NHSX: Adult Social Care Digitisation

Emma Harris
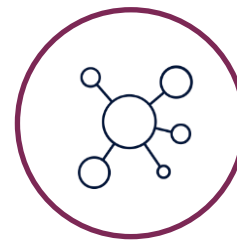**AD Digitising Social Care**

Progress so far

NHSˣ

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

Plans for the future

NHSˣ

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

NHS^x

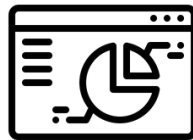**Evidence Building and Communication**

Implementation Support

Market Assurance

Standards and Regulation

Training and Networks

Unified Tech Fund

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 Evidence Reviews

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

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

Report is due to be published in late Nov

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

Digital Switchover Research

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

Connect with us

NHS x

AdultSocialCare@nhsx.nhs.uk

@NHSX

www.linkedin.com/
company/nhsx