Digital Social Care Webinar
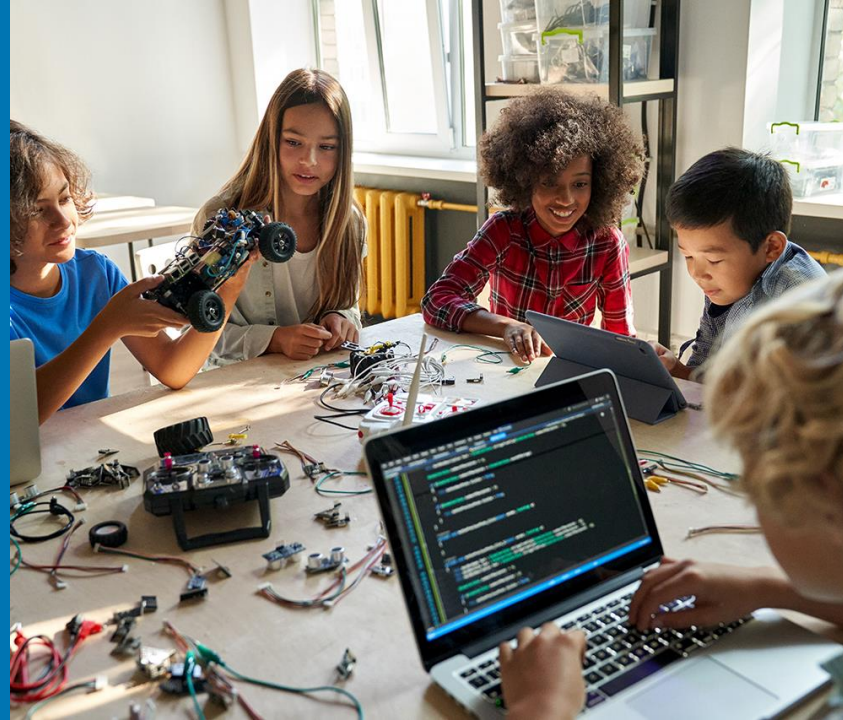
The webinar will begin shortly and will be recorded, please keep cameras and microphones turned off.

care
inspectorate

Agenda

- **Welcome and housekeeping**

- **Shona Munro - Mhor Collective**

- **Marion Logan and Henrik Moeller - Scottish Government**

- **Hilary Lowe - NHS Education**

- **Q & A**

- **Additional resources**

- **Evaluation**

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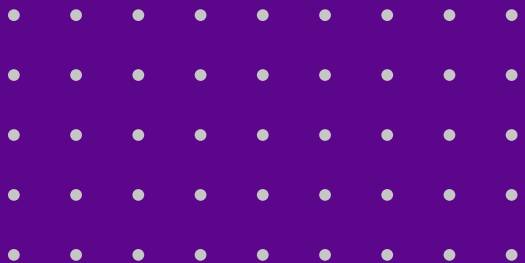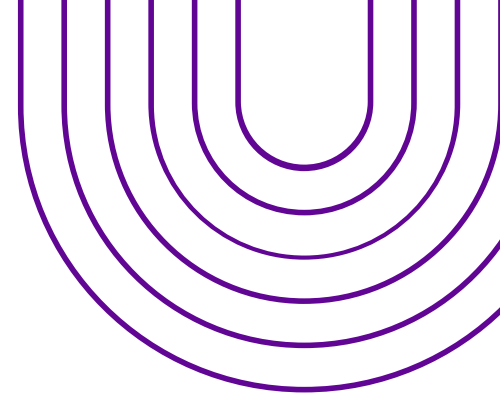
DIGITAL INCLUSION

We take a rights-based approach to minimising the impact of digital inequality

WHO WE ARE

NOT FOR PROFIT CIC ORGANISATION

We sit within the third sector
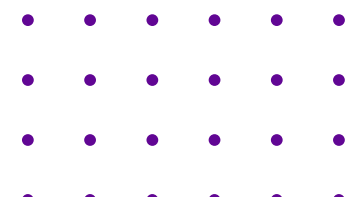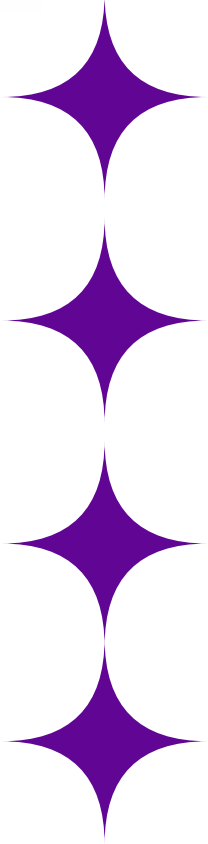
HIGHLAND BASED

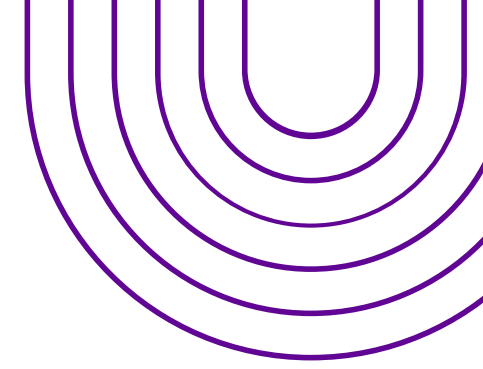*A small team of 9, Highland based with a dispersed*

WORKING ACROSS SCOTLAND AND BEYOND

We currently have work in London, Manchester and Nova Scotia

SINGLE ISSUE ORGANISATION

We focus only on digital inclusion. We know DI has many layers and complex challenges..

