# Digital Sector; Digital working, learning and information sharing.

25th January 2022

Introductions

- Peter Northrop – Locality Manager for Hull, East Riding, North Lincs, North East Lincs and County Durham.

- Ailsa Benn – Locality Manager for Bradford and Calderdale.

- Zoe Thomas– Locality Manager for South Yorkshire

- Don't forget, please do introduce yourself in the chat.
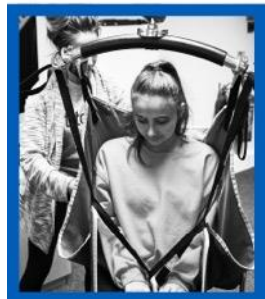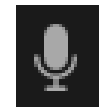
Zoom housekeeping

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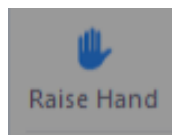
Check your display name
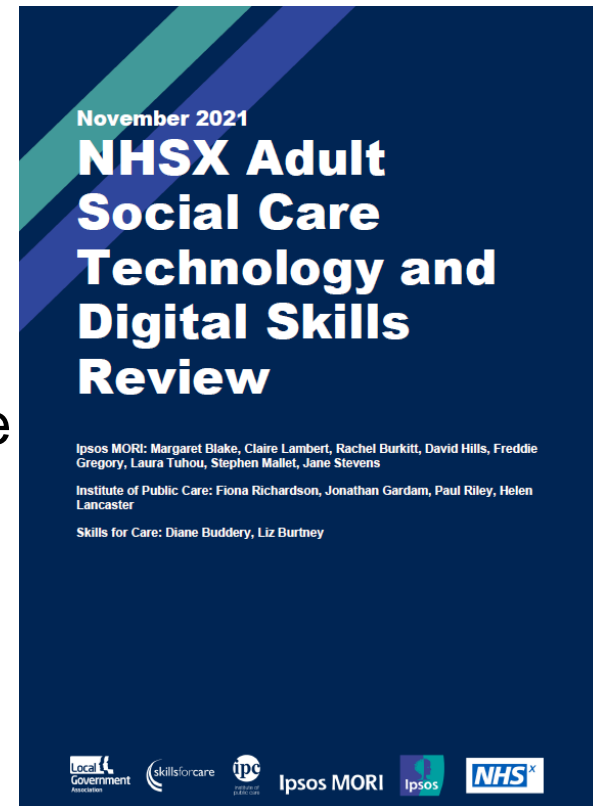
Use gallery view

Mute unless speaking

Open chat

Use raise hand

NHSX Adult Social Care Technology and Digital Skills Review - Sector Research

- Skills for Care worked in partnership with Ipsos Mori and IPC Oxford Brookes and NHSx to undertake a Digital Skills Review across social care.

- The objective of the research was to establish a baseline of the digital capability and skill of the care workforce, future need and the types of digital learning and development needed.

- To read the report go to: https://bit.ly/3GFMXwA

November 2021

NHSX Adult Social Care Technology and Digital Skills Review

Ipsos MORI: Margaret Blake, Claire Lambert, Rachel Burkitt, David Hills, Freddie Gregory, Laura Tuhou, Stephen Mallet, Jane Stevens

Institute of Public Care: Fiona Richardson, Jonathan Gardam, Paul Riley, Helen Lancaster

Skills for Care: Diane Buddery, Liz Burtney

NHSX reviews published on digital technology innovation and digital skills in Adult Social Care

