

Digitisation of Social Care Practice

Social Care Institute for Excellence
G-Cloud 15 Service Description



The current digital landscape across the social care sector



Digital enablement in social care has progressed in recent years, however....

- The **pace** of digitisation (with the exception of remote working) is generally evolutionary rather than transformational;
- The **approach can be reactive** – usually based upon a system upgrades or changes in legislation;
- Often it involves a series of **loosely connected digital initiatives** without a strategy or whole system perspective;
- It involves **pilot initiatives**, such as assistive tech, often driven by one-off funding and is therefore difficult to mainstream;
- Approaches often lack **structure and sustainability** due to lack of capacity and digital skills.

*... there is an increasing need for social care organisations to define their **digital care strategies** – SCIE think this will soon become **a pre-requisite for all authorities and systems.***

An “end to end” approach



Our Digital beliefs ...



1.

Practitioner (not IT) Led

2.

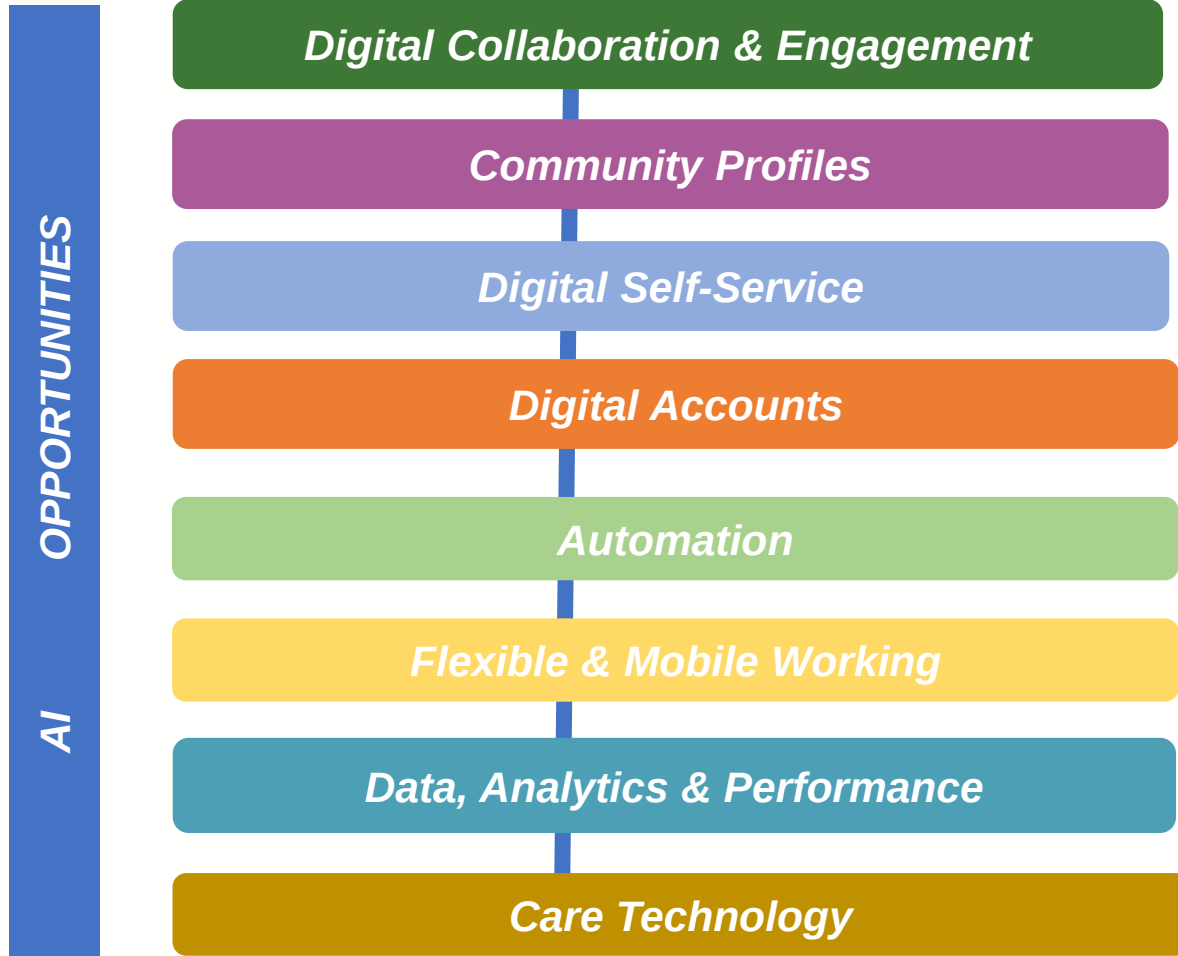
Co-production & Engagement

3.