01. **WE MEET PEOPLE WHERE THEY ARE AT**
We take a relational approach in all that we do

02. **LIVED EXPERTISE**
We value lived expertise and learn from those who know best
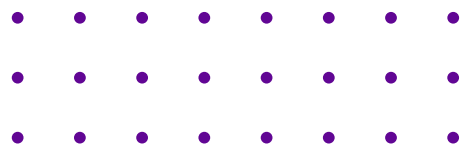
03. **CO-DESIGN**
There's no one-size fits all approach in the work that we do
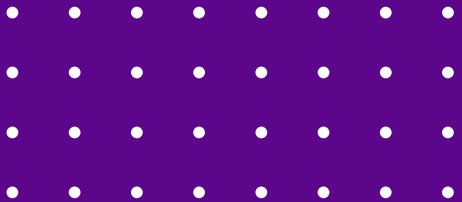
04. **RESOURCES AND APPS TO HELP**
Our work uses apps and websites that are research informed and free to anyone

BUILDING RELATIONSHIPS

WORKING IN THE CONTEXT OF HEALTH AND SOCIAL CARE
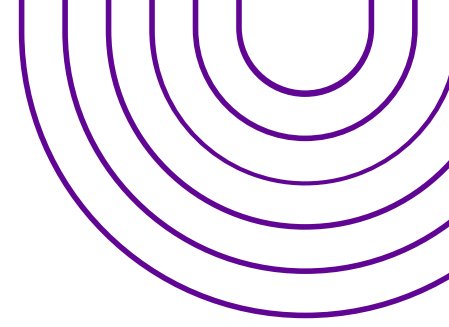
01.
SPECIALIST AS PARTNERS

We've trained and supported expert staff to act as digital champions, supporting people with health tools

02.
PARTNER PROJECTS, EMBEDDED TEAM MEMBERS

First and foremost, we work with organisations working in complex settings. This offers huge insights to our work and creates tailor responses (Centred & Saheliya)

03.
NATIONAL HEALTH AND SOCIAL CARE DC MODEL

Free digital inclusion/champion training for any staff/volunteers

04.
TAILORED, INFORMED TRAINING

We aim to work alongside experts, drawing on lived and living experience to ensure we can deliver meaningful support
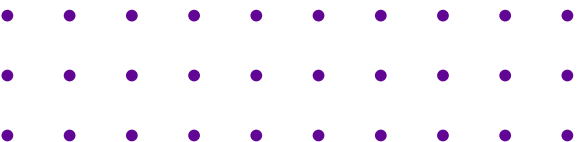
DIGITAL INCLUSION & HEALTH

OPPORTUNITIES

We listen to the challenges facing the people you walk alongside and listen to the ways in which digital inequality impacts. You are best placed to help them.

CHALLENGES

We work collectively to create solutions, overcoming challenges together, putting lived expertise at the heart of everything

WHAT WE KNOW

- A RANGE OF SKILLS AND CONFIDENCE AMONGST STAFF
- INCONSISTENT DEVICE ACCESS
- DATA POVERTY
- TIME POOR

WHAT WE KNOW CAN HELP

- DIGITAL CHAMPIONS – YOU ARE THE TRUSTED PERSON

- EVERYONE MUST DO THEIR BIT – DI IS EVERYONE'S PROBLEM

- DIGITAL SKILLS SUPPORT FOR STAFF AND VOLUNTEERS

- COMMITMENT FROM ALL LEVELS OF THE ORGANISTION

01. DIGITAL INCLUSION AND MENTAL HEALTH
An insight report with data drawn from the experiences of frontline staff with recommendations for practice

02. TALKING TRUST
A video designed and created by Mhor to help professionals introduce health tools

03. CIRCUIT – TAILOR SUPPORT FOR YP WITH CARE EXPERIENCE
Tailored digital champion support for any organisation working with YP

04. DIGITAL INCLUSION ON THE BRINK
Recent report exploring the current landscape for Digital Inclusion in Scotland and the impact it is having.

SOME EXAMPLES OF OUR RESEARCH & RESOURCES
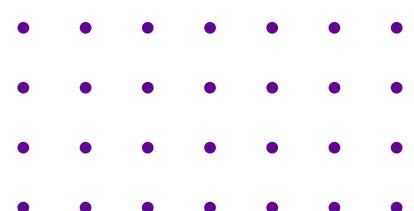
OFCOM MEDIA LITERACY – GLASGOW CITY

In partnership with Glasgow Life we are supporting the improvement of online media literacy across the City of Glasgow (health focus)

INCEL AND MISOGYNY

insights from our recent VAWG report for SG highlights the challenges faced by women around online misogyny and the increase in incel culture

DIGITAL INCLUSION AND HOMELESSNESS – GROUNDSWELL

Supporting Homeless Charity to embed a DI strategy and support their staff and volunteers with digital skills

PHOENIX GROUP

Creation of online learning platform, raising awareness of DI to all staff, and role out of DC training to staff, so they can better support both customer and colleagues.

