

# Digital Social Care Webinar

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

# Agenda

- ❖ Paula Baird and Vay Ly - NHS Education for Scotland (NES)
- ❖ George Burton - SSSC
- ❖ Candice Aitken – Care Inspectorate
- ❖ Q & A
- ❖ Evaluation

What are the main barriers or enablers to digital skills development for your service?



# Digital and Data Capabilities Across Health & Social Care Scotland

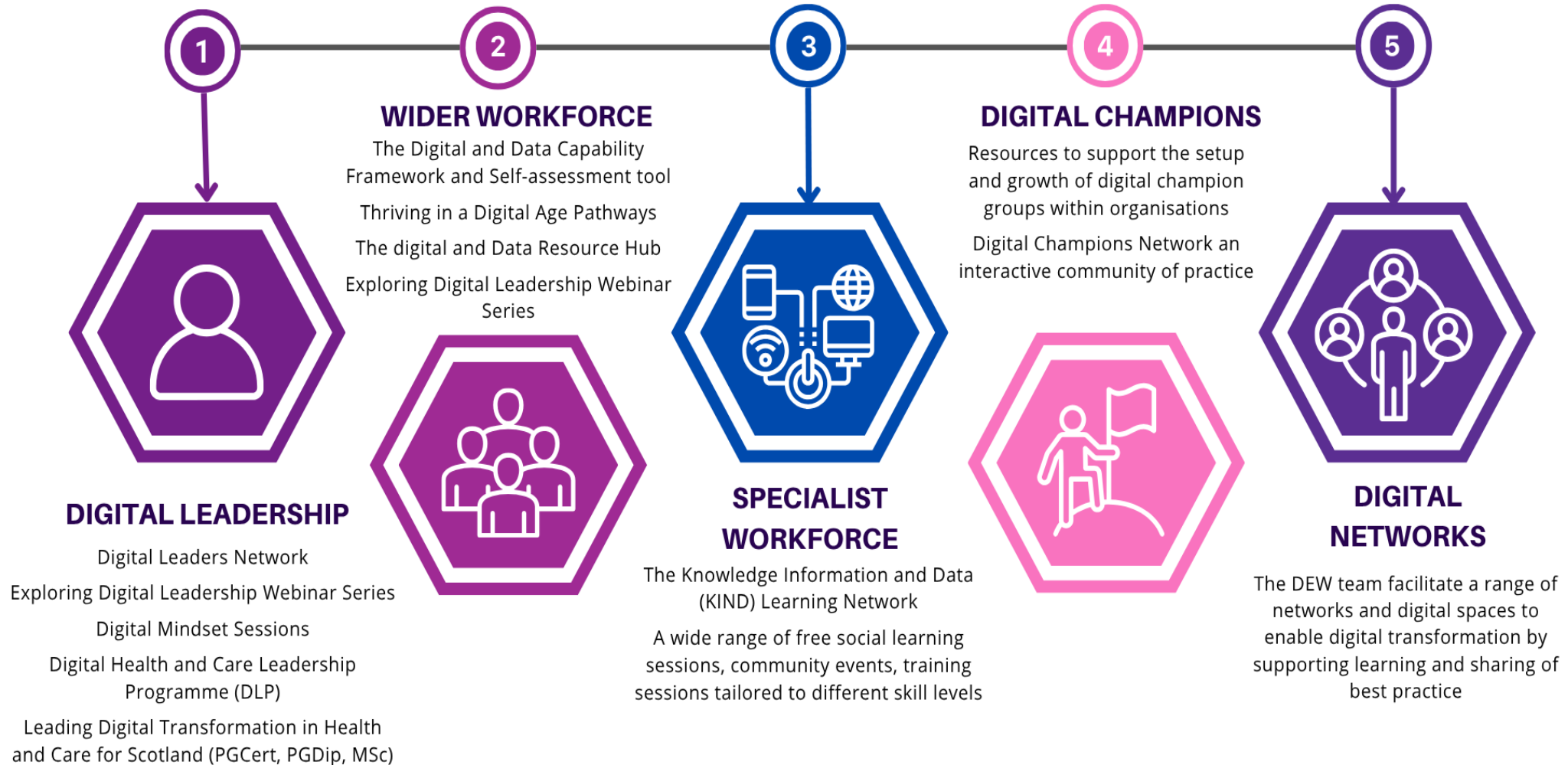


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COSLA

