



Crossing the Digital Divide – or how can digital tools help my business?

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Digital social care – just what does that mean?

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



Why should we consider using digital tools?



- Secretary of State ambitions
- Integration
- Regulation
- GDPR & Information Governance
- Green Paper
- Industrial strategy
- Survival?

Digital Social Care – sector support

- 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

- NHS Digital funded project (now – March 2021)
- Run by social care providers for social care providers
- Several workstreams:
 - www.digitalsocialcare.co.uk (soft launch this week!)
 - Digital Maturity Assessment Tool
 - Engagement Events
 - Bespoke Guidance – including developing Core Capabilities and Standards for Social Care IT Suppliers



What is being done 2/4

- NHSE funded train the trainers programme written, developed and delivered by consortium of NCA, NCF, RNHA and Skills for Care
- Developed training and support materials for care homes and domiciliary care providers to work through the **Data Security and Protection Toolkit**
- **Designed to enable providers to access NHSmail**
- Currently delivering free training through CCGs in nine areas as a pilot - to be extended in 2019/20



What is being done now? 3/4

❖ Project looking at Data Security & Social Care

- ❖ 27,000 (CQC registered) social care providers across the sector delivering care either in people's homes or in residential care settings.
- ❖ 158 telecare monitoring centres in England providing on-demand response for individuals in homes – providing 1.33 million alarm connections.
- ❖ Develop an understanding of data and cyber security arrangements in place
- ❖ Understand the impact across the sector if a risk occurred
- ❖ Provide tailored recommendations to help address risks.



What is being done 4/4

- ▶ Work around Summary Care Records or Local Health and Care Records and ensuring providers are supported to appropriately access clinical information for their clients
- ▶ 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



So how can Digital Tools help my business?

- ✓ **Increased control**
 - ✓ **Electronic Medication administration reduces medication errors**
 - ✓ **Contemporaneous care reporting**
 - ✓ **Effective monitoring and auditing**
- ✓ **Increased transparency for your business**
 - ✓ **Some systems allow authorised access by families to the care records of their loved ones**
 - ✓ **Enables manager/director oversight**
 - ✓ **Access can be given to commissioners and regulators to see what is happening and improve trust and respect**
- ✓ **NHSmail**
 - ✓ **Saves time and Return on Investment is quick!**

So how can Digital Tools help my business?

- ✓ **Increased control**
 - ✓ **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**
 - ✓ **Monitoring of costs and understanding of your business in real time**
 - ✓ **Better oversight of your business**
 - ✓ **Better management of risk**

Saves time and Return on Investment is quick!

Challenges and opportunities

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

The future is bright – if the future includes digital

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

Future Quotes

I like the dreams of the future better than the history of the past

Thomas Jefferson



Thank you for listening – I would be really interested in hearing your views!

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