

# Digital leadership

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# Next steps to put People at the Heart of Care

On 4 April 2023, the government published '[Next steps to put people at the heart of care](#)' – a two-year plan for adult social care reform which sets out detail on how we will implement our [2021 white paper commitments](#) to improve the adult social care system.

This includes investing over £100 million over the next 2 years to:

1. **Drive rapid adoption of digital social care records** (DSCRs) to enable secure information sharing across health and care services and free up time for care staff and managers
2. **Test, evaluate and scale technologies** based on local priorities, building the evidence base for future investment
3. **Support care providers to boost their digital readiness**, including digital skills, connectivity and cyber security to give the social care workforce the confidence, skills, support and infrastructure to effectively use technology to provide high quality care.



# Digitising in Social Care Overview

Building a social care minimum data set to support interoperability

Drive increased uptake of the Data Security and Protection Toolkit

A comprehensive digital learning offer and practical guidance

Supporting care providers to adopt digital social care records and other care technology

Funding is available to test and evaluate technologies that address local priorities



# Adult Social Care Digital Transformation Fund

Alongside the *Next Steps* publication, the Digitising Social Care (DiSC) programme launched **Adult Social Care Technology Fund** for 2023/2024 to test and evaluate technologies that address local priorities and support the following outcomes:



1. Improve **care quality and safety** (including safe discharge from hospital)



2. Reduce **avoidable admissions/readmissions** to hospital

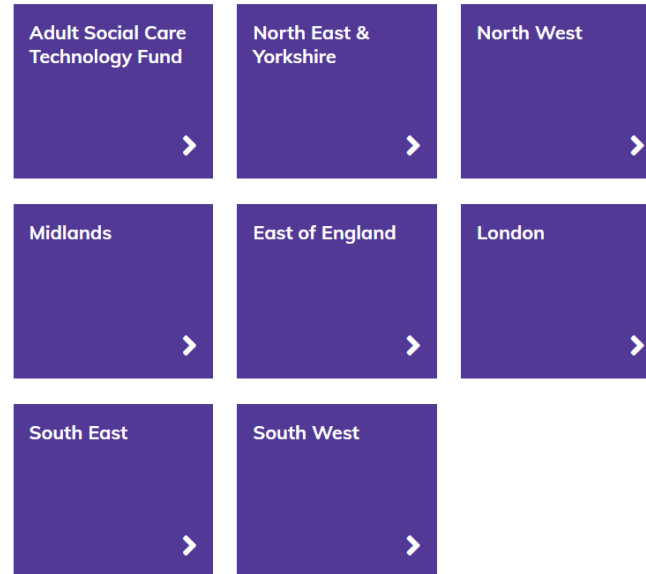


3. Support people to **live independently** in their own home



# Funding you can access via your ICS

- Funding will be used by local areas to cover **staffing resource** needed to support the work throughout the test period, **cost of any technology and licenses**, and **implementation costs** required to set up the technology.
- We also expect at least 20% of the funding to cover local **evaluation and benefits** mapping.



[Find out about funding in your area](#)



# What Good Looks Like (WGLL) For Adult Social Care

In *People at the Heart of Care* the government committed to developing advice on 'what good looks like' for social care technology to support digital working in adult social care (ASC).

- WGLL for ASC is an aspirational framework; providing a set of collective goals for **local authorities** and **care providers** to work towards.
- The guidance is organised around the 7 WGLL themes to describe digital working, including '**support workforce**'.
- The Digital Skills Framework is the first of several planned supporting resources to help care organisations implement the principles in WGLL for ASC.



# Digital Skills Framework

- The [Digital Skills Framework](#) is a free resource to help support the development of digital skills across the adult social care workforce.
- It defines seven key areas of effective digital working, organised in two 'levels': '**digital skills for all staff**', and '**go further**' with digital skills.
- The framework can be used by social care employers to help with planning staff training or by individuals for their personal development.



# Framework Themes

- Overview
- Theme 1: Using technology to support person-centred care
- Theme 2: Technical skills for using technology
- Theme 3: Communicating through technology
- Theme 4: Using and managing data
- Theme 5: Being safe and secure online
- Theme 6: Ethical use of technology
- Theme 7: Digital learning, development, and wellbeing





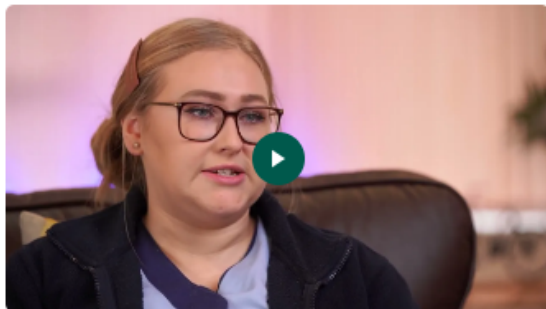
# Example of Theme layout

## Theme 3: Communicating through technology

### About this theme

Use this guidance to understand the skills and training your organisation needs to communicate using technology.

This video shows how developing these skills has helped a home care provider to better communicate with each other and with the people they support.



