Digitising Social Care

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NHS Transformation Directorate

CARE NHS

The NHS Transformation Directorate

The NHS Transformation Directorate unites staff from across NHS England and Improvement and the Department of Health and Social Care behind a common goal: **to drive innovation at scale where it can improve care for people and support staff.**

The NHS Transformation Directorate is led by Dr Tim Ferris.
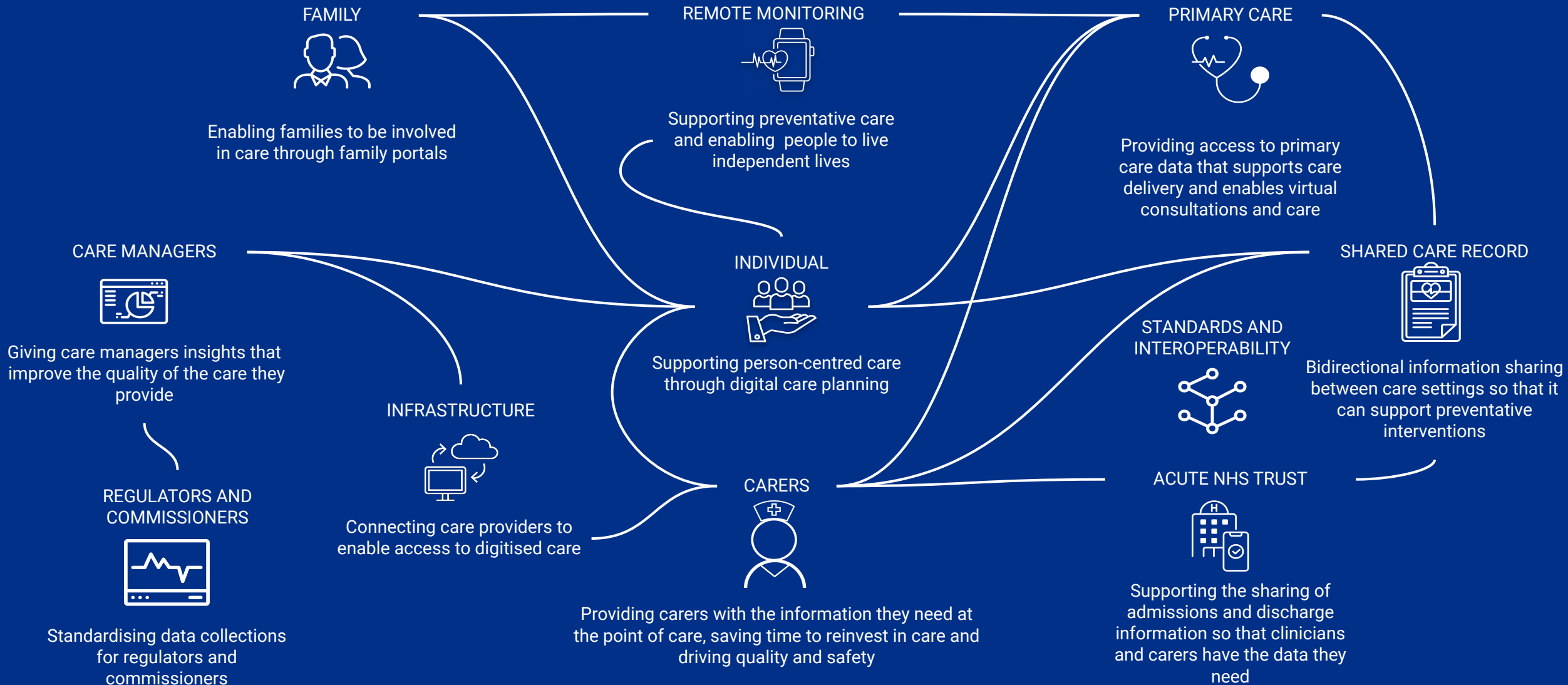
People at the Heart of Care

On the 1 December, The Department of Health and Social Care published the White Paper *People at the Heart of Care* which outlines the 10-year vision for the reform of the sector.

