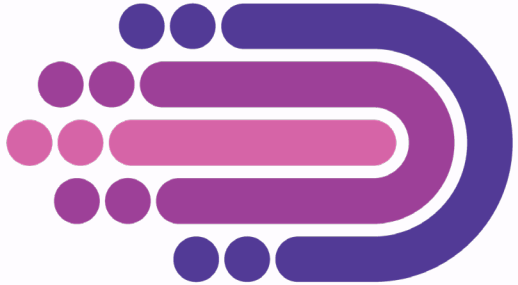


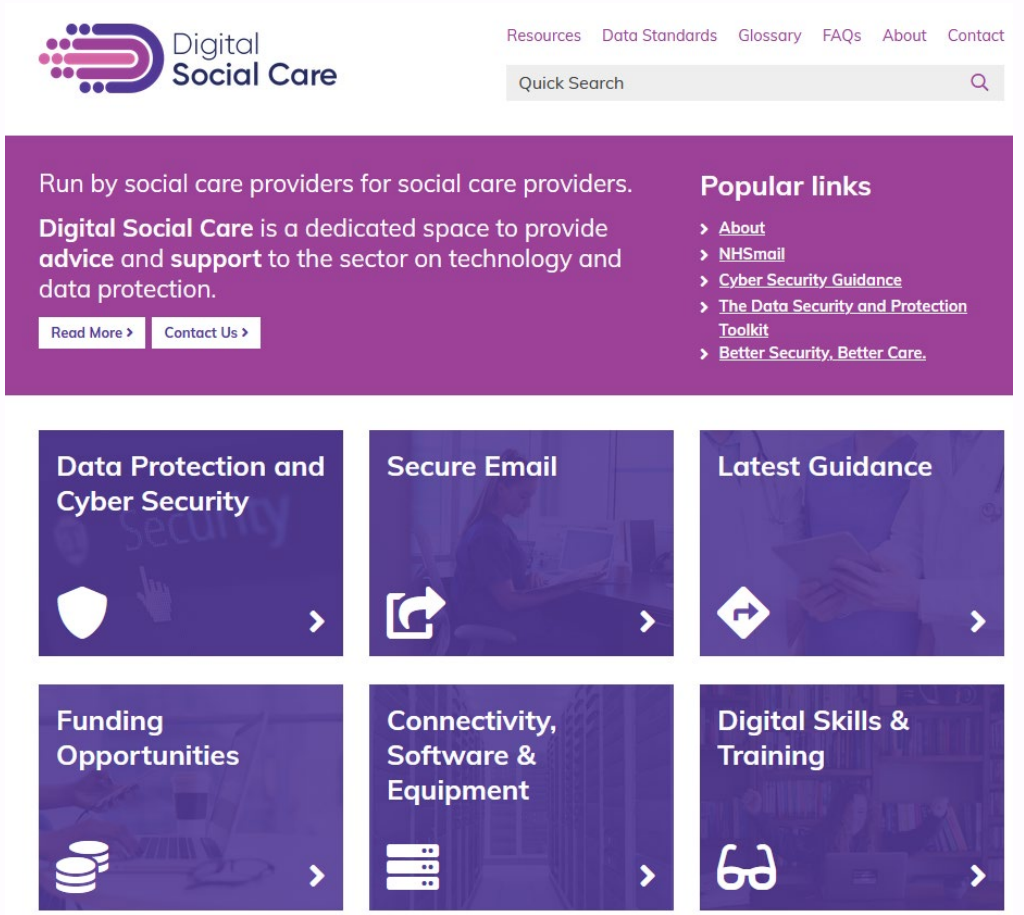
Digital
Social Care

Supporting Staff in a Digital Workplace

katie@digitalsocialcare.co.uk / @DigiSocialCare

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

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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Join at slido.com
#76060093

ⓘ Start presenting to display the joining instructions on this slide.

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How are you feeling today?

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What is your job role?

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How much technology do you use at work?