[Find training related to this theme in the digital skills database](#)

[+ Digital skills for all](#)

[+ Digital skills to go further](#)



# Example of knowledge criteria

## — Digital skills to go further

| Knowledge criteria  | Additional information   | Useful resources  |
|---|--|---|
| 6. Lead in modelling and promoting good practice in digital communication   | You can support your colleagues to develop their digital communication skills by modelling and promoting appropriate use of communication technology in the workplace. You can also advocate the benefits of online forums for learning and collaboration. | <u><a href="#">Digital champions in adult social care</a></u>       |
| 7. Help colleagues to understand, access and use communication technologies safely, and choose the right type of technology for the situation | There are a range of resources available to help you help your colleagues to communicate safely using technology.  | <u><a href="#">Getting a secure email account – NHS England</a></u> |



# Digital skills training

## Filters

71 results

### ^ Method

- ☐ In-person
- ☐ Self-guided
- ☐ Virtual

### ^ Skill level

- ☐ Digital skills for all
- ☐ Digital skills to go further

### ^ Price

- ☐ Free
- ☐ Paid

### ^ Themes

- ☐ Theme 1: Using technology to support person-centred care
- ☐ Theme 2: Technical skills for using technology
- ☐ Theme 3: Communicating through technology
- ☐ Theme 4: Using and managing data
- ☐ Theme 5: Being safe and secure online
- ☐ Theme 6: Ethical use of technology
- ☐ Theme 7: Digital learning, development, and wellbeing

### ^ Skills for Care endorsed

- ☐ Yes
- ☐ No

[Clear all filters](#)

## Communications for care – Abuka

Learn how every interaction, action and behaviour needs to be 'read' to understand a person's feelings and thoughts, and how you may need to modify your own communication styles to interact effectively with colleagues, managers and people using care services.

Skill level: Digital skills for all   Length: 3.5 hours   Format: In-person

## Data protection (GDPR) – Abuka

Understand the similarities and differences between the GDPR (2018) the Data Protection Act 1998 and will enable organisations to manage data and information correctly within these guidelines.

Skill level: Digital skills for all   Length: 3.5 hours   Format: Virtual

## Cyber security awareness – Abuka

This course introduces cyber security and safeguarding risks. It is suitable for all employees who are online.

Skill level: Digital skills for all   Length: 3 hours   Format: In-person

## Record keeping and documentation – Abuka

Refresh and remind care employees about the importance of record keeping, what good record keeping looks like, what should and should not be included, and the implications of mistakes.

Skill level: Digital skills for all   Length: 3.5 hours   Format: In-person

## IT user skills – Acorn Training

Learn basic IT skills, including using email and Microsoft Office (this course is not social care specific).

Skill level: Digital skills for all   Length: 5 days   Format: Virtual



## Digital, Data and Technology (DDaT) and Digital Skills

Skills for Care are establishing a base-line of digital roles and digital skills in adult social care

This supports the recommendation made in the NHS & Social Care DDaT workforce paper



We are developing new sections in our data set for employers to complete the following:

Digital, Data and Technology roles

Roles that sit outside of DDaT i.e. Digital Champions

Digital Skills training linked to the Digital Skills Framework



# Digital Champions

## E-learning and building a community



**8 x E-Learning Modules  
will be launched in 2024**

Each module is linked to a theme  
as part of the Digital Skills  
Framework

The eighth module focuses on  
'How to become a digital  
champion'



**Skills for Care will be  
holding:**

a Digital Champions –  
Community on the 25th January  
2024

Digital Champion awareness  
sessions in Spring 2024



**A Digital Champions  
resource has been  
developed and launched  
on the Digitising Care  
Hub**



**[Book your free place here to any of our Digital  
Champion events](#)**

# Level 5 Digital Leadership Award

- Skills for Care were successful in being awarded a contract by DHSC to develop a Level 5 Digital Leadership Award.
- The Award will be equivalent to 110 hours of learning.
- We have run several focus groups with a variety of adult social care providers from across England to develop the Award
- The development of the award has now finished.
- DHSC are hopeful that the award will become available in Spring 2024





# Digital Leadership: a four-day programme



**The Digital leadership programme is a national development between Skills for Care and The National Care Forum for both new and experienced managers of adult social care services.**

- The learning programme will support managers to gain the underpinning skills and knowledge of digital leadership that can be practically applied when implementing technology in a care service.
- The four-day programme is delivered virtually over a six-week period and the objectives of the programme are:
  - The digital basics
  - Leadership and transformational change
  - Co-production
  - Using data to create change



**[Find out more](#)**

# I'm a technophobe, get me out of here



[Access the webinar - Digital, data and technology \(skillsforcare.org.uk\)](https://skillsforcare.org.uk)



# Engagement / Events

Booking links to be  
released in September 2023



## Registered Manager Digital Webinars – dates for your diary

***“Change management skills for care managers”***

Leading digital change now and in the future

**8th February**  
**10:00am – 11:00am**

**6th March**  
**10:00am – 11:00am**

***“I wish I knew then what I know now”***

Sharing the lessons and learning from early adopters of digital approaches

**[Book your free place here](#)**





**Find out more**

[www.skillsforcare.org.uk/digitaltechnology](http://www.skillsforcare.org.uk/digitaltechnology)