- The technology review explored the current use and effectiveness of digital technology in adult social care (ASC), the barriers and enablers to accessing and supplying digital technology, and the potential for future use of digital technology. The skills review explored the digital capabilities of the adult social care workforce, including current levels of digital skills, understanding of future need, and current provision and outcomes of learning and development.
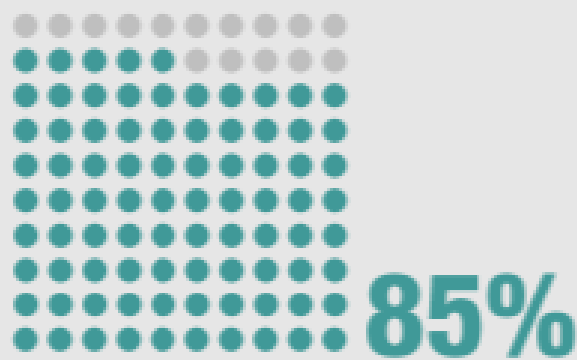
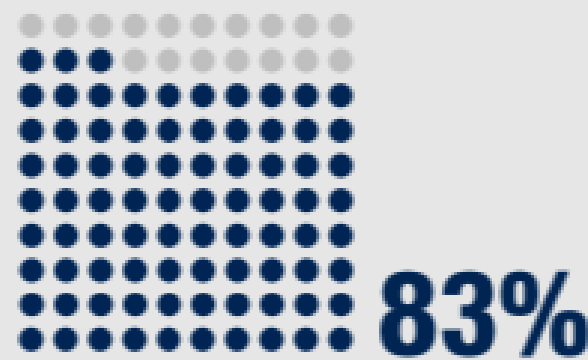# BENEFITS OF DIGITAL TECHNOLOGY IN ADULT SOCIAL CARE

Care providers felt that technology brought a range of benefits to their organisation and the people they care for.

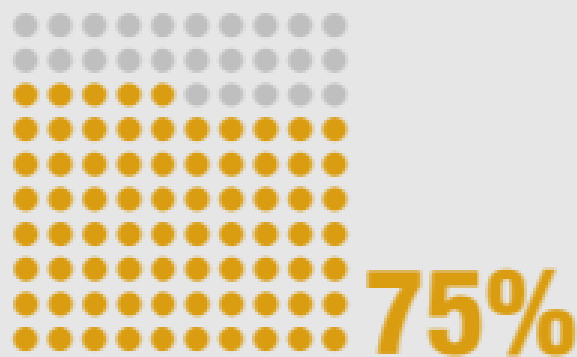**Care providers reported the following benefits from support and monitoring technology:**
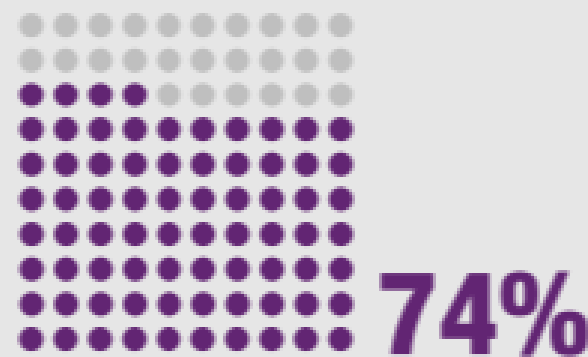
85%
better quality of care

83%
improved health and wellbeing outcomes

75%
improved productivity

74%
staff spending more time delivering care

Poll

- Are you using digital technology for
- Staff rostering
- Ordering medication
- Social Care Records
- Video calls
- Training
- Redbags
- Other

A RANGE OF DIGITAL TECHNOLOGIES WERE USED

Care providers were using a range of technologies for care and support.
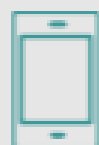
91% had access to a desktop PC or a laptop

86% used video calling software

77% had access to or used a mobile tablet or smartphone.

60% used digital care records or planning software

53% used monitoring equipment with sensors

THE TECHNOLOGIES USED VARIED BY TYPE OF CARE PROVIDER

Although use of digital technology
for care and support was
widespread, it varied by
provider type.

Care homes were more likely than **homecare providers** to use support and monitoring technologies:

67% vs **40%**
monitoring equipment with sensors

74% vs **61%**
video calling
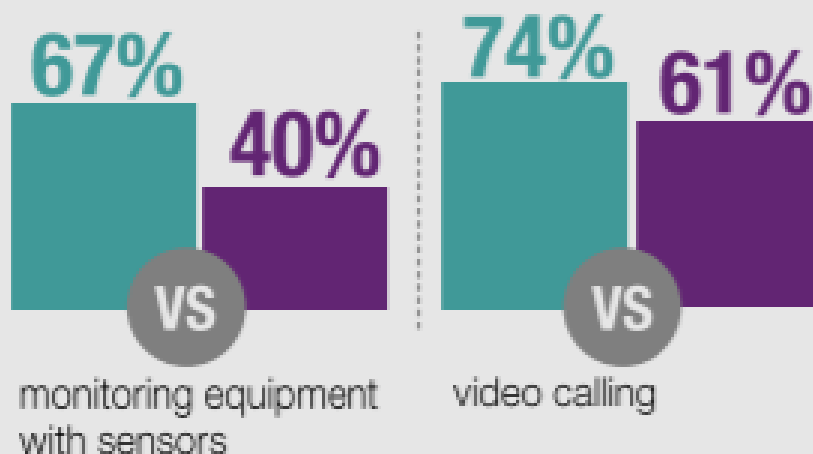
Homecare providers were more likely than **care homes** to use business support or care management technologies:

76% vs **45%**
digital care management software

70% vs **51%**
digital care records

53% vs **25%**
eMAR
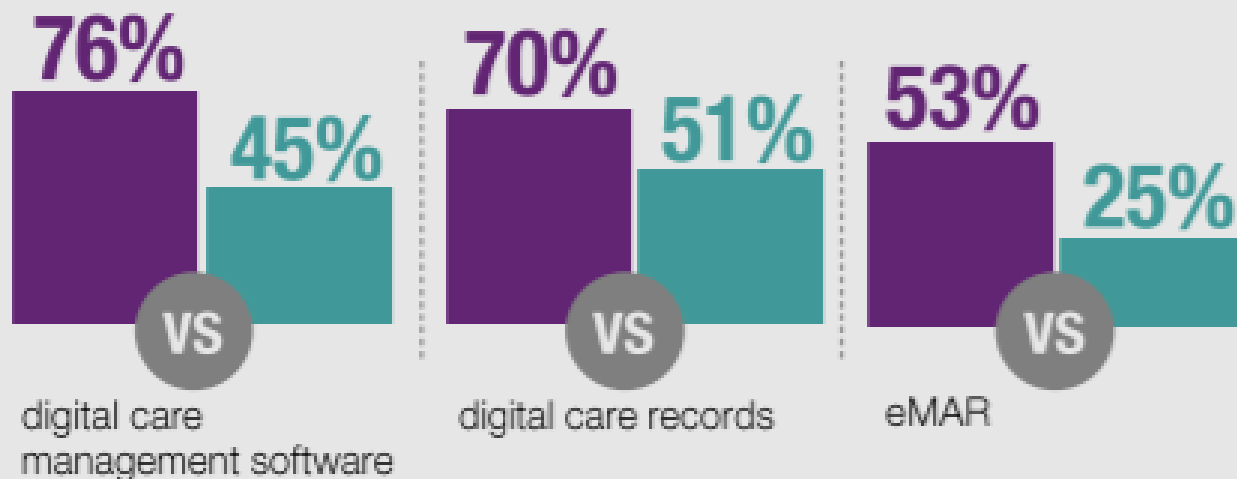
Social Care White Paper

People at the Heart of Care: adult social care reform

Digital skills

Our ambitions for a digitally enabled care system cannot be realised without a workforce that is skilled and confident in the use of technology. Building on the findings from the recent digital skills baseline report, we will provide a comprehensive digital learning offer that includes accessible training and online resources to build transferrable digital skills as well as practical guidance on using technology in all care settings.

https://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper/people-at-the-heart-of-care-adult-social-care-reform

Benefits of digital technology

- better quality of care and outcomes for people who need care and support and unpaid carers,

- improved working practices and improved efficiency

- gives people greater independence and control over their care and are proven to help support well-being.

- can free up the time care workers now spend on administration tasks for more face-to face care

Social Care White Paper

- People at the Heart of Care: adult social care reform

- £150 million of additional funding to drive greater adoption of technology and achieve widespread digitisation across social care

- putting practical digital tools in the homes and the hands of those who draw on care and support and their carers

- equipping the social care workforce with the digital tools, knowledge and confidence they need to deliver outstanding quality care

- creating the digital and data infrastructure needed to drive future transformation in care delivery

10 year plan

- **People, families and unpaid carers**

- have confidence in selecting and using the most appropriate digital tools to support their independence, safety, and wellbeing, knowing which technologies meet essential standards

- know their needs, goals and preferences are shaping the design and delivery of digital transformation in health and care