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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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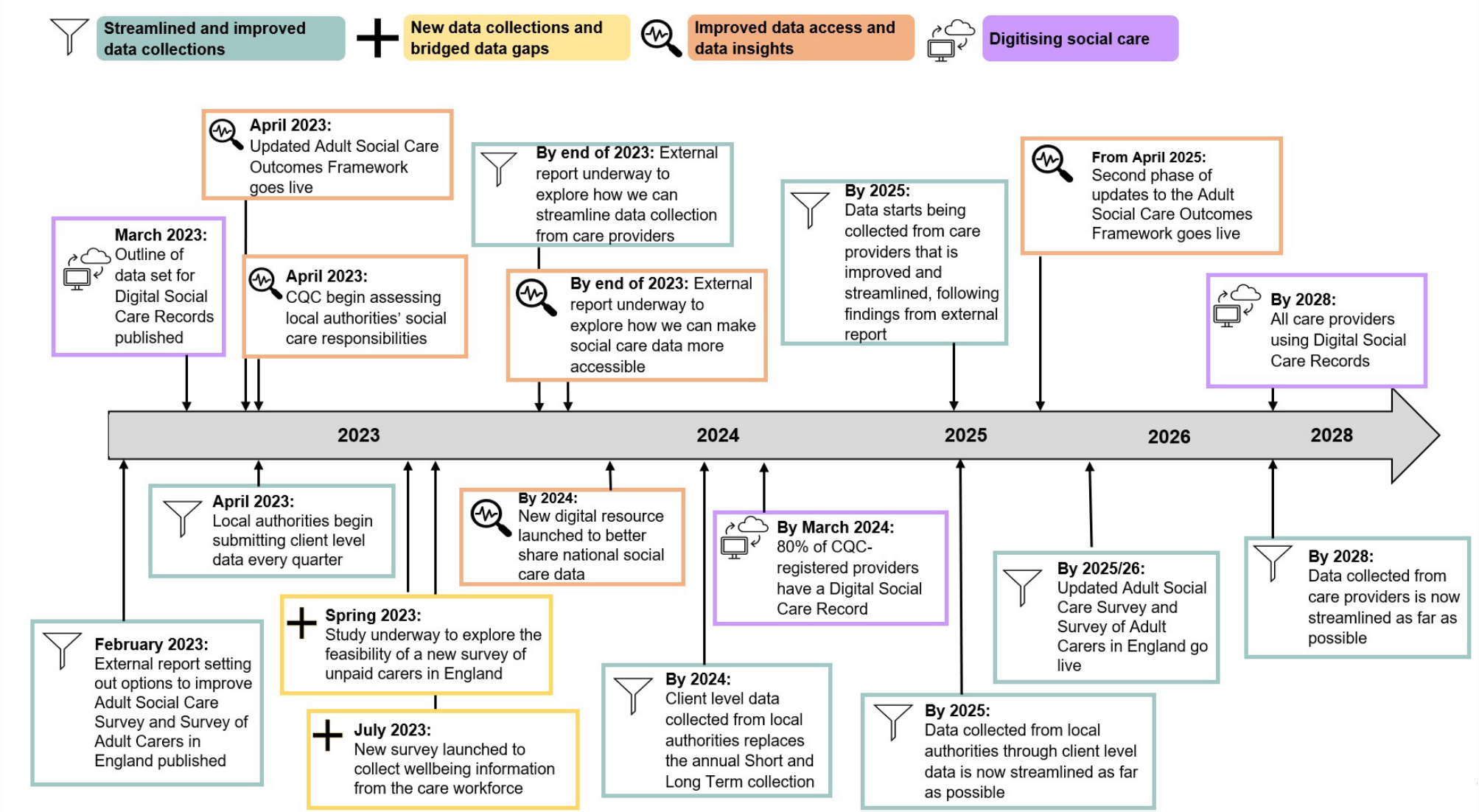
Care Data Matters Roadmap

https://www.gov.uk/government/publications/care-data-matters-a-roadmap-for-better-data-for-adult-social-care/care-data-matters-a-roadmap-for-better-data-for-adult-social-care#chapter-5-making-our-vision-a-reality



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How digitally confident are you?

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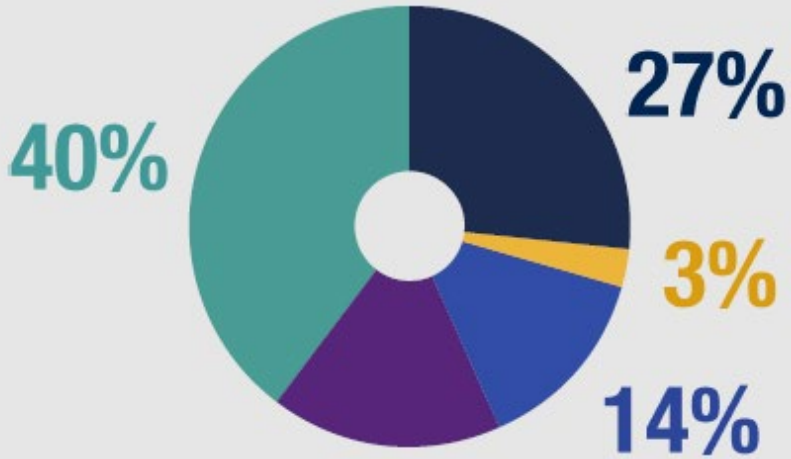
DIGITAL CONFIDENCE AMONG THE WORKFORCE

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:



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

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%

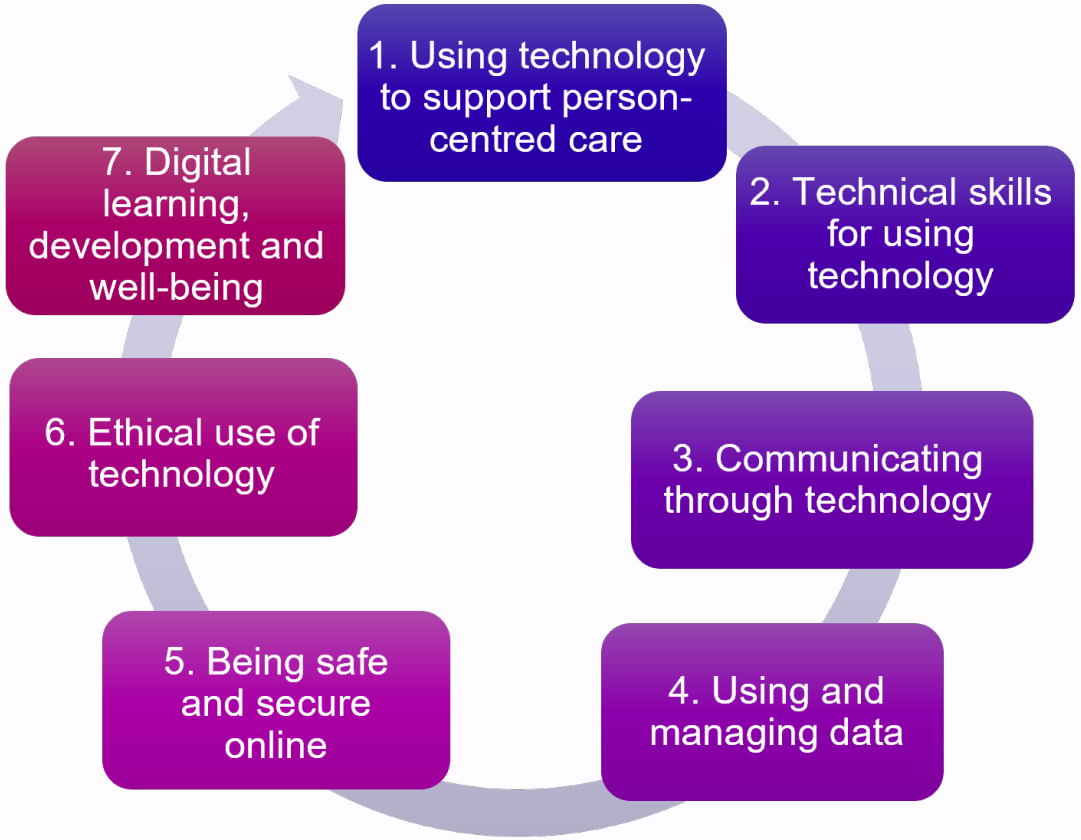
https://www.ipsos.com/en-uk/nhsx-reviews-published-digital-technology-innovation-and-digital-skills-adult-social-care

Digital Social Care

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 2021
- Provides the underpinning knowledge and skills in 7 key themes
- Split into 2 sections: **digital skills for all** and **go further skills**
- NHS-TD will launch the framework at end of May on the Digital Social Care website

Digital Skills Framework – Key Themes



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Order how confident you think your teams are in each of these themes?

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What are the main barriers you face in supporting your teams with technology?

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BARRIERS TO DIGITAL SKILLS LEARNING & DEVELOPMENT

A lack of time was the most common barrier to accessing digital skills learning and development in the past year.

e)

The main barriers to learning and development were:

being too busy to undertake training and development in digital skills	21%
already having all the skills necessary to carry out their job	19%
not knowing which digital skills to develop	17%
their employer not offering training or development in digital skills	16%

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IMPACTS OF DIGITAL TECHNOLOGY: VIEWS FROM THE ADULT SOCIAL CARE WORKFORCE

Many adult social care workers were positive about technology.

a)

The adult social care workforce agreed that digital technologies:

are important in adult social care	82%
can help them to communicate with colleagues and the people they support	82%
can help them do their job better or more efficiently	80%
can improve the overall health and wellbeing of people with care and support needs	72%

some were concerned about technology replacing face to face care	38%

Digital Social Care

Bringing People With You

Bringing People With You

Home › Connectivity, Software & Equipment › Adopting Digital Care Records – Masterclass Series › **Bringing People With You**

In this masterclass, we focussed on “Bringing People with You” when starting your digital journey. In this session, we covered how to work with staff and the people you support to make sure that everyone supports your digital journey.

In this session, we were joined by Rachel Peacock, CEO of Making Space who explained how they set up Project Shine to make sure that their values were reflected in their digital strategy.

https://www.digitalsocialcare.co.uk/social-care-technology/adopting-digital-care-records-masterclass-series/bringing-people-with-you/

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What have you found works best when supporting staff with using technology?

