

Digital Champions in Adult Social Care

Session 25 June 2025



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)

How many programmers does it take to change a light bulb? None, that's a hardware problem! 🖥️💧



Agenda

- Skills for care training
- Being safe and secure online
- Ethical use of technology
- Digital Learning,
Development and Wellbeing
- Katie Thorn Digital Care Hub



Resources

- Click on image to access file
- Document your progress



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 – Being Safe and Secure online

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

Let's Reflect!

In reflecting on this chapter, take some time to consider your own organisation and how you can personally stay safe and secure working online.

1. What do you feel could be some of the risks to online safety and personal data in your day-to-day work?
2. Are there any steps you could personally take to improve your safety, and the secure management of your information when working online?

Use your learner notebook to capture your thoughts.

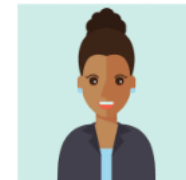


Being safe online

Keep devices locked	+
Protect passwords and login information	+
Good password management	+
Secure use of wireless internet (Wi-Fi)	+
Secure work location	+
Keep software up-to-date	+
Minimise data	+

Online safety is important because:

- ✓ It keeps people's personal and sensitive data secure and minimises the risk of theft or loss of data.
- ✓ It protects people from online sources of harm, including both people working in adult social care, and accessing care and support.
- ✓ It helps to identify and avoid the risks of online fraud and theft.
- ✓ It ensures that only responsible and authorised people are correctly and lawfully using personal and sensitive data in the delivery of care.
- ✓ It ensures people can quickly and effectively respond to incidents (such as loss or theft of data online) to reduce and minimise further risks and impacts.



Remember!



Being safe online

Cyberbullying 1



Faye has a learning disability and lives in her own home. She enjoys spending time on the internet and regularly goes on social media to talk to her friends. She regularly speaks to a care worker who supports Faye with her social skills and local opportunities for hobbies, interests and volunteering.

1 2 3

What steps did Faye take to improve her safety online?

- ✓ Faye blocked the person sending her the bullying messages on social media so she would have no further contact with them. The block function would also ensure the person would not be able to see Faye's profile or any future content she posts online.
- ✓ Faye also decided that anyone talking to her in a harassing or insulting way would also be blocked.
- ✓ Faye decided to adjust her settings on her social media platform so only people she agrees to as friends could see what she writes online.



Being safe online

Ways you can reduce the risk of identity theft include:

- ✓ Keep your personal and work details private on social media, so only trusted individuals have access to this information.
- ✓ Ensure good password management, with detailed passwords involving letters, numbers and symbols to minimise the risk of accounts being hacked and details stolen.
- ✓ Be wary of scams and suspicious online communications which may ask for your personal details.
- ✓ Ensure you have good antivirus protection on the devices you are using (you may wish to speak to your manager and colleagues responsible for your IT devices and software). This can help block computer viruses that could steal personal data.

[Identity theft | ICO](#)



Being safe online - Data breach

- **Assess the Situation and Notify Others**
- **Try and Reduce Impact**
- **Assess the Risks**
- **Report if Appropriate**
- Press [here\(opens in a new tab\)](#) to learn more about responding to a data breach on the ICO website, and when it is appropriate to file a report to the ICO if a breach has happened.



Reflection – Ethical use of Technology

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

Let's Reflect!

In the last few pages, we've looked at different ethical principles and possible situations involving technology, but let's consider your next steps in your own care setting, and how you could support others.

1. Can you give examples of any ethical principles or values within your organisation in how it uses technology for the delivery of care?
2. What actions could you take within your organisation to help support yourself and others in the ethical use of technology? - Could this include people who might work in a safeguarding or data protection role?

Use your learner notebook to capture your thoughts.



Ethical use of technology

Let's explore some examples of ethics and technology in adult social care.

- Emily has dementia, and accesses care and support whilst living at home. Emily wants to live as independently as possible but sometimes struggles with her memory and can wander around or outside of her home at night.
- Emily has had a capacity assessment, which showed she had the capability to make her own personal decisions and choices.
- Several close members of Emily's family are concerned about her living alone and want her to wear several monitoring devices so they can check her activities and movements each night. They feel this is in Emily's best interest, but Emily feels this would be an invasion of privacy and would make her feel she is living 'under a surveillance camera'.
- Emily decided against wearing these devices and wants to find other ways to manage her condition safely whilst keeping her independence.
- Her family has started asking care staff visiting Emily to try and persuade her to wear the devices, and that it would be 'for the best'.

