

Recommendations for commissioners

Digital and technology



These recommendations reflect some of the actions that commissioners can take if wishing to adopt a neighbourhood prime provider model or similar approach. They're informed by the digital and technology building block section of the toolkit.

Digital and technology	Yes	No	N/A
<p>Commission digitally enabled services with unified platforms for scheduling, care planning and an integrated outcomes process in real time.</p> <ul style="list-style-type: none"> ■ Request demonstrations of how digital systems support real-time responsiveness, reduce duplication and improve care continuity. ■ Ensure platforms are designed to support outcomes-based commissioning, not just time-and-task models. 			
Action			

Digital and technology	Yes	No	N/A
<p>Ensure digital maturity and operational infrastructure to support innovative care delivery.</p> <ul style="list-style-type: none"> ■ Use digital maturity as a procurement criterion to ensure providers can deliver transparent, real-time care. ■ Prioritise providers with infrastructure that supports shift-pay models, outcome tracking and secure mobile access. ■ Encourage interoperable systems that enhance coordination and enable family engagement. 			

Action

Digital and technology	Yes	No	N/A
<p>Ensure mobile access for care workers to respond to client needs instantly, with GPS and QR Code verification for accurate visit data.</p> <ul style="list-style-type: none"> ■ Require providers to equip staff with centrally managed mobile devices to ensure secure, consistent access to care plans and updates. ■ Confirm that Electronic Call Monitoring (ECM) includes GPS tagging and QR code scanning to verify visit locations and durations. ■ Ask for evidence of how mobile access improves responsiveness to medication changes, hospital admissions and safeguarding alerts. 			
Action			

Digital and technology	Yes	No	N/A
<p>Recognise the benefits of commissioning providers who generate real-time data and demonstrate capability to analyse and act on care delivery data.</p> <ul style="list-style-type: none"> ■ Look for providers who use dashboards and automated reporting to monitor care quality, compliance and workforce performance. ■ Encourage use of RAG-rated indicators for care plan compliance, visit durations and training completion to support proactive oversight. ■ Support providers who can demonstrate how data insights have led to improved outcomes, reduced complaints and enhanced service efficiency. 			
Action			

Digital and technology	Yes	No	N/A
<p>Support digital resilience, including mobile device management and cyber protection.</p> <ul style="list-style-type: none"> ■ Require providers to demonstrate cyber security protocols, including firewalls, secure hosting and mobile device management (MDM). ■ Encourage participation in regional cyber resilience networks and adoption of standards like Cyber Essentials or ISO accreditation. ■ Ensure contingency plans are in place for digital outages, including manual coordination procedures and data recovery protocols. 			
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Action			

Digital and technology	Yes	No	N/A
<p>Encourage flexible care durations tailored to individual needs, enabled by digital systems.</p> <ul style="list-style-type: none"> ■ Commission services that use digital tools to assess and adjust care packages based on real-time client needs and outcomes. ■ Support models that allow for dynamic rota planning and care duration adjustments without penalising providers financially. ■ Promote commissioning frameworks that value relationship-based care and empower providers to reduce over-commissioning through trusted reviews. 			
Action			