Learning & Insight from Others

Leading to more sustainable change...

Thinking about the end-to-end Citizen & staff journeys...



Where are the key technology “touch-points”?

Where are the key AI “touch-points”?

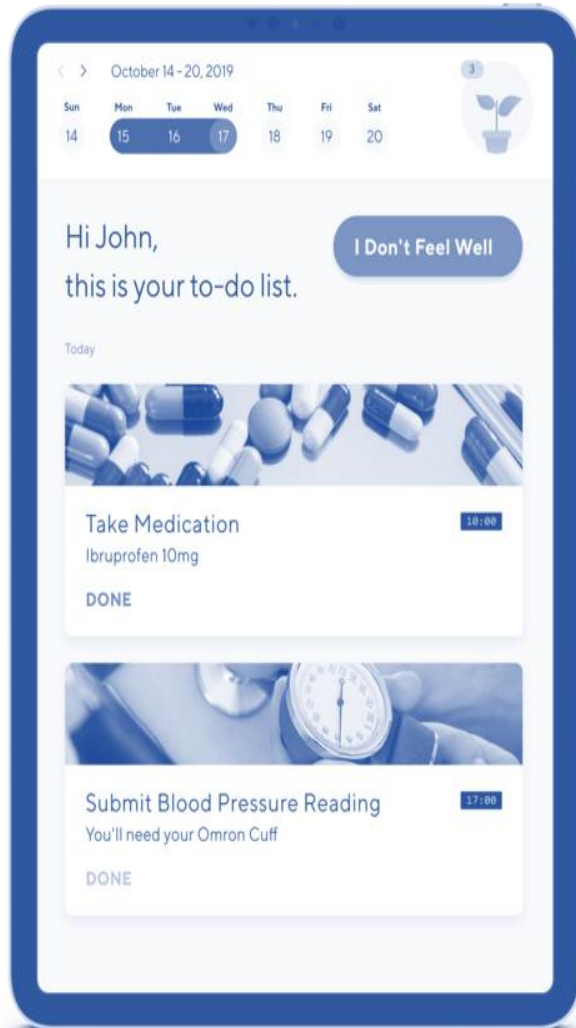
How do we manage the end-to-end experience?

Tracking the market – what is possible?

When to invest as technology solutions develop and mature?

Building curiosity and enthusiasm for technology in care

What is Digitally Enabled Care?



Self-Service – internet via mobile, voice, video & other devices to access information & guidance up, find services, screen for assessment needs

AI/ Automation Tools – integrates and automates processes for faster, low cost transactions, risk stratification and identification of variance in practice

Wellbeing apps – to promote self-help such as exercise/activity (Fitbit/Apple), mental health/wellbeing, weight loss

Home Sensors – to support independence using tracking and sensor devices for doors, cupboards, toilet, early dementia support and care worker tracking

Health monitors/wearables – health & care self management tools for ECG, sleep, respiration, oxygen pulse rate, body & skin temperature, posture, motion & activity

Smart home tech - lights, heating, Alexa/Google, alarms,

Contact Apps - (with family, friends, professionals) FLO, WhatsApp, video/txt messaging, Care Apps, Marketplace, Community Hubs, Rally round, Jointly, etc.

