



Crossing the Digital Divide

or how can digital tools help my business?

Digitisation of social care – just what does that mean?

- Care planning software
- Medication administration
- Audit and support tools
- Rostering software
- Assistive technology
- Acoustic monitoring
- Movement sensors
- CCTV
- Robotics



Why should we consider using digital tools?

- Secretary of State ambitions
 - Long term plan and Axe the Fax
- NHSx
- Integration
- Regulation - GDPR & Information Governance
- Green Paper
- Industrial strategy
- Survival???



Digital Social Care – reality check

- Proportion of providers actually using tech solutions still very low
- Need to improve knowledge of Data Security and Information Governance
- Investment requirements for providers
- Workforce and organisational culture
- Post code lottery as to the support available for providers

What is being done now? 1/4

- www.digitalsocialcare.co.uk
- A partnership project between members of the Care Provider Alliance and Skills for Care. Funded by NHS Digital until March 2021
- We produce free guidance and materials to support care providers with technology. This includes:
 - on the Data Security and Protection Toolkit
 - on NHSmail and secure email
 - An Introduction to Cyber Security
- Over the coming months we will provide
 - More funding opportunities
 - A digital readiness toolkit – in partnership with Skills for Care
 - Guidance on the safe use of mobile phones
 - Guidance on choosing technology
 - Case studies on current digital innovation
- Opportunities for NCA members to join our Special Interest Group

What is being done 2/4

- NHS Digital Pathfinders Funding
- <https://digital.nhs.uk/news-and-events/latest-news/social-care-digital-pathfinders-funding>
- Projects include
 - Development of standards
 - NHSmail
 - Access to shared local health records



What is being done? 3/4

- Projects exploring the safe use of technology and cyber security now underway
- <https://www.digitalsocialcare.co.uk/funding-for-the-safe-use-of-technology-in-care-services/>
- Next waves of funding announced 16th September 2019
- Emphasis is on shared learning for the sector

What is being done? 4/4

- Work around Summary Care Records or Local Health and Care Records
- Working with organisations such as the Professional Record Standards Board to ensure that social care is considered when designing record standards
- Working with range of Government departments to highlight the importance of social care, not just to the NHS but to the wider economy



How can Digital Tools help my business? 1/2

- Increased control
 - Electronic Medication administration reduces medication errors
 - Contemporaneous care reporting
 - Rostering systems offer real time updates, notification alerts to staff and easier wage runs
 - Systems to support maintenance and property checks and provide evidence to CQC
- Increased transparency for your business
 - Some systems allow authorised access by families to the care records of their loved ones
 - Access can be given to commissioners and regulators to see what is happening and improve trust and respect
 - Monitoring of costs and understanding of your business in real time
 - Better oversight of your business
 - Better management of risk
- NHSmail / Secure email
 - Saves time and improves information received and sent

How can digital tools help my business? 2/2

- Improved quality of care
 - Data quality allows more proactive care
 - More detailed care records in electronic systems
- Improved independence of individuals
 - Easier for people to look at and input into their own records
- Cash benefits
- “One of the greatest opportunities of the 21st century is the potential to safely harness the power of the technology revolution, which has transformed our society, to meet the challenges of improving health and providing better, safer, sustainable care for all.” — National Information Board (https://www.digitalhealth.net/includes/images/news0254/PDF/0172_NHS_England_NIB_Report_WITH_ADDITIONAL_MATERIAL_S8.pdf)

Challenges and opportunities

CHALLENGE	BUT...
CQC not particularly “tech friendly” at the moment	this is improving as they grapple with adopting digital technology too
Increasing use of digital tools may increase vulnerability of the sector to cybercrime	training, guidance and support available
Investment required to release the potential of digital tools and technological solutions within the sector	ROI can be demonstrated and benefits can quickly accrue
Workforce not believed to be digitally savvy	providers adopting & embedding digital tools report better recruitment and retention

The future is bright – if the future includes digital

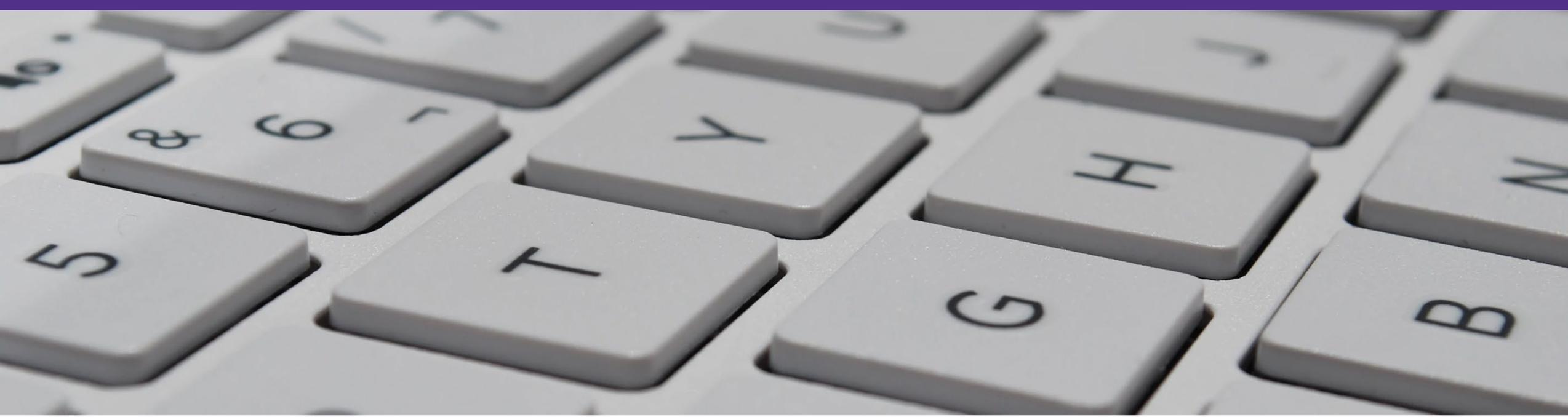
“Technology is nothing. What's important is that you have a faith in people, that they're basically good and smart, and if you give them tools, they'll do wonderful things with them.”

:- Steve Jobs



This is a time of opportunity as well as threat to the social care provider sector.

Digital tools will help us to demonstrate just what great services we can deliver and how we can make things better for those we support.



Thank you

Mandy Thorn MBE