



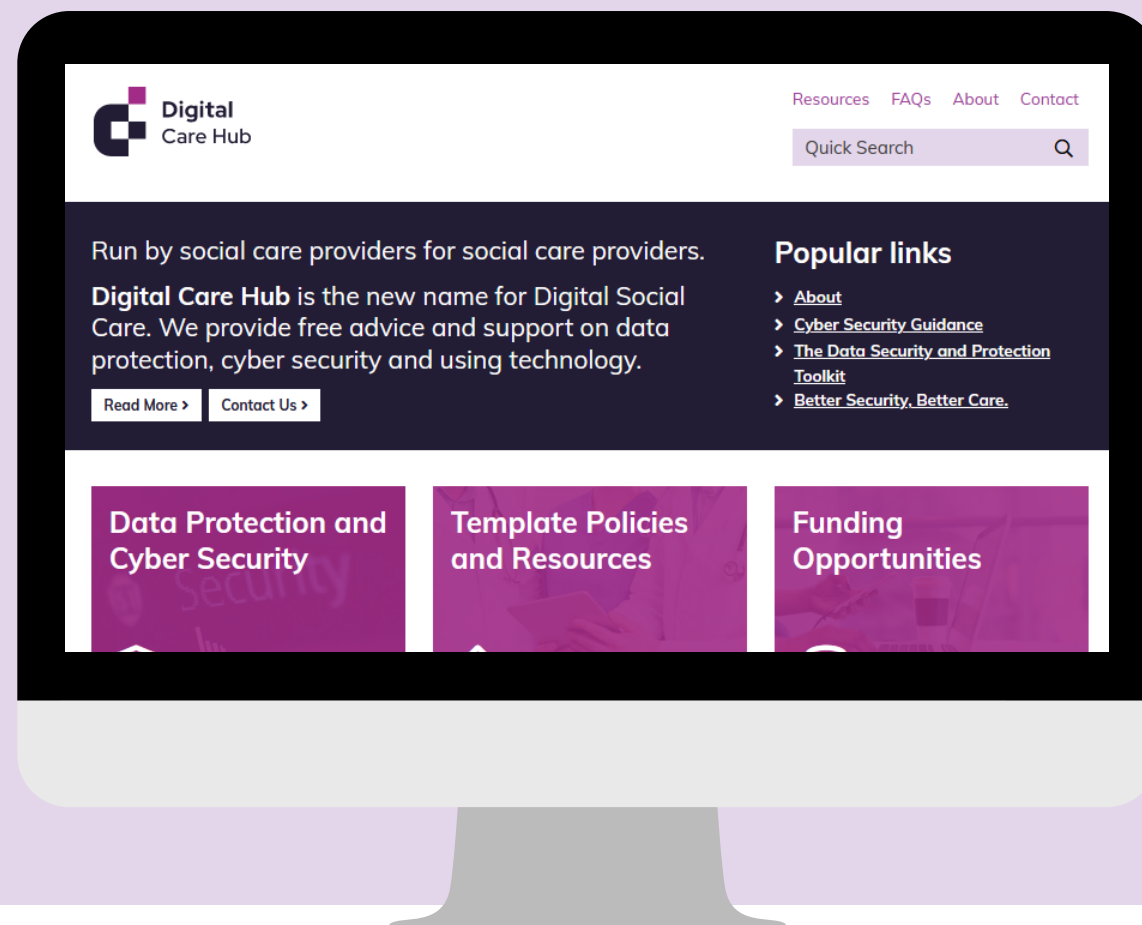
Run by social care providers
for social care providers.

AI in Care: Friend or Foe?

*Navigating the benefits and
challenges*

Digital Care Hub – who are we?

- **Run by social care providers, for social care providers.**
- A sector led community interest company. We represent care providers of adults with physical, sensory or learning disabilities, people with mental ill-health, and older people
- We work in partnership with providers, representative bodies, and statutory bodies to support the digital journey of adult social care providers in England.



Our expertise



Data Protection and Cyber Security

Free guidance, tools and advice to help you understand your data protection and cyber security arrangements. [→](#)



Resources

Downloadable documents to support you with digitisation. [→](#)



Funding Opportunities

Access funding for adult social care providers to make the most out of technology to develop, introduce or implement systems. [→](#)



Connectivity, Software & Equipment

Find information about internet connectivity, different types of care software and hardware. [→](#)



Skills and Training

Access resources to support staff with training and development. [→](#)

