



What is the What Matters Most App?

What Matters Most (sometimes referred to as the WMMA) is an app that Mencap has developed based on our quality framework of the same name. We introduced it alongside other digital tools to reduce paperwork and allow our support teams to focus on the things that are most important to the people we support- **their wants, needs and quality of life.**

Why have we taken this approach?

Our vision at Mencap is for the UK to be the best place in the world for people with a learning disability to live happy and healthy lives. Our support teams told us that spending less time on paperwork in services would allow them to spend more time providing excellent support. Over the last four years we have been working towards modernising our approach to recording and storing information to ensure we have the best systems in place to achieve this.

What does it do?

The app allows support teams to record information more easily, have quicker access to support plans and risk assessments and share that information between colleagues digitally. It is accessed using either a smartphone or iPad.

What are the benefits?

The WMMA:

- improves the speed at which our teams can enter and access information.
- Recording and reporting is together in one place, making it easier to access and monitor. It is safer and can only be accessed by designated people.
- We can use information to identify patterns and improve learning, as well as the quality of life for the people we support.
- Reduces the cost of stationary, improves the quality of recording and removes unwanted folders and paper from people's homes.
- Has been developed and built within Mencap; people across Mencap were involved at every stage of the build ensuring we produced something that met the needs of our services. We are able to continually improve and change the app as required to ensure we keep meeting people's needs.



Frequently Asked Questions

What data do we hold and how do we keep it safe?

We record all the same data as previously recorded, only digitally rather than on paper. Data is stored securely, complying with GDPR and our own data protection policies. All users must have a unique login to gain access, so we know who has accessed and entered information.

Who can access it?

Mencap employees who work in the service can access information about a person. A service manager can control who is able to access a service and which people they are able to see. We can also provide agency workers time-limited access when they are working in a service.

Can a family member or someone outside Mencap access the app?

If a person consents to the sharing of information, we are able to do this in person with a staff member present, we can also pull reports and print documents. Currently we don't have an option for direct external access but this is something that we are looking at developing.

What happens if a person does not consent to using the app?

All the people we support will be asked directly, if they have capacity, or through a best interest decision if not, whether they consent to us using the app as part of their support.

If a person does not consent, we will record the decision and use an alternative method to collect and store their data.

What happens if there is a problem with app or you lose access to the internet?

We have contingency plans in place in all of our services for what to do in the event of a service outage.