Digital gateway tool

The principles of becoming a more 'digital' social care organisation

A "digitally mature workplace" means much more than just having the right tools to digitize and automate processes. Digital maturity means shaping your entire operation around the right digital tools. If you are a social care organisation that's working towards digital maturity, you will need to think about the following:

- Have we got the right technology to do what we want, when we want?
- Have we got technology that can be used in the right place at the right time by the right people?
- Have we got technology that improves the support we can give our service users?
- Is our technology able to 'talk to' or share with other systems to allow more seamless support and care for the individual?
- Are we improving upon and increasing our appropriate use of technology regularly?

As you consider these questions, work your way through the following sections. They will help you understand where you are doing well and where you may need to consider improving your use of technology.

About the scale

Each of the following sections requires you to place yourself along the scale. 5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

Section 1
Organisational use of digital technology

1. Certain 'building blocks' will help your organisation to make better use of digital technology to support its care services.

Thinking about each of the following, place yourself along the scale:
5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

	1	2	3	4	5
Leadership has a clear strategy and vision for how becoming more digital will help achieve our organisation's goals.	☐	☐	☐	☐	☐
Our strategy and vision is understood and shared by everyone in the organisation.	☐	☐	☐	☐	☐
We have a realistically costed digital technology budget.	☐	☐	☐	☐	☐
The organisational culture supports the further development of digital ways of working.	☐	☐	☐	☐	☐
We have access to IT expertise and advice from a source that understands the nature of our work and our digital requirements.	☐	☐	☐	☐	☐
Staff are actively engaged in the development of new products and services delivered digitally.	☐	☐	☐	☐	☐
People who need care and support are actively engaged in the development of new products and services delivered digitally.	☐	☐	☐	☐	☐

2. There is essential infrastructure that should be in place to support your organisation's use of digital technology.

Thinking about each of the following, place yourself along the scale:
5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

	1	2	3	4	5
Staff have access to necessary technology to work digitally in the way we want them to.	☐	☐	☐	☐	☐
We have accesses to reliable high speed internet (over 10mbps).	☐	☐	☐	☐	☐
We have access to Wi-Fi internet.	☐	☐	☐	☐	☐
We have a written and understood disaster recovery (or business continuity) plan.	☐	☐	☐	☐	☐
We have guidance to help make digital tools and technologies accessible for all (i.e. help for blind, partially sighted and deaf).	☐	☐	☐	☐	☐
Our internal IT systems are fully integrated and able to share information seamlessly.	☐	☐	☐	☐	☐
We have systems in place to enable us to share info and data with external systems where this is in the best interests of the person who needs care and support.	☐	☐	☐	☐	☐

3. Technology can be used in various ways - to what extent do you use technology for each of the following tasks?

	Fully implemented	Partially implemented	Planning to implement	No plans to implement
	1	**2**	**3**	**4**

	1	2	3	4
Payroll	☐	☐	☐	☐
Staff rotas	☐	☐	☐	☐
Staff recruitment	☐	☐	☐	☐
Fundraising	☐	☐	☐	☐
Real time record of staff movements	☐	☐	☐	☐
Marketing	☐	☐	☐	☐
Internal communication	☐	☐	☐	☐
Communication with other organisations	☐	☐	☐	☐
Communication with families and service users (e.g. via social media, email etc.)	☐	☐	☐	☐
Cloud storage of files and documents	☐	☐	☐	☐

	1	2	3	4
Database record service users, donors & generate project outcome reports	☐	☐	☐	☐
Online training and professional development of staff	☐	☐	☐	☐
Provide evidence for regulators	☐	☐	☐	☐
Getting feedback from people who need care and support to improve the service	☐	☐	☐	☐
Online care plans	☐	☐	☐	☐
Manage and order medication	☐	☐	☐	☐
Dispense medication	☐	☐	☐	☐
Helping service users to get online and be more independent	☐	☐	☐	☐
Use analysis of data to predict issues or patterns/behaviours	☐	☐	☐	☐

Section 2
Storing, using and sharing information

In social care, you may be asked to collect, store and share both data and information so it is important to understand the difference. Increasingly, this will be via the use of technology. Information Governance ensures necessary safeguards for, and appropriate use of, patient and personal information.

