

Digital Champions in Adult Social Care

Session 14 May 2025



#DigitalDorset

Welcome back!

Use the chat to drop an emoji, showing us how you feel (hint press the Windows key and “.” to show the emoji keyboard)

Why do programmers prefer dark mode?
Because light attracts bugs! 🐞 😄 ! 🖥️ 🤯



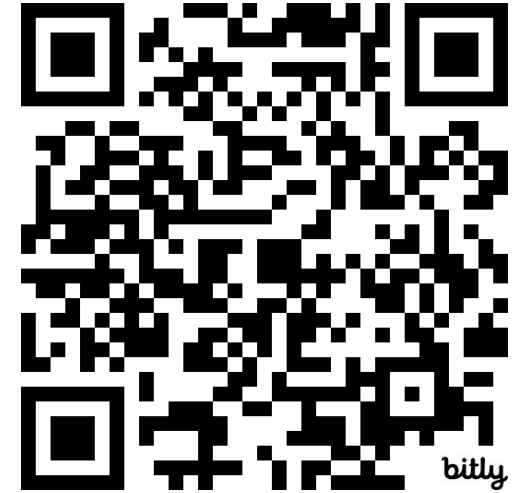
Agenda

- Digital Skills for All self-assessment result analysis
- Skills for care training
- Using and Managing Data
- Communicating through technology
- [Ministerial foreword and report summary - GOV.UK](#)
- Using PowerAutomate to simplify the handover process (with Jared Worthy)



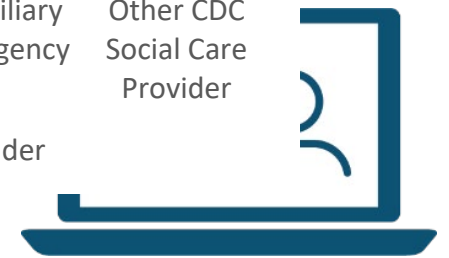
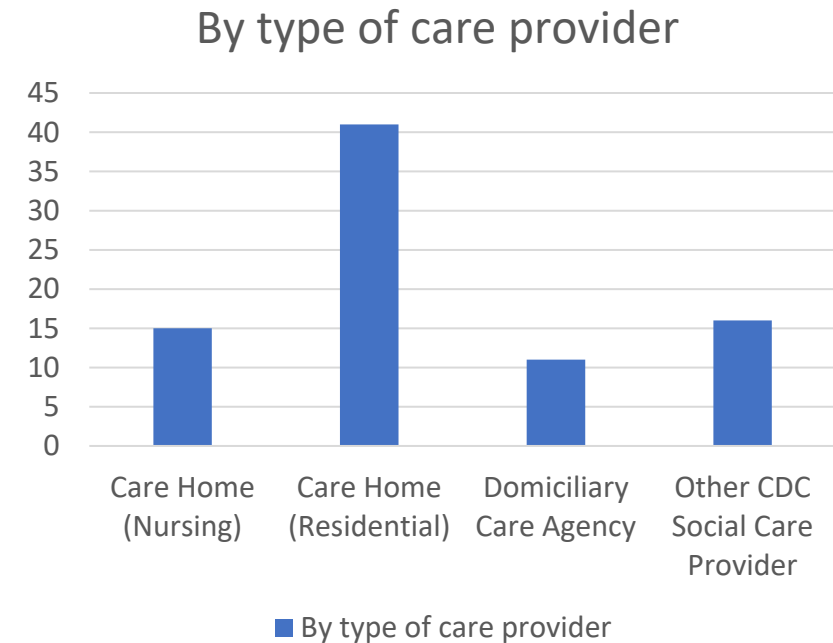
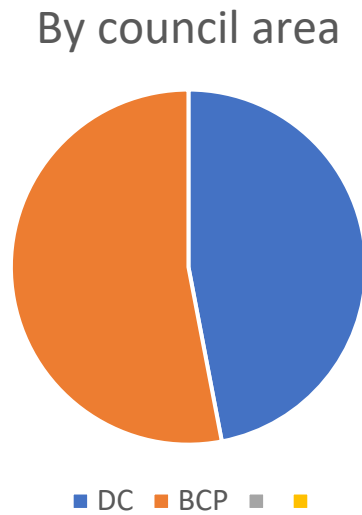
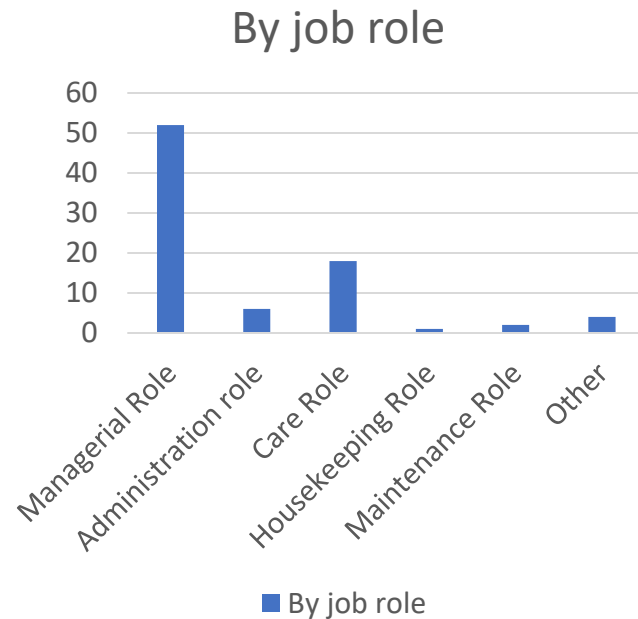
Digital Skills for All Self-Assessment

