# The Future of Digital in Social Care

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What is Digital Social Care?

- A partnership project run by the Care Provider Alliance. We represent providers of support to adults with physical, sensory or learning disabilities, people with mental ill-health, and older people.

- The Care Provider Alliance members cover almost **10,000 organisations, employ over 600,000 staff, and support an estimated 1 million people**.

- DSC is run by social care providers, for social care providers. We work in partnership with providers, representative bodies, and statutory bodies (e.g. NHS, DHSC and the LGA) to support the digital journey of adult social care (ASC) providers in England.

- The core of what we do at DSC is to work as a **support and engagement** service
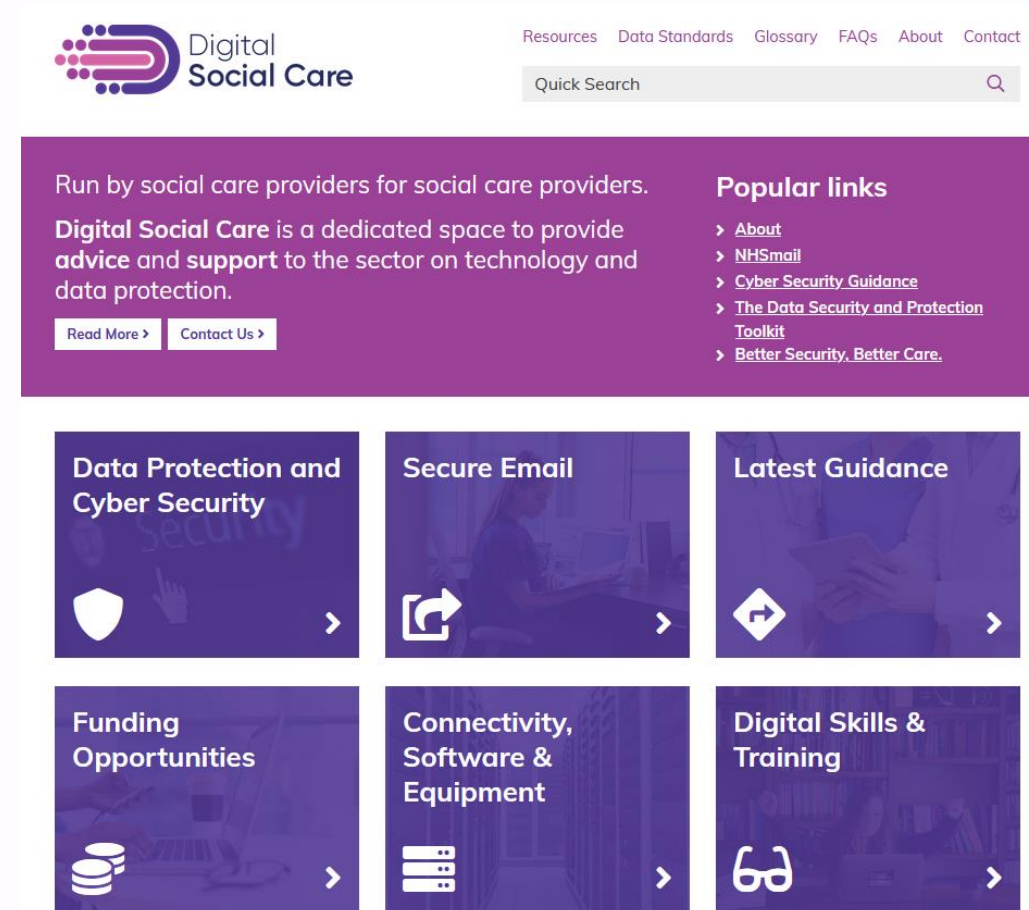
Digital Social Care - our offer

- Guides – video and text
- Digital Readiness Tool
- Success Stories
- Newsletter
- Funding resources
- Events and webinars
- … and more …

Our helpline is open between 9am and 5pm Monday to Friday by calling 0808 196 4848

or by email on help@digitalsocialcare.co.uk

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USE OF DIGITAL TECHNOLOGY FOR CARE AND SUPPORT

The use of digital technology for care and support was widespread but mixed.