ONGOING AREAS OF WORK

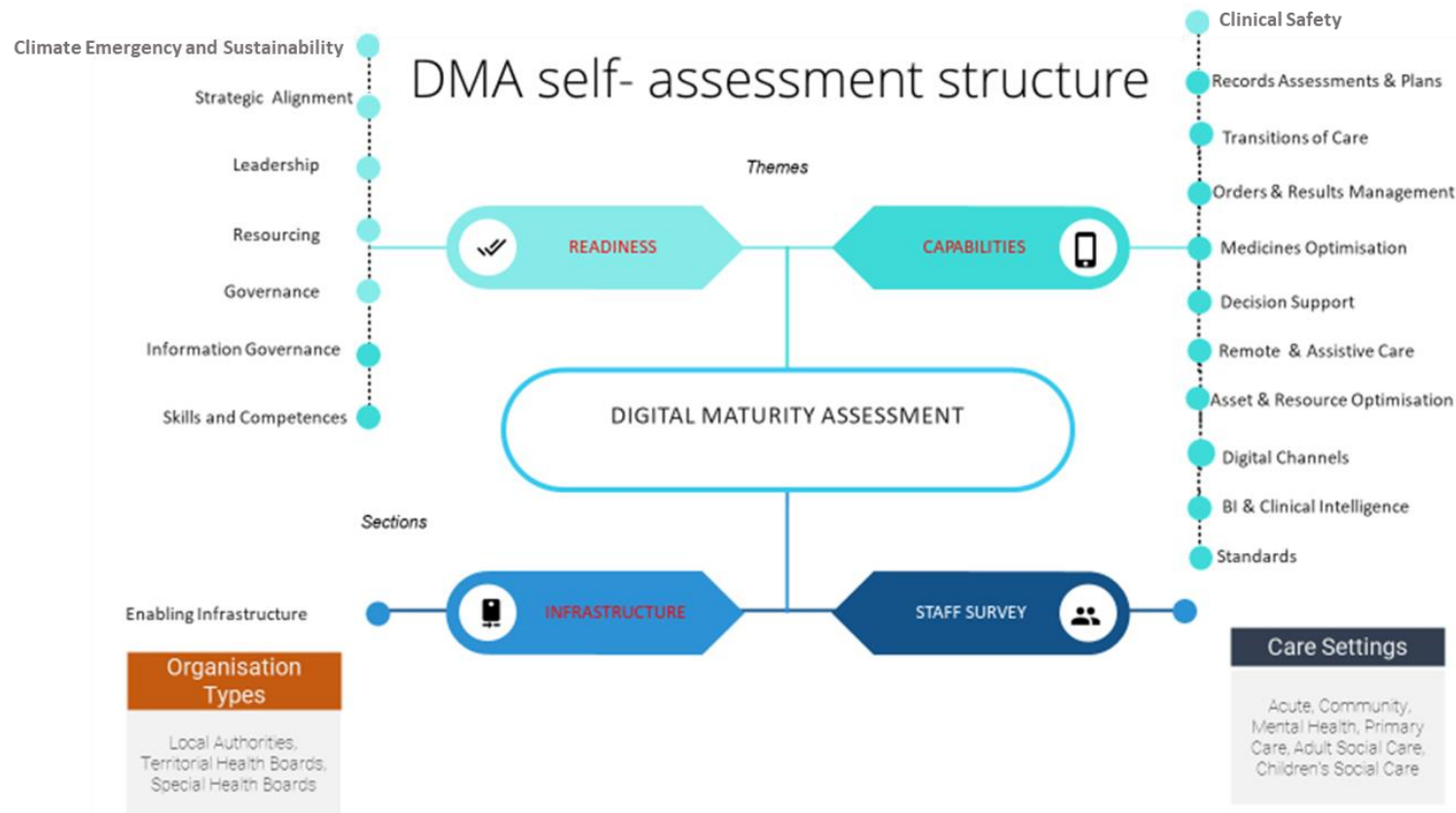# GET IN TOUCH

Have any questions?

mhorcollective.com

SO WHAT!?

The Scottish Government/COSLA
Social Care Digital Maturity Assessment

MEISTERWORKS

Meaningful, standardised AND intuitive

The Scottish Government/COSLA Digital Maturity Assessment is a standardised management tool for digital transformation

Assessment Overview

- Digital maturity measured across more than **400 indicators**

- **Actively maintained** question set

- Divided into **20 categories** across top level themes "Readiness", "Capabilities" and "Enabling Infrastructure"

- Intuitive answer scale referencing a current subject matter expert picture of '**What Good Looks Like**'

- Open to organisations across **healthcare and social care**

- **Collaborative completion** across and beyond organisational structures – quickly and easily involve leadership, management and your wider workforce

Works How You Want It To Work

Dedicated, intuitive assessment workspace; free and full access to results and de-identified comparison data for benchmarking
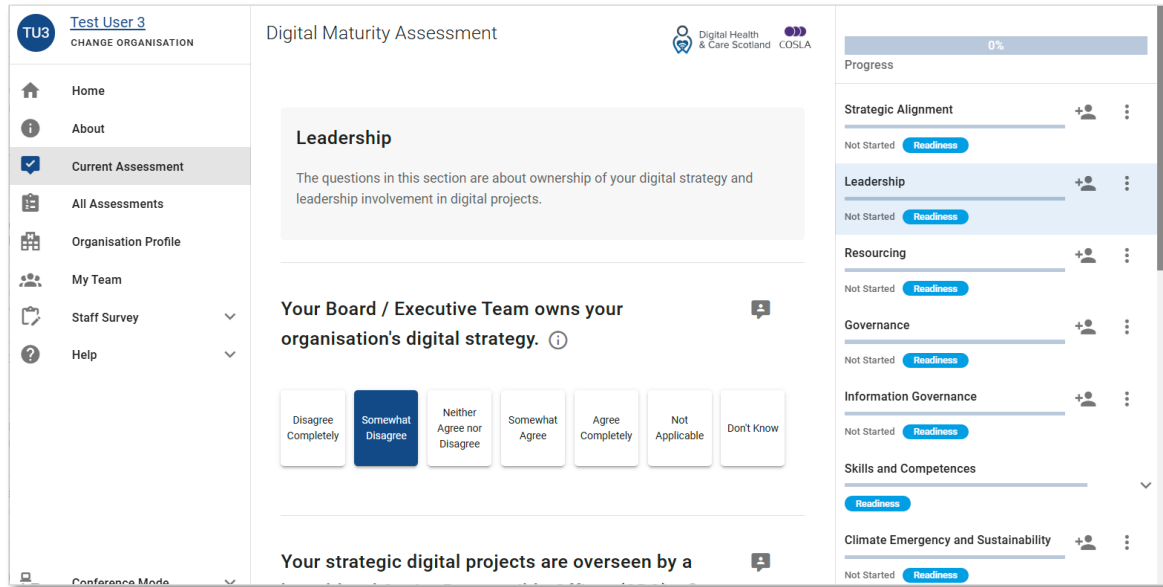
The Assessment Portal

