



Norfolk and Suffolk Health and Care Awards 2026

Analogue to Digital Award

Adult Social Care Digital Discharge Team (Cassius)

Suffolk County Council

Shannon and Holly as part of the team have demonstrated exceptional leadership in delivering the Suffolk Adult Social Care Digital Discharge Programme across WSFT, ESNEFT and CUH. Their work ensures that every adult is assessed for and supported with digital technology to enable safe, timely discharge, enhance rehabilitation, and promote independence at home. By building strong partnerships across NHS services and social care, they have embedded a person-centred, system-wide approach, while also co-designing improvements to digital platforms and integrating AI-driven insights to support future service resilience.

They consistently go beyond their roles, managing complex, multi-agency operations and coordinating rapid technology installations to prevent discharge delays. Their commitment often extends beyond standard working hours, ensuring no patient or family is left without support. They also prioritise training for healthcare staff and voluntary partners, embedding digital capability across the system and ensuring sustainable adoption rather than isolated delivery.

Their impact is both operational and deeply personal. Over 12 months, they supported 1,575 patients, reduced length of stay by 1.7 days, and avoided higher discharge pathways in 30% of cases, generating over £2 million in savings. Importantly, they empower individuals with low digital confidence to successfully adopt technology, improving independence and wellbeing.

A key example highlights their person-centred approach: enabling a high-risk individual to safely return home using tailored digital monitoring, avoiding a care home admission and providing reassurance to family members. Their work exemplifies how digital innovation can transform discharge pathways and long-term outcomes.