Among care providers: a)

73%
agreed their organisation used technology to support the care provided

69%
used a dual approach of digital and paper systems to store and manage information

26%
used mainly digital systems

5%
continued to rely mainly on paper-based systems for managing information

Among the ASC workforce:

32%
used mainly digital systems

52%
used a dual approach

11%
used mainly paper-based systems for information storage

Indicating more frontline staff are reliant on paper than their organisations as a whole.

https://www.ipsos.com/en-uk/nhsx-reviews-published-digital-technology-innovation-and-digital-skills-adult-social-care

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IMPACT OF COVID-19 ON USE OF TECHNOLOGY

Most participants said they use more technology since the pandemic began.

Overall 68% said there was now greater use of technology in their workplace. This included:

a) b)

62% of care workers

90% of social workers

88% of registered managers

87% of registered nurses

57% started using online video calling platforms during the pandemic

27% were making greater use of online video platforms now than they were before

https://www.ipsos.com/en-uk/nhsx-reviews-published-digital-technology-innovation-and-digital-skills-adult-social-care

Digital Social Care

DHSC Policy Commitments

A plan for digital health and social care

The Department of Health and Social Care's new plan for digital health and social care.

From: Department of Health and Social Care and 1 others   Updated: 29 June 2022

Data saves lives: reshaping health and social care with data

This final version of the strategy sets out ambitious plans to harness the potential of data in health and care in England, while maintaining the highest standards of privacy and ethics.

From: Department of Health and Social Care   Updated: 15 June 2022

Care data matters: a roadmap for better data for adult social care

This draft document sets out the government's roadmap for transforming adult social care data in England and seeks views on the data needed to commission, deliver and oversee care and support.

From: Department of Health and Social Care
Published 16 February 2023

People at the Heart of Care: adult social care reform white paper

This white paper sets out a 10-year vision for adult social care and provides information on funded proposals that we will implement over the next 3 years.

From: Department of Health and Social Care   Updated: 18 March 2022

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DHSC Policy Commitments

At least £150 million over the next 3 years.

Enablers:

- access high-speed connections – NHS Digital Connectivity Programme
- increase workforce digital skills and confidence – Digital Skills Framework & Funding
- build their cyber resilience – Better Security, Better Care programme

Aims:

- 80% of adult social care providers to have access to a Digital Social Care Record which can interoperate with Shared Care Records by 2024
- 20% of care home residents who are identified as at high risk of falls are protected by sensor-based falls prevention and detection technologies by March 2024
- Introduce legislation to require information from all adult social care providers (both public and private) across England
- Continue to promote NHSmail to all care providers to enable secure information sharing with colleagues and with the NHS
- 60% of CQC registered care providers to have completed the DSPT (March 23)
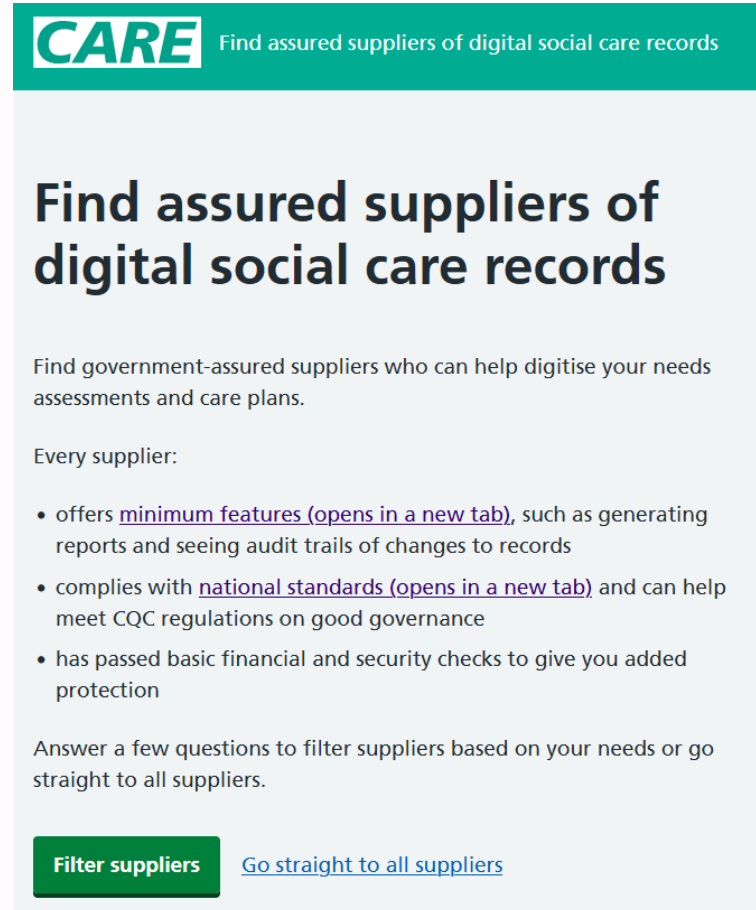- Provide access to the health record to staff – Proxy Access & GP Connect

