

Getting switched onto technology: the big insights.

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Where have we come from?

- * Very limited use of digital across social care
- * Immature market
- * Mix of self build
- * Low levels of data – inc literacy
- * Skills not valued
- * Lot of caution and concern

The Journey.....

What is Digital Social Care?

- * A partnership project between members of the Care Provider Alliance funded by the NHS
- * By social care providers for social care providers
- * Dedicated space for information, support and guidance on information sharing and technology
- * www.digitalsocialcare.co.uk

The screenshot shows the homepage of the Digital Social Care website. At the top, there is a navigation bar with the logo 'Digital Social Care' on the left and links for 'Resources', 'FAQs', 'About', and 'Contact' on the right. Below the navigation bar is a search bar labeled 'Quick Search'. The main content area is divided into several sections. On the left, there is a purple banner with the text 'Run by social care providers for social care providers.' and 'Digital Social Care is a dedicated space to provide advice and support to the sector on technology and data protection.' Below this banner are two buttons: 'Read More >' and 'Contact Us >'. To the right of the banner is a 'Popular links' section with a list of links: '> About', '> NHSMail', '> Cyber Security', '> The Data Security and Protection Toolkit', and '> Latest Guidance'. Below the banner and links are six purple cards, each with a title and a right-pointing arrow: 'The Benefits of Digital Care', 'Protecting my Information', 'Sharing Care Records via Email', 'Latest Guidance', 'Measuring Digital Readiness', and 'Choosing Software and Equipment'. At the bottom of the page, there is a 'Latest News' section with a link to 'Funding' and an 'Events' section with a link to 'Data and Cyber Security Best Practice Webinar'.

Covid 19 – Digital Acceleration

- * Data – Capacity Tracker
- * Tech Adoption – Video conferencing, Communication and Connection, Record Transfer
- * Arrival of secure e mail
- * Upgrade of focus re IG and Cybersecurity
- * I Pad roll out – and mass adoption of care planning software etc...
- * Limited focus on skills

Research

NHSX

User research for Joining Up Care

Research carried out by

Digital Social Care (DSC)

Preliminary user research to inform the scope of a project to achieve universal adoption of digital social care management solutions in England.

September 2020



**Digital Readiness in the Social Care Sector –
Quantitative Research Wave 2**

Digital Social Care and Skills for Care

February 2021

The impact of technology in adult social care provider services



Date: July 2020

Type: Report

Adopting new technology can be hard for care providers, which is why a helpline was set up to provide technical help and support during the coronavirus pandemic. This action research report, funded by NHSX, identifies both the challenges but also...

[Download pdf 958Kb](#)

<https://ipc.brookes.ac.uk/publications/the-impact-of-technology-in-adult-social-care-provider-services>

<https://www.digitalsocialcare.co.uk/resource/digital-readiness-report-june-2021/>

Hubble: Digital Innovation Hubs

The Hubble Project: Introduction

NHS Digital **NCF**
THE NATIONAL CARE FORUM

THE BEECHES, PARKHAVEN TRUST

- CIRCADIAN LIGHTING
- ACOUSTIC MONITORING
- MOBILE CARE MONITORING

RASHWOOD, ELIZABETH FINN HOMES

- ELECTRONIC CARE PLANNING
- eMAR

SPEY HOUSE, JOHNNIE JOHNSON HOUSING

- THE GO, A DIGITAL GPS TELECARE DEVICE
- THE EVA, AN AT-HOME DIGITAL TELECARE DEVICE
- THE HOWZ, PASSIVE SENSOR TECHNOLOGY
- ESSENCE DELUXE WRISTWATCH, WEARABLE GPS DEVICE

01:08

The Hubble Proje...html Christmas Advent...html Show all

Type here to search 7°C Rain 14:30 07/12/2021

What next?

People at the Heart of Care

- * £150m of new funding
- * Rationalise collection of data
- * 80% of care providers to access Shared Care Record
- * Broadband upgrades for care homes and work with home care re digital infrastructure
- * Integration – focus on IG and Cybersecurity
- * Training – digital skills and leadership

ICS – Digital Pilots

1. **Accredited Supplier List;**
2. **Care Provider Masterclasses;**
3. **Care Provider Guidance, Tools and
Templates;**
4. **Digital Social Care Helpline;**

Or contact dscr.enquiries@nhsx.nhs.uk.

North Star Principles – CASPA and DSC

- Focussed on each person receiving care
- Intuitively integrated in the operational workflow
- A time saver and not lead to duplication of effort
- Able to share information and report appropriately
- Inclusive of social care providers and people receiving care in decision-making processes

What is missing?

