

Recommendations



Practical approach toolkit: Empowering self-managing teams

These recommendations build on BelleVie Care's experience and wider sector best practice. They show how digital transformation can support values-led care, empower self-managing teams and improve effective outcomes without losing human connection. Remember that digital transformations are people-change programmes, not technology ones.

Each recommendation includes practical actions you can take, and we suggest referring to the relevant 'building block' for deeper context. The insights combine strategic, operational and cultural learning, and can be adapted by other providers looking to strengthen digital capability in adult social care.

At the end of this section, you'll find resources to help with implementation.



Digital and technology	Yes	No	N/A
<p>Position digital expertise at the heart of operational strategy to ensure technology decisions align with care values and goals:</p> <ul style="list-style-type: none"> ■ Make digital leadership a core part of stewardship and strategic planning, not an optional add on. ■ Ensure leaders understand technology’s role in outcomes focused care, recruitment, scheduling, compliance and family engagement. ■ Adopt principles of user centred design and establish a regular feedback loop between care and technology to maintain focus. ■ Appoint digital champions to build confidence and maintain momentum across all areas of the organisation. 			

Action

Digital and technology	Yes	No	N/A
<p>Embrace human centred design by prioritising user needs, behaviours and experiences throughout the process to create intuitive, effective and useful products and services:</p> <ul style="list-style-type: none"> ■ People centred: Focus on understanding the user’s perspective, motivations and context rather than assuming their needs. Use participatory design – observe and interact with users in their environment. ■ Solve the right problems: Look beyond symptoms to identify and address underlying root issues; otherwise, symptoms will continue to reappear. ■ Prioritise user needs in the development cycle and show users how their problem has been addressed, encouraging ongoing input. ■ Systems thinking: View the solution as part of a wider ecosystem of interconnected parts, understanding how each element affects the overall experience. ■ Articulate the overall vision to users and help them understand their role in achieving it. ■ Small and simple interventions: Try small, simple changes and iterate; continually prototype, test and refine solutions based on user feedback. 			
Action			

Digital and technology	Yes	No	N/A
<p>Select technology that meets real user needs, supports your target care model, enhances autonomy and scales effectively as your organisation grows:</p> <ul style="list-style-type: none"> ■ Avoid rigid, top-down systems that undermine collaboration and self management and restrict you to time and task care delivery. ■ Choose technology that enables care plans to be built around outcomes that matter to the individual and supports outcome based reviews (e.g. using the Adult Social Care Outcomes Toolkit, ASCOT) and person-centred approaches. ■ Prioritise platforms that integrate scheduling, care planning and compliance tracking in one secure environment. 			
Action			

Digital and technology	Yes	No	N/A
<p>If you identify the need to create a bespoke system, involve care workers in co-design and provide inclusive, ongoing training to ensure digital tools reflect real-world needs and are adopted confidently:</p> <ul style="list-style-type: none"> ■ Understand the cost of developing your own system versus buying one off-the-shelf. ■ Run co-design workshops and test prototypes using real-life scenarios to ensure usability and relevance. ■ Build continuous feedback loops to refine tools and foster a culture where questions are welcomed and mistakes are treated as learning opportunities. ■ Offer blended learning through classroom sessions, eLearning and peer mentoring, supported by short video guides and app based resources. ■ Identify experienced technology partners who can advise on the pros and cons of the different approaches available. 			
Action			

Digital and technology	Yes	No	N/A
<p>If you identify the need to create a bespoke system, use iterative development cycles linked to pilot testing to release features quickly, gather feedback and adapt to changing operational needs:</p> <ul style="list-style-type: none"> ■ Start with minimum viable products and improve based on frontline input. ■ Identify the biggest user benefits for the smallest technical effort and tackle these first. ■ Maintain a roadmap for future enhancements while focusing on core functionality first. ■ Reference pilot insights to refine recruitment tools, onboarding processes and care planning systems. 			
Action			

Digital and technology	Yes	No	N/A
<p>Ensure front line colleagues can access schedules, care plans and communication tools securely and conveniently on mobile devices:</p> <ul style="list-style-type: none"> ■ Equip teams with centrally managed smart phones preloaded with secure apps. ■ Include offline functionality for areas with poor connectivity. ■ Design for neurodiverse users to create inclusive solutions that are more intuitive for everyone. ■ Add accessibility features such as voice to text and secure family messaging. ■ Ensure users are aware of new features and well trained on the tools provided, and continually reinforce how the tools support daily tasks. 			
Action			

Digital and technology	Yes	No	N/A
<p>Provide inclusive training and ongoing support to help colleagues embrace technology confidently and effectively:</p> <ul style="list-style-type: none"> ■ Offer blended learning through classroom sessions, eLearning and peer mentoring. ■ Create short video guides and practical resources accessible via apps. ■ Foster a culture where questions are welcomed and mistakes treated as learning opportunities. ■ Use feedback from training and product releases to feedback into your iterative processes. 			
Action			

Digital and technology	Yes	No	N/A
<p>Streamline processes and reduce duplication by consolidating tasks into unified platforms and automating routine functions:</p> <ul style="list-style-type: none"> ■ Automate payroll, compliance tracking and reporting to save time and reduce errors. ■ Use dashboards to support decentralisation and allow self-managing teams to evaluate and improve their own performance; and to support real-time stewardship, training and safeguarding. ■ Integrate systems and apply a ‘single source of truth’ approach to your data architecture to minimise administrative burden and errors. ■ Define clearly which processes are owned by users and which by admins or coaches. 			
Action			

Digital and technology	Yes	No	N/A
<p>Prepare for emerging technologies and look for opportunities that solve real user problems, improve how work functions, enhance care quality, predict risks and support organisational growth:</p> <ul style="list-style-type: none"> ■ AI is already in use and your colleagues will be using it. Ask where they are using it and feed this insight into your technology roadmap. Co-create an AI policy and iterate based on it. ■ Explore predictive analytics to anticipate falls, hospitalisation risks and other care needs. ■ Develop smart scheduling tools that automatically handle uncovered visits. ■ Make technology related actions transparent to encourage ownership and accountability. 			

Action

Digital and technology	Yes	No	N/A
<p>Protect sensitive information and maintain compliance through robust security measures and regular reviews:</p> <ul style="list-style-type: none"> ■ Implement mobile device management for secure app access and updates. ■ Ensure systems meet General Data Protection Regulation (GDPR) and cyber-resilience standards. ■ Train all colleagues on safe data handling and digital safeguarding practices. ■ Ensure all colleagues understand the risks of creating AI prompts that contain personal information. 			
Action			

Further support

- [Digital Skills Self-Assessment tool for Adult Social Care](#) – identify current digital capabilities and training needs across your workforce to support safe, confident use of technology in care delivery.
- [What Good Looks Like \(WGLL\) Self-Assessment Tool for Adult Social Care Providers](#) – this resource supports providers to assess digital maturity, identify gaps and plan improvements using national best practice.
- [Digital Skills Framework](#) – use structured guidance to plan digital development, embed core competencies and support continuous improvement.
- [Digital skills eLearning](#) – provide accessible, flexible training to build digital confidence and capability at all levels.
- [Cyber security and data protection](#) – resources to strengthen digital resilience and compliance through practical guidance on secure systems, mobile device management and safeguarding sensitive information.