What Support Is Available?

1. The Assured Supplier List and the DiSC programme
2. Funding Opportunities – including the Digitising Social Care Fund
3. Digital Skills Framework (draft)
4. Better Security, Better Care

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Guidance on Purchasing & Implementing Digital Social Care Records

- Assured Supplier List – 12 suppliers in total

- Guidance on writing a specification

- Guidance on buying a Digital Social Care Record

- Choosing an assured supplier tool

CARE Find assured suppliers of digital social care records

Find assured suppliers of digital social care records

Find government-assured suppliers who can help digitise your needs assessments and care plans.

Every supplier:

- offers minimum features (opens in a new tab), such as generating reports and seeing audit trails of changes to records
- complies with national standards (opens in a new tab) and can help meet CQC regulations on good governance
- has passed basic financial and security checks to give you added protection

Answer a few questions to filter suppliers based on your needs or go straight to all suppliers.

Filter suppliers   Go straight to all suppliers

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Social Care Innovation

The importance of business continuity planning in the event of a cyber attack

"The fallout has been difficult but it hasn't put us off going digital, we're in the 21st century, it simply isn't an...

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Gardiner's Homecare: implementing person-centred technology

Gardiner's Homecare is a family run domiciliary care provider based in Reading. They decided to introduce a new care management...

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Care2Communities: using AI for quality, retention, and growth

Running a home healthcare operation is complex. Take rostering home care staff; it is time consuming at least and challenging at...

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Mega Nursing & Care: implementing a home care management system

Mega Nursing & Care is a family run, home care agency based in the Midlands. In 2020, they decided to implement a home care...

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Granville Court Care Home: NHSX iPads taking the paperwork out of care planning

In Winter 2020, NHSX gifted 11,000 iPads to care homes to help residents connect with loved ones remotely and receive ongoing...

Read more >

Wicksteed Court Care Home: taking care planning online

Wicksteed Court Care Home had already been embracing technology to support care by introducing robotic pet therapy. Now the team...

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St Martins Care: Gaining greater visibility over staff levels decreases costs

One of the biggest challenges for care home managers is managing staff vacancies and balancing this with the cost of using agency...

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Protect your service from cyber criminals

"After the event, we were shown how easy it was to hack weak passwords with a simple programme, it was done in a matter of...

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Sussex Grange: Increasing staff retention with technology

Sussex Grange, a provider of residential and care at home services in West Sussex, explains how the Umbrella Insight software...

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Hft: an app to improve independence

People with learning disabilities often have difficulty managing complex information. The charity Hft and software developer...

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West Lothian Council: medication alert system

The social care team at West Lothian Council were looking for a technical device that would promote independence for those living...

