

Enhancing, not replacing: Using AI and Virtual Environments to strengthen human-centred social work practice

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TSA™



AI and Immersive Worlds



Audience Poll

When you hear the term 'AI in social care' what is the first word that comes to mind?



<https://markedimprovement.typeform.com/AIsummit01>



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Audience Responses

Live results from the Typeform poll



[View Results](#)



Social Work: Person-centred



AI in our Daily Lives

AI is quietly powering the tools and services we use every day.
It's already part of our world.



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Productivity in our daily work

AI helps us write emails, summarise information, manage schedules and make better decisions, faster.



Education and training

AI personalises learning, tutors in real time and helps educators focus on what matters most – people.



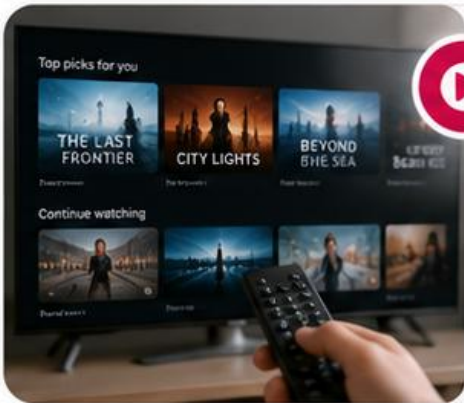
Banking and finance

AI helps detect fraud, assess risk, personalise advice and make banking faster, safer and more secure.



Online shopping

AI recommends products, compares prices and helps us find what we need, often before we even search.



Streaming and entertainment

AI suggests what to watch, creates playlists and powers the content we enjoy, tailored to our tastes.



Health and social care

AI supports earlier detection, predicts needs, reduces admin and helps professionals deliver better outcomes.



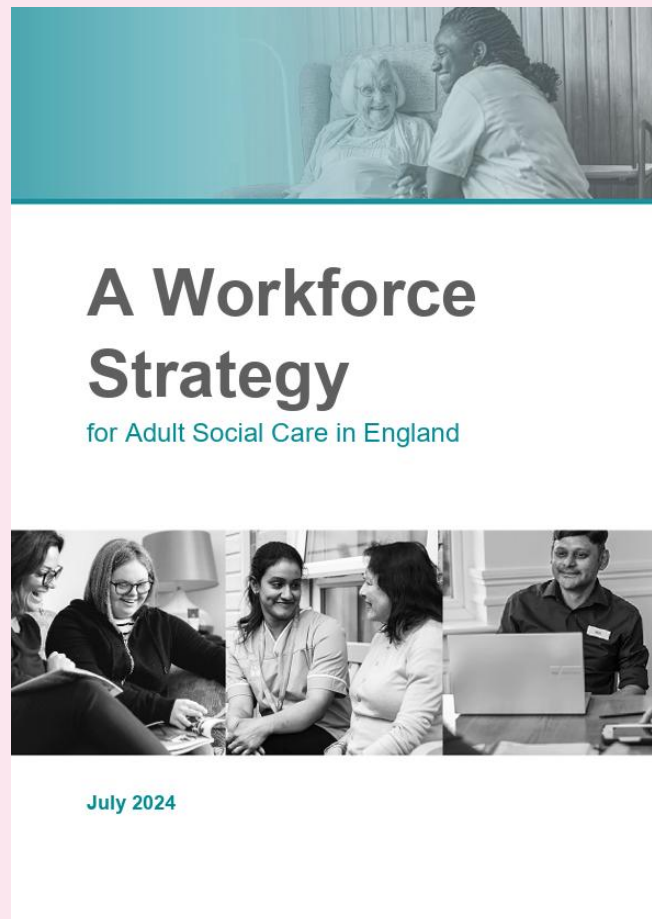
...and many more

From travel and navigation to smart homes and customer service, AI is making life simpler, every day.



AI isn't just about technology – it's about making everyday life better for everyone.

