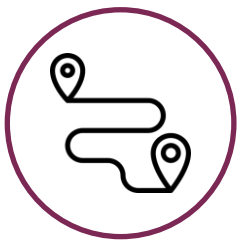


NHSX: Adult Social Care Digitisation

Jane Brightman, Senior Programme Manager
Digitising Social Care team, NHSX



Progress so far



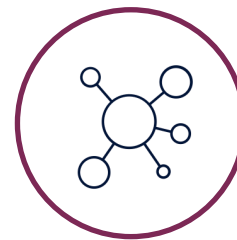
Published updated connectivity guidance for care providers



Negotiated discounted telecom offers for care homes



Accelerated NHSmail onboarding to more than 14,000 care settings



Supported the launch of the Data Strategy for Health and Social Care



Distributed 11,000 data enabled iPads to care settings



Enabled GP Connect and Proxy Access for care providers



Launched digital skills evidence review with IPSOS Mori and Skills for Care



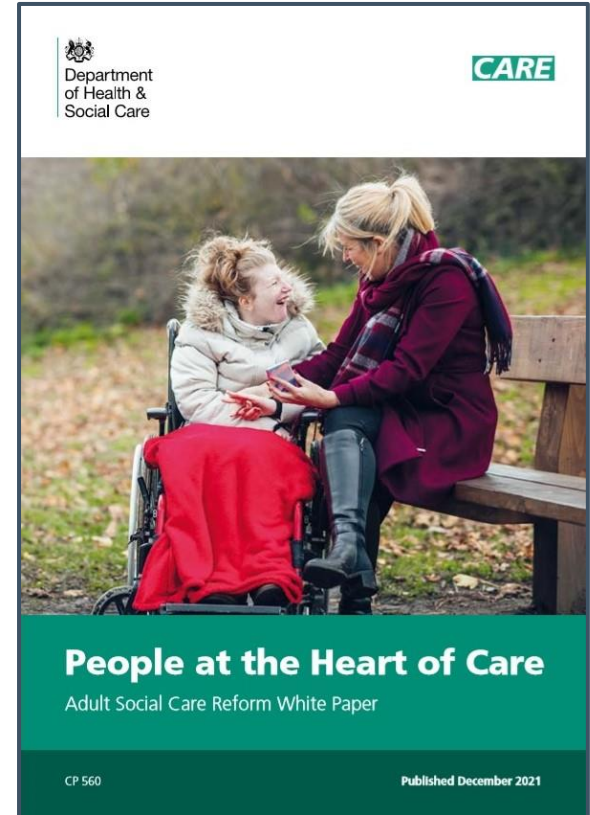
Launched caretech evidence review with IPSOS Mori and Institute for Public Care

People at the Heart of Care

The Department of Health and Social Care White Paper [People at the Heart of Care](#) which sets out the 10-year vision for adult social care, and the plans for the next 3 years.

Within this is a commitment to **invest at least £150m** in digitising the social care sector and in supporting people to live independently through the use of technology.

Putting people at the heart of care, means putting them at the heart of technology and digital transformation. It means supporting them to purchase and use the technology that best supports their goals, and helping people to live their lives as they want.



Investment to drive digitisation



£150 million over 3 years



**Launch scheme to
test care
technologies**



**80% care providers
with digitised care
records**



**Support for basic
infrastructure**



**Digital learning
offer**

Plans for the future



Over the next three years, we propose to invest in technology and support that improves the quality and integration of social care and creates the foundations for preventative care. Our vision is a digitally enabled sector:

Where...

By 2025 we will have:

An **individual** is supported to live well at home for as long as possible and is empowered to manage their own care

- Worked with ICS to test and scale care tech that contributes to priority areas including reducing falls, UTIs, pneumonia and medication errors, impacting ~80,000 people and reducing hospital demand by 100,000 bed days each year.

Families have confidence using technologies that support the independence and safety of their loved ones

- Published an assured list of solutions which family members, care providers and the NHS can use to source proven technologies using digital playbooks that provide good practice case studies and guidance

A **carer** has access to the information they need wherever, and whenever, they need it

- Ensured that all care homes have access to high speed internet
- Created a package of digital skills training for the care workforce
- Ensured that all care providers have access to an assured digital social care record

A **care manager** can ensure the people in their care are receiving high quality, safe, care regardless of where they are.