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Music in Hospitals & Care: bringing the healing power of live music during the pandemic

Music in Hospitals & Care is a charity that improves the health and wellbeing of children and adults through the healing...
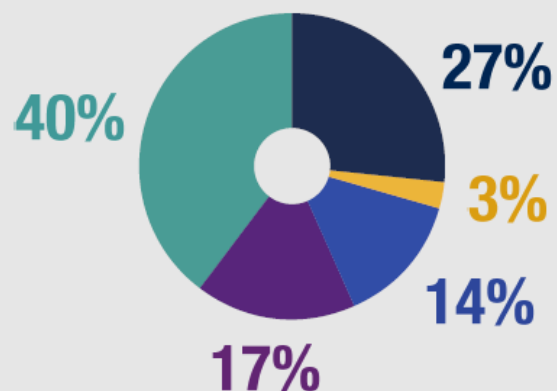
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Social Care Workforce Digital Skills

DIGITAL CONFIDENCE AMONG THE WORKFORCE

None of the adult social care workforce were totally digitally excluded.

Everyone surveyed used at least one digital device at home or at work, but staff varied in digital confidence: c)

40% · 27% · 3% · 14% · 17%

| 27% | 3% | 14% | 17% | 40% |
| Pre-novice | Novice | Developing | Intermediate | Secure |

DIFFERENCES IN DIGITAL CONFIDENCE

There were key differences in confidence by role, age, and access to digital technology.

The percentage with 'intermediate' or 'secure' confidence varied: c)

JOB ROLE
Registered manager 77% VS Care worker 53%

AGE
18-34y 62% VS 55y+ 37%

ACCESS TO TECHNOLOGY
Digital workplace 62% VS Paper based workplace 48%

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Digital Skills Framework

- Funded and being strategically led by NHS-Transformation Directorate

- Developed by a range of stakeholders including; employers, local authorities and care partnerships in response to the Digital Skills Review published in December 2022

- Providers the underpinning knowledge and skills in 7 key digital skill theme areas

- Split into 2 sections; digital skills for all and go further skills

- NHS-TD will launch the framework at end of March on the Digital Social Care website

Digital Skills Framework

1. Using Digital Technology in a Person-Centre Way

2. Technical Skills for Using Digital Technology

3. Communication Through Technology

4. Being Safe and Secure Online

5. Ethical Use of Data and Digital Technology

6. Using and Managing Data to Deliver Care

7. Digital Learning, Self-Development and Wellbeing
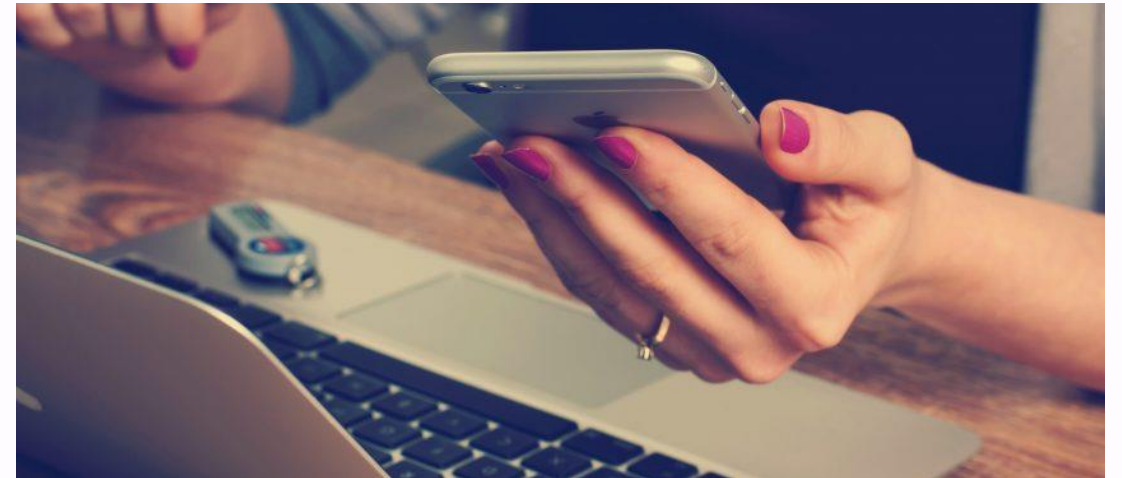
Additional Training Resources

