

Summary of Managers Conference on AI in Social Care Group 2

Date: 11 March 2025

Speaker: Daniel Casson

Key Points Discussed:

1. Introduction to AI in Social Care:

- Daniel Casson introduced the topic, emphasising the responsible use of AI in social care.
- The session aimed to explore use cases, gather recommendations, and understand the participants' experiences with AI.
- This summary was taken from Copilot transcribing the meeting, doing a summary and then Daniel reading the full transcript and editing the summary.

2. Current Uses of AI:

- Participants shared their experiences using AI for tasks such as transcribing meetings, polishing care plans, and simplifying complex documents.
- AI tools like Copilot, ChatGPT, and Claude were mentioned for their generative capabilities.

3. Potential Applications:

- AI can assist in creating staff quizzes from policies, drafting professional emails, and improving digital care records.
- The use of AI for companionship in care homes was discussed, with examples like [Meet Sentai - The voice enabled digital companion - Sentai](#), an AI system providing companionship to individuals.

4. Challenges and Considerations:

- Concerns about the accuracy and integration of AI with existing care management systems.
- The high cost of implementing AI technologies and the need for regulation to ensure consistency and affordability.
- The importance of balancing AI use with human interaction to maintain the quality of care.
- [PainChek](#): AI tools like PainChek use facial recognition to assess pain levels. It is extremely useful in some areas and needs thorough checking to see if it is appropriate for your clients.
- See also [Meet Sentai - The voice enabled digital companion - Sentai](#)
- **Policy and Procedure Management:** AI can help in making policies and procedures more accessible and dynamic. An example being that an AI system can scan procedures and policies and help you find the relevant parts of any policies/guidelines. In some systems this can mean that policies and guidelines become an active tool which people can refer to as an active agent in helping them care.
- **See also** [CareBrain - The care app that uses AI to provide real support in real-time](#).

5. Ethical and Practical Implications:

- The need for ethical considerations in AI use, ensuring transparency and responsibility.
- The potential for AI to improve efficiency and quality of care, but also the risk of over-reliance on technology.

6. Future Directions:

- The Oxford Project for the Responsible Use of AI in Social Care aims to bring together various stakeholders to address ethical and practical issues.
- Encouragement for participants to embrace AI while being mindful of its limitations and the need for human oversight.

7. Interactive Session:

- Participants engaged in discussions about their experiences and views on AI.
- A creative exercise to design a logo for the conference, highlighting the importance of having fun and being innovative with AI.