Data - analysis of data from all of the above will enable a greater understanding of an individual's current wellbeing but also historical norms thus alerting to any change in patterns

Connectivity – access to good broadband, 4G, 5G and public or other Wi-Fi, home security

Our approach to digital transformation



Our Digital Transformation Offer

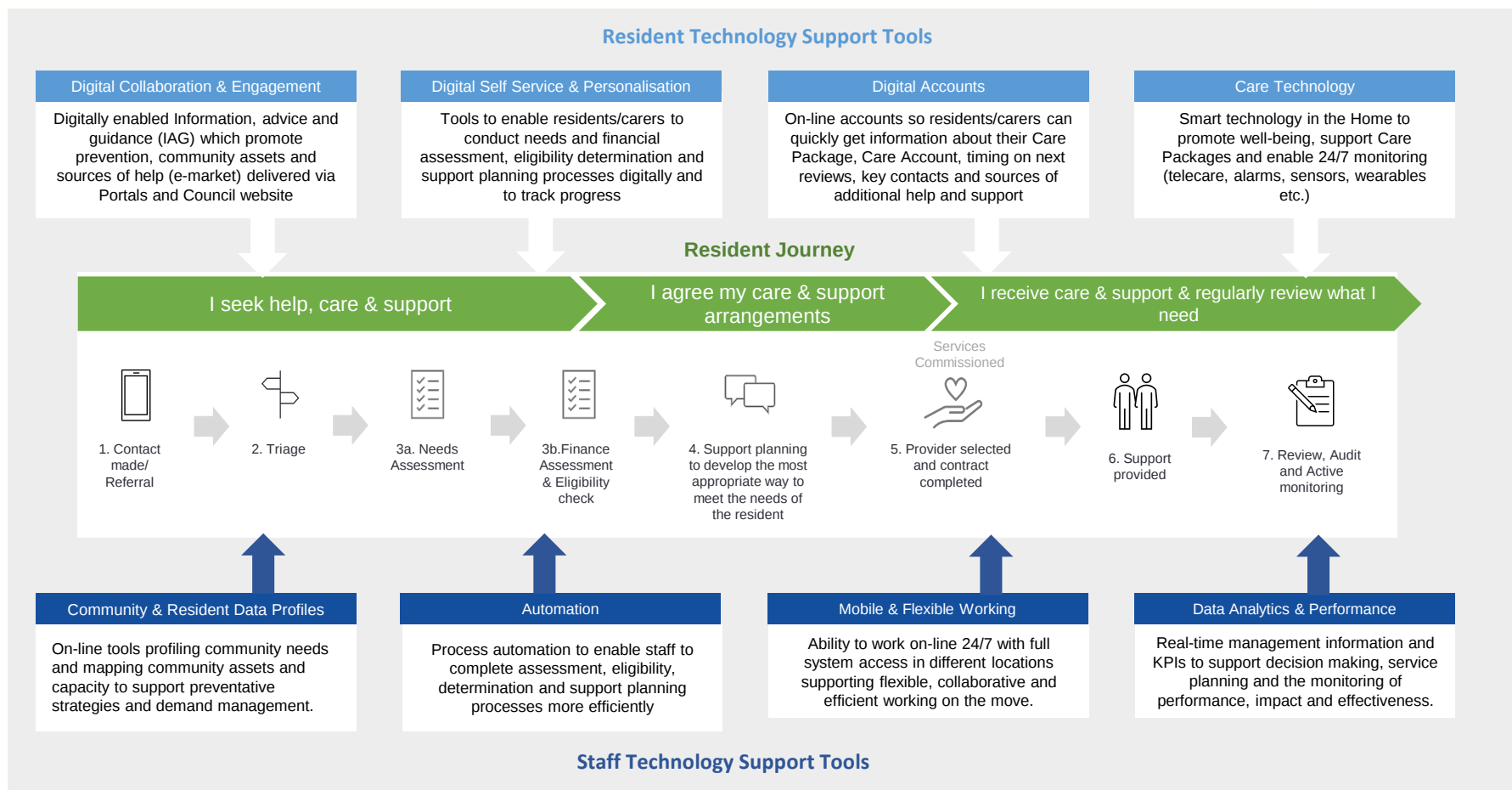
SCIE supports local authorities to review practice models and pathways and to develop innovative new Digital Strategies and associated Digital Transformation Programmes (DTP), supporting new ways of working:

- Introducing a range of digital initiatives across the local system to improve Resident experiences and outcomes and supporting
- Supporting the social care workforce to work more efficiently, effectively and sustainably.
- Focusing on the entire Resident Journey, taking a holistic, co-produced and strengths-based approach and linking each digital initiative together to create an end-to-end digital approach and solution.
- Building a pathway to which each technological solution supports the practical delivery of improved care and support
- Supporting and enhancing the take up of cloud-based services

Through supporting the digitization of social care practice SCIE is able to support local authorities to find new and innovate ways of working so they can manage increasing cost pressures and the increase in the size and future demand for Social Care.