4. There are important elements that need to be addressed to be able to use digital means to store, use and share information safely.

- Data is a term used to describe statements or numbers that are factual and not the product of interpretation

- Information is the output of a process that summarises, interprets or represents data to convey meaning.

Data becomes information when you start to process, organise, structure or present in a given context so as to make it useful.

For example, you may collect data on how many people use your services and this becomes 'information' when you start to order this data to get a report about the number of men and women, how many are using particular aspects of your service etc.

Thinking about each of the following, place yourself along the scale:
5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

	1	2	3	4	5
The IT systems we use for storing information allow information to be shared with other external systems where appropriate, to enable continuity of care for an individual.	☐	☐	☐	☐	☐
Our organisation regularly examines the opportunities for and risks of information sharing both within the organisation and with external partners.	☐	☐	☐	☐	☐
Our choice of systems is informed by discussion with external partners on the possibility of certain systems being able to share data and information.	☐	☐	☐	☐	☐
We are aware of cyber security and have security measures in place to lessen the risk of attack.	☐	☐	☐	☐	☐
We have an IT lead who has completed the Data Protection and Security Toolkit.	☐	☐	☐	☐	☐
There is ongoing training on Data Protection for all staff.	☐	☐	☐	☐	☐
Our staff have received Data Protection training and are aware of their responsibilities.	☐	☐	☐	☐	☐
We engage people who need care and support and their carers in how their information is used (and where relevant shared) and they have awareness of this.	☐	☐	☐	☐	☐

Section 3
Benefits and barriers

Increased use of digital technology can bring a number of benefits to organisations, staff and people using services. At the same time, many employers report barriers to increasing use. This section sets out reported benefits as well as common barriers.

5. There are some common reasons why organisations are choosing to use digital technology more widely.

Examine the list below and place yourself along the scale.
5 means you have fully realised the benefits of digital and 1 means you have not.

	1	2	3	4	5
Technology can help us become more efficient, saving time and money.	☐	☐	☐	☐	☐
Technology can increase choice and personalisation for the service user.	☐	☐	☐	☐	☐
Technology can provide safer care.	☐	☐	☐	☐	☐
Technology can help staff with their development and learning.	☐	☐	☐	☐	☐
Technology can promote personalisation of care.	☐	☐	☐	☐	☐
Technology can help us to promote our organisation.	☐	☐	☐	☐	☐
Technology can help us to recruit staff and volunteers.	☐	☐	☐	☐	☐

	1	2	3	4	5
Technology can help us share gather and share evidence with commissioners and regulators.	☐	☐	☐	☐	☐
Technology can help management and staff to access accurate and timely information.	☐	☐	☐	☐	☐
Technology can improve multi-agency working to provide a more seamless service to the service user (GP, local council, social services, etc).	☐	☐	☐	☐	☐
Technology can improve communications and outcomes for people who need care and support Services and their carers.	☐	☐	☐	☐	☐

6. There are some common barriers to your organisation getting the most from digital technology as a provider of social care. It can help you to understand which applies to you.

Examine the list below and place yourself along the scale.
Where 5 means it is a considerable barrier and 1 means it is not a barrier.

	1	2	3	4	5
Lack of digital skills in the staff team.	☐	☐	☐	☐	☐
Lack of independent digital technology expertise to help us make technology decisions.	☐	☐	☐	☐	☐
Lack of funding.	☐	☐	☐	☐	☐
Lack of software and systems appropriate for our needs.	☐	☐	☐	☐	☐
Lack of organisational leadership and vision for what a more digital service might look like.	☐	☐	☐	☐	☐
Our culture needs to change: the way 'things are around here' needs to shift away from the old methods of delivery and at present our organisational culture stops this.	☐	☐	☐	☐	☐
We need to sort out our infrastructure (e.g. internet).	☐	☐	☐	☐	☐
We need to sort out our processes (e.g. Data Protection policy).	☐	☐	☐	☐	☐
We have other challenges rated as a higher priority than digital.	☐	☐	☐	☐	☐
Inconsistent demands from different commissioners and regulators.	☐	☐	☐	☐	☐
Concerns around security and data protection.	☐	☐	☐	☐	☐

Section 4
Skills, competence and development

To be able to make the most of technology opportunities, employees at all levels within social care need to have core digital skills and have the confidence and competencies to use technology.