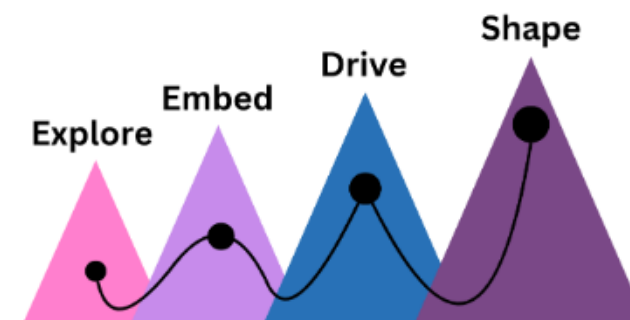
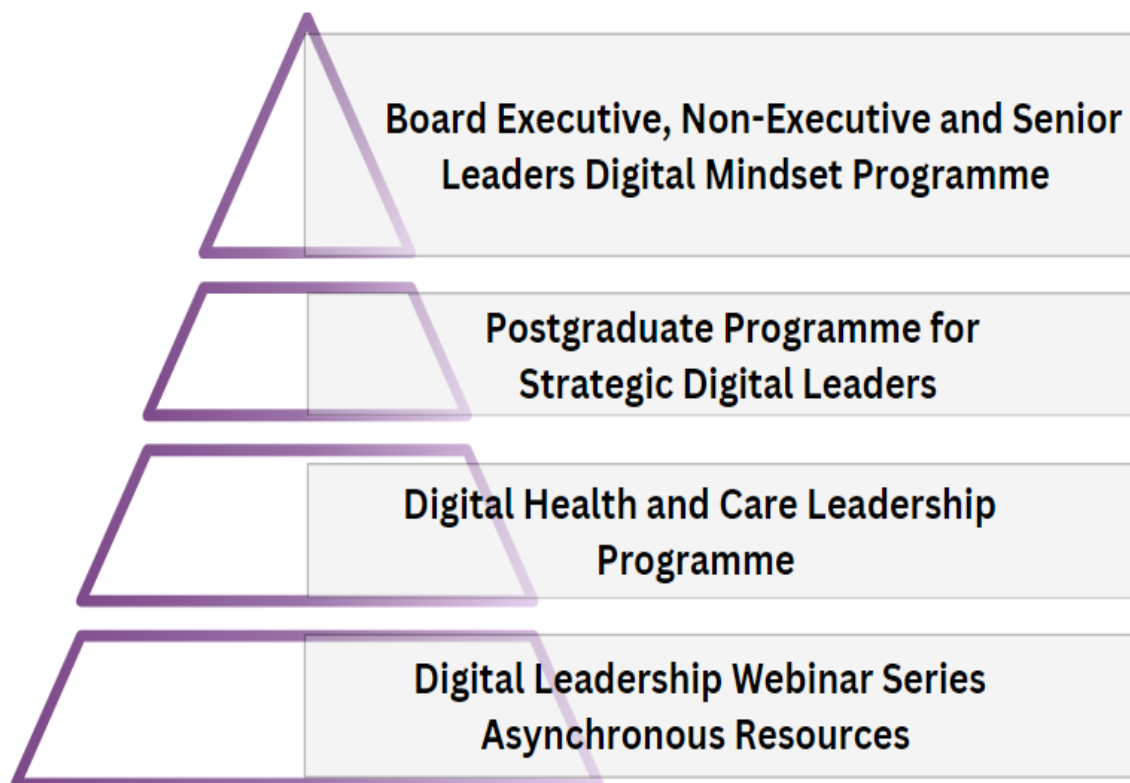
**NHS**  
Education  
for  
Scotland



Open access resources for the entire workforce across: NHS, Local Authorities, Health and Social Care Partnerships, Social Work, Social Care, Care and Support Providers, Housing, Third and Independent Sectors

# Digital Leadership Resources

*Digital leaders don't just use technology - they spark curiosity, inspire people, and grow the capabilities that enable service transformation.*