Our Approach and Methodology

There is value in considering the digital opportunities that might exist at the key "touch-points" in the residents and Staff journey through the Care pathway.....



Big ideas

We work with residents and staff to develop “big ideas”. These form the basis of the resulting Digital Strategy. These ideas could be clustered around 4 key areas of the adult social care pathway.

1

Personalised & Upstream

These are range of targeted, personalised, preventative and information-based interventions and projects to support individuals to remain independent and connected to the communities in which they live.

2

Extending Choice & Control

These are a range of interventions and projects that enable residents to engage with ASC through digital channels.

3

Working Better Together

These are a series of interventions and project which seek to utilise a range of digital tools and techniques to enable more joined up and better partnership working.

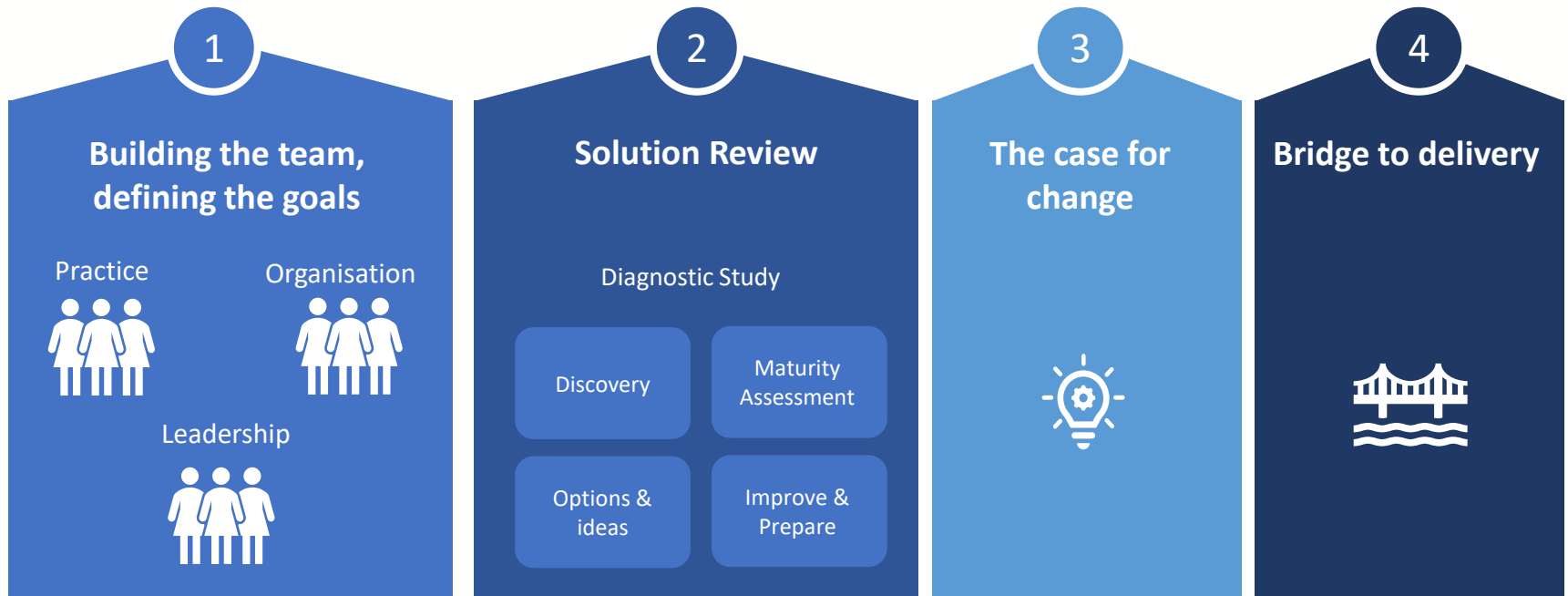
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Building Internal Capabilities

Several are a number of interventions and projects to enhance ASC processes, workforce productivity and performance.

Our method

At the heart of our method is a practice study, enabling team ownership of the resulting case for change.