The White Paper recognised that when technology is embedded seamlessly into care and support services, it can help people to live happy, fulfilled lives in their homes and communities.
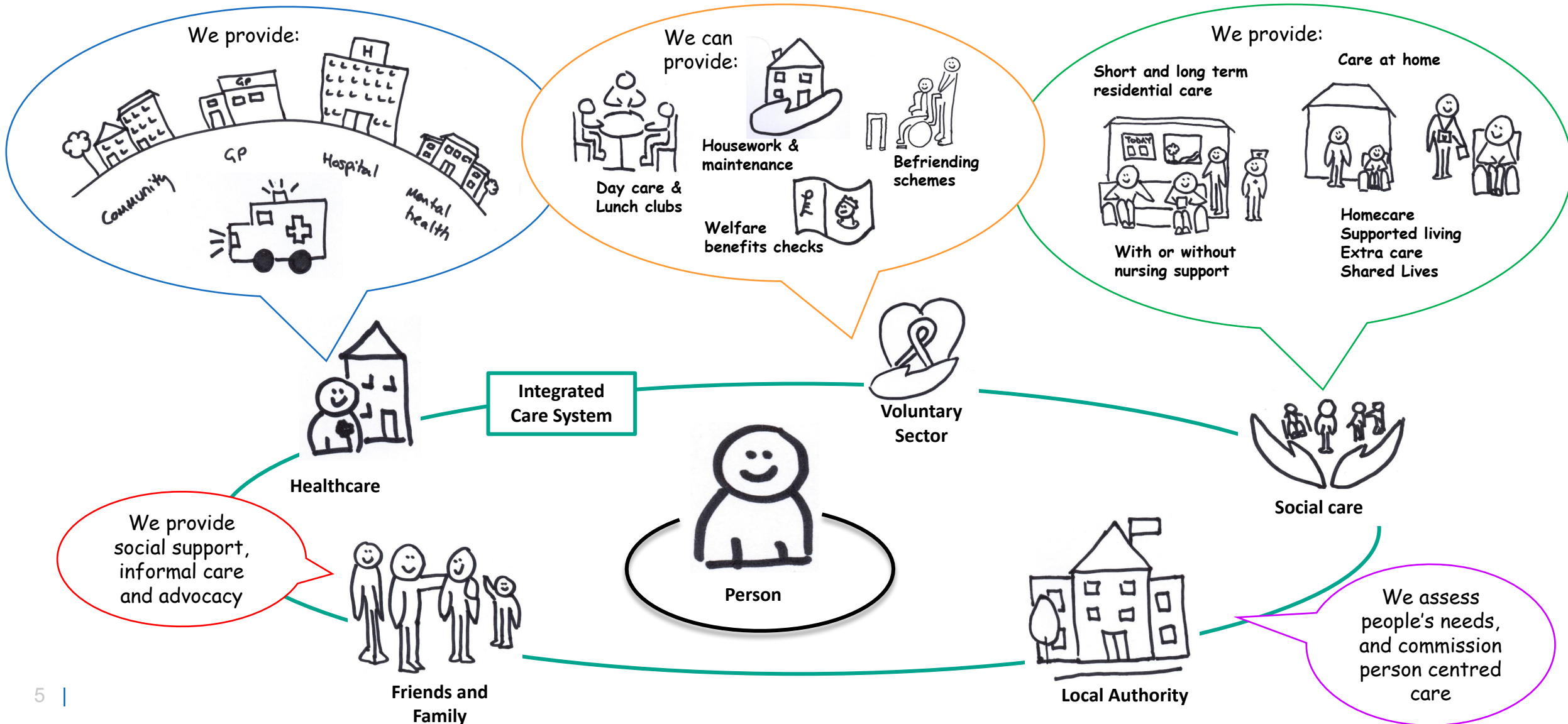
To support this goal, and the government's wider ambitions for reform, the White Paper committed to **invest at least £150m** in digitising the social care sector.