- Worked with digital social care record suppliers to embed decision support and reporting functionality that alerts the care manager to any concerns
- Worked with CQC, DHSC and ICS to agree the data needed to manage quality

A **clinician** can access relevant social care information about their patient

- Developed standards and assured solutions to ensure that data flows between the NHS and social care so that the latest information is available, regardless of whether the care setting is a GP practice, a hospital or someone's own home

Delivery approach



**Evidence
Building and
Communication**



**Implementation
Support**



**Market
Assurance**



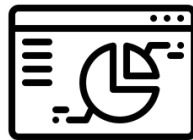
**Standards and
Regulation**



**Skills and
Networks**

Infrastructure

Care providers have access to the necessary infrastructure that they need to enable digital care



Falls Prevention Technology

Such as acoustic monitoring, that can reduce frequency and severity cutting hospital admissions



Digital Social Care Record

Data is captured at the point of care, provides access to appropriate NHS data and supports transfer of data between care settings



Ipsos MORI, the Institute of Public Care (IPC) and Skills for Care have taken forward work on two parallel reviews for NHSX:

Digital skills review - to establish a current baseline of workforce digital capabilities, understanding future skills needs and barriers and enablers for upskilling the ASC workforce

Digital innovation review - to explore the use and effectiveness of technology in social care, including barriers to adoption and scalability across the sector

Reports launched in December 2021, more information [here](#)

Findings and recommendations highlight the importance of **developing a digital 'ecosystem'** in ASC; the need to **raise awareness and improve knowledge** about tech and its benefits; development and implementation of **standards in ASC**, and the need to **improve access to and consistency of training and skills support**, to meet both basic skills needs and the needs of digital leaders.

For further information about the evidence reviews, contact: rachel.falconer@nhsx.nhs.uk

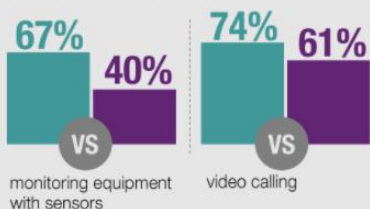
Key statistics on tech use and barriers

THE TECHNOLOGIES USED VARIED BY TYPE OF CARE PROVIDER

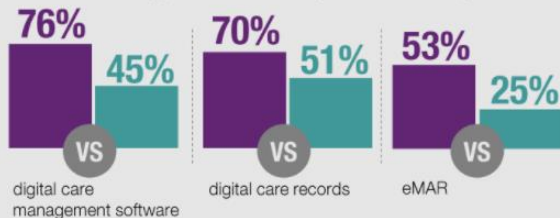
Although use of digital technology for care and support was widespread, it varied by provider type.



Care homes were more likely than homecare providers to use support and monitoring technologies:



Homecare providers were more likely than care homes to use business support or care management technologies:



ORGANISATIONAL BARRIERS TO ADOPTION OF DIGITAL TECHNOLOGY

Care providers also identified barriers at an organisational level.

Care providers identified several barriers:

56%

current budget pressures

45%

digital skills of the workforce

38%

lack of time to focus on developments needed

24%

lack of infrastructure

Local authorities and technology suppliers identified several barriers:



THE DIVERSE NATURE OF THE CARE PROVIDER MARKET



FINANCIAL PRESSURES IN THE SECTOR



THE LACK OF A 'DIGITAL BACKBONE' FOR THE SECTOR TO BUILD UPON

Key statistics on workforce attitudes

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

Many adult social care workers were positive about technology.

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%**

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.



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%**

NHSX commissioned technology consultants

FarrPoint to gather insights on:

- the **impact the switch of the telephone network from analogue to digital on those commissioning, delivering and supplying telecare services, and their current level of awareness, planning and preparedness;**
- **the challenges and opportunities** associated with the switchover;
- **and support** that may be being accessed.

This work is supported by ADASS, the Local Government Association, and the TSA (Technology Enabled Care Services Association).

Next steps:

Issues to emerge will be discussed with the sector.

A report on the study and awareness guidance will be issued during Quarter 4 of 2021/22.

Contact: Michael.swaffield@nhsx.nhs.uk

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