Stage 1: Building the team

1

Building the team



Building the team

A **leadership team** will help keep the project on track but also help ensure the case for change can be translated into action. A **senior sponsor** will be part of this team.

We will form a **joint core team** with you to deliver the project. During the project there will also be opportunities for engagement with a much wider group.

To support the **organisational analysis**, we suggest forming a small team with representatives from your digital/technology, practice, finance and performance teams. This group will help oversee the project and convert practice findings into a case for change.

Defining the goals

The first job of the **leadership team** is to define the project objectives, scope and level of ambition. We will facilitate a group discussion on objectives and other scoping issues in our first week with you.

Gathering data

We will gather relevant organisation and system data at this stage, establishing clarity on your current team structures, processes and ways of working.

A project plan will be delivered at the end of the stage



Stage 2: Solution Review

2

Diagnostic Analysis

Discovery

Maturity
Assessment

Options &
ideas

Improve &
Prepare

Discovery

We will work with you to test and understand your current context and the challenges and opportunities you see.

This stage of work typically involves reviewing current strategies and plans and interviews and/or workshops with senior managers.

We will also look to map and understand your current technology landscape and capabilities and any plans you have for further development.

Maturity Assessment

We will assess your current use of technology and assess your maturity compared with other local authorities across each of the eight key technology “touch-points”.

We will help you to identify what works well and what doesn’t.

We will benchmark you against good and best practice.

In particular, we will take a “service led” approach where we are seeking to connect Resident and Staff challenges to available technology solutions.

Stage 2: Solution Review

2

Diagnostic Analysis

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Prepare

Options & Ideas

We will work with you – typically through a series of workshops to explore best practice and the “art of the possible” across each of the touch point solution areas to identify the best opportunities for you to develop further.

We would then document the key new ideas coming from the workshops.



Improve and Prepare

We will work with you to review your readiness to implement across each of the solution response.

We see many projects fail at the design stage due to insufficient planning and preparatory work.

By the end of this stage we aim to have helped you fully understand the technology opportunity and helped you to mature your thinking and the potential design of your response.



Stage 3: The Case for Change

3

Make the case



The next critical step is to support you to plan the case for change and how you intend to deliver it.

We will work with you to develop a high-level business case that considers....

- **Impact on the Resident and staff journeys:** how would the solutions be delivered? what is the preferred delivery model and other key options?
- **Impact on different Resident Groups:** we would work with to identify key Resident “personas” or segments and forecast the impact of the proposed changes on each segment
- **Solution costs and benefits:** what are the benefits that each of solutions offer? What are the investment costs required to deliver the solutions? how will this be funded?
- **Risks & dependencies:** what are the key risks and dependencies? how would these be avoided, managed and mitigated?
- **Prioritisation:** how would we prioritise projects and select which solution to start with?

We will draw this analysis together and update the impact analysis to reflect the emergent solutions.

Solution Design document and cost benefit analysis



Stage 4: Bridge to delivery

4

Bridge to delivery



Delivery Planning

We will work with you to translate your design responses into a prioritised roadmap and delivery plan with clear timelines and accountabilities to deliver the required changes. This will cover....

- Identifying any **quick wins** and **enabling capabilities** required
- **Prioritising key opportunity** areas, including pilots or proof of concepts
- Overarching **implementation plan** and mini-implementation plans for any immediate pilots

- Roadmap
- Next steps delivery plan
- Scoping of projects as required



The Outputs and Benefits



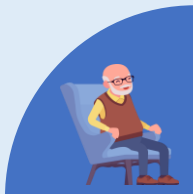
The Benefits



A digital transformation programme, supported by SCIE will bring a range of important benefits...

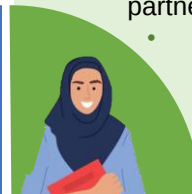
Benefits to Residents & Carers...

- enhanced, **personalised approach** supported by more efficient service delivery;
- more **choice and control** and the ability to use digital tools and channels where this suits people's needs and preferences;
- earlier help and support to maintain independence and to prevent escalation of needs;
- better **access to community activities, networks** and services;
- health and care information, advice and guidance that is easier to access and understand; and
- more opportunities to **feedback, share views** and shape service delivery.



Benefits to the Workforce...

