

Digital Technology in Adult Social Care

Opportunities and Challenges for Local Government

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Partners in Care and Health

LGA and ADASS are Partners in Care and Health, supporting councils to improve the way they deliver adult social care and public health services; and helping Government understand the challenges faced by the sector.



Partners in Care and Health





Challenges and Opportunities

- A new dawn
- Familiar challenges
- A peak of expectation





Reimagine care and support with people who draw on it
Improve assessment and care planning to put people in the lead
Community capacity for wellbeing and prevention
More people live at home or in a place they call home
Better support for carers
Join up care and support for fulfilled lives
More accessible and affordable for everyone
Diverse and sustainable providers, focused on outcomes
Harness the potential of digital technology
Redesign and...

Harness the potential of digital technology

What is the shift?

We want to move from a system where digital technology is an add-on and digital innovation processes too often exclude people who draw on care and support, to one in which appropriate and affordable digital tools enhance the experience of providing and drawing on care and support. We want to ensure that there is appropriate and affordable technology to support the delivery of care and support systems, and this supports integrated working.

In practical terms this means

- Co-producing digital solutions with people who draw on care and support
- Making more use of everyday technology to enable care and support
- Working across localities to procure digital solutions together
- Improving the interoperability of digital systems used across different services
- Ensuring staff have the skill they need to use digital tools
- Making sure people can use Direct Payments to pay for technology

There are already some examples of this happening in practice, such as:

- [Suffolk](#) is building a digital platform for care and prevention
- Using technology to [support the care workforce](#)
- Organisations sharing good practice such as the [TEC Action Alliance](#)

What actions are needed?

In the short term

- Co-produce digital strategies with people who draw on care and support
- Train staff, and people who draw on care and support and their families, on the use of digital tools and the options and opportunities available (including social tariffs for broadband etc.)
- Make more use of existing digital tools within care delivery, including ensuring that Direct Payments can be used to buy technology (TE)
- Include digital support and roles within community hubs (TE)

In the medium term

- Widen access to technology-enabled care as part of normal care and support planning and ensure availability and access alongside more traditional aids and adaptations (TE)
- Trial the use of AI and robotics to support delivery of good care and support (TE)
- Improve interoperability of digital systems to support integration across health, care and other services (+)
- Develop national procurement and/ or standards for software and digital tools (e.g. to support cost tracking for care caps) (+)

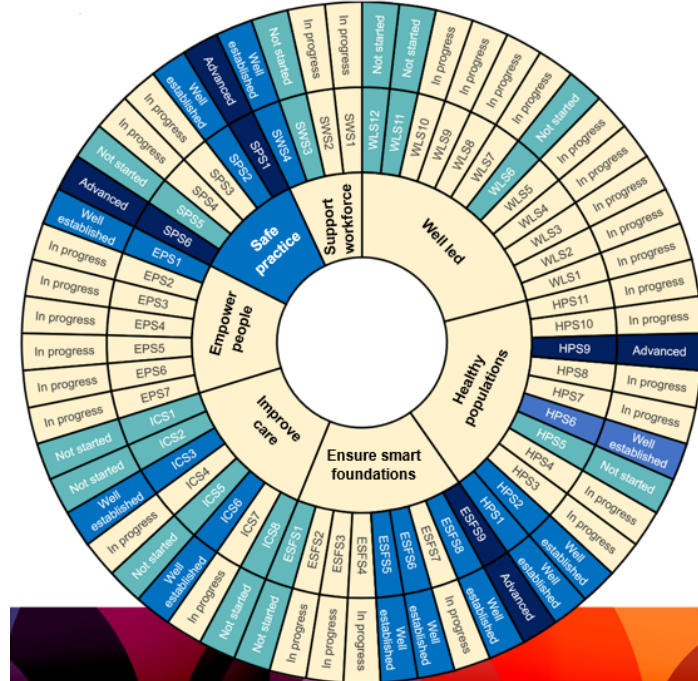
In the longer term

- Digital technology supports the delivery of care and support as part of business as usual
- People are able to use the latest technologies to support them in the way they choose



PCH Priorities

- Continuing to roll out and develop WGLL as a self-assessment and self-improvement tool for local government, linking it more strongly to council CQC inspections
- Supporting some councils respond to their CQC inspections
- Developing the WGLL for the provider sector with Skills for Care
- Digital skills and digital leadership
- Continuing to support the sector on A to D
- Supporting councils learning and developing around AI and data capture
- Supporting innovation in commissioning, such as optimising home care
- Learning and planning around cyber protection
- Supporting our funder (DHSC/NHSTD) on national programmes – e.g. DiSC, streamlining assessments, improving interoperability, – responding to the National Workforce strategy, charging reform??





Collaboration