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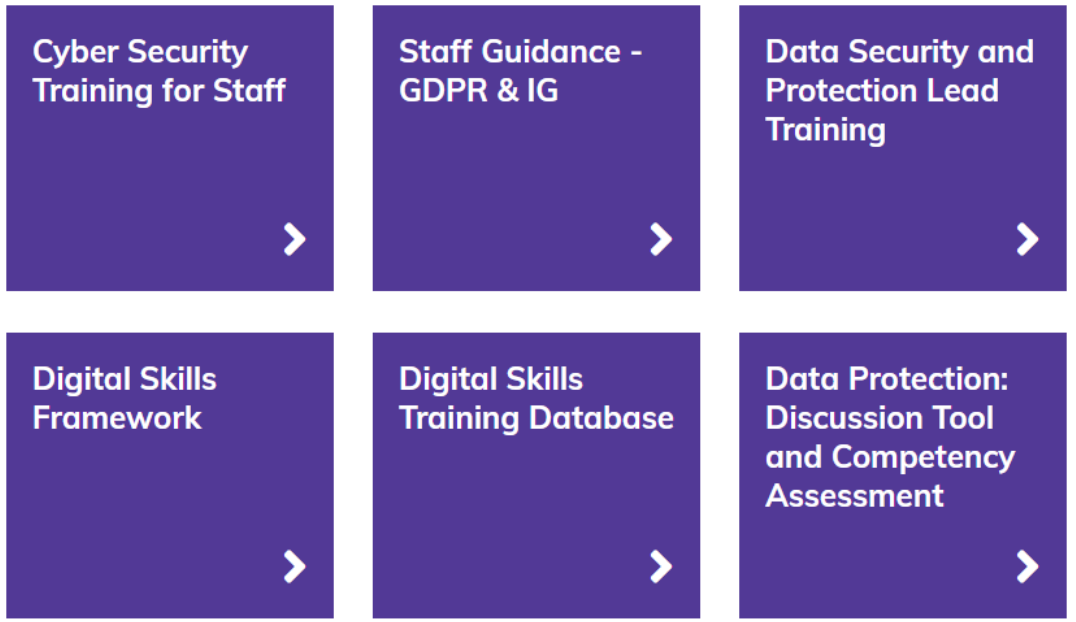
Additional Training Resources



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

- Advanced IG for Social Care Staff
- Immersive Labs – for cyber and technical staff
- Barclays Digital Eagles
- Skills for Care and National Care Forum Digital Leadership Programme

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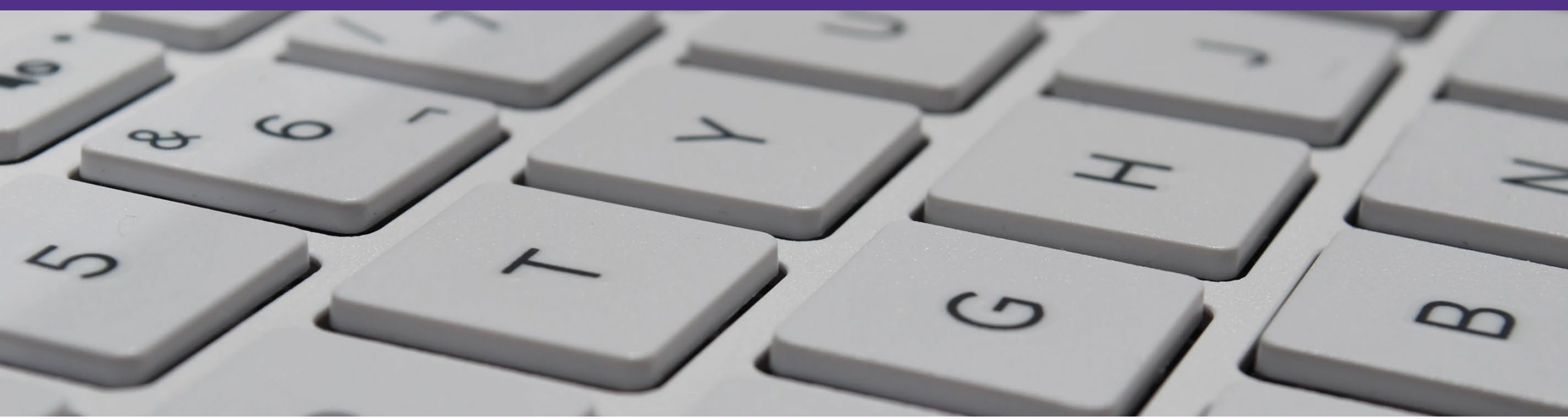

Thank you

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