- have access to a comprehensive and up-to-date digital social care record, allowing vital information including end of life preferences to be shared securely,

Poll

- What % of your service users use the internet
- 91 -100%
- 76 – 90%
- 51 – 75%
- 26 – 50%
- 0 – 25%
- Do not know

10 year plan

- **Adult social care providers and staff**

- understand the benefits of digital technology, and have the confidence and capability to drive digitisation in their own organisations, sharing learning and best practice across the sector

- be confident to identify, recommend and use appropriate technology to deliver high-quality care

- work as part of a multidisciplinary team able to communicate and collaborate securely to ensure all professionals have access to the information they need

- take informed steps to protect people's health and personal information against cyber risks, giving health and care professionals the confidence to appropriately use and share information

What level of digital skills do most of your staff/colleagues have?

- Excellent

- Good

- Average

- Basic

- Less than basic

- Do not know
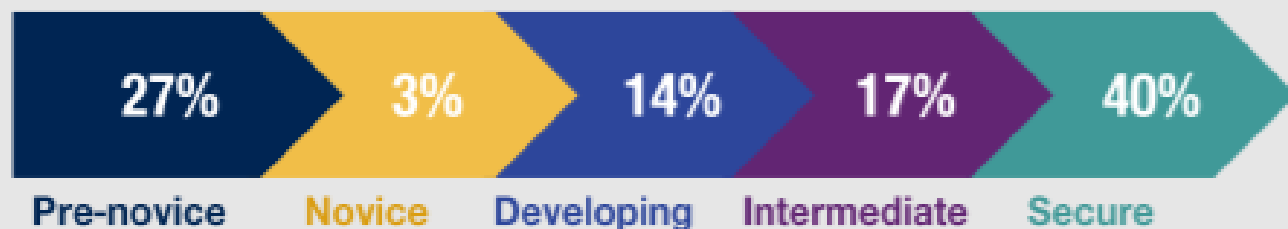
Poll

- Do your staff have reliable and consistent access to the internet

- Always
- Most of the time
- Sometime
- Rarely
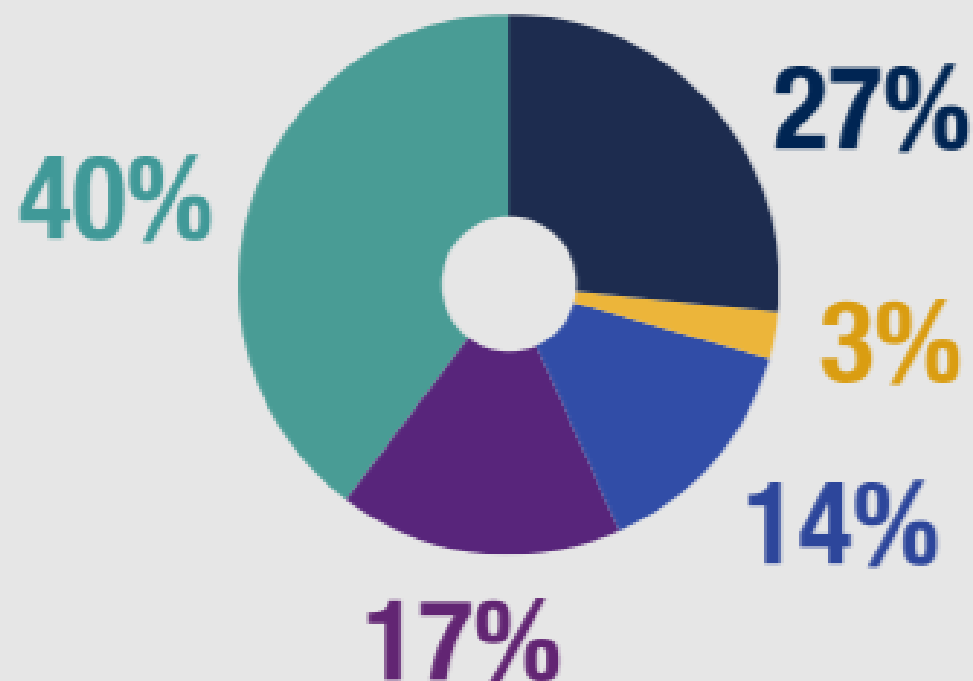
DIFFERENCES IN DIGITAL CONFIDENCE