Department of Health & Social Care

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People at the Heart of Care
Adult Social Care Reform White Paper

CP 560

Published December 2021

Why digitise?

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FAMILY

Enabling families to be involved in care through family portals

REMOTE MONITORING

Supporting preventative care and enabling people to live independent lives

PRIMARY CARE

Providing access to primary care data that supports care delivery and enables virtual consultations and care

CARE MANAGERS

Giving care managers insights that improve the quality of the care they provide

INDIVIDUAL

Supporting person-centred care through digital care planning

SHARED CARE RECORD

Bidirectional information sharing between care settings so that it can support preventative interventions

STANDARDS AND INTEROPERABILITY

INFRASTRUCTURE

Connecting care providers to enable access to digitised care

REGULATORS AND COMMISSIONERS

Standardising data collections for regulators and commissioners

CARERS

Providing carers with the information they need at the point of care, saving time to reinvest in care and driving quality and safety

ACUTE NHS TRUST

Supporting the sharing of admissions and discharge information so that clinicians and carers have the data they need

Person centred Health and Care System

Vision and Mission

Vision Statement

An adult social care system that makes **best use of digital tools and technology** to **deliver improved care outcomes** for people.

Mission Statement

We will champion a **person-centred approach to the use of technology and data** in the adult social care sector, **improving the quality and safety of care**, understanding the barriers to adoption and **tackling digital and health inequalities**. Through an equal and integrated partnership with health, we will **support people to live well and independently for longer**.

Digitise   **Connect**   **Transform**

Strategic Alignment

Infrastructure	Cyber Resilience	Digitisation	Digital Workforce

There are **a number of policy milestones which have been funded through the Spending Review (2022/23 to 2024/25) that we are committed to** and are required to report on progress. There are commitments made in the _People at the Heart of Care Adult Social Care Reform White Paper_, _Health and Social Care Integration - Joining Up Care for People_, _Places and Populations, Data Saves Lives - Reshaping Health and Care with Data_, _Adult Social Care COVID-19 Winter Plan_ and _NHS Transformation Directorate Technology Plan_.

Our Commitments

Digitisation

We will ensure that at least 80% of CQC-registered adult social care providers have a digitised care record in place that can connect to a shared care record by March 2024.

We will ensure that sensor based falls prevention and detection technologies, such as acoustic monitoring, will be in use in care homes for the residents they have identified as most at risk of falls, reaching at least 20% of residents nationally by March 2024.

We will fund implementation support within each integrated care system.

Workforce

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.

Infrastructure and Cyber

Deliver fibre upgrades to those care homes still dependent on poor connections.

