



North East Social Tech Fund: Tech Supplier Open Call: St Cuthbert's Hospice

As part of the Everything in Place Project, St Cuthbert's Hospice has developed a course focused on supporting those affected by life-limiting conditions through dealing with difficult topics such as death, grief and loss. St Cuthbert's Hospice is now looking for a digital solution to scale its course, increase accessibility, and impact more users without straining the organisation's limited resources.

A budget of £10,000 is made available for a prototype, through support from the North East Social Tech Pilot Fund.

Charity Information

Name of Charity: St Cuthbert's Hospice

Registered Charity Number: 519767

Pilot Fund Background Info

The purpose of the North East Social Tech Pilot Fund is to help charities and social enterprises in the North East and Tees Valley explore how challenges within their organisation can be addressed through digital technology and 'open innovation'. The pilot programme has provided Innovation Grants of up to £10,000 to each successful VCSE which will be used to commission a solution and digital prototype. In addition, all VCSEs receive dedicated hands on support from the Digital Catapult North East Tees Valley's expert Innovation Teams.

At the current stage, all VCSEs have identified and explored key challenges within their organisations which they wish to address through technology. These challenges have been outlined within the innovation calls. It is up to you; the creative, digital and tech SMEs, to come up with creative solutions to these problems and, if successful, develop a prototype or minimum viable product (MVP).

Charity Background

St Cuthbert Hospice's mission is to make everyday life count for those affected by life-limiting illnesses in County Durham. St Cuthbert Hospice's key objective is to support people to experience a good death. This entails working with people at the very end of life, people living with a life-limiting illness, their carer's, people coping with loss and grief following the death of someone with a life-limiting illness, and the general public. St Cuthbert's Hospice provides this support through in-patient care, day care, family support, dementia services and community support.

Summary of the Challenge / Tender

St Cuthbert's Hospice is now looking for a digital solution to scale its latest successful offline course in order to reach more users, improving course accessibility, and generally increase social impact.

The course is an extension of one of the Hospice's most innovative projects called Everything in Place; a community outreach project that aims to break down the taboos which prevent open, early and honest conversations about dying, death, grief and loss.

This course has a clear delivery model: it spans for 6 weeks with 6 sessions focussing on wills and probate; power of attorney; care and preferred place of care; funerals and funeral planning; organ donation and what happens after death (including spirituality); digital legacy, loss and managing difficult conversations. The courses now are generally full and evaluate very well with very good reported outcomes. The courses are currently being delivered in community centres, workplaces and Colleges, as well as in the Hospice itself.

The Hospice is looking for ideas to help make the course more accessible, particularly targeting those who cannot make a commitment to a six-week course as well as individuals who prefer to learn alone. In addition, the project should help the Hospice scale and support more users without straining organisational resources (e.g. requiring more staff). Currently, the entire course is delivered by one member of staff working on the project who has reached capacity.

Things to Consider

The team has previous experience with exploring technologies. In particular, they've previously explored the implementation of an app but were unsure of how a digital solution would be able to provide a tailored, caring service that appeals to emotions and that is able to deal with difficult emotional topics and the diverse circumstances of delegates.

To overcome resource limitations, St Cuthbert's Office has explored outreach and encouragement of course adoption among other organisations, such as employers (training employees) and community centres. However, each of these target groups presented challenges. Community centres were often unsure how to deliver the course due to legal ramifications of some of the topics. A solution could include a tool to train the trainer (featuring up-to-date content). Employers, on the other hand, often were reluctant to provide worktime for these courses, so something offering 'bite size' learning would also be helpful.

The ability to expand the impact of offline training is not just a challenge for this project, it is something many charities are trying to overcome. Therefore, a more innovative approach to this challenge may be to create a solution that can be easily adapted within other charitable programmes.

Impact of Solving the Challenge

By reaching more people, St Cuthbert's Hospice will be able to help more families and individuals to feel confident to make informed decisions regarding future care needs and end of life plans. An effective solution will also improve access to a harder to reach audiences.

In the longer-term, this means that those with life-limiting conditions will be able to experience a good death by virtue. The choices covered in the course will enable learners to understand the wide range of choices available to them, achieving their preferred care and preferred place of death. This, in turn, has a direct financial impact within the NHS and beyond. Currently many people who would choose to die at home end up dying in hospital. There will be less days lost by companies as relatives will be less likely to have to take time off following a traumatic death while the community will become more compassionate.

Project Roles

Louise Johnson – project manager of the Everything in Place programme will be the key point of contact for this project.

Paul Marriott – CEO to the Hospice is involved and very supportive of this project.

The Budget

This charity was awarded £10,000 from the fund to be allocated to development of a prototype solution. All funds are classed as restricted and therefore 100% will be paid to the supplier upon completion of pre agreed milestones.

Timescales

Open Call Deadline	20/03/2020
Companies Shortlisted	25/03/2020
Pitch Day	01/04/2020
Company Selected	08/04/2020
Solution complete	31/07/2020
Evaluation Report	11/09/2020

Evaluation Criteria

Innovation	Likelihood of solving the challenge and the opportunity for the charity to receive scaleup funds to develop the prototype into a complete solution	25%
Team	Experience of the solution & the sector	25%
Timescales	Ability to meet timescales	25%
Scope	How much of the brief will be met in the budget	25%

Apply

To apply, please fill in the online application form before 23:59pm on 20 March 2020 (answer with "St Cuthbert's Hospice" in the 'name of the open call field');

<https://airtable.com/shrZWbmjf2isVnac6>

FAQs

Intellectual Property

All Intellectual Property will reside with the charitable organisation unless otherwise agreed in writing between the charity and the supplier. Therefore we would advise if you wish to pitch a solution that is based on your current infrastructure and therefore your existing Intellectual Property please state this clearly in your application form so that your IP can be protected and the charity is aware.