There were key differences in confidence by role, age, and access to digital technology.

c)

The percentage with 'intermediate' or 'secure' confidence varied:

JOB ROLE

Registered manager **77%** **VS** Care worker **53%**

AGE

18-34y **62%** **VS** 55y+ **37%**

ACCESS TO TECHNOLOGY

Digital workplace **62%** **VS** Paper based workplace **48%**

AREAS FOR SKILLS DEVELOPMENT: THE VIEWS FROM THE MANAGERS & THE WIDER WORKFORCE

There were perceived gaps in digital skills among the adult social care workforce.

The biggest gaps in digital skills of the workforce according to registered managers and others with responsibility for digital skills development were:
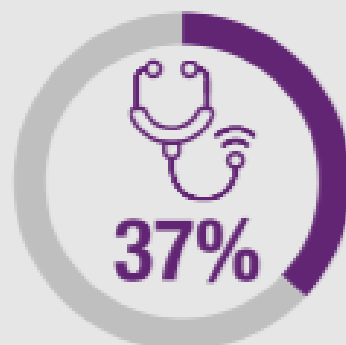
37%
operating digital devices as part of their job
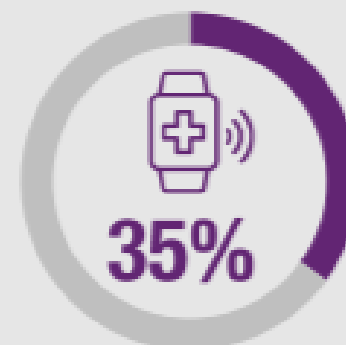
35%
supporting care recipients to use technology

Among the frontline workforce, the most cited areas for development were:

35%
how to support care recipients to use technology
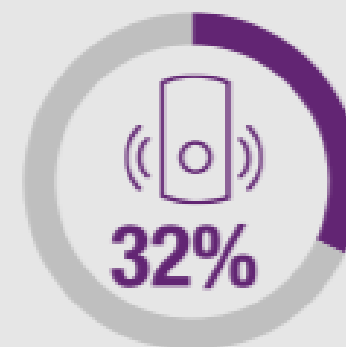
32%
how technology can be used to deliver care

INDIVIDUAL BARRIERS TO DIGITAL ADOPTION OF TECHNOLOGY

Participants identified a number of barriers related to individual-level factors.

Variation in familiarity and opportunity to use technology in the workplace, which impacted on digital confidence

Low awareness and knowledge about the range of technologies available and their benefits, among staff, people with care and support needs and unpaid carers

Attitudinal barriers among some people with care and support needs and those working in ASC, including anxiety about using technology

ORGANISATIONAL BARRIERS TO ADOPTION OF DIGITAL TECHNOLOGY

Care providers also identified barriers at an organisational level.

Care providers identified several barriers:

56% current budget pressures

45% digital skills of the workforce

38% lack of time to focus on developments needed

24% lack of infrastructure

Local authorities and technology suppliers identified several barriers:

THE DIVERSE NATURE OF THE CARE PROVIDER MARKET

FINANCIAL PRESSURES IN THE SECTOR

THE LACK OF A 'DIGITAL BACKBONE' FOR THE SECTOR TO BUILD UPON

BARRIERS TO DIGITAL SKILLS LEARNING & DEVELOPMENT

A lack of time was the most common barrier to accessing digital skills learning and development in the past year.

The main barriers to learning and development were:

being too busy to undertake training and development in digital skills — **21%**

already having all the skills necessary to carry out their job — **19%**

not knowing which digital skills to develop — **17%**

their employer not offering training or development in digital skills — **16%**

Enablers

- confident digital leadership within organisations
- funding for investment in digital technologies
- upskilling the workforce as well as help to understand the different technologies available
- improved infrastructure
- improving awareness and understanding of how care technology can improve outcomes for people with care and support needs
- supporting staff to further improve their digital skills
- Improve access to digital technology

Digital Skills Review

- ## Key recommendations

- developing basic skills to ensure staff have a baseline of transferrable skills that can allow them to feel confident using digital technology

- improving the knowledge of the use, application and benefits of different digital technologies in social care

- improving access to digital technology in some parts of the sector to ensure staff have the opportunity to use and become familiar with operating digital devices and systems

- building more confident digital leadership, including developing skills in change and project management so that organisations are better placed to adopt digital technology and developing support provision for staff. This is needed until digital technology becomes embedded into working practices.