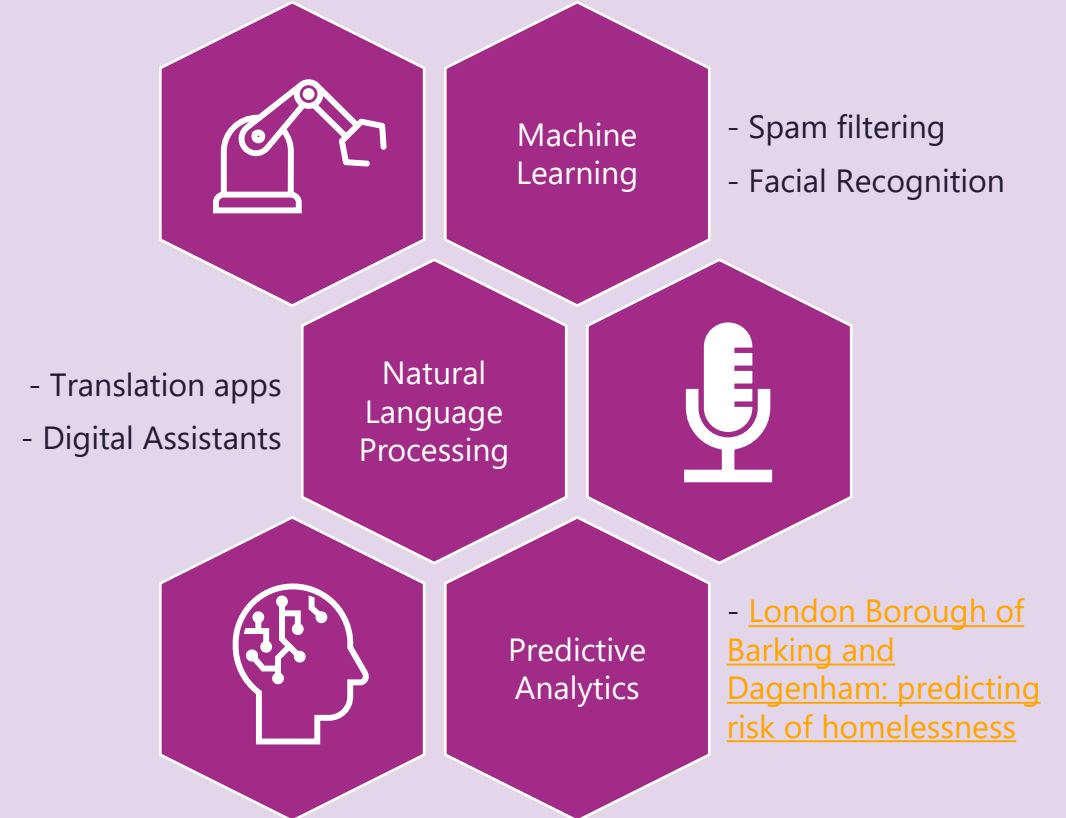


AI and Robotics

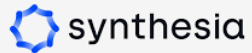
AI and robotics are increasingly being used in social care. Find out more about new technologies here. [→](#)

What is Artificial Intelligence?

- Traditional AI (weak or narrow AI)
- First principles designed in 1956
- Algorithms can learn from data and make predictions or outputs based on that data - "it's like a master strategist who can make smart decisions within a specific set of rules"
- Does not create anything new



What is Generative AI?



ChatGPT



Copilot

Your everyday AI companion

The logo for Gemini, featuring the word "Gemini" in a stylized font with a purple star above the 'i'.

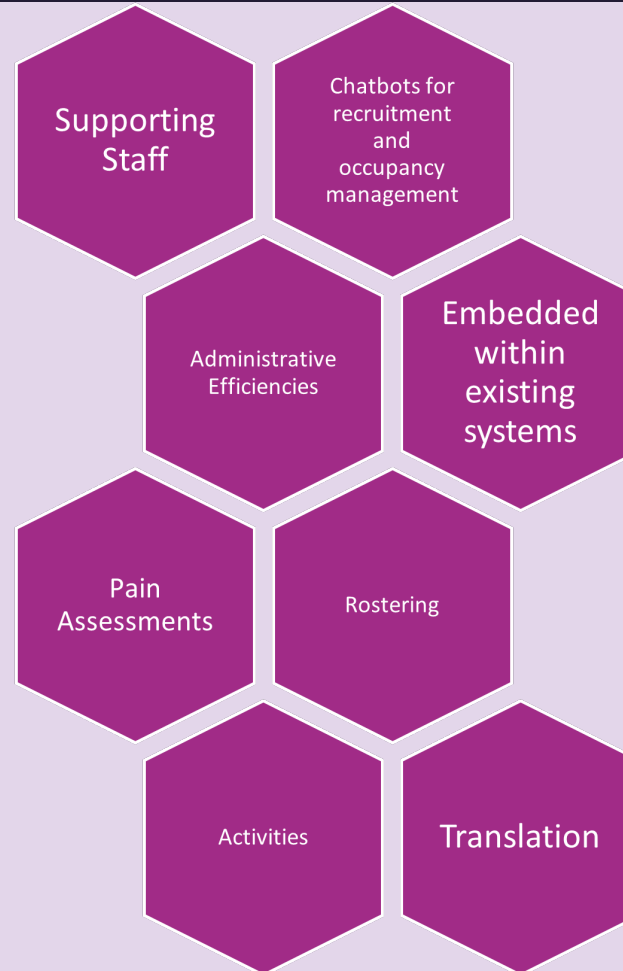
‘Generative AI’ is a type of AI that has been trained using vast amounts of text, images etc. to create new text, photos, videos etc. that read, look or sound like they have been produced by a human.