- How have you found it?
- How did you use it?
- What are the results so far?
- What further resources can we add?

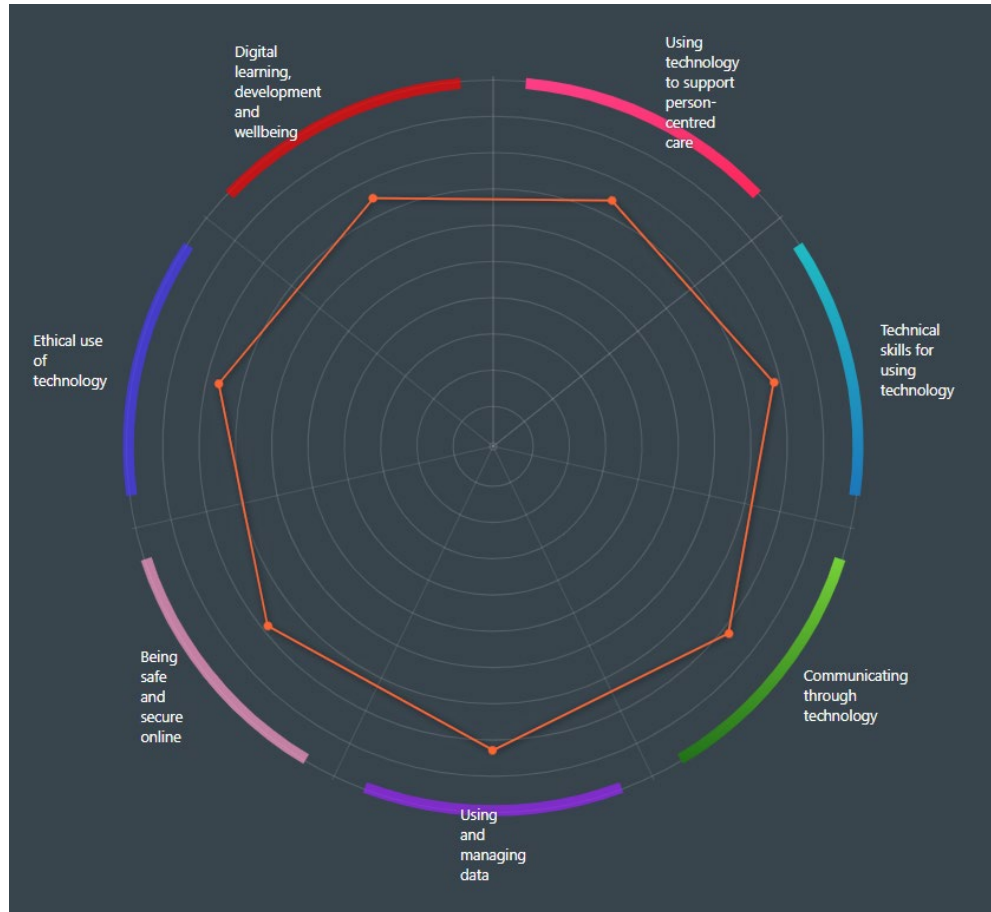


Who has completed the assessment so far?