People at the Heart of Change

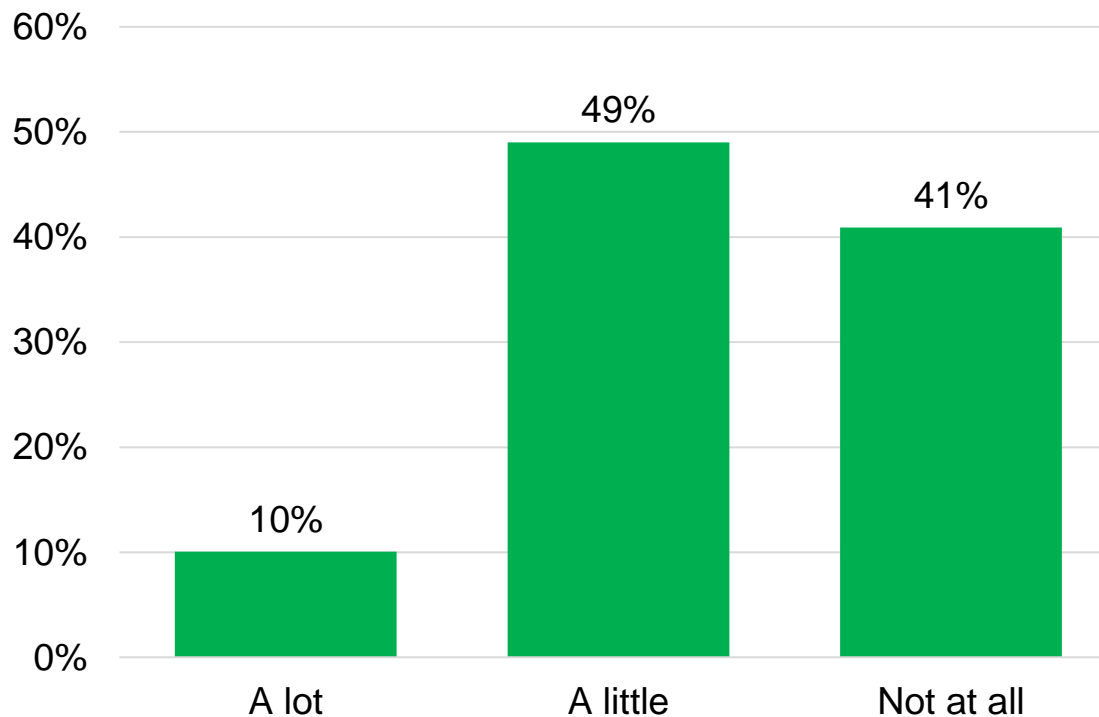
- * Very limited co-production in development, delivery and design
- * Market development needs to accelerate
- * Skills acceleration – leadership and front line
- * Clear vision and funding for transforming care
- * Clear vision and funding for role of digital in workforce
- * Greater emphasis on built environment

