



# *Digital Social Care*

**May 2019**

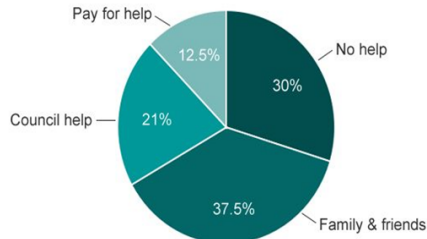
**James Palmer**

Programme Head  
Digital Transformation Portfolio's  
Social Care Programme

# Overview



Where older people in England with care needs get help



Source: Age UK, Laing Buisson, NHS Digital, Carers UK



**21,200**  
Organisations

**41,000**  
Establishments



**1.6 million**  
adult social  
care jobs

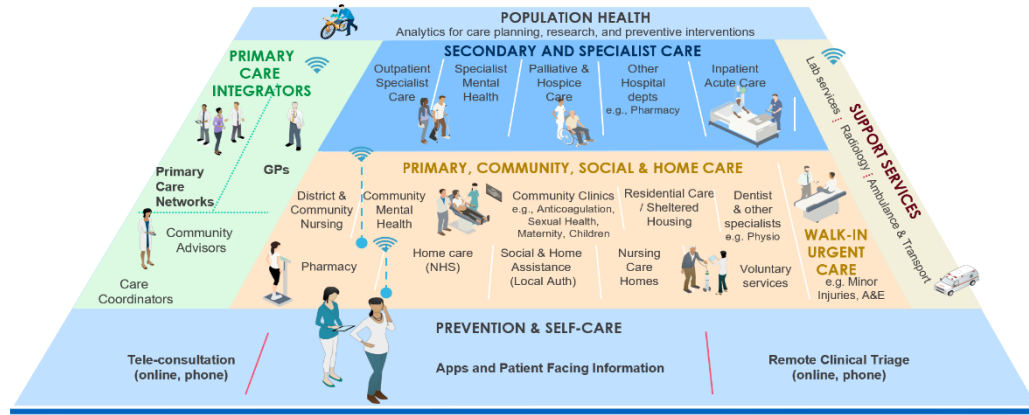


**1.47 million**  
people work in  
adult social  
care

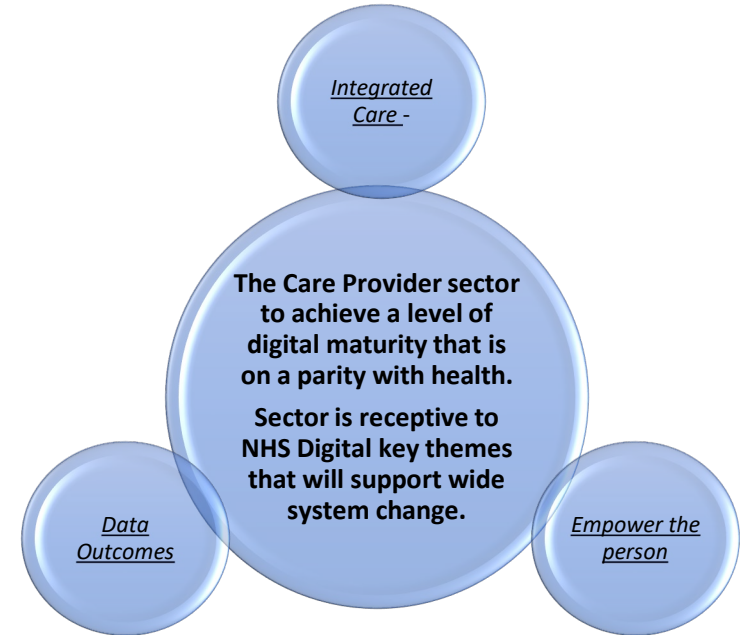


**21%**  
275,000 more  
jobs in the sector  
since 2009

# Whole system approach



# Scale of Ambition



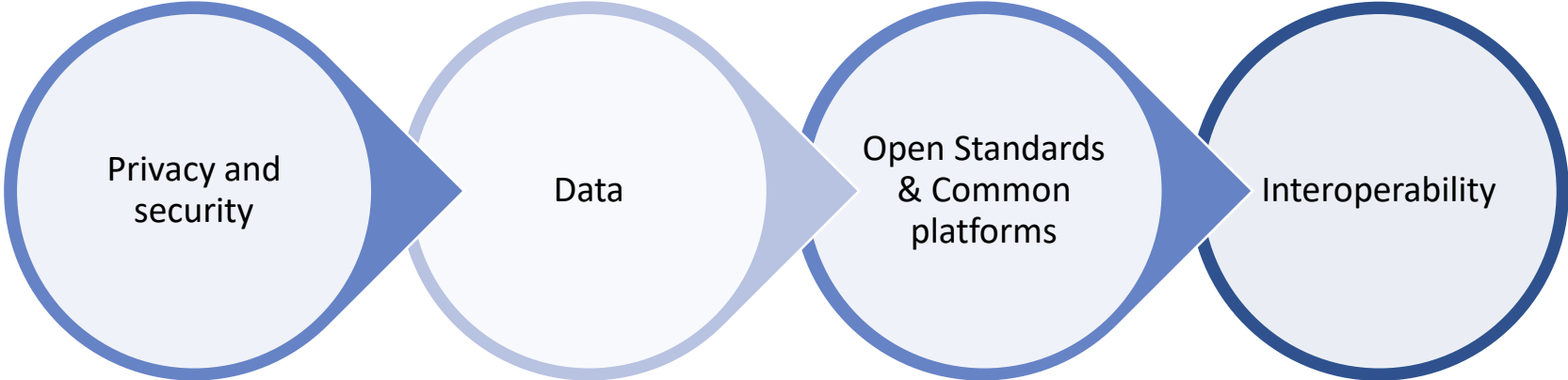
The Care Provider sector is currently the least digitally mature in the system and will need to significantly improve to reach the parity with health to achieve the whole system goals outlined in the NHS 10 year plan (and what we expect to be published in the DHSC Green Paper on Adult Social Care.)

# Matt Hancock – launching his tech vision September 2018

The consequence of the failure of the National Programme for IT was for the NHS, its leadership and delivery partners to learn many correct lessons, but also some wrong lessons.

- Correct lesson: don't try to build national databases with all the data in one place.
- Wrong lesson: don't set national rules to allow databases to talk to each other.
- Correct lesson: don't try to procure a new national IT system centrally.
- Wrong lesson: let every organisation procure whatever they like locally without any rules on how they are structured.