Let's look at another example.

- Martin lives in a supported living setting. He has a learning disability and sometimes finds it difficult to understand information shown on a computer or laptop unless it is shown in a particular way, with text-to-speech support.
- He wants to be able to speak to family and friends online and connect with wider online social groups and communities via social media.
- Martin is only able to access a public laptop, in a publicly-accessible room within his care setting. The laptop is not set up in a way that can support him, and he often feels people might be looking over his shoulder if he has private emails or messages on social media.
- Martin is frustrated he can't use the device for video calls, so he can stay in regular contact with his parents and siblings.
- Martin also mentions there have been times he has had to log out of other people's social media accounts so he can log in with his own details.

Ethical use of technology

Navigating Ethics and Technology

It's important to navigate the ethics involved in the use of technology in care, so the right decisions and outcomes are reached.

- ✓ Is the use of technology focused on improving the delivery and quality of a person's care?
- ✓ Have you asked the individual for consent to use technology in the delivery of their care?
- ✓ Have people expressed a choice or preference over how technology is used in their care (for example, wearable or monitoring devices).
- ✓ Is there a risk that any use of technology could have a detrimental effect on a person's care and wellbeing?
- ✓ Are there any risks to the security of people's personal and sensitive information?



Ethical use of technology

New and emerging technology, known as Artificial Intelligence (AI) software can review and build upon large volumes of data.

- In social care, AI has the potential to analyse and model health and care data on a large scale. This offers organisations a high degree of **detail and predictive power to inform and shape care decisions**.
- There are a lot of ethical considerations about the **appropriate and responsible use of health and care data**. The use of AI must be carried out within a robust framework of consent and data protection rules, so people have choice and control over how their data is shared and used.
- It's also important to reflect that outcomes and decisions from processing large amounts of data are only as good as the data being put in! If the data is poor quality, full of errors or weighted unfairly to emphasise certain groups of people over others, it could lead to poor and uninformed care decisions and outcomes for people.

- It is important that people control and oversee the correct and appropriate use of AI systems, so they are directed and used effectively and safely in informing and improving the delivery of care.
- **Technology is always changing**, offering new opportunities and benefits for care, but it is very important that ethical principles and rules stay ahead of the changes. This can ensure technology (such as AI) is always centred around benefitting people, in line with their rights, freedoms and choices.



Reflection – Digital Learning, development and wellbeing

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

Let's Reflect!

In the last few sections, we've looked at different ways of learning and developing using technology. Let's explore some next steps you could take for your own digital learning.

1. Are there any ways you could use digital tools and platforms to support your learning and development? - What areas of learning could you use them for?

Use your learner notebook to capture your thoughts.



Digital learning, Development & Well-being

"Technology is one of many ways that people can find information and support for their mental and physical health. It can be a gateway for information and services, or actual devices that play a direct role in helping people to manage their health. Remember the technology is just a means to the outcome of improving people's wellbeing!"

Online apps can offer people access to a wide range of self-care and mental health resources that can support with positive thinking, mindfulness, improving sleep, reducing stress and managing daily work/life balance.



Digital learning, Development & Well-being

Accessing and communicating information online can involve risks that some people may be vulnerable to bullying or exploitation. These risks need to be managed with appropriate online safeguards and protections for people.



Excessive use of some technologies can be detrimental, such as using the internet and social media. It can lead to people reducing their social contact in the outside world, less sleep and less physical activity. Too much time looking at computer and phone screens can also cause eye strain.



It's important that people can moderate their personal use of technology for their wellbeing and consider their posture and viewing distance when working with devices.



Digital learning, Development & Well-being

"When technology is properly embedded into care and support services, it can help reduce my time on administrative and data entry tasks and allow me to spend more time delivering high-quality, face-to-face care."

[Digital helping to improve care services across Dorset - Dorset Council](#)



Digital learning, Development & Well-being

Joshua has a learning disability and lives in residential care. Joshua mentions that he can find everyday social situations quite tiring and enjoys using social media in his room.