# Thriving in the Digital Age Pathways



Digital and Data



Artificial Intelligence



Cyber Security

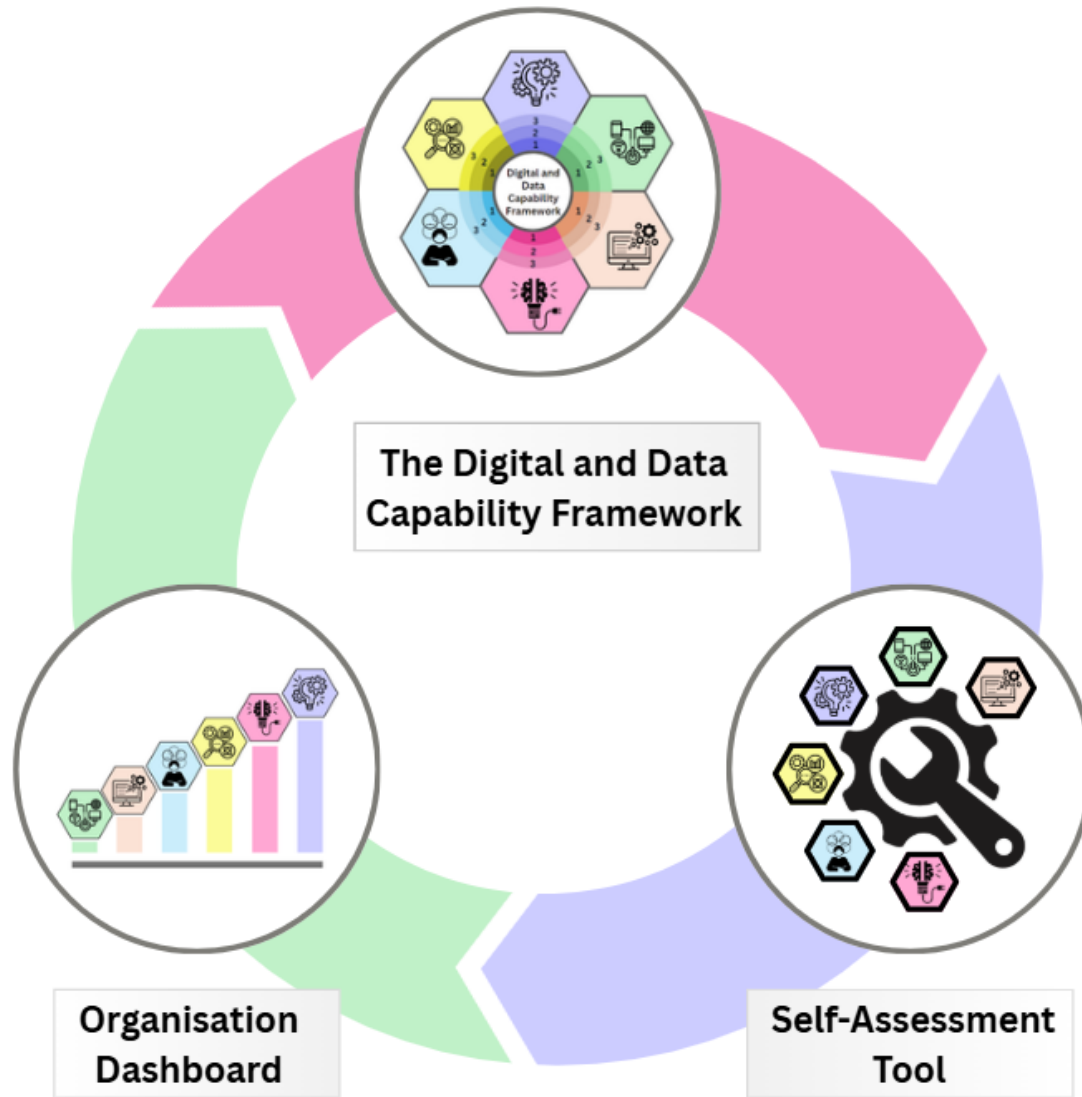


Digital Leadership  
Pathway

These **free** resources are hosted on our learning sites and are applicable to everyone working in health and social care (*including NHS, Local Authorities, Health and Social Care Partnerships, Social Care, Social Work, Care and Support Providers, Housing, Third and Independent Sectors*).