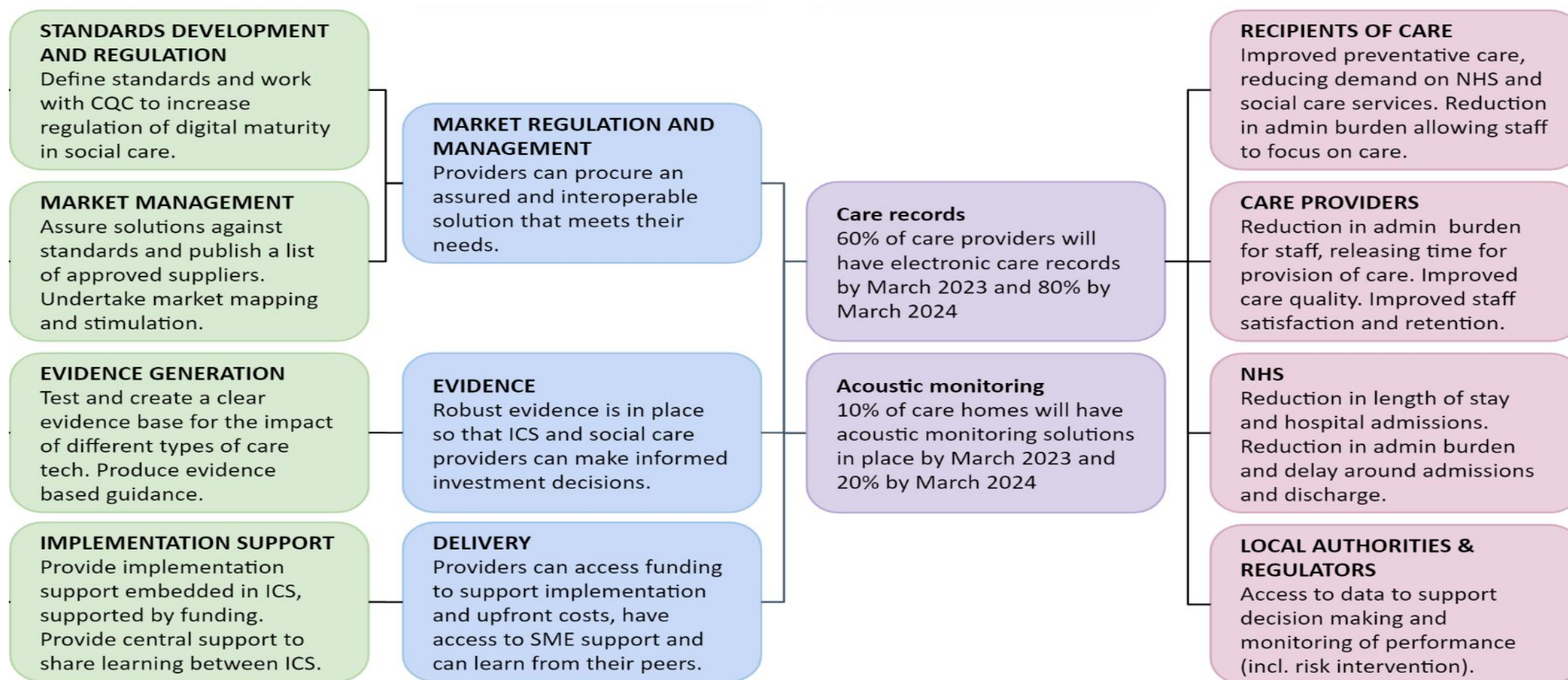Ensure home care providers have the infrastructure they need to work digitally.

Support the telecare sector safely switch all analogue phone lines to digital.

Continue to broaden our data and cyber security support and drive uptake of the Data Security and Protection Toolkit (DSPT).

Future Tech Fund

Launch a new scheme to test ideas, scale those where there is proven benefit, and build the case for change.
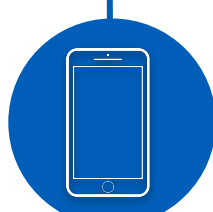
Programme Structure

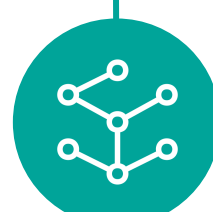**STANDARDS DEVELOPMENT AND REGULATION**
Define standards and work with CQC to increase regulation of digital maturity in social care.

MARKET MANAGEMENT
Assure solutions against standards and publish a list of approved suppliers. Undertake market mapping and stimulation.

EVIDENCE GENERATION
Test and create a clear evidence base for the impact of different types of care tech. Produce evidence based guidance.

IMPLEMENTATION SUPPORT
Provide implementation support embedded in ICS, supported by funding. Provide central support to share learning between ICS.

MARKET REGULATION AND MANAGEMENT
Providers can procure an assured and interoperable solution that meets their needs.

EVIDENCE
Robust evidence is in place so that ICS and social care providers can make informed investment decisions.

DELIVERY
Providers can access funding to support implementation and upfront costs, have access to SME support and can learn from their peers.

Care records
60% of care providers will have electronic care records by March 2023 and 80% by March 2024

Acoustic monitoring
10% of care homes will have acoustic monitoring solutions in place by March 2023 and 20% by March 2024

RECIPIENTS OF CARE
Improved preventative care, reducing demand on NHS and social care services. Reduction in admin burden allowing staff to focus on care.

