tri.x

Part of the OneTouch Health Group

tri.x Case Study

LONDON BOROUGH OF BARKING & DAGENHAM

Delivering trusted procedures that promote better outcomes for vulnerable adults across the UK

tri.x is now proudly part of OneTouch Health

Our solutions range from core compliance to transformation and technology all with one aim in mind – to deliver better outcomes.

We deliver end-to-end services to the adult's and children's social care sector, in partnership with local authority and independent providers. We also support the wider team working with children in, or on the edge of, care in the areas of health, education, community teams, police and judiciary.

OUR VALUES

Client

We place our clients - and your clients - at the heart of everything we do. Our priority is to do the right thing for the patient, the carer, the family and for the business.

Agile

We are flexible and open because we know no two businesses are the same. We are ready to tailor our products to suit your specific needs.

Relationship

Good relationships are essential for success. We want to build long-term relationship with our clients, while facilitating their relationships with carers, clients and patients.

Empathy

We want to understand and help our clients, their personnel, their patients and family members. Understanding the needs, challenges and pressures of all involved helps us to make complicated things simpler for everyone.

London Borough of Barking & Dagenham Adult Services implemented tri.x resources in July 2017, to help improve and support the Borough's Adult Services. At the time, as a result of various factors and service pressures, the information they were providing to staff was not always available in a timely way, easily located or routinely updated.

Through cross-service conversations, Adult Services knew that tri.x had already been effectively supporting the London Borough of Barking & Dagenham Children's Services with online procedures since October 2014. When Children's Services' colleagues told us that tri.x was developing a solution for Adult Services, they were keen to adopt it and got in touch with them before they had even finished the development!

London Borough of Barking & Dagenham told us:

"We are proud to be the first local authority to implement tri.x into our Adult Services."

Now, 4 years on staff all know about and use tri.x as part of their practice. Data analytics show us that the system is used consistently and around 500 times each month to provide information, resources and guidance to social workers and related practitioners across the Borough.

Aims of the project

For the London Borough of Barking & Dagenham, the main aim while using tri.x is to ensure sure all the adult policies and information social workers require on a day-to-day basis are all in one easily accessible and secure area place.

The Borough also set out to achieve these aims:

- ✓ To enhance best practice across adult services in the Borough.

- ✓ To ensure the team were are up to date with the latest procedures and legislation.

- ✓ Develop a culture of confidence and a knowledgeable workforce.

- ✓ To reduce the risk of complaints and challenges.

Challenges

The biggest challenge for London Borough of Barking & Dagenham has been embedding tri.x into everyone's practice.

They told us:

"It can take time to spread the word and for practitioners to change how they access information, particularly if they are not IT confident or are very used to working in a certain way.

However, once practitioners know about tri.x and make time to explore it and familiarise themselves with how it works, they see the benefits."

They go on to say:

"tri.x helped us relaunched the site to staff in early 2021 through virtual sessions. Since this, our time usage has increased dramatically.

Analytics show that in 2023 there were around 1,500 users across the whole year. This year it is already at more than 3,000."

One particular benefit the London Borough of Barking & Dagenham have found from using tri.x was the efficiency of accessing data. Since the COVID-19 pandemic, many Boroughs across the UK have moved away from paper and have turned to digital support. For the London Borough of Barking & Dagenham, tri.x has enabled the team to reflect any changes in local practice in real time and to deliver seamless services for adults.

tri.x has also supported the London Borough of Barking & Dagenham with access to networking opportunities and partnerships. Being connected with out people who use tri.x, the Borough have been able to maximise this to form beneficial contacts in the South of England.

For those looking to implement tri.x, Liana Kotze, Adults Social Worker at London Borough of Barking & Dagenham said:

"Everything is in one place. Everything is updated. tri.x has a myriad of resources which provides live updates which saves us so much time."

The Outcomes:

- Up-to-date procedures in relation to legislation
- Increased networks and connections with other Boroughs
- Increased efficiency allowing for more time to focus on practice
- Increased morale and confidence across practitioners and social workers
- Easy to access adult social care policies which provides both financial and time efficiency

FOR FURTHER INFORMATION ON ANY OF OUR SOLUTIONS, PLEASE GET IN TOUCH

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