- Dedicated specialist data collection platform
- Intuitive, collaborative approach to assessment completion
- Customised assessments for each organisation
- Senior leadership approval workflow
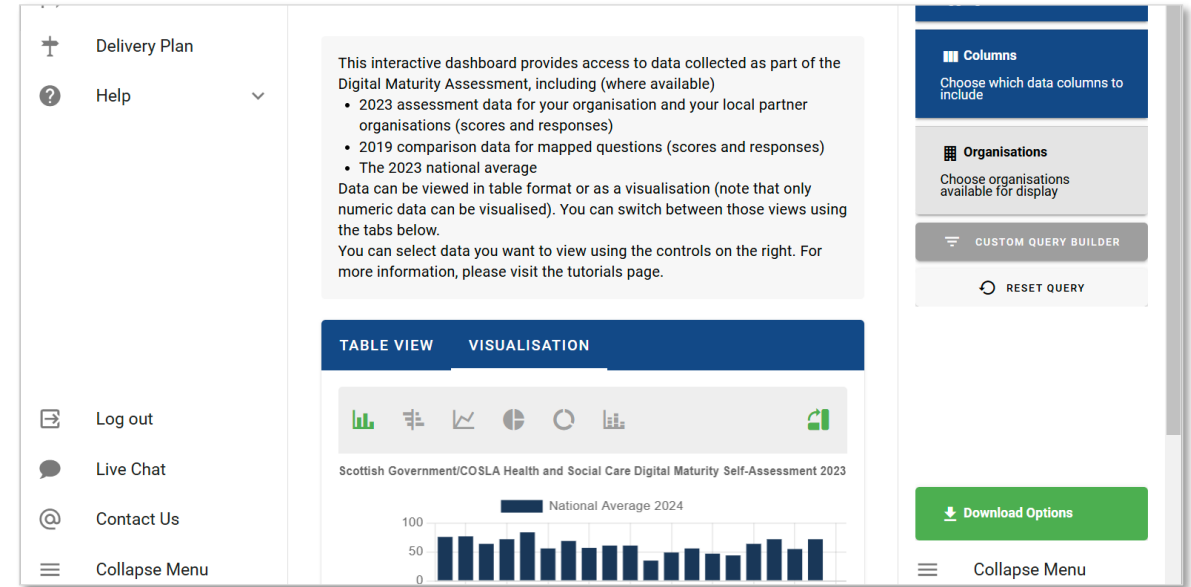
The Results Portal

- Access for participating organisations to data, comparison values and analysis
- Pre-configured dashboards, customisable tables and visualisations and raw data download

Flexibly Supports Multiple Use Cases

Assessment includes data to underpin digital maturity tracking, planning, benefits realisation work and more

Baseline: "Where am I now?"

Prioritise areas of application

Track outcomes from digital transformation

Foster digital, data driven culture

Track your speed direction of travel

Contrast and compare against national picture

Inform strategy and policy development

Learn from others and share your own insights

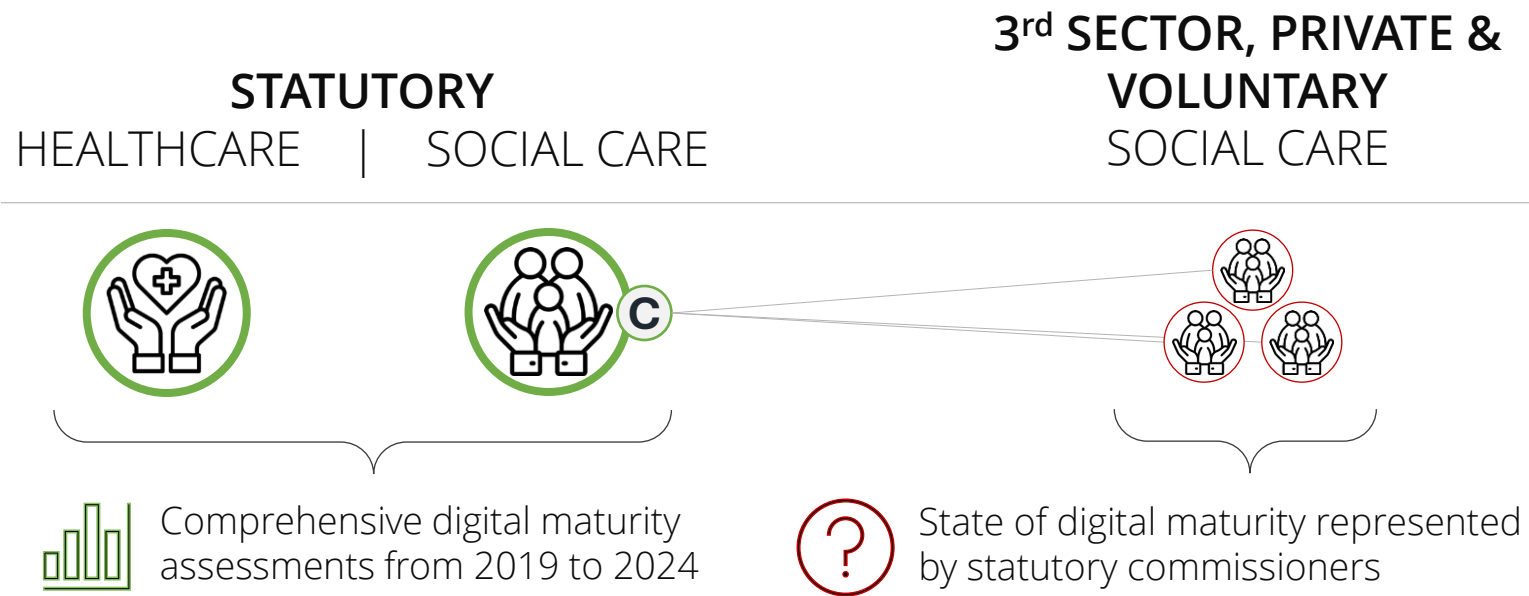**Assessment is designed to:**

- Support building longitudinal data to illuminate speed and direction of travel

- Facilitate tracking the benefits of your digital transformation initiatives

- Help embed digital maturity into your organisation's decision-making culture

- Help identify blockers constraining your digital workflows

- Highlight under-digitised areas that could offer quick fixes

Can't Fix What You Can't See

While there is methodical, standardised digital maturity data available for statutory organisations, the wider sector including the vast majority of social care organisations is a total blind spot

STATUTORY

HEALTHCARE | SOCIAL CARE

3rd SECTOR, PRIVATE & VOLUNTARY
SOCIAL CARE

Comprehensive digital maturity assessments from 2019 to 2024

State of digital maturity represented by statutory commissioners

There are urgent, unanswered questions as a result – for example:

- Are commissioned organisations encouraging, or holding back sector-wide digitisation?