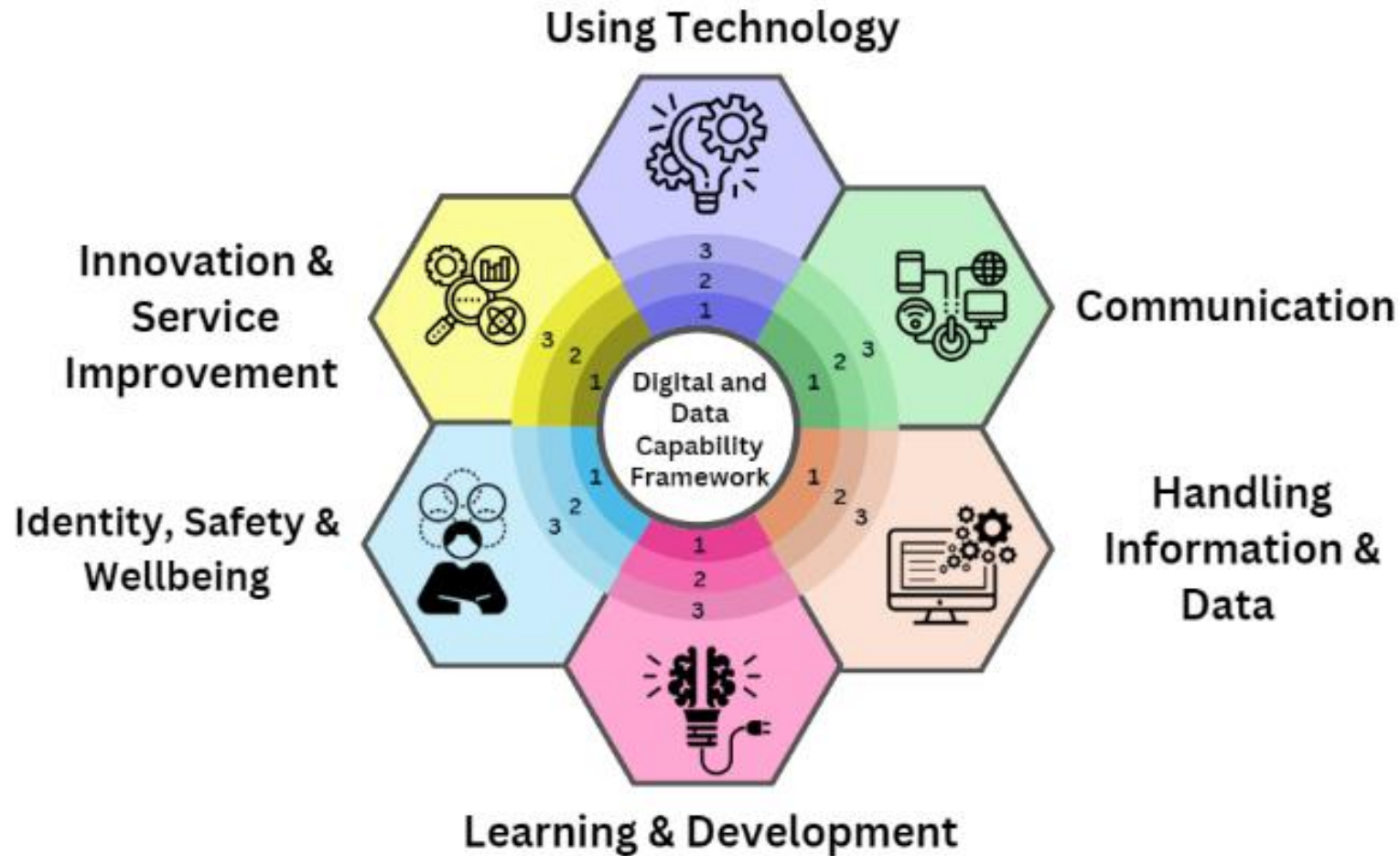
# Digital and Data Capability Framework



Supporting the development of Digital and Data Capabilities of ***everyone*** working in Health and Social Care



# Digital and Data Capability Framework



- 6 - Digital Capability Areas
- 23 - Capability Statements
- 4 - Levels of Proficiency

# Digital and Data Capability Framework

## Self-Assessment Tool



- Interactive form to work through the framework
- Signposts to appropriate digital and data development resources to the user

*Uses a wide range of digital devices as required for my role*

Level 1	Level 2	Level 3
I am happy that I can use devices I am familiar with to get online and do the tasks needed for my role.	I can use many different devices fluently to achieve a range of tasks and am comfortable exploring new devices that I am unfamiliar with. I can use available accessibility features to make digital tools easier to use.	I am confident using a range of different devices, including new and emerging technology, and can support others with this too. I am happy exploring functionality in order to use devices to their fullest potential.

**Using Technology** - Capability Statement 1 of 4 \*

Where are your current skills, knowledge and behaviours in relation to the Levels in the table above?