**First: Talk to each other**

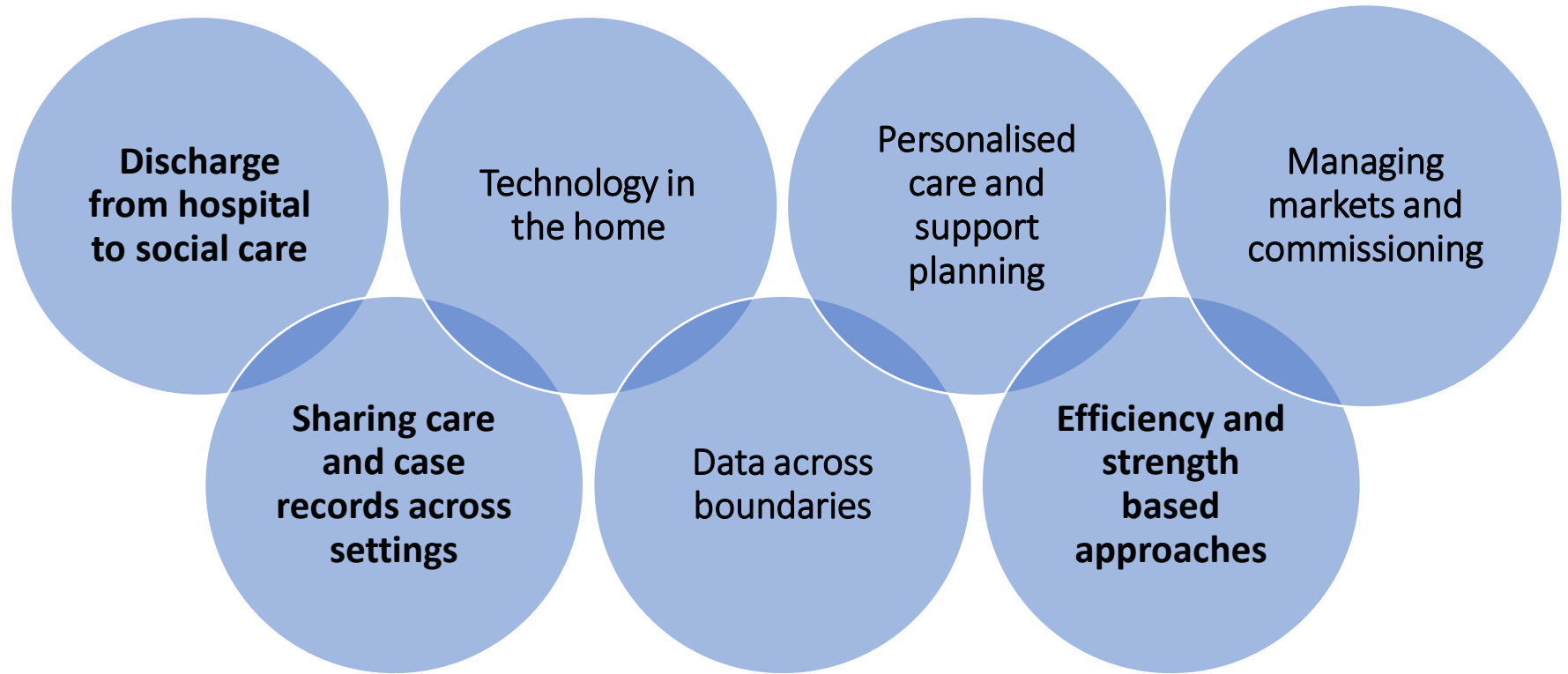


## Social Care Programme

By 2020 we will have made a step change in the adult social care sector's understanding and use of technology in order that people receive better and joined-up care within a safe and secure digital environment.

- working in collaboration with Local Government on innovative and person-led solutions to social care problems **[our innovation fund]**
- the creation of a national engagement platform “Digital Social Care” in partnership with the care provider sector **[more on this later]**
- advancing the digital integration of Health, Local Authority and Care Provider systems through a range of impactful local demonstrator, and regional pathfinder, projects **[more on this in a bit]**
- exploratory work on the use of predictive analytics for early intervention to prevent escalating social care needs **[early days yet]**
- working closely with the social care sector to develop strategic relationships with IT suppliers creating the environment for interoperability and openness. **[July]**

# What has our activity focused on



**£17m investment, 80% sector based**

# Social Care Programme



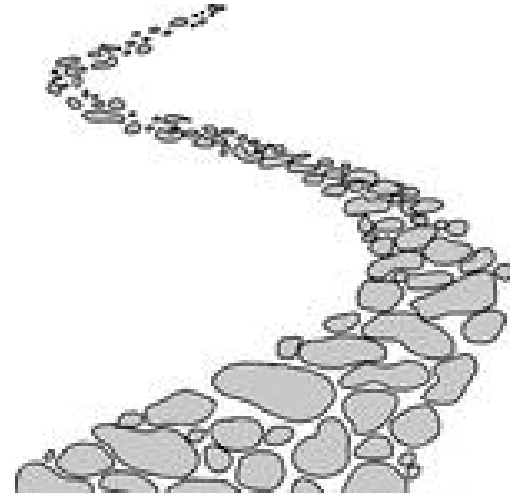
- Select All
- Assessment discharge withdrawal
- Digital social care demonstrators of adult social care information into health
- Digital social care demonstrators of health information into adult social care
- Local Investment Programme 2017-18
- Machine learning/predictive analytic data use for adult social care early intervention and prevention
- Social Care Digital Innovation Programme