- Can commissioners accurately gauge digital maturity amongst their contractors?

- Could the statutory sector provide efficient digital solutions to the wider industry?

- Are digital maturity journeys of statutory organisations well-aligned with the wider sector?
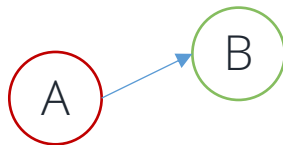
There's No Path To "Don't Know"

Digital Maturity data provides a picture of "What Good Looks like" for statutory organisations; the remaining sector depends on commissioning requirements for guidance

STATUTORY

HEALTHCARE | SOCIAL CARE

3ʳᵈ SECTOR, PRIVATE & VOLUNTARY
SOCIAL CARE

Comprehensive digital maturity assessments from 2019 to 2024
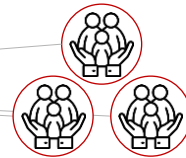
Guidance comes from contract requirements

There are consequences from this limited flow of information:

- What's included in contracts is extremely limited

- Requirements are often not based on empirical evidence

- Requirements tend to trail the status quo

- There's no tracking or reporting available

The Wisdom Of Crowds

Benchmarks and a sense of your organisation's speed and direction of travel informs optimal resourcing of your digital maturity journey

Allocating resources to digital transformation optimally involves measuring and tracking its benefits:

- Tracking ROI from digital projects provides fundamental data

- Being able to benchmark against the wider sector gives weighting and significance to insights that are not available in isolation

- For benchmarks to hold value, their underpinning data must be standardised (So that data is comparable)

- Our DMA provides just that

THANK YOU!
We look forward to your questions.

MORE INFORMATION /
QUESTIONS /
GET ACCESS TO THE ASSESSMENT
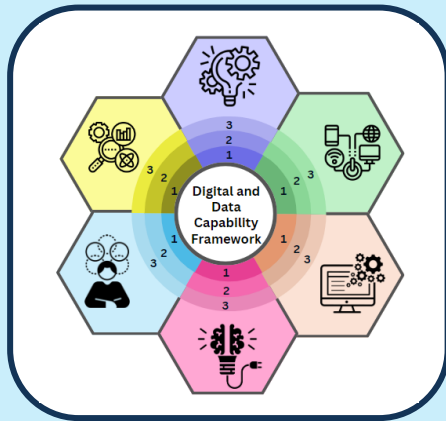
Email sg@dma.works

MEISTERWORKS

Digital Health
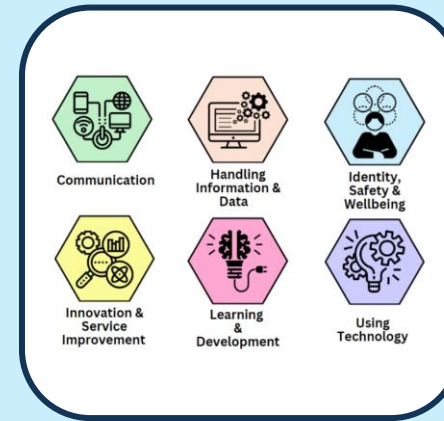& Care Scotland

COSLA

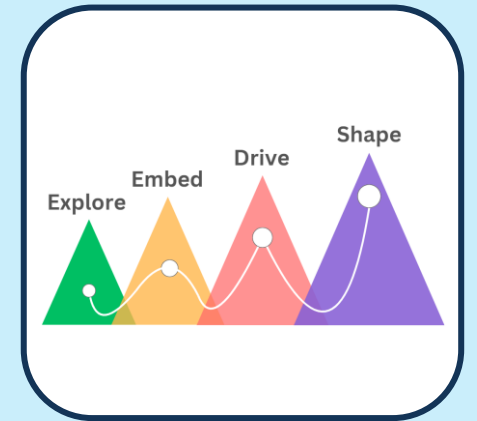# Digital and Data Capabilities Resources

Digital and Data Capability Framework
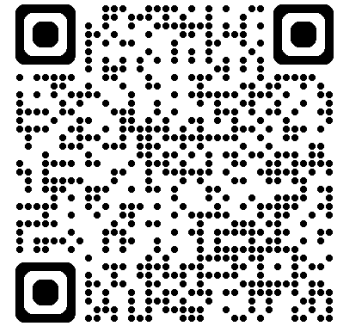

Self-Assessment Tool

Digital and Data Resource Hub

Thriving in a Digital Age Pathways

Digitally Enabled Workforce Team

Scan the QR code to find out more about the DEW programme of work:

Maria Botha – Lopez
Specialist Lead
M365

Brendan Clarke
Specialist Lead
Knowledge, Information, Data

Fiona Perry
Digital Workforce Business Analyst

Hilary Lowe
Specialist Lead
Digital Workforce

Emma Scatterty
Specialist Lead
Digital Leadership

Pamela Dimberline
Specialist Lead
Digital Health and Care

Debbie Murray
Communications and Engagement Manager

Kirstin Crawford
Programme Coordinator

DIGITALLY ENABLED WORKFORCE
NHS EDUCATION FOR SCOTLAND

The **Digitally Enabled Workforce (DEW) Team** within NHS Education for Scotland (NES) are the delivery partner for Scottish Government's **Building Digital Skills and Leadership Programme** and are collectively responsible for the delivery of a programme of work aligned to Scotland's Digital Health and Care Strategy, Data Strategy and Care in the Digital Age delivery plan.

Digital and Data Capability Framework

The **Digital and Data Capability Framework** has been created to support the development of digital capabilities for **everyone working in health, social care and housing** in Scotland.

The framework identifies the **skills**, **knowledge** and **behaviours** that are essential for this workforce, clarifying the responsibilities at individual, team and organisational level.

Hosted on an **open access** Turas Learn site - **no login credentials required**!

The framework applies to the entire health and social care workforce in Scotland (**NHS, Local Authorities, Health and Social Care Partnerships, Social Work, Social Care, Care and Support Providers, Housing, Third and Independent Sectors**), including managers, leaders and those in strategic positions.

