

Digital technologies: Enhancers or disrupters of good social care?

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About me



I am the Policy Lead for Care Technology at the Department of Health and Social Care.

My team leads on the work to set new national standards and create trusted guidance on care technology. Both are government commitments made in January 2025 (more on these later).

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People who draw on care

Care workers and staff

The 'health system'

Current generation

Care providers

'Good social care' *for who?*

?????

Unpaid and family carers

Future generations

Local Authorities

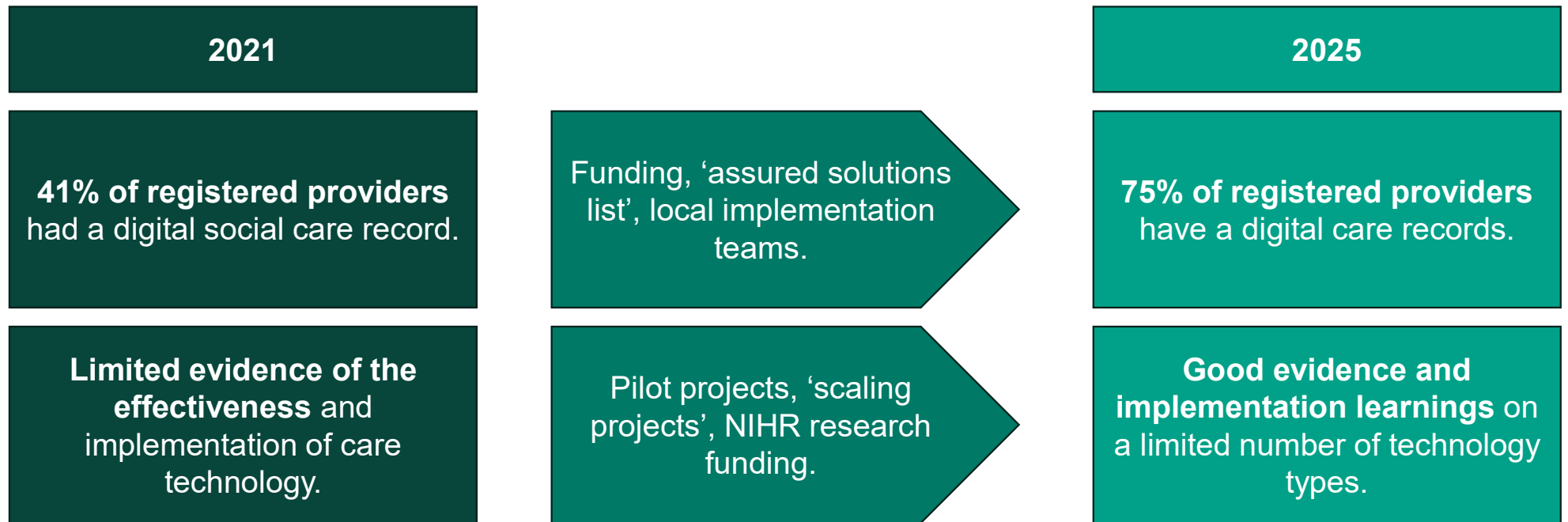
The Government

The taxpayer

I will look at how national tech and digital policy has impacted different stakeholder groups.

I will look at where tech usage has enhanced care, and where it has disrupted.

State of the sector – Tech & Digital



Care users, unpaid carers/families, care providers, Local Authorities, Government, care workers, Taxpayers and tech suppliers all enabled and contributed to delivering these things.

DSCRs, Enhancer or disrupters?



| <u>Group</u> | <u>Enhancer?</u> | <u>Disrupter?</u> |
|-------------------------|--|---|
| People who draw on care | Family portal access, more accurate time and preferences recording. | Over-focus on digital recording and different 'readiness' for digital. |
| Care workers | Less time spent on admin tasks and more time to provide care and social interaction. | Training to use a new system, recording constraints and 'emoji/icon driven' care. |

These are just *some* of the enhancers and disruptive features of DSCR usage.

These are just *some* of the groups affected by the widespread of adoption of DSCRs.

Example - Jane



We spoke to Jane about her experiences with moving from paper to using a DSCR. Jane has worked as an activity co-ordinator in the same residential care home for 25 years. She's also autistic and dyslexic. She now uses the voice to text feature on the digital social care record:

I feel like an actual human now, I used to get so worried and nervous and embarrassed about showing any of my paperwork because it was so bad and I struggled with it so much. It took me so long to do, and I used to put it off because I hated doing it so much.

I just wanted to do my 1-2-1s and spend time with the residents. They're like my family and I would get so stressed about all the paperwork hanging over me. Sometimes it would be two or three weeks overdue which meant I had to work 12-hour days just to stay on top of everything. I'd come in on weekends to catchup or stay late after my shift ended.

Now I'm only a day or two behind and the longer I spend on the system the better I get at it, so I think it will keep getting better. I am actually really proud of my work now.

What next?



1 **We will set new national standards and trusted guidance on care tech.**

This will give people receiving care, families, care providers and other purchasers the confidence to buy what works and get the safest, most effective tech into their homes or services.

2 **We will enable health and care staff to access real-time social care, GP and hospital data including by joining up digital systems with a shared platform.**

Policy development is ongoing, and announcements will be made in due course.

There are system changes which aim to enhance but could be disruptive.

Government-led:

The Independent commission on social care.
The 10 Year Plan for Health.
The Health mission
The Growth mission.

Demographic pressures: Ageing population, increased needs and prevalence of multimorbidity's.

My view from the tech projects



Tech with a specific functionality and a clear use case is **minimally disruptive** and is **enhancing** for all system partners in delivering 'good' social care.

This is implemented effectively with culture change, training, leadership, user buy-in and 'co-production'.



Tech with more general purpose, *will* be **disruptive** however, the **enhancements** are large...

Next, we will hear from Dee Dee and Caroline about their experiences of local tech implementation.



...but there is more work to do to implement it well and quantify the benefits.