Cyber Security Training for Staff ❯	Staff Guidance - GDPR & IG ❯	Data Security and Protection Lead Training ❯
Digital Skills Framework ❯	Digital Skills Training Database ❯	Data Protection: Discussion Tool and Competency Assessment ❯

https://www.digitalsocialcare.co.uk/digital-skills-and-training/

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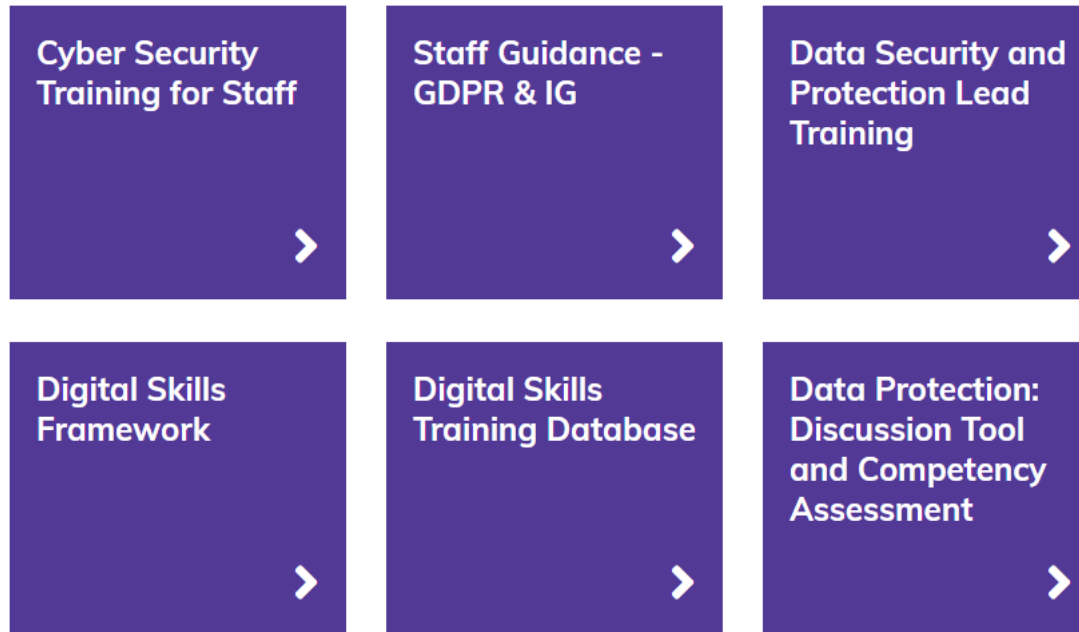
New Training Resources

<u>Advanced IG for Social Care Staff</u>

<u>Immersive Labs – for cyber and technical staff</u>

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Bringing People With You

Digital Skills Training and Webinars

- 26th Jan - Implementing a Digital Social Care Record
- 23rd Feb - Sensor Based Falls Monitoring
- 23rd March - Digital Tools for Recruitment and Retention
- 20th April - Data Access - what can GP Connect do for you?
- 18th May - ICB/ICS Collaboration - what does good look like ?
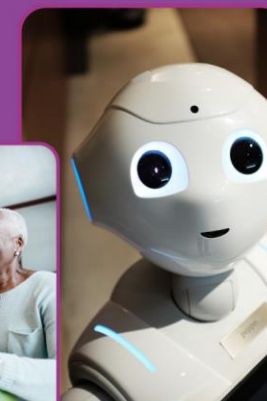
Digital Social Care Masterclass Series

The Future of Technology in Social Care Series

FREE WEBINAR

- Robotics
  - 12 January 2023, 3 - 4:30pm
- Artificial Intelligence
  - 8 February 2023, 1 - 2:30pm
- Implementation
  - 6 March 2023, 2 - 3:30pm

Recurring events:
- NHSmail Drop In for Care Providers
- Data Security and Protection Toolkit introductory webinars
- Data Café

Thank you

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