CARE PROVIDERS
Reduction in admin burden for staff, releasing time for provision of care. Improved care quality. Improved staff satisfaction and retention.

NHS
Reduction in length of stay and hospital admissions. Reduction in admin burden and delay around admissions and discharge.

LOCAL AUTHORITIES & REGULATORS
Access to data to support decision making and monitoring of performance (incl. risk intervention).

Digitising Social Care

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| Introducing care tech that reduces demand on social care services and the NHS | Ensuring data is available where and when needed | Improving quality, safety and experience of care | Improving productivity |

Meet the Implementation Team!

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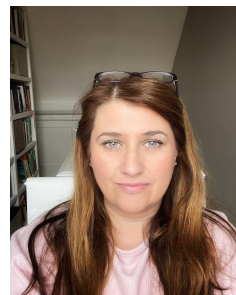
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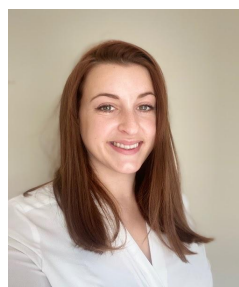
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Adult Social Care Digital Transformation Fund

Approach

- The money has been split into **two funding streams for each ICS**:

  - Funding for **hands on implementation support** locally for ICS and social care providers

  - **Adult Social Care Digital Transformation Fund** to make funding available to CQC registered, ASC providers locally

- Both funding streams should be match funded

- Funding for the first year has been signed off by Treasury

Digitise   **Connect**   **Transform**

Scope of Allocation

In scope	Out of scope
● Adoption of digital social care records across the sector ● Sensor based falls prevention and detection technologies such as acoustic monitoring for care homes ● Piloting of other types of care technology to build evidence of which has the most impact across the sector	● Shared Care Records (ShCR) ● Portal Access to NHS systems ● DSCR not on the assured providers list ● Infrastructure, connectivity and devices unless to support implementation of DSCR or care technologies in scope

Example Care Provider benefits

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Reductions in overall administrative task time

Improved management and oversight
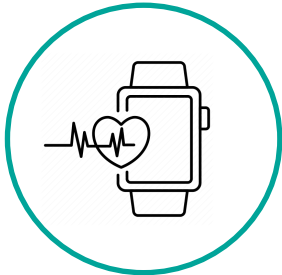
Improved service delivered to care users

Increased compliance against Regulation and standards

Reduced costs for paper and printing

Improved data quality and management

Care Workforce experience

Quick and easy to input data and find information on individuals - all in one place

Graphs, charts and reports can be automatically produced reducing some administrative tasks/time

The data you provide informs the right people, at the right time to respond to changing needs of the people you care for

Prompts and alerts will further enable personalised and consistent care provision

Supporting or improving digital skills confidence
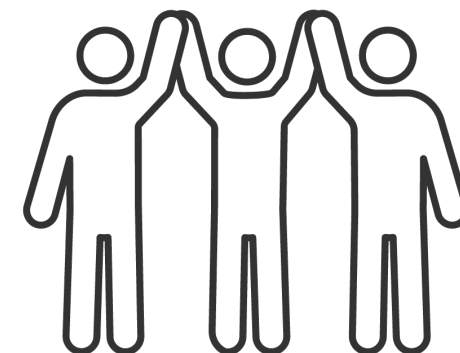
Programme Resources for Care Providers

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| DSCR	Workforce	Cyber and DSPT	Connectivity
- Digital Social Care Records Assured Supplier List - Guidance on purchasing through the assured supplier list - Buyers Guidance for care providers on purchasing a digital social care record - Masterclasses, run for care providers by care providers on adopting Digital Social Care Records	Digital training database providing information about a wide range of digital skills training courses	- Better Security Better Care - a national local support programme to help adult social care providers to store and share information safely - Standards Met Guide - Completing the Data Security and Protection Toolkit for the First Time - Data Security and Protection Toolkit	- Tops tips for using your iPads - Guide to Smartphones and Mobile Devices in Social Care - A guide to connectivity for care providers - How to get secure email - NHS Mail case studies - Rolling out filtered access to GP connect for non-clinical staff