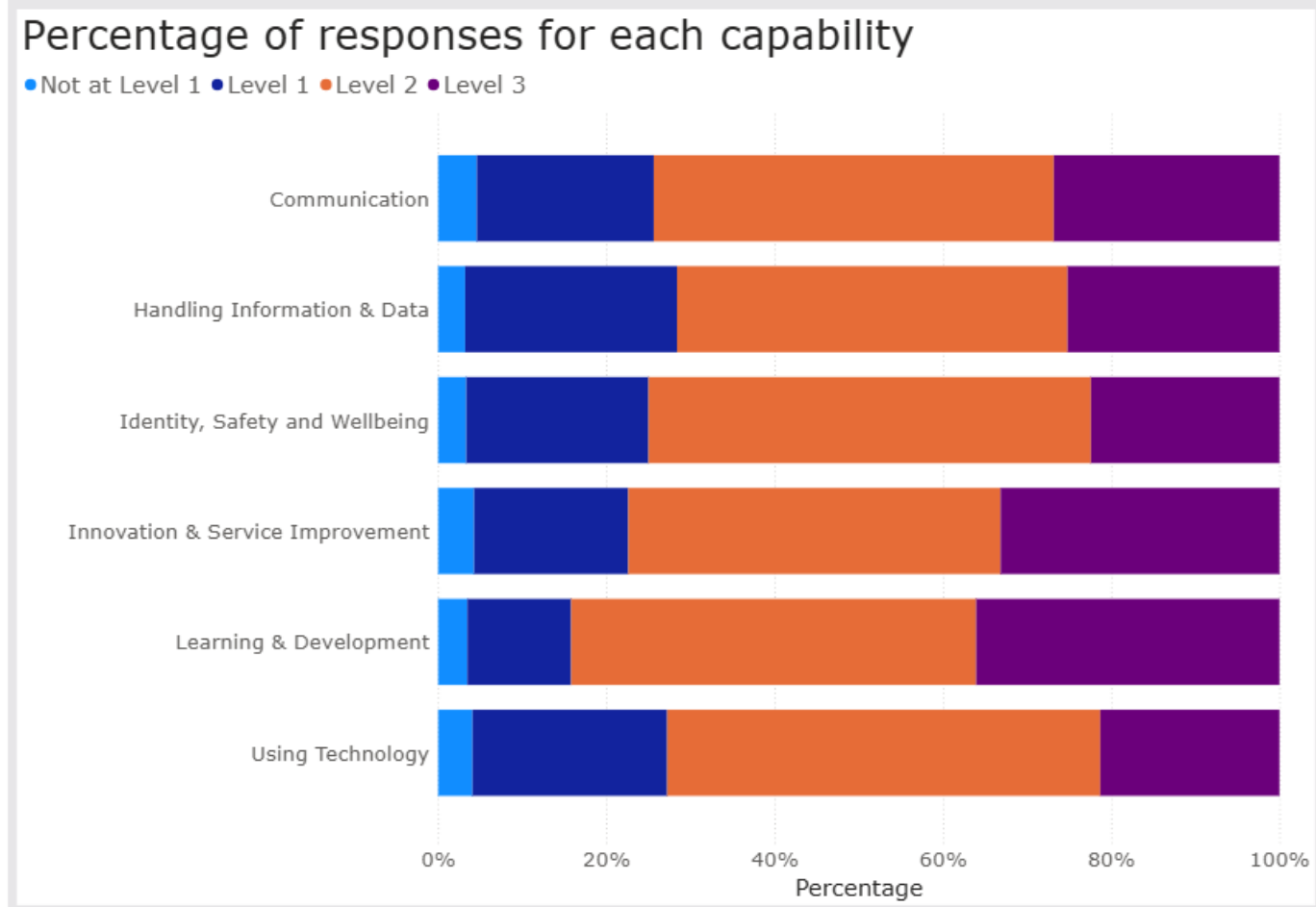
- ☐ Not at Level 1
- ☐ Level 1
- ☒ Level 2
- ☐ Level 3

# Digital and Data Capability Framework

## Organisation Dashboard



- Provides anonymised user self-assessment data
- Provides data driven insight into digital capability strengths and gaps



# Learning Networks/Communities



**Digital Leaders Network**  
A peer learning and support space for current and aspiring leaders driving digital transformation.



**Knowledge, Information & Data Learning Network:** A supportive community advancing digital transformation in health and care through shared learning, best practice, and interdisciplinary collaboration.



**Digital Champions Co-Ordinators Network:** A collaborative space for sharing ideas and resources, supporting the creation, organisation, and growth of digital champion groups.



**Click and Grow Network:** A supportive space for building foundational digital skills through shared experiences, questions, and peer advice.



