficient to meet the basic requirements for Community Services. However, it is

understood through inquiries, that Care Director V6, may address many of the deficiencies identified.

This will be a consideration in the evaluation report post pilot in March 2023. BCUHB understands from DHCW that an upgrade from v5 to v6, and the use of v6 would come at no additional costs.

NB. With there being no digital capabilities in Mental Health, the risks with current systems in Therapies being unsupported and there being no money, BCUHB is also considering the use of WCCIS for Mental Health and Therapies functionality. Although this will be regarded as a Hobson's choice.

***If your health board has chosen to use a different system instead of WCCIS:***

***a. The reasons for deciding to do so;***

The Health Board has not chosen to use a different system at this stage and due to the financial constraints, are likely not to do so.

***b. Whether that system is interoperable with WCCIS;***

Not applicable to BCUHB

***c. Any potential risks that have been identified, and how they are being managed.***

There are significant risks across the Health Board with the willingness of services to adopt WCCIS. Examples would be the poor functionality compared to existing systems in use (i.e., Therapies Service who currently use an obsolete system called Therapy Manager) and the lack of a mobile version.

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