Customer of the Future

New Public Research carried out by Information by
Design

Only one in ten have given much thought to future care and support

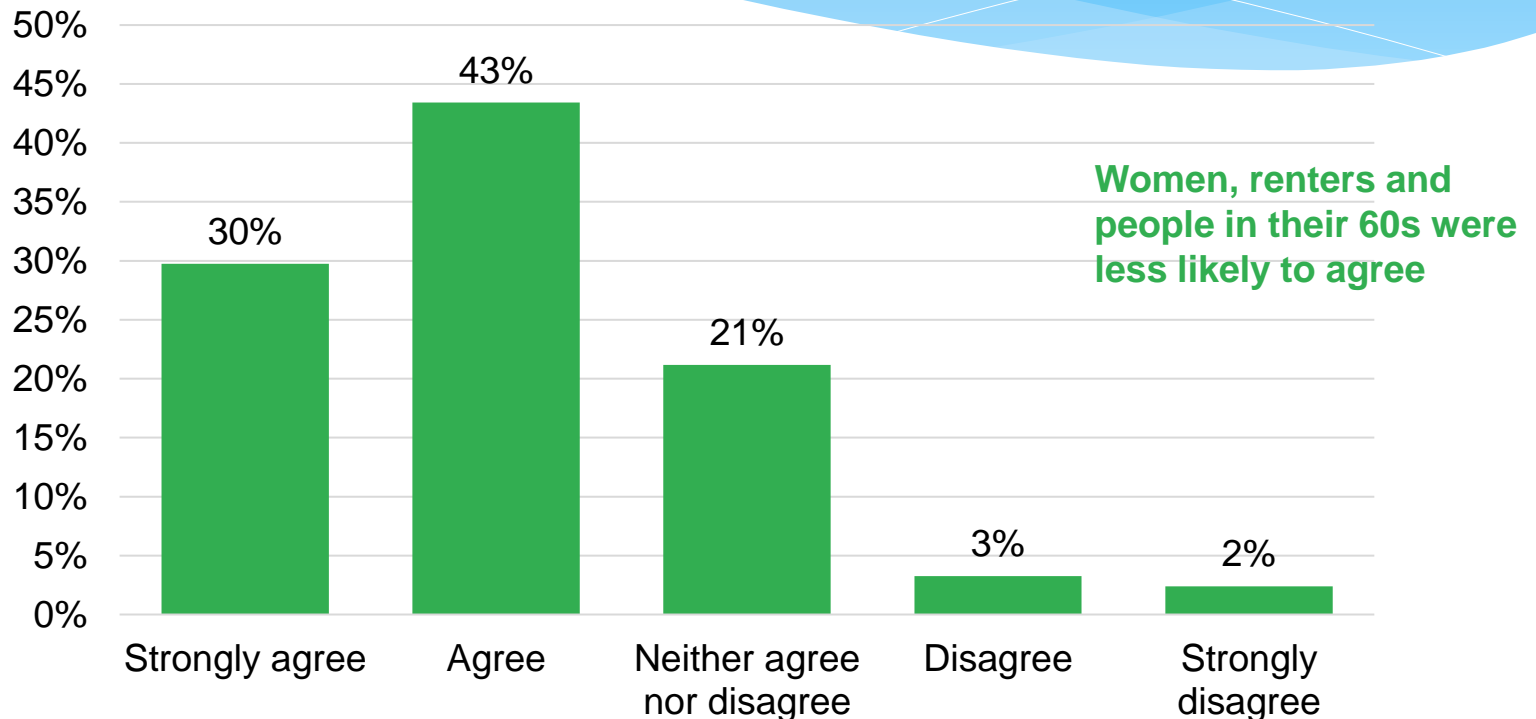
How much have you thought about the types of care and support you might need in later life?



Base: 1,057 Q: How much have you thought about the types of care and support you might need in later life?

People are comfortable with the use of technology for care

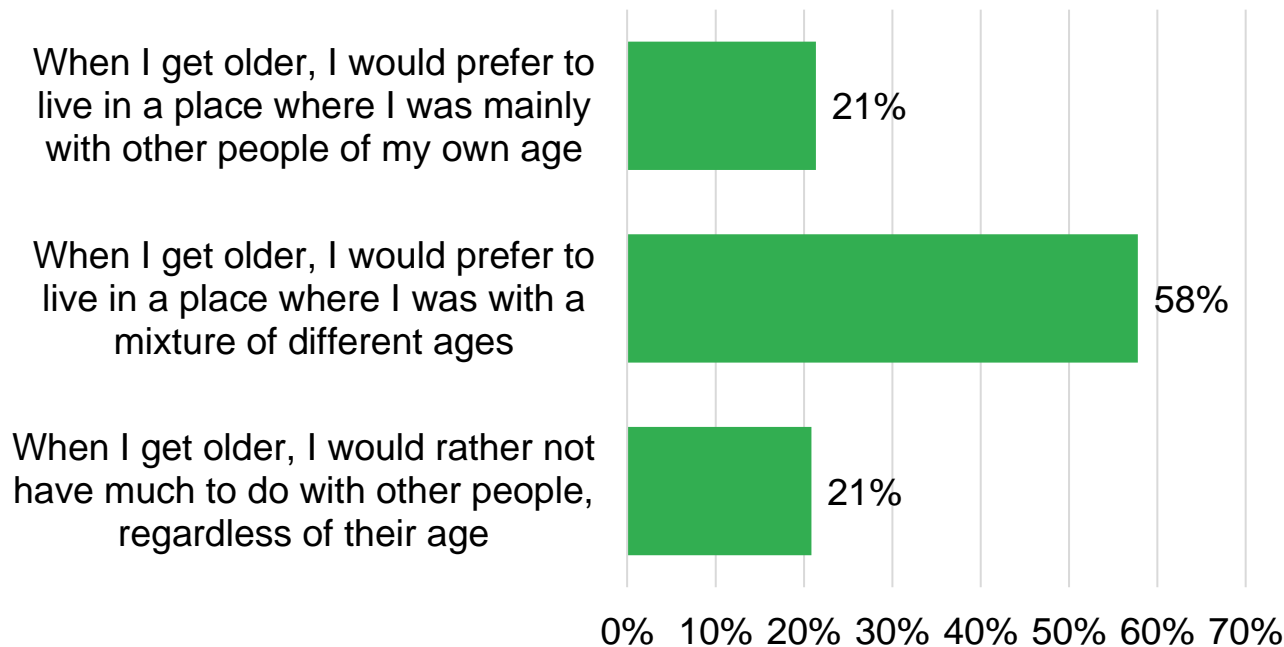
I would be comfortable about using new technology to help and support me in 20 to 30 years' time