No matter what type of service you work in, or what role you undertake, this framework is for you.

Scan the QR code to access the framework:

DIGITALLY ENABLED WORKFORCE
NHS EDUCATION FOR SCOTLAND
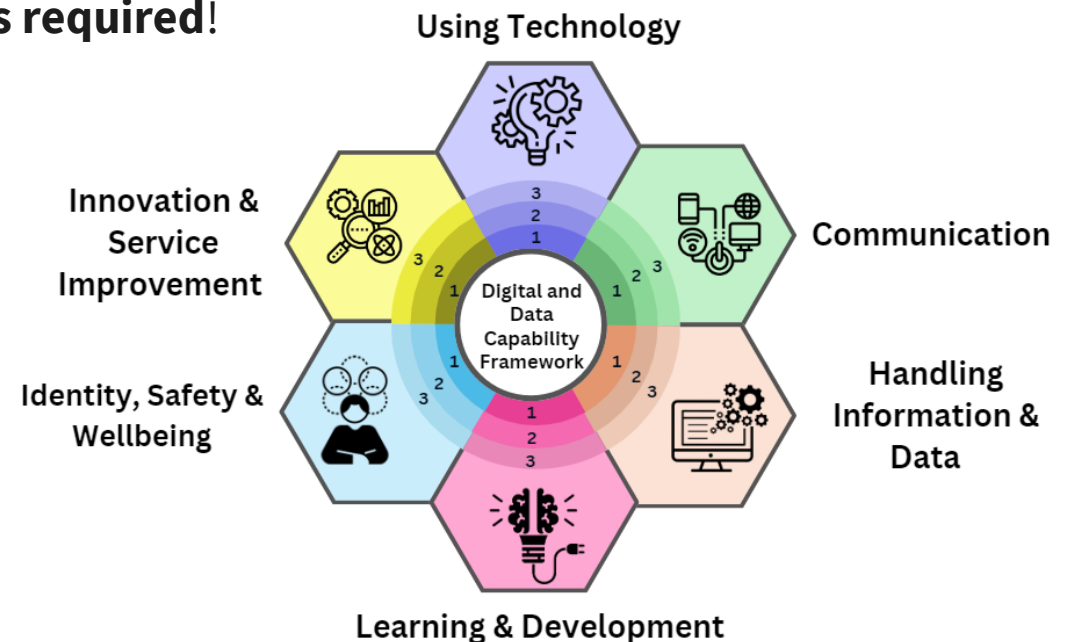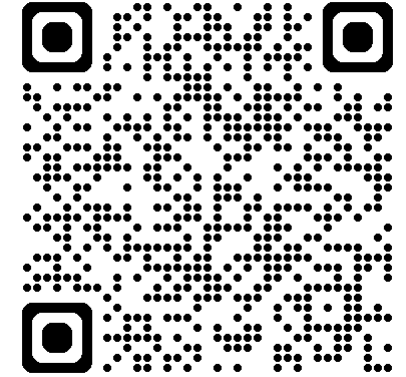
Digital and Data Capability Framework

The framework is made up of **6 Capability Areas** applicable to the delivery of health, social care and housing services.

Each Capability Area has a list of **Capability Statements** which outline a relevant set of skills, knowledge and behaviours.

Communication

Handling Information & Data

Identity, Safety & Wellbeing

Innovation & Service Improvement

Learning & Development

Using Technology
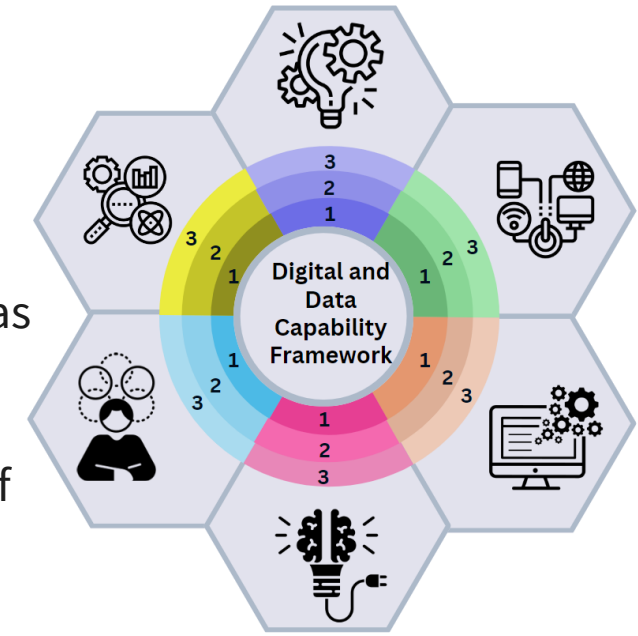
For each Capability Statement there are **3 Levels** that give specific examples of what you should be able to do and how you should feel, for 3 increasing levels of digital capability.

Capability Statements

Develops and uses appropriate digital identities that support a positive personal and organisational reputation		
Level 1	Level 2	Level 3
I know that online posts can stay in the public domain and will contribute	I carefully manage my own digital identity to protect my reputation,	I recognise the value of positive digital identities and champion their

Digital and Data Capability Framework

Using Technology

- Uses a wide range of digital devices as required for my role
- Uses a wide range of systems and apps to ensure delivery of safe, good quality care and support
- Selects appropriate technology to achieve different tasks
- Deals with digital problems when they happen in the workplace and can find and implement solutions

Communication

- Communicates effectively using digital tools
- Understands the risks of communicating online and follows appropriate guidelines
- Creates positive professional connections and networks using social media and digital tools
- Understands the purpose and function of different digital communication methods within my role
- Works effectively with others using digital tools

Innovation & Service Improvement

- Embraces digital change
- Uses digital tools to improve processes and solve problems
- Promotes the practical application of digital tools to support people
- Supports the promotion of digital inclusion and flexibility for accessing services

Handling Information & Data

- Able to safely collect, store and share information and data
- Able to find, evaluate and use information and data
- Understands and follows legislation and organisational policies that ensure information and data is handled securely and ethically