# Thank you

Email: [nes.dew@nhs.scot](mailto:nes.dew@nhs.scot)

LinkedIn: [linkedin.com/in/digitally-enabled-workforce-team-43630b354](https://www.linkedin.com/in/digitally-enabled-workforce-team-43630b354)

# Developing a digitally skilled workforce

**Care Inspectorate  
Digital Social Care webinar**

**22 January 2026**



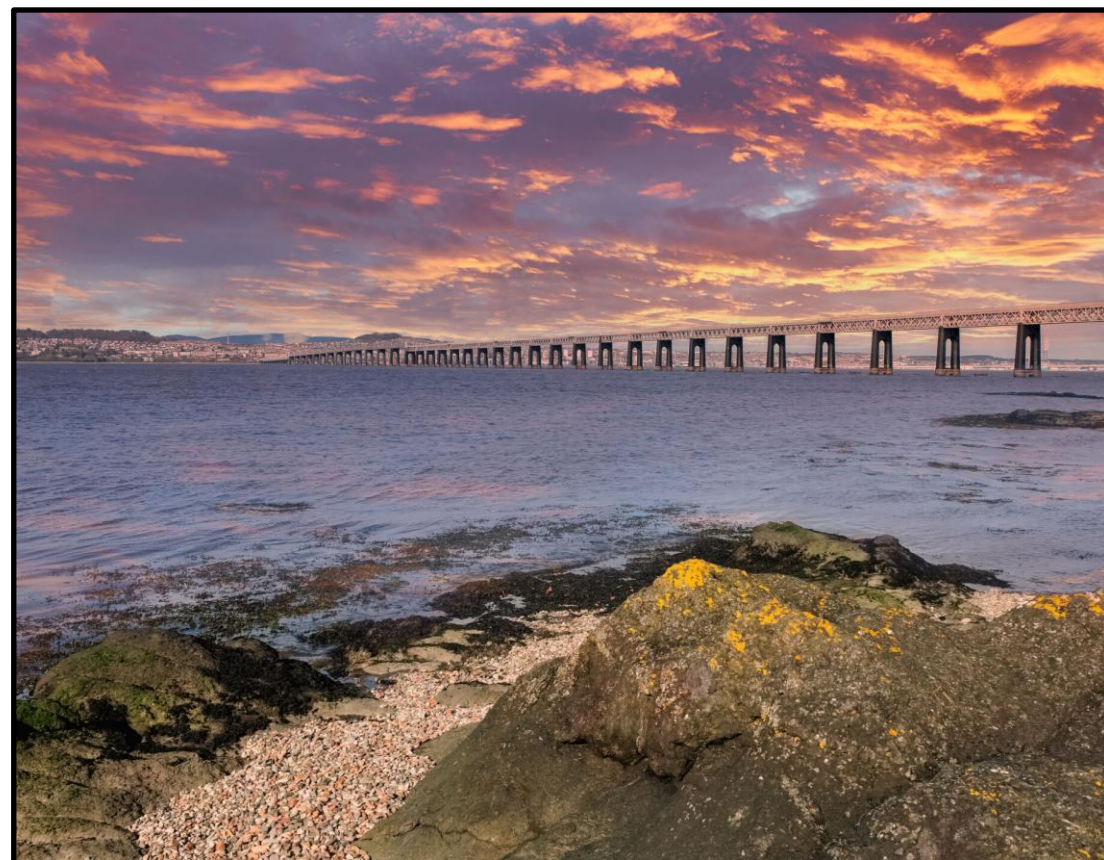
**George Burton  
Learning and Development Manager  
(Digital Learning)**

**[george.burton@sssc.uk.com](mailto:george.burton@sssc.uk.com)**



# The Scottish Social Services Council (SSSC)

- We are the regulator for the social work, social care and children and young people's workforce in Scotland.
- Our work means the people of Scotland can count on services being provided by a trusted, skilled, confident and valued workforce.
- We protect the public by registering this workforce, setting standards for their practice, conduct, training and education and by supporting their professional development.
- Where people fall below the standards of practice and conduct, we can investigate and take action.