What is the difference?

“Traditional AI systems are primarily used to analyze data and make predictions, while generative AI goes a step further by creating new data similar to its training data.”

<https://www.forbes.com/sites/bernardmarr/2023/07/24/the-difference-between-generative-ai-and-traditional-ai-an-easy-explanation-for-anyone/>

How are care organisations using AI?



Case Studies

Quik AI Carey - Rose Care Group



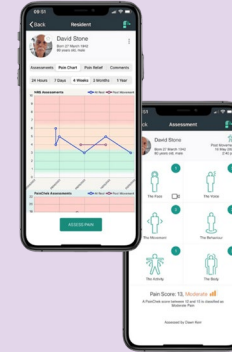
- Audits care plans
- Summarises notes
- Trend analytics
- Reduces errors
- Improves care instructions
- Can be used across the entire staffing team

Nobi Smart Lamps – Lancashire & South Cumbria



- Fall detection & prevention
- AI-driven smart care
- Live checks
- Night reports
- Fall analysis reports
- Behaviour analytics

PainChek – Heathfield Residential Home



- Artificially intelligent pain assessment
- Smart phone app
- Camera-based tool (Micro Expressions)
- Analytic reports
- Interoperability with care recording
- Capacity enhancement

What are some of the risks?

- Limited by the information held in the system used and the quality of that information
- Constrained by the request made of it
- Ethical considerations of the use of AI for people we support and care workers
- Bias
- Hallucinations
- Abuse and Fakes
- Disempowering staff
- Environmental concerns



<https://www.digitalcarehub.co.uk/ai-and-robotics/oxford-project-the-responsible-use-of-generative-ai-in-social-care/risks-of-generative-ai-for-adult-social-care/>

What are some of the risks?

<https://www.cyberdaily.au/digital-transformation/11161-victorian-child-protection-worker-uses-chatgpt-for-protection-report>

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Victorian child protection worker uses ChatGPT for protection report

Victoria's child protection agency has been ordered to ban the use of AI tools after a case worker used ChatGPT to write a child's protection report, resulting in sensitive data being submitted and a number of inaccuracies being generated.

 Daniel Croft • Thu, 26 Sep 2024 • **DIGITAL TRANSFORMATION** [SHARE](#)

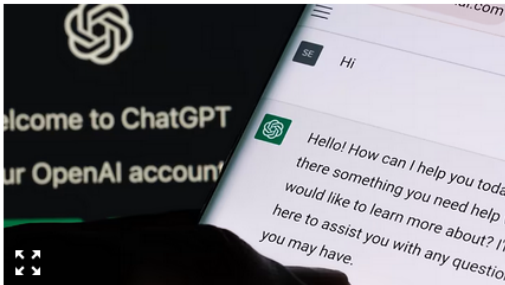
The Office of the Victorian Information Commissioner (OVIC) received reports of the incident in December last year after the Department of Families, Fairness and Housing (DFFH) discovered that a case worker was suspected of drafting a protection application report using ChatGPT.

The report was used in the Children's Court in a case regarding a child who had changed families as a result of sexual offenses.

Now, the OVIC has found the DFFH failed to "take reasonable steps" to protect the child's personal data and ensure accurate reporting.

While the outcome for the child did not change, it determined that "a significant amount of personal and delicate information" was input into ChatGPT, meaning it was disclosed to OpenAI outside the control of the DFFH.

It also found that the report contained inaccurate data "which downplayed risks to the child in the case".

**cyberdaily.au** | DISCOVER

Can we use AI to create care plans?



Photo by [Amie Roussel](#) on [Unsplash](#)

It depends

Oxford Project on the Responsible use of Generative AI in Social Care

- Institute of Ethics in AI, Oxford University, Casson Consulting and Digital Care Hub
- Co-production across:
 - People with lived experience
 - Care workers
 - Care providers
 - Commissioners
 - Technology Industry

“The ‘responsible use of (generative) AI in social care’ means that the use of AI systems in the care or related to the care of people supports and does not undermine, harm or unfairly breach fundamental values of care, including human rights, independence, choice and control, dignity, equality and wellbeing.”