Identity, Safety & Wellbeing
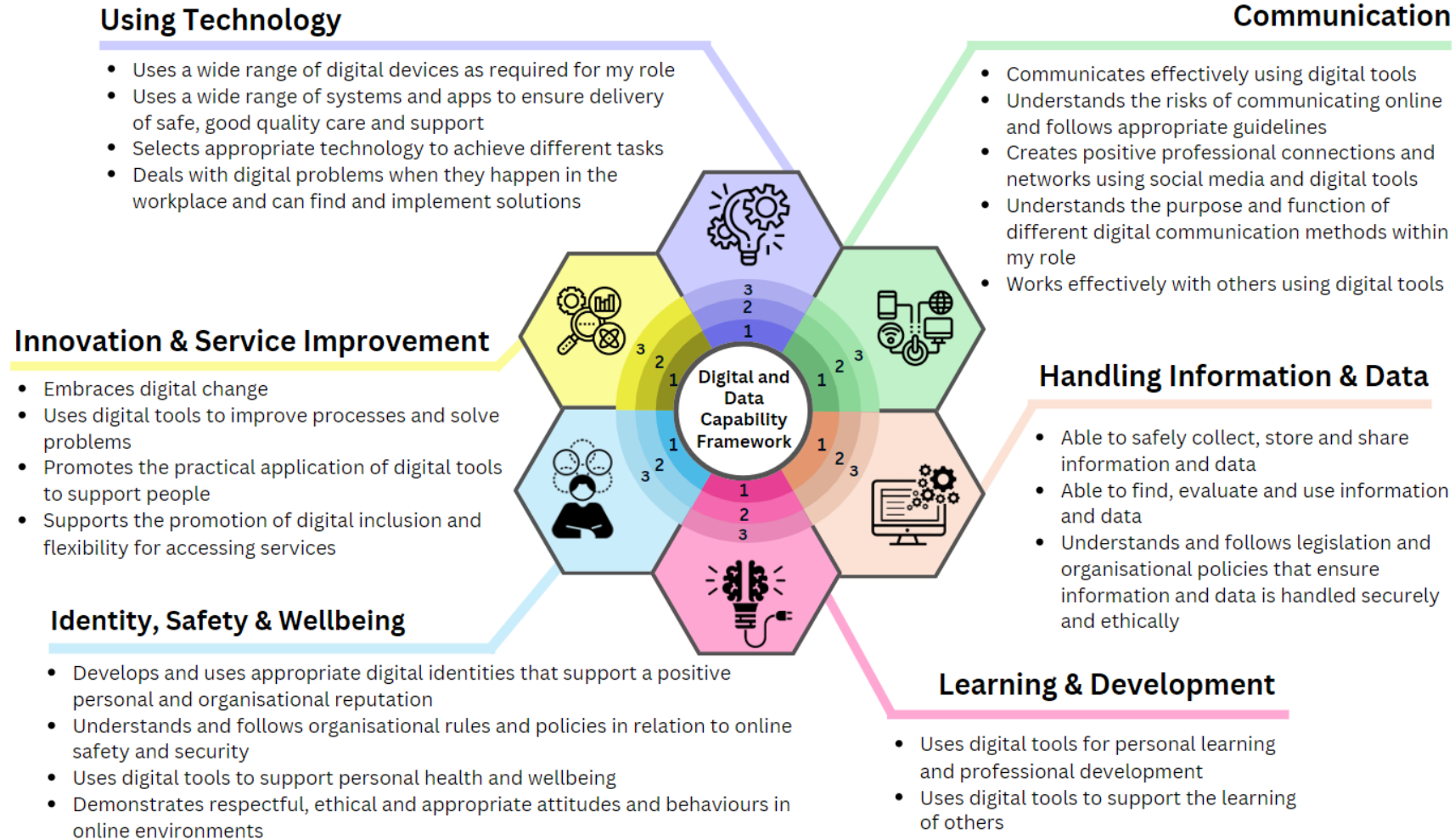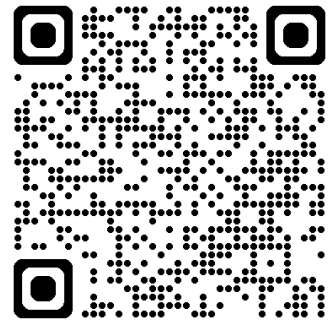
- Develops and uses appropriate digital identities that support a positive personal and organisational reputation
- Understands and follows organisational rules and policies in relation to online safety and security
- Uses digital tools to support personal health and wellbeing
- Demonstrates respectful, ethical and appropriate attitudes and behaviours in online environments

Learning & Development

- Uses digital tools for personal learning and professional development
- Uses digital tools to support the learning of others

Digital and Data Capability Framework

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NHS EDUCATION FOR SCOTLAND

Digital and Data Capability Framework Self-Assessment Tool

The **Digital and Data Capability Self-Assessment Tool** offers an interactive way to work through the Digital and Data Capability Framework to review your current levels of digital capability.

The tool provides a **form** that will guide you through each of the framework capability areas to help you decide which level best describes your current skills, knowledge and behaviour.

You will then receive a personalised **email** with a **record of your self-assessment**, detailing each of the framework capabilities and the level you chose.

Your email will also contain **links to learning resources** based on the capability levels you chose. Resources have been selected to support development within each of the framework capabilities, helping you to further develop your confidence and progress towards higher levels of capability where appropriate.

DIGITALLY ENABLED WORKFORCE
NHS EDUCATION FOR SCOTLAND

Digital and Data Resource Hub
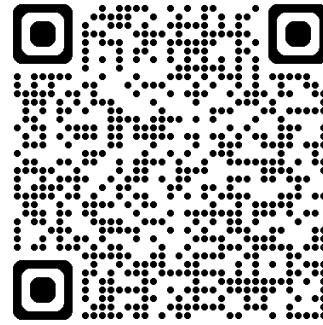
The **Digital and Data Resource Hub** has been developed to make it easier to find online resources that enable the development of digital and data skills across the health and social care workforce.