- the potential for greater workforce **empowerment and job satisfaction**;
- the opportunity to spend more **time with people** with health and care needs and to support them earlier in their journeys;
- the ability to **prioritise efforts** and manage resources more effectively;
- the opportunity to **work more holistically** with people with a shared cross-system 'single view' of their needs;
 - enhanced ways of communicating and working with local system partners;
 - a better understanding of and access to **community assets**;
 - digital support tools to **enhance professional decision-making**; and
 - an opportunity to hear the **Resident's voice**.



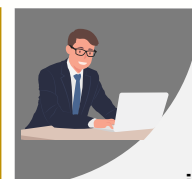
Benefits to the Organisations ...

- addressing known health and other **inequalities**;
- contributing to long-term **financial sustainability** – savings, efficiencies and avoided costs;
- building workforce **skills and capacity**;
- enhancing **local system working** and partnering; and
- building **digital assets and infrastructure** that can be reused and deployed by other services.



Benefit for System Capability ...

- the ability to take a **more holistic view of people** and their needs;
- **improved communication channels**;
- better **discharge planning**;
- the development of standardised approaches and models;
- earlier interventions, **prevention of crises and reductions in hospital admissions**; and
- reduced need for **GP visits and 911 calls**.



Typical Outcomes...



1 A clear digital vision and forward strategy

2 Supporting digital principles & policies

3 A programme of digital projects & initiatives

4 A financial model with supporting benchmarks & case studies

5 A roadmap & programme mobilisation toolkit.

Benefits for Residents...

“ I was asked for my feedback all the way through my Care journey – I believe that ASC care about and act upon my feedback. ”

“ I have technology support that helps me manage my care. It makes me feel safe and keeps me connected with my family, friends and carers. ”

“ I am aware of the community activities and events where I can meet people like me and get some of the support and help I need. ”

“ I only have to tell my story once and everyone who supports my care seems to know about my changing circumstances and offer me new ideas and solutions ”

“ I can use **new digital channels** to work with ASC if I **want to** – it provides me and those who support me with more choice about how I plan my care arrangements. ”

“ I feel ASC are helping me to achieve my goals and giving me **early help and support** as my needs change and helping me to maintain my independence. ”

“ I always feel in touch with the ASC and I can always **easily and quickly find out about my care** history and the next steps in my care journey at a time that suits me best. ”

“ I find the Council website and other information sources easy to discover, navigate and understand. ”



Benefits for the Local Authority...

“ We get really good real time feedback on our performance and impact – we can really see where we make a difference. It makes us feel good. ”

“ We have the data and information about our residents that helps us **predict needs** before they come to the front door. ”

“ We use technology in smart ways to help us to prioritise and improve the care and support we provide. ”

“ We have a great, up to date knowledge of the **community activities and assets** that can support residents with their care needs. ”

“ We connect communities together using digital channels that makes it easier to hear **residents voice**, views and priorities. ”

“ We have a **shared ‘single view’** of those we care for across all our local partners and have common digital forms and processes that mean we can work together efficiently. ”

“ We have digital tools and techniques that helps us to **work more efficiently and effectively** with residents and make better, more informed decisions. ”



Who we are and what we do



social care
institute for excellence



Your not-for-profit partner, working with you to identify and implement improvements.



Research, evidence and policy insights to drive improvements and innovation.



Guidance and tools to support best practice, co- production and innovation.



Bespoke online or face to face learning and development including:

- Safeguarding
- Co- production
- Strengths-based approaches

- We are an independent social care charity working with a wide range of partners and people with lived experience, to improve people's lives
- We provide innovative consultancy, expert training, extensive resources and information and evidence-based insights for the continual improvement of social care
- *As a not for profit independent charity we are driven by improving social care for adults and children*



Registered office:
Social Care Institute for Excellence
Isosceles Head Office,
One High Street,
Egham,
TW20 9HJ

www.scie.org.uk

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About SCIE

We are an independent social care charity working with a wide range of partners and people with lived experience, to improve people's lives.

We provide innovative consultancy, expert training, extensive resources and information and evidence-based insights for the continual improvement of social care.

Co-production with people with lived experience of social care underpins and informs what we do, enabling us to recommend best practice in social care. From over twenty years' experience, we bring a wealth of trusted, evidence-based expertise to work collaboratively to help transform care.

Find out more at www.scie.org.uk