

Maldaba Hear Me Now Service Definition Document

What is Hear Me Now?

People with learning disabilities, autism, dementia, and other cognitive impairments may have difficulty managing information that comes their way, including information about their health and care.

Maldaba wanted to find a way for people to gather, organise and store the information they are given about their health and wellbeing, and for people to share information allowing others to hear their needs.

We also wanted to find a way in which health and care professionals could communicate important information to someone they support. What we developed has enabled and empowered people to communicate their needs effectively so that services are personalised.

Hear Me Now is nationally recognised for its design and functionality. It is used in health and care services across the statutory, charity and independent sectors. The system collects, stores and communicates information, between people, sectors and organisations to improve independence, dignity, care and health, with efficiency.

Hear Me Now enables people to:

- Capture “About Me” information in a single, user-friendly place in a format that best suits them and conforms to professionally recognised standards in a range of formats including: words, audio, pictures, video, web links, documents.
- Store information using an approach developed in partnership with service users
- Share information with carers and professionals across sectors securely

Hear Me Now benefits

Hear Me Now delivers benefits to service users and stakeholders. Hear Me Now users experience better sequencing, improved storage of information available 24/7, improved self-advocacy and putting people at the hub of all communication.

An independent evaluation sponsored by NHS Digital demonstrated:

- Improved communication
- More effective support
- Greater understanding of user needs
- Greater independence and dignity
- Improved personalisation to evidence in CQC reviews
- Better health and well-being
- Greater efficiency in care delivery

Business Continuity and Disaster Recovery

We provide comprehensive Business Continuity and Disaster Recovery plans to our customers. These plans include how we will respond to serious incidents and who the main contact points are within the organisations.

Security

Maldaba staff are BPSS checked. Maldaba are Cyber Essentials Plus certified, and Data Security and Protection Toolkit (DSPT) Standards Exceeded.

Our server provider Catalyst2 holds ISO 27001 and ISO 9001 certification. Our data centre is separately ISO 27001 certified also.

Onboarding

Once you have signed up to Hear Me Now, we will run engagement sessions with your staff to raise awareness of the solution. You will create a small operational team to work with us to facilitate onboarding and uptake (and usage).

Following the session, we will provide you with as many training and refresher sessions as required for your staff to become comfortable using Hear Me Now. We then provide regular keep in touch meetings to support staff with changing their behaviour to use Hear Me Now on a daily basis.

Training

We will train as many of your staff as needed. We will work with you to identify champions to support colleagues with uptake. Training includes:

- Setting-up the app
- All app features (boxes, multimedia, About Me, My Week, diary, questionnaires)
- Setting-up web users
- Web features (analytics, sharing, alerts, Curated Content, questionnaires)
- How to contact Maldaba for support

With online training sessions we normally ask for a maximum group size of 6 and in terms of those attending the training, we recommend this be the people who will perform the role of administrator for the system and those who will be implementing the solution within the organisation.

Updates to Hear Me Now

We perform regular updates to the Hear Me Now system. These updates take place as required. If a customer has a valid requirement for a system change/enhancement, we are happy to capture and consider this. Change requests are managed by the team and are considered based on the needs of all of our users.

Customer Support

Customer support is available Mon-Fri 9am – 5pm by email.

Offboarding

When a customer's contract ends, we provide access to that customer's data as requested for a period agreed with the customer.