The Hub hosts **free resources and learning activities** provided by a range of organisations for staff and volunteers across the NHS, health and social care partnerships, local authorities, social care, social work, care providers, housing, third and independent sectors, to ensure everyone is supported to build the digital and data skills required to do their job and develop their career.

Communication

Handling Information & Data

Identity, Safety & Wellbeing

Innovation & Service Improvement

Learning & Development

Using Technology

- Resources are organised by capability area.

- For every resource, you'll find:

  o the format (video, eLearning, interactive tool, podcast, guidance)

  o an average completion time

  o the intended audience

  o whether or not you need to create an account to access

  o a short description

  o a user rating

**DIGITALLY ENABLED WORKFORCE**
NHS EDUCATION FOR SCOTLAND

Thriving in a Digital Age Pathways

The **Thriving in a Digital Age Pathways** are intended to help you build your understanding of the role of digital in health and social care. By working through the pathways you will be challenged to think about what you know and your understanding of working with a digital mindset.

There are four cumulative pathways; **Explore**, **Embed**, **Drive** and **Shape**.
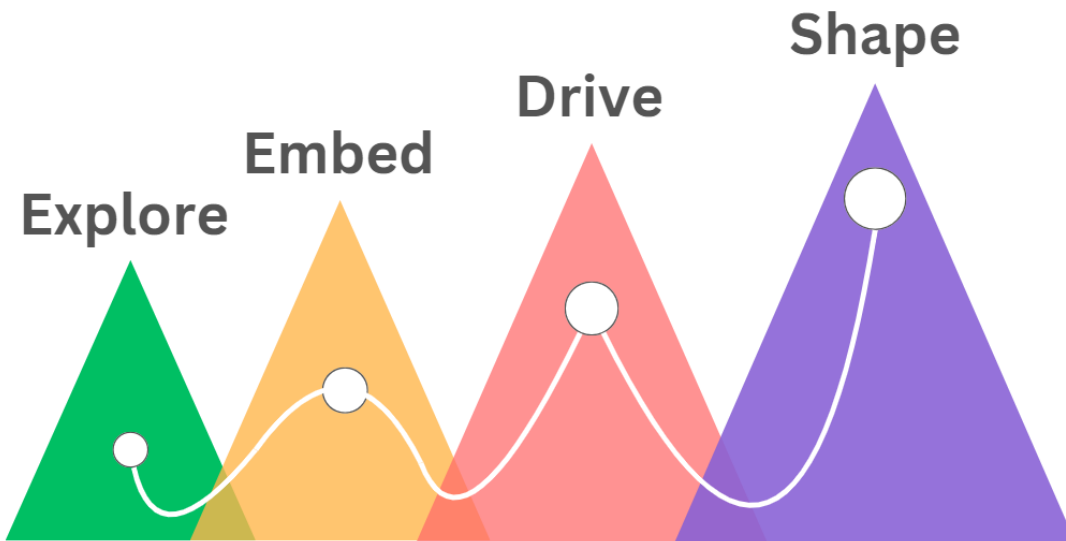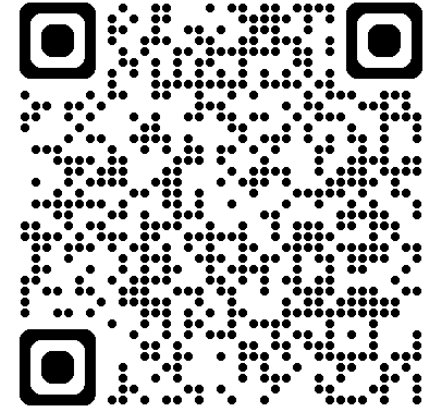
The pathways are **aligned to individual levels of responsibility** and are designed for you to work through at your own pace.

Each pathway contains **five steps** for you to work through. Each step consists of links to a resource (something to read, watch, or listen to) and accompanying activities to help you reflect on what you have learnt, and consider how you can apply the learning in your own organisation.

The themes chosen are developed over the course of the pathways, with each building on ideas introduced in the pathway before.
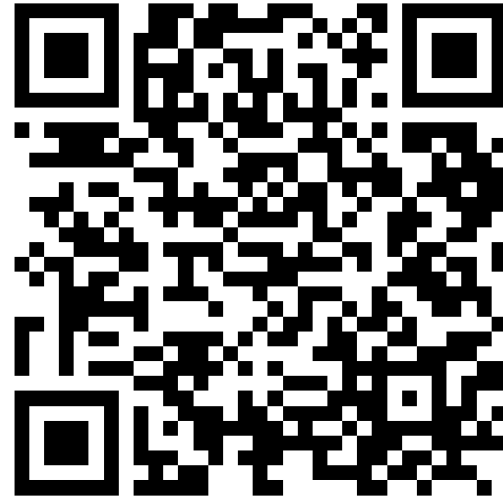
Pathway content is updated on a monthly basis, and you can register to receive update notifications when new resources are added.

DIGITALLY ENABLED WORKFORCE
NHS EDUCATION FOR SCOTLAND

Any questions?

Contact us: nes.dew@nhs.scot

DEW Team Site: https://learn.nes.nhs.scot/53965/digitally-enabled-workforce

DIGITALLY ENABLED WORKFORCE
NHS EDUCATION FOR SCOTLAND

Questions

And Answers

Resources

Good Practice Guidance

You can find a range of resources and useful links on our Hub page.

Resources

🚀 **Insights from 2023 Annual Returns**

We created an infographic highlighting the key takeaways from our 2023 annual returns, focusing on **technology in social care.**

✅ **What you'll find:**

- High-level performance metrics

- Areas requiring strategic focus

- Opportunities for growth

Consultation

Self-evaluation TEC toolkit

We have developed the second draft of a self-evaluation toolkit for the **effective use of technology** which will accompany the Good Practice Guidance.

We are consulting both internally and externally on the toolkit and would appreciate your input.

Would you like to get involved?

Evaluation form

Thank you

Please scan the QR code and complete today's session evaluation.

nicky.cronin@careinspectorate.gov.scot

candice.aitken@careinspecorate.gov.scot

care
inspectorate