The workforce reality:



- **Increasing complexity of need**
- **Workforce shortages**
- **Retention challenges**
- **Growing demand – capacity issues**
- **Upskilling need**
- **Training capacity challenges**

<https://www.skillsforcare.org.uk/Workforce-Strategy/resources/Supporting-resources/A-Workforce-Strategy-for-Adult-Social-Care-in-England.pdf>

The Government's three strategic shifts

Hospital to community

The Strategy is designed to enable effective social care, delivered by a skilled, well-staffed and valued workforce. This plays a central role in providing integrated, person-centred care for people in their communities – **reducing demand on the NHS.**

Analogue to digital

The Strategy is designed to harness and integrate digital technology, data and artificial intelligence. This will improve the quality and value of social care for the people drawing on it and the taxpayer. It will increase the efficiency with which care is delivered and enables the sector to attract people with digital skills. **Everyone working in care will have access to the right training opportunities to use digital, data and technology effectively and ethically.**

Sickness to prevention

The Strategy is designed to facilitate effective social care that enables people to live better and reduces the number of people needing NHS treatment. **A skilled, well-staffed and valued workforce, with time to support people before their needs escalate, plays a central role in preventing illness.**

Three strategic shifts

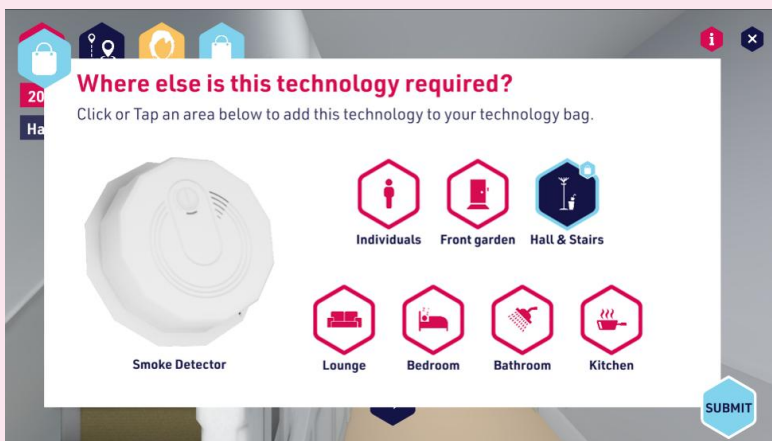
1 Hospital
↓
Community

2 Analogue
↓
Digital

3 Sickness
↓
Prevention



- **Interactive, Immersive Learning** - Explore TEC in each area of the home to build awareness and understanding
- **Structured eLearning Modules** - Explorer and Expert modules with knowledge checks, assessments, and certification, can be completed in 30-40 minutes.
- **Real-World Application** - Scenarios support on-the-job learning and TEC decision-making
- **Collaborative and Culture-Shaping** - Group learning, guided conversations, and L&D support to drive digital transformation in care



- Safe environment for learning
- Builds knowledge and familiarity with technology-enabled care
- Supports reflective practice
- Embeds core values and a person-centred approach
- Makes learning memorable and engaging

The Virtual Home: Driving a digital-first approach

TSA™



26+

Organisations
utilising Virtual
Home

**11,000
+**

Users are
gaining
unique
learning
opportunities
from Virtual
Home

90%

Felt more
confident in
their
awareness
and
prescribing
TEC after the
Virtual Home
training

>39%

Sustained
increase for
local
authorities in
quality
referrals into
TEC services
following
application of
The Virtual
Home



EXPLORER

Virtual Home – Road Map Development

Building an AI-enabled ecosystem to support social work practice



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More time for people



Stronger, more confident workforce



Consistent, quality-assured practice



Reduced cognitive load and admin



Better outcomes for individuals and communities



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Working in Partnership

Together, TSA and Skills for Care are driving innovation in workforce development, embedding technology-enabled care and supporting excellent social work practice.



The Real Opportunity

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The opportunity for AI in Health and Social Care is not to replace care, but to create more time for care.”



Questions for you

Your views help shape how we use AI to better support people and improve practice.



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1

Does AI embedded in this way
provide **support** for you?



2

What **else** would you like to see?



3

What would make you feel
more **confident** about AI in practice?





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Thank you

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