- 83 responses



What did they tell us?



- Overall digital competence level: 79%
- Strongest – Using and managing data (83%)
- Weakest - Using technology to support person-centred care (74%)



What did they tell us?

- I feel confident in running simple tests on a device to identify a technical issue, or how to access technical help and support if needed – 70%
- I can recognise a cyber threat when presented with one and know what actions to take to avoid falling prey to cyber criminals. – 68%
- I can use technology to keep accurate records of my learning and development (for example designing my own spreadsheet or making full use of a digital calendar). – 72%



What further resources can we add?



Resources

- Click on image to access file
- Document your progress



DoubleClick Image

CARE

Digital Skills e-learning Modules Learner Notebook

This interactive notebook can support you alongside the completion of each of the seven digital skills e-learning modules, including answering the 'let's reflect' questions. You can also write notes and reminders in this notebook for future reference, to support your learning journey.

Select the links below to jump to each module, to add answers and notes alongside the e-learning module you are working on.

- [Module 1](#) – Using Technology to Support Person-Centred Care
- [Module 2](#) – Technical Skills for Using Digital Technology
- [Module 3](#) – Communication through Technology
- [Module 4](#) – Using and Managing Data
- [Module 5](#) – Being Safe and Secure Online
- [Module 6](#) – Ethical Use of Technology
- [Module 7](#) – Digital Learning, Development and Wellbeing

Reflection – Using and Managing Data

Please use the chat, or your microphone and camera to share your thoughts.



Let's Reflect!

Let's now look at your own day-to-day work and responsibilities with data.

1. What are the ways you currently record data as part of your role and responsibilities in your organisation, and in the delivery of care?
2. Are there any ways you could do things differently to keep the data more safe and secure? If so, consider some actions you could write down and take away, and possibly discuss with your manager or colleagues.

Use your learner notebook to capture your thoughts.



Quiz 1

 "When I finish work, I log out and turn off my device and lock it away before leaving the office." - Laura	Laura is helping to minimise the risk of data loss and theft by securing and locking away technology that could contain sensitive information. There should also be password protections when logging in to devices.
 "I sometimes type my care reviews on my laptop in a café and use their public wi-fi to share the information by email." - Peter	Peter is not in an appropriate and secure place for displaying and sharing sensitive information. Use of an unsecured public wi-fi connection also carries the risk of people having inappropriate access to this information.
 "When I'm on a video call with a person accessing care, I do this in an open office, rather than a private setting with a headset." - Jen	This is bad practice, because a potentially personal and sensitive conversation with a person accessing care is taking place in an open setting. These conversations should take place in private.
 "I encourage people I'm supporting to use banking apps and cards to manage their money." - Edward	This is good practice as people are empowered to use technology to privately manage their own finances.
 "I use NHSmail for accessing and sharing important health and care data with other organisations involved in the delivery of care." - Naomi	This is good practice as Naomi is using a secure email system for the accessing and sharing of health and care data. It is a secure data sharing environment for health and care organisations.



- **Some data can also be personal and sensitive** (such as people's personal details and information about their health and care) and needs to be properly protected.

Collecting Data in Social Care 1



"Under the **Care Quality Commission's (CQC) Single Assessment Framework**, it is important that social care organisations **properly understand and interpret the care data they collect** when delivering services. They need to **understand how to use the data** to inform, coordinate and continuously improve services."

- Sam

1 2



Collecting Data in Social Care 2



"Data can be collected for the **purpose of activity reporting and returns** for organisations such as the CQC, and local authorities.

Depending on your role, you may have different responsibilities in the collection and use of data, from frontline care to business and administration, and all of it is **critically important for the delivery of care to function.**"

- Mara

1 2

Data Security & Protection Toolkit (DSPT)

"A free, online self-assessment called the **Data Security & Protection Toolkit (DSPT)** is available for your social care organisation, to help you ensure they are managing data safely and securely.

To learn more about the toolkit, click [here](#)."

- Mara



Reflection – Communicating through technology

Please use the chat, or your microphone and camera to share your thoughts.

Let's Reflect!

We've explored different ways people communicate using technology. Let's explore this further in the context of your own organisation and care services.

1. Do you currently use any technology to communicate with other people at work? If so, what do you use? Suggestions include:
 - Phone Calls
 - Messaging Apps
 - Email
 - Social Media
 - Task Management Applications
 - Dictaphones
2. What actions could you take to learn about, or use more communications technology within your care setting?

