

Recommendations for providers

Digital and technology



These recommendations set out the practical steps Be Caring took when planning and preparing changes to both their delivery model and wider service. They're informed by the digital and technology building block section of the toolkit and can be adapted by other providers considering similar changes.

At the end of this section, we've included a list of resources to support the implementation of these recommendations.

Digital and technology	Yes	No	N/A
<p>Conduct a collaborative review of infrastructure to identify inefficiencies, duplication and gaps in service delivery or data access.</p> <ul style="list-style-type: none">■ Involve care workers, office staff and central teams in mapping current digital processes and identifying pain points.■ Audit existing systems for interoperability, mobile access and real-time responsiveness.■ Include security assessments (e.g. firewall, cyber resilience) to identify vulnerabilities and strengthen protection.			
Action			

Digital and technology	Yes	No	N/A
<p>Evaluate whether current digital systems meet operational needs or if a bespoke platform would better support care delivery.</p> <ul style="list-style-type: none"> ■ Assess whether existing tools support your care model (e.g. shift-pay, outcomes-based commissioning). ■ Explore procurement options and consider agile development if off-the-shelf systems fall short. ■ Factor in long-term scalability, integration and cost-effectiveness when choosing or building a platform. 			

Action

Digital and technology	Yes	No	N/A
<p>Involvement of frontline staff early in design to ensure digital tools match real-world workflows and challenges.</p> <ul style="list-style-type: none"> ■ Run co-design workshops with care workers, co-ordinators and managers to shape system features. ■ Use real-life scenarios and dummy clients during testing to ensure usability and relevance. ■ Build feedback loops into development to refine tools based on lived experience. 			
Action			

Digital and technology	Yes	No	N/A
<p>Prioritise mobile access so care workers can view schedules, update care plans and communicate in real time.</p> <ul style="list-style-type: none"> ■ Equip staff with centrally managed smartphones preloaded with secure apps and care documentation tools. ■ Ensure mobile platforms support GPS tracking, QR code scanning and real-time updates. ■ Provide voice-to-text functionality to support accessibility and overcome language barriers. 			

Action

Digital and technology	Yes	No	N/A
<p>Select a unified, secure platform that integrates scheduling, care planning and enables an integrated outcomes process.</p> <ul style="list-style-type: none"> ■ Choose systems that eliminate duplication and allow seamless transitions between tasks and documentation. ■ Ensure platforms support rota optimisation, care plan compliance tracking and outcome reporting. ■ Confirm that data is securely hosted and compliant with cyber protection standards. 			
Action			

Digital and technology	Yes	No	N/A
<p>Apply agile development to build, test and refine features based on staff feedback and operational learning.</p> <ul style="list-style-type: none"> ■ Use iterative development cycles to release features gradually and incorporate user feedback. ■ Maintain a roadmap of “nice-to-have” features for future upgrades while focusing on core functionality first. ■ Involve digital champions and early adopters in testing and refinement. 			

Action

Digital and technology	Yes	No	N/A
<p>Deliver inclusive training through classroom sessions, eLearning and peer support to build digital confidence.</p> <ul style="list-style-type: none"> ■ Offer blended learning approaches tailored to different digital skill levels and learning styles. ■ Use scenario-based exercises and medication activity booklets to reinforce practical use. ■ Provide ongoing coaching and shadowing opportunities to support adoption. 			

Action

Digital and technology	Yes	No	N/A
<p>Equip staff with secure, centrally managed mobile devices to ensure consistency and protect sensitive information.</p> <ul style="list-style-type: none"> ■ Implement Mobile Device Management (MDM) tools to control app access, updates and data security. ■ Avoid reliance on personal devices to reduce risk and ensure uniform functionality. ■ Include GPS and QR code features to support accurate visit logging and compliance. 			

Action

Digital and technology	Yes	No	N/A
<p>Implement data reports and electronic call monitoring for oversight, compliance and performance tracking.</p> <ul style="list-style-type: none"> ■ Use dashboards with RAG ratings to monitor care plan compliance, visit durations and training completion. ■ Track medication administration, missed visits and safeguarding alerts in real time. ■ Use ECM data to support payroll accuracy, audit readiness and service improvement. 			

Action

Digital and technology	Yes	No	N/A
<p>Promote a culture of digital learning, supporting skill development at all levels over time.</p> <ul style="list-style-type: none"> ■ Identify and support digital champions within teams to foster peer learning and confidence. ■ Embed digital literacy into induction and ongoing training programmes. ■ Celebrate digital success stories and share best practices across services. 			
Action			

Further support

- **Digital skills self-assessment tool** – 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** – strengthen digital resilience and compliance through practical guidance on secure systems, mobile device management and safeguarding sensitive information.

Further support

- **Digital skills self-assessment tool** – 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** – strengthen digital resilience and compliance through practical guidance on secure systems, mobile device management and safeguarding sensitive information.