

Digital Excellence in Care (DEC) Framework – Highlight Report

May 2026

A joint initiative

Sona.

 **nourish**

 **CARE ENGLAND**
The voice of care

Voluntary
Organisations
Disability Group


 **iris
care**
group

 **Digital
Care Hub**

PRIVATE AND CONFIDENTIAL

A vision for digital care

Technology should enable people to live more independent, fulfilled and safer lives with support that is personalised, joined up, and responsive to what matters to them.



People have choice, control, and confidence in their own lives



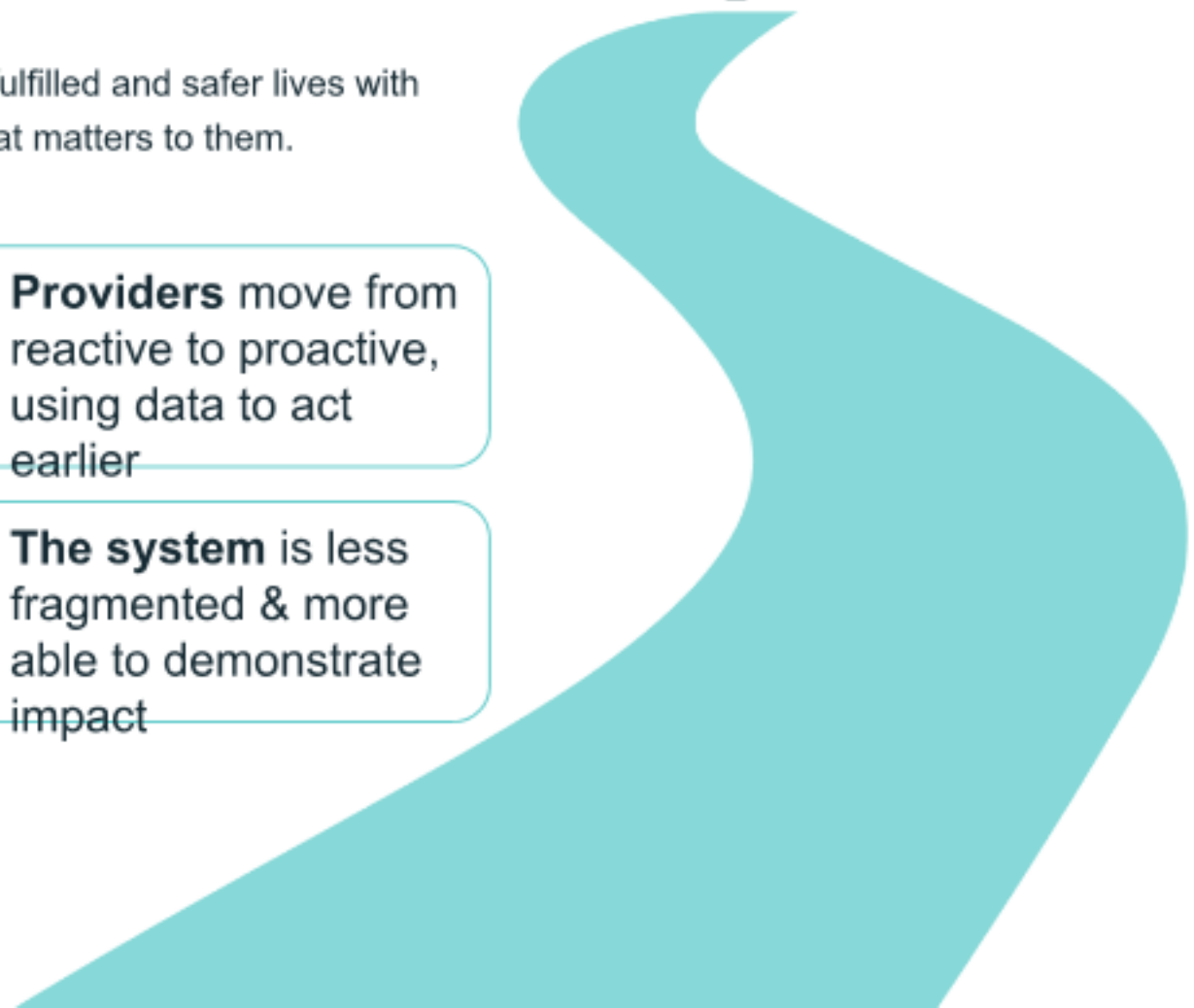
Providers move from reactive to proactive, using data to act earlier



Commissioners shift to outcomes-based partnerships



The system is less fragmented & more able to demonstrate impact



Digital Excellence in Care – Principles and Approach

The cost of care is prohibitive and no single organisation is big enough to solve it alone. We are working together as a sector to build a collaborative framework that works for everyone, because the better we all become with digital, the better we are together.