Use your learner notebook to capture your thoughts.



Quiz 2

Benefits	Considerations
"Digital communication allows for faster, easier and more responsive sharing of information which can improve the speed and quality of care." - Mara	"It is important that the information I record about a person's care is kept accurate and up-to-date when it is shared and communicated with others." - David
"Technology enables me to communicate with people I'm supporting in ways that work for them, such as video call, phone or text." - Richard	"It is important that my privacy is respected when I'm communicating with others. I want to talk to family and friends in private, and not feel supervised or monitored." - Sophie
"The people who provide my care use technology to connect with each other. It means I don't have to repeat what I say to different people." - Roxy	"It's important that people's personal information is managed safely when on a video call, or by email." - James



Quiz 3

**Computer with Internet/Router Access**
A computer connected to the internet can give people access to the internet, online services and local groups and activities.

**Smartphone**
A smartphone can allow for people to communicate with others in different ways when travelling and doing different activities.

**Video Call Software**
Some software allows for secure and private online communication where people can speak to each other via camera/video link.

**Voice-Activated Personal Assistant**
These devices can allow for people to communicate with others, or online, through voice-activated commands



"I want to be able to call, email or send messages to people whilst I'm out and about."

- Roxy



"I live independently at home but find it difficult to use handheld devices. I'd like to speak to a device to set up a phone call, remember tasks and access information."

- Emily



"My family and friends live some distance away. I want to stay in touch with them online, but not just phone calls or messages."

- Sophie



"I want to be able to independently explore opportunities for joining local community and sports groups, to help build my social life."

- Michael

Submit

Reset



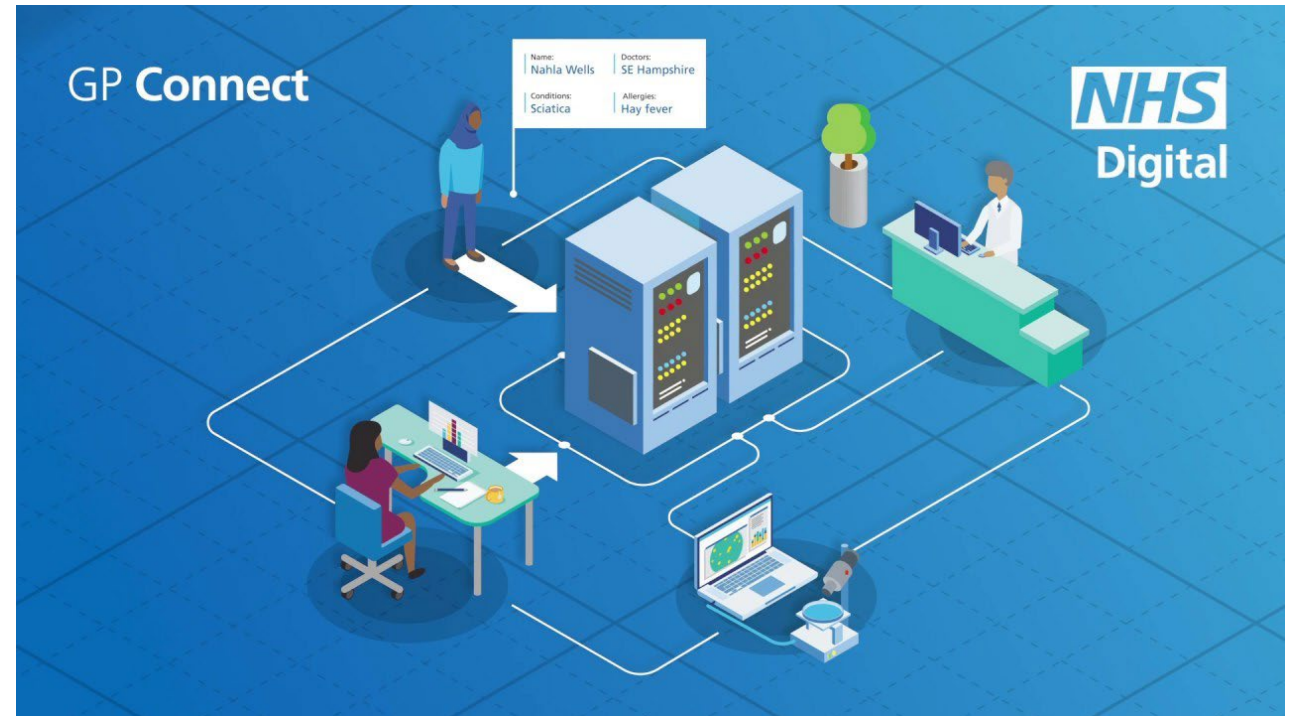
Other important considerations when hosting or using video calls include:

- Ensuring that when using videoconferencing applications, account or login information (including **passwords**) are properly protected, and that only agreed and appropriate people receive links or joining details to attend calls.
- Ensuring that assurances are in place that the videoconferencing application involved is vetted and determined as safe and secure for use.
- Considering what information is shared on a video-call and **avoiding the 'oversharing'** of excessive or inappropriate information. An example could be a care worker communicating aspects of a private conversation between them and a person accessing care to an online audience, without the permission of the other person.



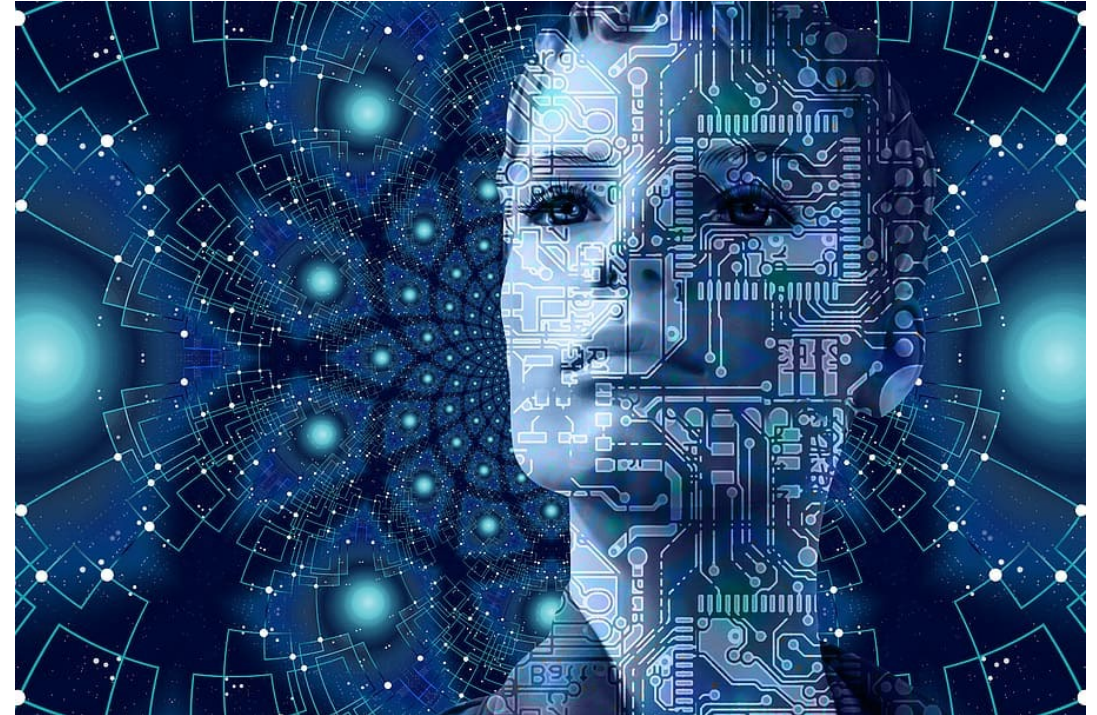
GP Connect and Family portal

- Digital Social Care Records (DSCR) that are part of the NHS Assured Supplier list ([Assured solutions for digital social care records | Digitising Social Care](#)) must:
- provide access to a resident's / client's GP record (via GP Connect)
- [GP Connect - NHS England Digital](#)
- allow access to their care plan for family members to view (via Family portal)
- [Use of 'family portal' reduces telephone calls and improves collaboration - Care Home Management](#)



GP Connect and Family portal

- Can you think of any challenges in accessing GP Connect or using family portal?
- Possible remedies?
- Support a digital champion can provide?
- [Digital Social Care Records - Exploring Advanced Features & Hidden Gems](#)



Useful links

- [A guide to individual rights | ICO](#)
- [Data Security and Protection Toolkit | Digital Care Hub](#)
- [Setting up and using secure email | Digitising Social Care](#)
- [Fixing The Digital Divide | Good Things Foundation](#)