Increasingly, Joshua has become quite withdrawn and has mentioned to carers that he isn't sleeping well and having trouble with his daily routine.

- Through supportive conversations with Joshua, he mentioned that talking to people online was taking up much of his time, and he didn't feel like coming out of his room.
- He acknowledged that he was getting a bit addicted to checking his notifications and messages on his laptop and phone, and often just waited until they came in so he could immediately respond to them, which often meant staying up late.



Digital learning, Development & Well-being

Consider the options below and tick which ones you think are correct and appropriate.



Suggest to Joshua ways he could filter or block some information he sees online so he has more positive experiences and sees less things that make him anxious or stressed



Persuade Joshua not to use social media anymore



Work with Joshua to support him in balancing the use of social media and being able to step away from his phone and laptop during activities and social occasions. Joshua could be supported to agree a time where he can put away his phone for the night, so social media doesn't keep him up too late



Support Joshua to explore wider apps and services beyond social media that he could enjoy, and also help support him when he feels anxiety and stress (such as apps which support with wellbeing and falling asleep)



Disconnect the wireless router at night to help Joshua develop a healthier routine



Digital learning, Development & Well-being

Emma is a care worker who provides care and support for people in a nursing home.

Emma is finding she is overloaded with work on the computer and having difficulty in using the new care management system that has been introduced.

She has to re-type up the notes she has handwritten down which feels like a duplication of work.

Emma is also carrying out a lot of routine night-checks on people in their rooms, which are important but can further limit her capacity to stay on top of her work and responsibilities.



Digital learning, Development & Well-being

Consider the options below and tick which ones you think are correct and appropriate.



Support Emma to receive more training or peer support in how to use the new care management system, so it can become easier and quicker to use.



Consider possible options and opportunities for smart technology to help residents provide an immediate alert if they have a difficulty or emergency during the night (such as wearables and fall detection sensors). This could make care safer and responsive, rather than relying on night spot-checks that could divert care staff from other responsibilities.



Tell Emma to get other people to use the care management system on her behalf as new ways of working might not be for everyone.



Support Emma to see if she can type up care information in the first instance, rather than writing it down first. This can reduce a “doubling up” in recording information, saving time, and is also a much more secure way of storing and managing information.



Digital learning, Development & Well-being

Digital Champions

In adult social care, digital champions are people working in a care setting who can provide peer-to-peer support to colleagues or people accessing care, in using technology.

Digital champions can:

- ✓ Empower staff and people who draw on care and support to use digital tools more effectively
- ✓ Increase people's confidence, understanding and motivation in using digital technology
- ✓ Share best practice with others in how to use technology in care
- ✓ Support their organisation to introduce new digital technology
- ✓ Help support managers to build an inclusive and engaged culture around using

- Press [here\(opens in a new tab\)](#) to learn more about digital champions in adult social care.
- Press [here\(opens in a new tab\)](#) to visit the Digitising Social Care website which provides more information about digital champions.



Well done!



Courses Learning journeys

Status ▾

Category ▾

Live Sessions



Being safe and secure online
Completed on June 22, 2025
This suite of bitesize digital skills e-learning modules has been developed for all staff working in adult soc ...

Completed Certificate



Communicating through Technology
Completed on June 22, 2025
This suite of bitesize digital skills e-learning modules has been developed for all staff working in adult soc ...

Completed Certificate



Digital Learning, Development and Wellbeing
Completed on June 22, 2025
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Ethical use of technology
Completed on June 22, 2025
This suite of bitesize digital skills e-learning modules has been developed for all staff working in adult soc ...

Completed Certificate



Technical Skills in Using Technology
Completed on April 2, 2025
This suite of bitesize digital skills e-learning modules has been developed for all staff working in adult soc ...

Completed Certificate



What's next?

- WhatsApp Group to remain active – Use it as a resource to get in touch with your peers
- Next digital champions session to take place in September – date TBC
- The Digitising Social Care programme is reaching its end
 - Helped 57 provider to introduce digital social care records system
 - Helped a total of 16 managers – deputies to attend leadership training in digital ways of working
 - Helped 10 providers to introduce sensors to help monitor residents
 - Developed 33 digital champions across DC and BCP
- Please help us by [completing our feedback survey](#)



Thank you



#DigitalDorset