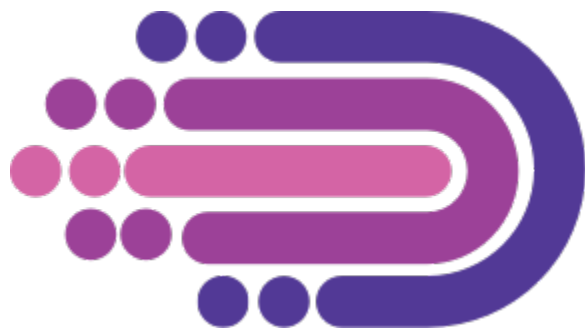
Local Authority	Funding Stream
Bath and North East Somerset Council	Local Investment Programme 2017-18
Bracknell Forest Borough Council	Social Care Digital Innovation Programme
Cambridgeshire County Council	Social Care Digital Innovation Programme
Central Bedfordshire Council	Local Investment Programme 2017-18
Central Bedfordshire Council	Machine learning/predictive analytic data use for adult social care early intervention and prevention
City of Bradford Metropolitan District Council	Local Investment Programme 2017-18
City of Lincoln Council	Social Care Digital Innovation Programme
Dorset County Council	Assessment discharge withdrawal
Essex County Council	Local Investment Programme 2017-18
Hampshire County Council	Local Investment Programme 2017-18
Hertfordshire County Council	Assessment discharge withdrawal
Isle of Wight Council	Social Care Digital Innovation Programme
Kent County Council	Local Investment Programme 2017-18
Kingston-Upon-Hull City Council	Digital social care demonstrators of adult social care information into health
Lancashire County Council	Assessment discharge withdrawal
Leicestershire County Council	Local Investment Programme 2017-18
Lincolnshire County Council	Digital social care demonstrators of health information into adult social care
Liverpool City Council	Local Investment Programme 2017-18
London Borough of Barnet	Local Investment Programme 2017-18
London Borough of Hackney	Assessment discharge withdrawal
London Borough of Hackney	Local Investment Programme 2017-18
London Borough of Haringey	Digital social care demonstrators of health information into adult



# Pathfinder Opportunity [this is right now]

- A prospectus released in April, deadline May 22nd
- This opportunity is for **Not-for-Profit** organisations involved in care provision, local authorities in partnership with care providers, health organisations and academic institutions
- Looking for projects that already have a strong evidence base or proof of concept completed, that have the possibility to scale up to regional or national level.





# Digital Social Care



**SECTOR LED,  
WITH NHS  
DIGITAL  
SUPPORT**



**GUIDANCE  
WRITTEN  
FOR THE  
SECTOR**



**UNDERSTANDING  
SECTOR NEED**



**CONVERSATIONS  
WITHIN THE  
SECTOR**



**INFORMING  
NATIONAL  
POLICY**

Run by social care providers for social care providers.

**Digital Social Care** is a dedicated space to provide **advice** and **support** to the sector on technology and data protection.

[Read More >](#) [Contact Us >](#)

### Popular links

- > [What is Digital Social Care?](#)
- > [NHSmail](#)
- > [Cyber Security](#)
- > [Proving you are Protecting Information](#)
- > [Latest Guidance](#)

### The Benefits of Digital Care



### Protecting my Information



### Sharing Care Records via Email



# GP System Capabilities

## Capabilities to support business continuity

Proposed core capabilities.

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| • GP Referral Management          | • Prescription Ordering – Citizen     |
| • Document Management             | • Appointments Management – Citizen   |
| • Prescribing                     | • View Record – Citizen               |
| • Recording Consultations         | • Communicate with Practice - Citizen |
| • Patient Information Maintenance | • Telecare                            |
| • GP Resource Management          | • Clinical Decision Support           |
| • Appointments Management - GP    | • Unstructured Data Extraction        |
|                                   | • Scanning                            |
|                                   | • Reporting                           |
|                                   | • Workflow                            |
|                                   | • Digital Diagnostics                 |
|                                   | • GP Extracts Verification            |

Business continuity capabilities

## Capabilities to support new ways of working

Possible additional capabilities for General Practice

- E-consultations (patient/user to prof.)
- E-consultations (professional to prof.)
- Medicines Optimisation
- Social Prescribing
- Patient Authored Entries
- Patient Check-In
- Waiting Room Information System
- Pathways Management

Possible additional capabilities for Integrated and Federated Care

- Cross-org Appointment booking
- Cross-org Workforce Management
- Cross-org Workflow Tools
- Fully Shared Care Record
- Shared Care Plan
- Personal Health Budget
- Personal Health Record
- Population Health Management
- Domiciliary Care
- Care Homes
- Risk Stratification
- Stock Management
- Caseload Management
- Data Analytics

Candidate new capabilities – (exact list TBC)

Contact NHS Digital – [nhsdigital.socialcareteam@nhs.net](mailto:nhsdigital.socialcareteam@nhs.net)  
[james.palmer3@nhs.net](mailto:james.palmer3@nhs.net)

Weblink for NHS Digital programme  
<https://digital.nhs.uk/about-nhs-digital/our-work/transforming-health-and-care-through-technology/integrated-care-domain-d/social-care-programme>