Co-produced AI guidance

Domain	As people who draw on care and support	As people who work in social care	As providers of care	As technology providers
Improving care and support	"I am confident that the technologies used in my care and support, are designed to enhance and improve my care, and to prioritise my well-being."	"I am confident that the technologies I am asked to use in my work help to improve outcomes for the people I support." "I have access to technologies that support me to do my work and which improve my experience at work."	"We plan the use of technologies with the well-being of people who draw on care and support as our priority." "We use technologies to enhance the care and support we offer. Our goal is better care and support." "We ensure the technologies we use are suitable, safe and effective for the purposes for which we use them." "We consider the impact of the technologies we use on the people who work in our services." "We judge the effectiveness of the technologies we use in terms of outcomes for people who draw on care and support."	"We develop technologies with a focus on the well-being of our users. We are motivated by delivering better care and support for people who draw on it." "We ensure our technologies are effective, and safe, for the purposes they were created."

<https://www.digitalcarehub.co.uk/AIGuidance>



Co-produced AI guidance

Across 12 domains:

- Improved care and support
- Choice and control
- Accessibility
- Training
- Data privacy
- Transparency
- Accountability
- Human contact and connection
- Addressing bias and avoiding discrimination
- Continuous improvement
- Co-production
- Sustainable technologies

<https://www.digitalcarehub.co.uk/AIGuidance>

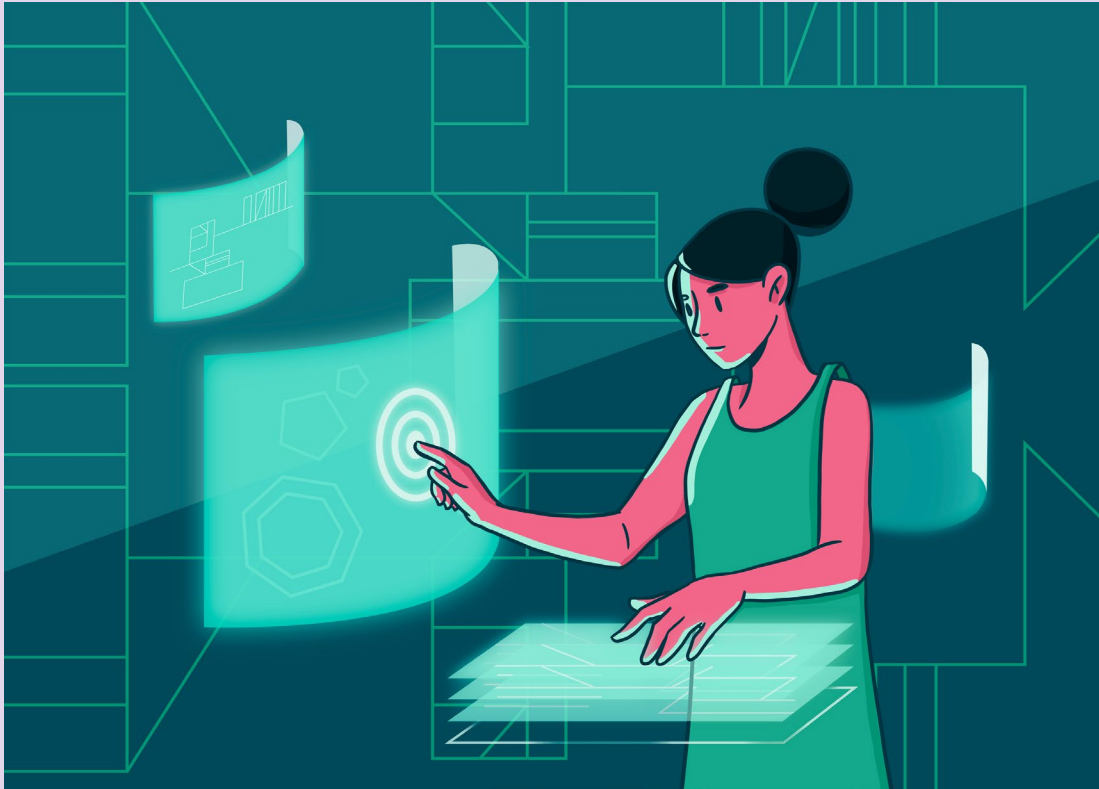
A collaborative call to action

1. Everyone – to use the “I” and “We” statements set out in our guidance, to guide the use of Generative AI in social care.
2. Everyone working on Generative AI in social care – to continue to work collaboratively on key issues.
3. UK governments to work with the UK’s regulators to develop appropriate regulatory and accountability structures to govern the use of Generative AI (and other AI technologies) in social care.



<https://www.digitalcarehub.co.uk/aicalltoaction>

What's Next?



- AI in Social Care Alliance
- Co-producing the future of the alliance
- International Collaboration
 - Scotland/Wales/NI
 - Canada
 - Germany
 - United Nations
 - Global Ageing Network
- More specific strategic work
 - Cyber
 - Environment

Thank you & Questions?



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