Improving home care provision through mapping home care clients in Falkirk - July 2020
LIST staff were asked to design a tool which could highlight chances to improve home care delivery by showing current supply on a map. Using R software, a HTML-based mapping dashboard was built to meet customer needs without the customer investing in any new software or server infrastructure. Client addresses are geocoded digitally from existing client records and shown on a map. Each client marker is coloured according to the care supplier. Clicking on markers opens an information box with details of supplier, care group and size of care package.

The markers are coloured by Care Provider – see snapshot below:

Cluster Functionality – Mapping tool groups care home clients into clusters at varying levels of zoom so that the user can click on a cluster circle to zoom in for a closer look at the number of clients in that cluster.

A search function allows the user to search for a street or village and zoom directly to that place.

The mapping tool allows users to view current clients on a map and decide whether multiple different suppliers are providing care in that vicinity (1 street/block of flats for example). This allows users to check whether this could be altered so that the number of suppliers needing to visit that district is reduced. Similarly, for very remote clients, reducing the number of suppliers visiting a small number of clients could greatly reduce travel time for care staff. The full impact of this mapping tool is yet to be realised but there are a number of likely benefits:

- Prospects for savings in Home Care Spending
- Reducing carer transport mileage
- Supports route planning
- Managing carer stress
- By increasing effectiveness of services there is opportunity for greater continuity of care
- Applying Locality areas to map could help develop locality model
- Reduce the number of carers entering sheltered housing

While the first tool was created for outside home care provision, this is being expanded to include in-house home care clients. Mapping could also be applied to any other Health & Social Care data containing addresses.

If you have any further queries, please contact:

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