

The transition to W-Social Tool for Integrated Care in L'Hospitalet del Llobregat

<u>Organisation(s):</u>	L'Hospitalet City Council and Generalitat de Catalunya	
<u>Country:</u>	Spain	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☐ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☐ Community Care ☒ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☒ Digitalisation ☐ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☒ Technology ☒ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☐ Research & Use of Evidence ☒ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☒ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☐ 17. Inclusion of people with disabilities ☐ 18. Long-term care ☐ 19. Housing and assistance to homeless ☒ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☒ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☐ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☒ Other (please specify): We are participating in the pilot of the implementation of w-social tool (Generalitat de Catalunya) but in an ongoing practice too as it is the new information system for social work in the municipality	
<u>Summary:</u> <i>Please summarise the practice in maximum 3</i>	L'Hospitalet de Llobregat is changing its care model by adapting its care and IT tools to a person-centred approach. Among other things, they are digitising their information and management systems using the W-social tool (including a pilot	

<i>sentences. This will be the disclaimer of your project on our website. Example here.</i>	project of person-centred methodology shared with Health Services). All user data has been migrated to the w-social tool, which will be accessible to care workers and other professionals, to facilitate holistic personal care and provide directors and managers with data for planning at different levels. Hospitalet is now training all staff to use the new tool. In the future, this tool will connect with other tools of the same ecosystem and with other tools (market and own tools) to include all the data and work too with the third sector.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	L'Hospitalet City Council is addressing the need to modernise social services from an assistance-based and administratively fragmented model towards a person-centred and integrated approach. Previous systems were organised around case files and isolated incidents, making it harder for professionals to understand people's interconnected life trajectories and coordinate support across services. The transition to wSocial, interoperable with the Catalan health system, supports more holistic intervention and is relevant specially for children and families in social risk situations, where better coordination and earlier support can help reduce high-risk situations, neglect and possible institutionalisation; for elder people to improve all the supports to facilitate their autonomy and care; and for homeless situations, including for all a community-centred approach too.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Migrate social services data to the wSocial ecosystem and connect it with wider Catalan systems to support integrated, person-centred intervention. 2. Change professional practice from an assistance and case-file model to a person-based model organised around life episodes, needs and shared work plans. 3. Strengthen evaluation of services for a better attention of the citizenship by segments: for at-risk children and families by combining quarterly work-plan reviews, service-level outcomes and future impact assessment using SROI methodology and others; for elderly and for people with disabilities facilitating the access to care supports; for homeless situations with shared data of people (that usually moves between municipalities); and for any person who is in a vulnerable situation.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	The following activities were undertaken to establish W-Social: 1. Needs analysis and mapping of the on-going systems, detecting the gaps and needs uncovered. 2. Analysis of the w-social tool based on the needs analysis, and decision to participate in the pilot with the IT department, Organization Department, Data Protection Delegate and Social Services department. 3. Before and during implementation, governance agreements and migration planning were developed with the regional government, and frontline professionals contributed to the conceptual design, harmonisation of terminology and testing of the new model. 4. A network of peer change agents, including social workers and social educators, was created to translate technical concepts into professional language, train colleagues and provide trusted support during uncertainty.

	5. Dedicated data specialists helped identify, explain and correct migration errors, recognising that confidence in the system depends on data quality. 6. In May 2026, L'Hospitalet migrated its social services data to wSocial, a new interoperable information system from the Government of Catalonia that relates to health services and designed to support person-centred integrated intervention. 7. In the future, there will be a connection of w-social with other market and own tools to improve the system, as well as with all the ecosystems.
Outcomes: <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	The implementation has strengthened data availability, professional ownership and service evaluation. wSocial allows the municipality to retrieve information on social complexity, compare data with other Catalan municipalities and provide directors and managers with evidence for planning. After the implementation process, when data will be stable, there will be executive dashboards that will enable managers and head teams to distribute the charges among frontline workers, to propose new solutions community-based and assess the evolution of the individual workplans and services. All the data will be compiled in a general dashboard and it will be an analysis of outputs and outcomes to review and improve the citizenship interventions and the policy of social care in Hospitalet. In a second moment, w-social will connect to other tools from the organization (to manage urgency helps) and other market tools (the first ones will be one to manage in-home services and other one to work with families and children at social risk). After the process of implementation and connection, we will work on improve with citizenship feed-back, trying to implement impact assessment methodologies (we are exploring how the start with Social Return on Investment -SROI- methodology).
Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☒ Regional Government Funds ☒ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☐ Other, please define:
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	Project Description (ES): https://dixit.gencat.cat/es/detalls/Noticies/premis-ESN-wsocial
Comments and tips <i>i.e. for people willing to implement your Practice in their service</i>	1. Start with governance. It is important to establish the ownership of the data, the collaboration mechanisms and the decision-making. 2. Invest in change agents. Recognize the peer leadership. It is easier to manage the anxiety when who is leading the changes is a mate. 3. Prioritize data quality. System trust is dependent on user confidence. If you can, use an IT expert of your organization to ensure the data quality and do the nexus with the change agents.

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| | <ol style="list-style-type: none">4. Chose a tool to modernize your organization (as w-social) that is prepared to connect to other systems itself, as the health system, and that is able to connect to own tools and other market solutions.5. Implementation is a journey. All the changes to w-social are the first step to a deep transformation based on a person-centred approach with a community insight. |
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