Base: 1,081 Q: Please think about new technology, and how it could be used to help and support you in 20 to 30 years' time. Would you agree or disagree with the following statement? "I would be comfortable about using new technology to help and support me in 20 to 30 years' time."

People would prefer to live in places with a mix of ages... but not all people!

Which of the following statements best describes how you feel about the type of place you might like to live in, later life?



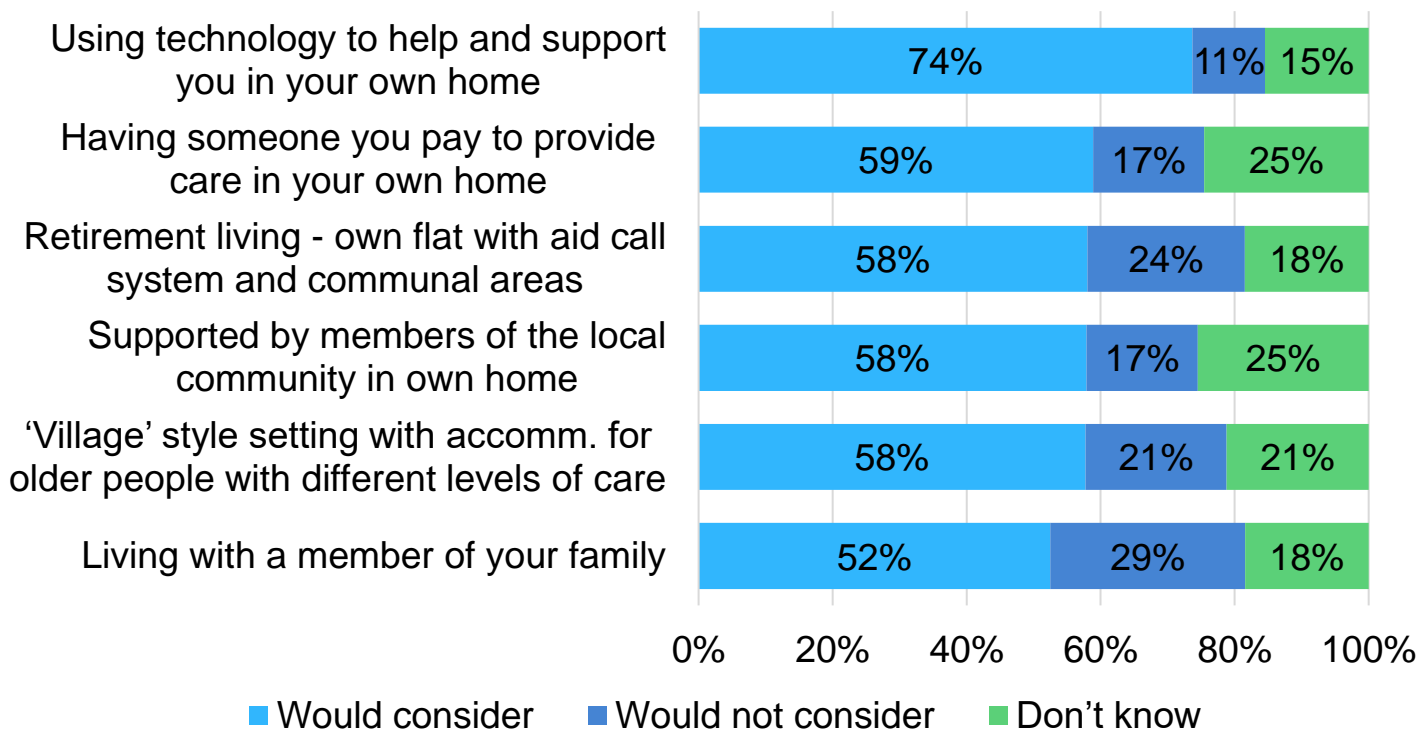
Significant differences:
People without children & renters were far less likely to prefer mixed age places.