People First

Technology serves people, not the other way around

Supplier Agnostic

Working in collaboration with key sector suppliers but driven by providers

Outcomes Over Outputs

What changes in someone's life matters most

Interoperability by Default Systems and data must work together across organisations and sectors

Safety, Privacy and Ethics

Non-negotiable foundations

Co-Production

Designed with the people who use and deliver care

Supplier-agnostic deliverables



Co-produced Framework Report

A sector led and co-produced report outlining the findings of this initiative



Data Requirements Library

A complete index of data requirements across social care



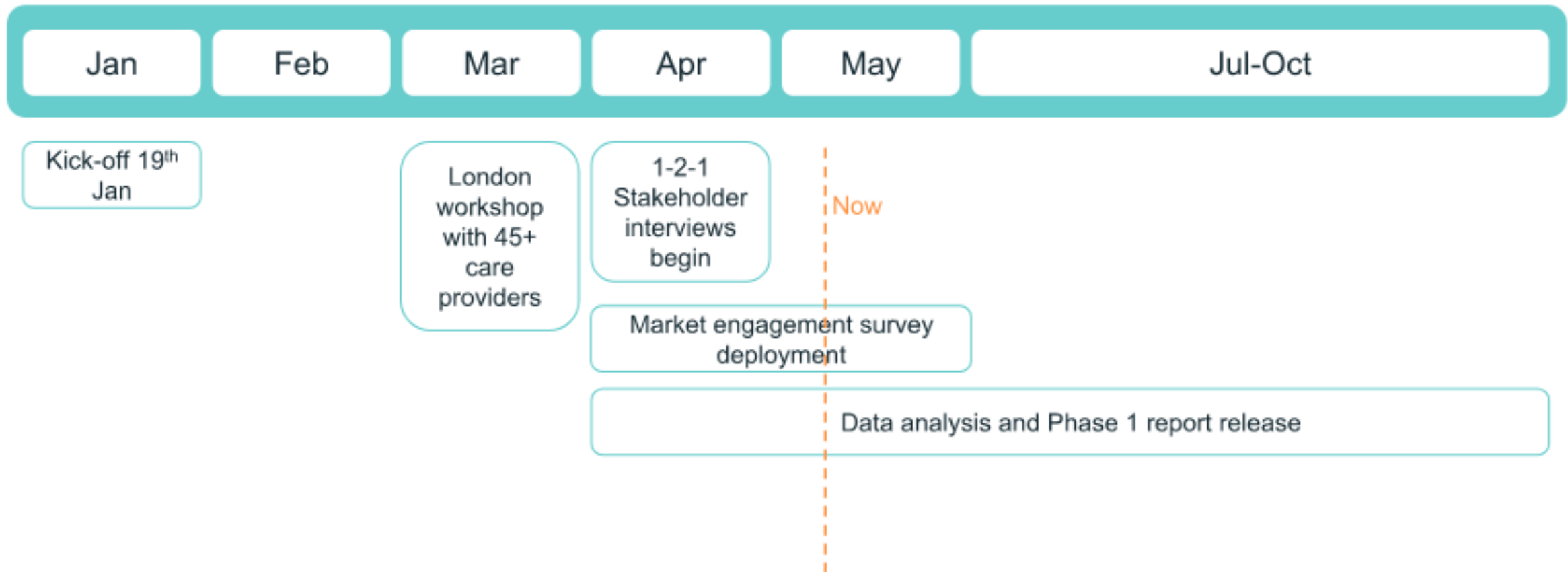
Roadmap

A published roadmap for technology suppliers

Focusing on users of data



What have we done so far?



What do we still have to do?

Stakeholder Validation
(Surveys, Interviews, Workshops, Events)

Validation against TLAP, Good Lives Framework and other sector work

Learning Disabilities England Consultation

Supplier Validation Surveys

Market Research



Initial Findings

Top-ranked priorities Stakeholder workshop, March 2026 (London)

Families

Daily Wellbeing & Care Updates

People Supported

I am supported to be an active citizen

Finance

Reconciliation of Commissioned vs Delivered vs Billed Hours

Local Authorities

Contract Monitoring & KPI Compliance

People

Recruitment Pipeline & Vacancy Management

CQC

Medication Safety & MAR Documentation

Quality

Regulatory Compliance & Monitoring

Commercial

Local Authority returns and Compliance Reporting

Estates

Planned preventative maintenance and Compliance

Operations

Staffing Level Compliance & Safe Staffing Checks

Stakeholder Interviews – People & Quality

“Quality systems shouldn’t be built around compliance”

Requirement: Staff pulse checks in staff rostering apps

Requirement: Integrations between rostering platforms and care planning systems to allow for sharing of needs

Sickness absence & return-to-work reporting is a high priority - Day 1 statutory sick pay now in effect.

Better insights, reporting and automation is required for the People function.

Initial interviews highlight the benefits of richer data sharing between People and Quality. Improved understanding of needs, skills, outlook and goals could reduce staff churn and improve care delivery.

Digital Excellence in Care Steering Group



Peter Kinsey



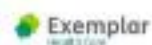
Richard Ayres



Lauren Wraight



Claire Kennedy



James Robson



Helen Stokes



India Kelly



Kate Doodson



Rhidian Hughes



Sarah Woodhouse



Holly Spiers



Benedict Sutton



Finbar Mulholland



Beverly Fittit



Fiona Florey



Denise Tack



Do you want to get
involved?