Key tips

Top tips to get talking to your ICS'

1. Tell your ICS' **what are you doing around digitisation** - The more you digitise the more you have the capability to share and the better for people and public health outcomes - this narrative works well for ICS.
2. **Do not forget cyber security** and **aim to have completed the DSPT** (a prerequisite to DSCR) - secure and cyber aware providers deliver safer care and share data safely and securely.
   a. **Example of good practice** - East Sussex regional care association informed their ICS what they were doing around digitisation and cyber security and this opened the door for increased collaborative working - it also **highlighted to the ICS the value of understanding and accessing social care data** to help with its wider drive to improve public health outcomes.
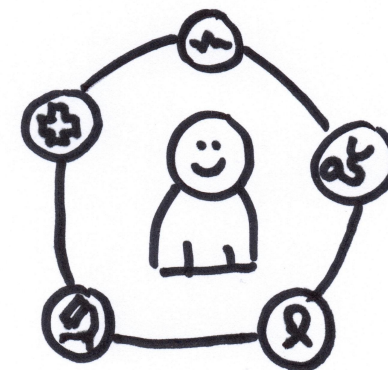
Key tips

Connect with the Implementation Lead in your Region
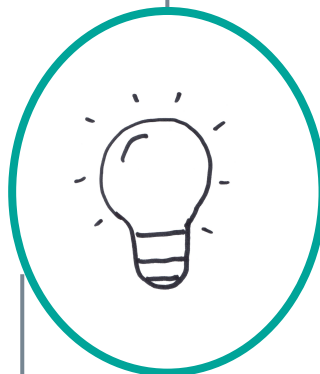
Tap into the wealth of resources provided by the NCF

Reach out to Digital Social Care to find out your ICS

Advice for working across multiple ICS

In order to **future proof investment in digital tech in social care**, you should consider:

- Make sure **pricing is clear** and you know **what is in / out of scope** of what you're buying
- Check **what happens at the end of a contract** - can you easily move to a new product / supplier or are you locked in?
- Try to think about **how what you buy fits with what you already have** or are planning to get
- If you want assurance that the tech is fit for purpose and will work with other technologies in the future then [NHSE has an assured list of digital social care record / care planning suppliers](). This assured list will be extended to cover additional types of tech in the near future.
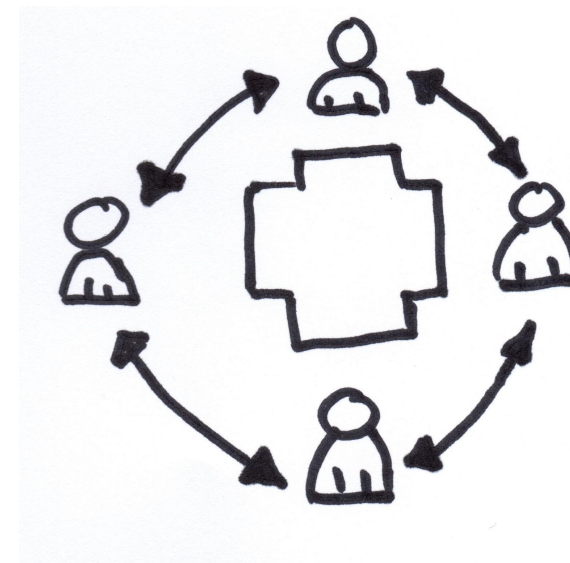
How do we access the funding?

- Each ICS has been issued with a grant application template

- Each ICS will priorities funding based on local need

- We have asked each ICS for a contact for care providers which we can share

- If you are interested we would direct to this local contact for more detail

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Connect with us

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Questions?