Older people were more likely to prefer mixed age settings.

Base: 1,081 Q: Which of the following statements best describes how you feel about the type of place you might like to live in, later life?

Models of care 1 – Top 6 options out of 12

Which of the following would you consider if you needed care and support at some time in the future? Top 6

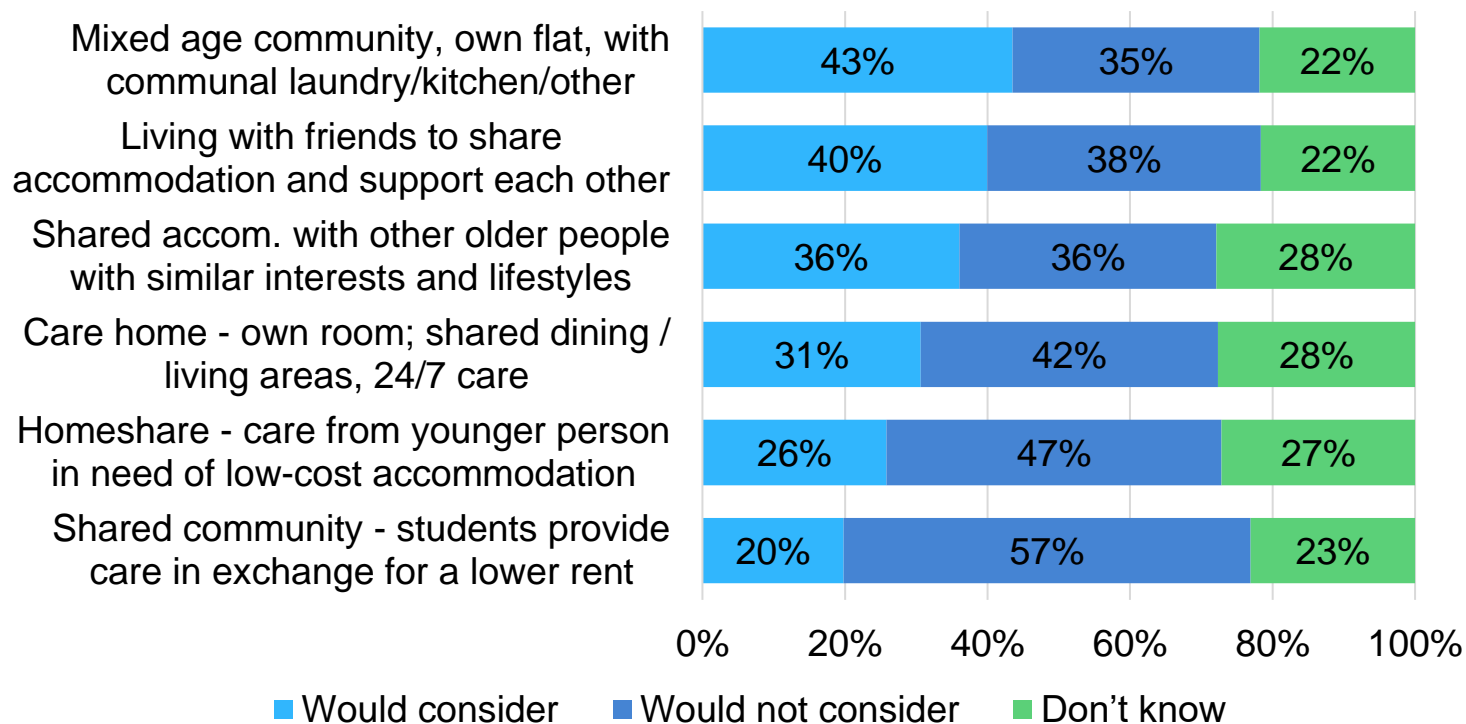


Significant differences:
People without children and renters were less likely to endorse the use of technology

Base: 1,081 Q: Below is a list of some options for care and support in later life. Please say whether you would consider or would not consider each option if you needed care and support at some time in the future. If you are really unsure please choose 'Don't know'.

Models of care 2 – Bottom 6 options out of 12

Which of the following would you consider if you needed care and support at some time in the future? Bottom 6



Base: 1,081 Q: Below is a list of some options for care and support in later life. Please say whether you would consider or would not consider each option if you needed care and support at some time in the future. If you are really unsure please choose 'Don't know'.



Keep in touch!

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