What are we doing in response?

Digital Leadership Programme

Skills for Care have commissioned The National Care Forum and 3 Spirit UK to deliver a digital leadership programme specifically for registered managers working in adult social care.

The programme has been developed to build confidence and ability to use digital technology in the workplace.

The 2022 programme consists of 2 face to face in person sessions and 2 online sessions, and is free of charge.

Booking are now closed but further information will be provided in spring 2022 on further sessions taking place

Digital Champions (pilot)

NHSX are identifying 4 Integrated Care System (ICS) areas keen to take part in a digital champions training pilot

- Each ICS will recruit up to 10 aspiring digital champions)

- We are commissioning 2 external providers to develop 3 x 2hour modules which they will deliver virtually to the aspiring digital champions in February 2022

- Digital champion modules will cover an introduction to being a digital champion, plus 2 areas from our Digital Framework

- We are also commissioning an evaluation of the training, which will focus on the learning approach rather than impact at this stage

- Recruitment for the pilot training will take place via 4 ICS areas (TBC)

Skills for Care resources that can support your digital journey

Measuring Digital Readiness

Developed a digital self-assessment tool which will help you to measure:

- how capable their staff are of harnessing the benefits of digital tools and skills
- whether they have the right infrastructure in place to use more digital tools

Access the Digital Readiness tool.

Becoming a 'digital' social care organisation

This focuses on:

- becoming more digital
- first steps in thinking digital
- scoping and getting people on board
- your business plan and specification
- searching for a supplier and solution
- implementation plan
- Review

To access the resource: https://bit.ly/3vldWaA

Core digital skills

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

- The core digital skills resource highlights the skills and knowledge needed to undertake everyday digital activities relevant to your job role.

- This can include finding and managing digital information, sharing personal data digitally, using digital technology and making use of e-learning.

To access the resource: https://bit.ly/3gyHX1I

The Data Security and Protection Toolkit (DSPT)

skillsforcare

The DSPT is an annual self-assessment for health and care organisations.

- It sets out the Standards you need to ensure to keep people's information safe and to protect your business from the risk of a data breach or a cyber attack.

- It covers both paper and digital records.

- Local Authorities, Clinical Commissioner Groups, Care Quality Commission and the National Guardian recognise it as the official tool to evaluate your compliance with legal requirements, Data Standards and good practice.

Data Security and Protection Lead

Good practice for meeting your GDPR obligations

- The Data Security and Protection Toolkit asks that you assign responsibility for data security and protection to someone in your organisation.

- This role is called a Data Security and Protection Lead and will have:
    - enhanced knowledge and awareness of Data Protection regulations and processes.
    - an awareness of the correct processes, to act as a guardian of these and to be alert to any possible issues or breaches.

Find out more

The role of the
Data Security and Protection Lead
Good practice for meeting your GDPR obligations

November 2020

Data & Cyber Security Introductory Learning Resources

To access the learning resources: https://bit.ly/3gDw0qW

Barclays Digital Eagles

Digital Eagles

- Digital Eagles provide support and training to staff which can include accessing healthcare appointments online, keeping residents connected to friends and family and accessing entertainment or hobbies online.

- The support has now been expanded and is available to all adult social care services

- When registering please use the company code **SKIFCAR**

For more information: https://bit.ly/3goKewY

Digital Definitions

- Skills for Care have produced social care digital definitions to support the sector to understand the varying digital terminology.

- https://www.skillsforcare.org.uk/Leadership-management/managing-a-service/Digital-technology-and-social-care/Digital-technology-and-social-care.aspx

Digital terms explained

The use of digital technology in social care is relatively new, bringing with it new terms and phrases which aren't always easily understood. Here's a list commonly used words and phrases and what they mean in adult social care.

Digital ▸

Digital skills ▸

Digital capabilities ▸

Digital leadership ▸

Digital maturity ▸

Digital readiness ▸

Data protection ▸

Cybersecurity ▸

ANY QUESTIONS?

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