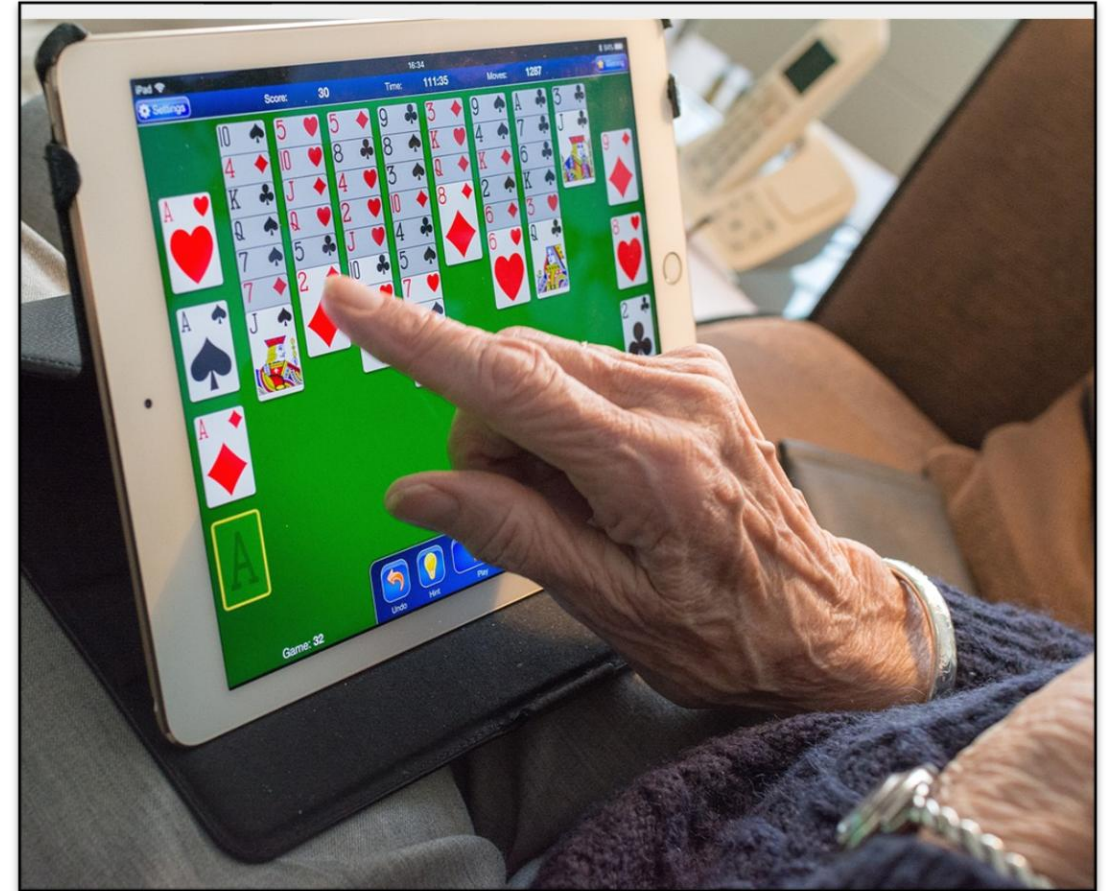
# Why are we so interested in digital capabilities?

- There are huge benefits to the people who use care services **and** service providers when digital is done well.
- The pandemic undoubtedly pushed forward the use of digital, particularly in care settings.
- The expectations of the people we support and their families are changing. They are increasingly digitally enabled and expect services to support them to continue to be so.
- A digitally confident and capable workforce is key to the delivery of excellent social services.