Core digital skills are the skills and knowledge needed to undertake everyday digital activities relevant to your job role.

7. Sharing data. Do all relevant staff know how to…

Thinking about each of the following, place yourself along the scale:
5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

	1	2	3	4	5
Safely share appropriate data with colleagues.	☐	☐	☐	☐	☐
Safely share data with colleagues in other organisations/ professions.	☐	☐	☐	☐	☐
Use password protection.	☐	☐	☐	☐	☐
Complete digital records accurately.	☐	☐	☐	☐	☐
Store information safely.	☐	☐	☐	☐	☐
Safely use insertable and removable storage devices.	☐	☐	☐	☐	☐
Read, send and receive email communication.	☐	☐	☐	☐	☐

8. Learning and development. Do all relevant staff know how to …

	1	2	3	4	5
Create a log in and password for a learning account.	☐	☐	☐	☐	☐
Print off evidence of completion of learning.	☐	☐	☐	☐	☐
Access mobile learning via a tablet or smart phone.	☐	☐	☐	☐	☐
Record learning digitally for a portfolio.	☐	☐	☐	☐	☐
Bookmark a page so it's easy to find again.	☐	☐	☐	☐	☐
Use search techniques to locate and select relevant information.	☐	☐	☐	☐	☐
Recognise and take account of currency, relevance, bias and copyright when selecting and using information.	☐	☐	☐	☐	☐

9. Using digital skills in direct care. Do all relevant staff know how to…

	1	2	3	4	5
Help someone use a health/self-care app.	☐	☐	☐	☐	☐
Help someone with assistive technologies (such as a falls monitor).	☐	☐	☐	☐	☐
Help someone access services on-line (such as claiming benefits, paying rent, booking appointments) .	☐	☐	☐	☐	☐
Research local activities for a person you support .	☐	☐	☐	☐	☐
Set up and support a remote medical consultation for a person you support.	☐	☐	☐	☐	☐

10. Managing information. Do all relevant staff know how to...

5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

	1	2	3	4	5
[Home care only] Use a remote monitoring system via a smart phone.	☐	☐	☐	☐	☐
[Home care/day support] Update a digital care plan.	☐	☐	☐	☐	☐
[Residential or nursing care] Update digital handover records in a skilled way.	☐	☐	☐	☐	☐
Work with files, folders and other media to access, organise, store, label and retrieve information.	☐	☐	☐	☐	☐
Follow and demonstrate understanding of the need for safety and security practices.	☐	☐	☐	☐	☐
Create, use and maintain secure passwords.	☐	☐	☐	☐	☐
Minimise the risk of computer viruses.	☐	☐	☐	☐	☐

Section 5
Use of digital by people who need care and support

11. Technology offers great opportunities to engage in a different relationship with the people who use your services, via sharing the opportunities that technology brings. It can also allow greater choice and self-care for those who need care and support and their carers.

Thinking about each of the following, place yourself along the scale:
5 means you have fully met the statement and 1 means you haven't made any progress toward the statement.

	1	2	3	4	5
Actively engage with people who need care and support (and carers) to personalise care provided.	☐	☐	☐	☐	☐
Provision of Wi-Fi internet for people who need care and support in your services.	☐	☐	☐	☐	☐
Encourage and support service users to bring/use their own device (laptop or tablet device) to access the internet.	☐	☐	☐	☐	☐
Building a pool of devices (laptops and tablet devices) to help service users get online.	☐	☐	☐	☐	☐
Our staff are able to help service users with basic online tasks (like Skype calls, Facebook, YouTube, etc).	☐	☐	☐	☐	☐
Service users going online are helped to understand good cyber security.	☐	☐	☐	☐	☐
People who use our services are encouraged and able to give feedback digitally (email, text, website, etc).	☐	☐	☐	☐	☐

	1	2	3	4	5
People who use our services are able to enter their own information digitally to supplement and inform the overall care plan.	☐	☐	☐	☐	☐
Service users can communicate securely with our organisation in a variety of ways, including email, text or messaging.	☐	☐	☐	☐	☐

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