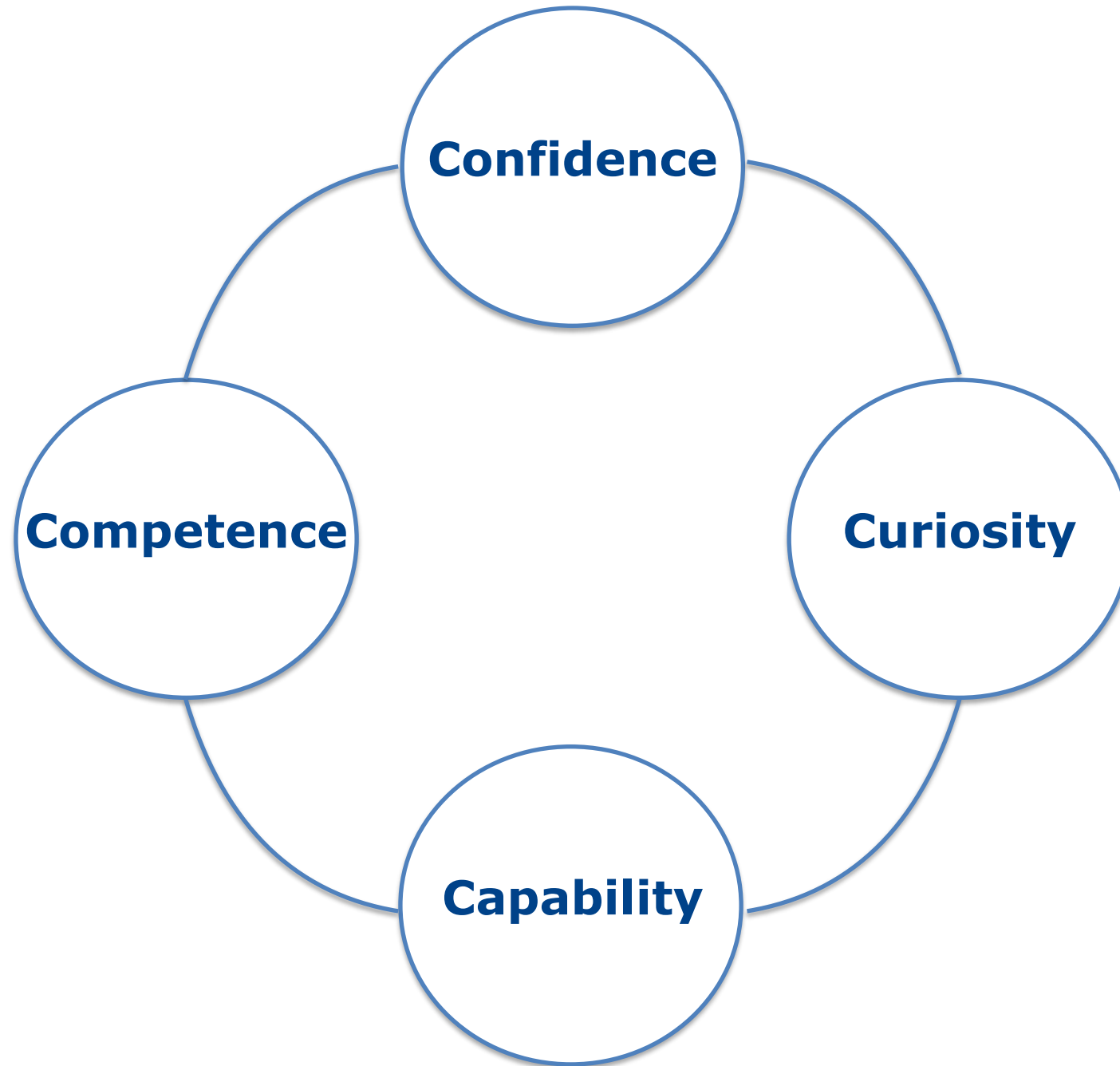


# Why are we so interested in digital capabilities?

- Digital skills are seen as **core skills** for the workforce across the health and care sector. (Scottish Government, [Digital Health and Care Strategy](#), 2021).
- Social services employers are required to “**support and prepare workers for new and changing roles, responsibilities and developments in practice including digital**”. (SSSC, [Codes of Practice for Employers of Social Services Workers](#), 2024).
- Their recent publication of the revised [National Occupational Standards \(NOS\) for Health and Social Care](#) will reinforce that digital skills are **integral to the practice of all workers** in the care sector (Skills for Care and Development, 2026).

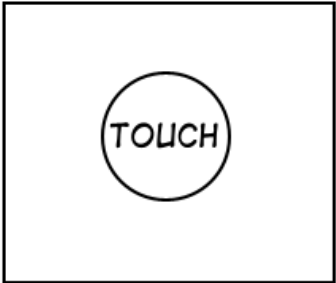


# The 4 Cs

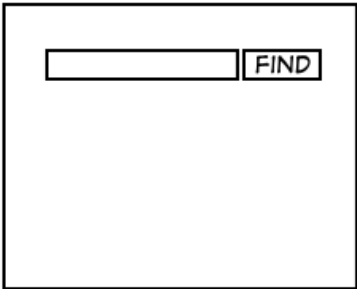


# Do it right!

TYPICAL APPLE PRODUCT...



A GOOGLE PRODUCT...



YOUR COMPANY'S APP...

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LAST NAME:	<input type="text"/>	TQP STAT:	<input type="checkbox"/>	AA2-
SSN:	<input type="text"/>	FT/PT:	<input type="checkbox"/>	DK9B
ID:	<input type="text"/>	CAT CD:	<input type="text"/>	KKA?
PHONE 1:	<input type="text"/>	CITY:	<input type="text"/>	CN3
PHONE 2:	<input type="text"/>	STATE:	<input type="text"/>	AA-9
ADDR 1:	<input type="text"/>	ZIP:	<input type="text"/>	NEW
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OKAY

APPLY

SAVE

UNDO

HELP

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EDIT

SELECT

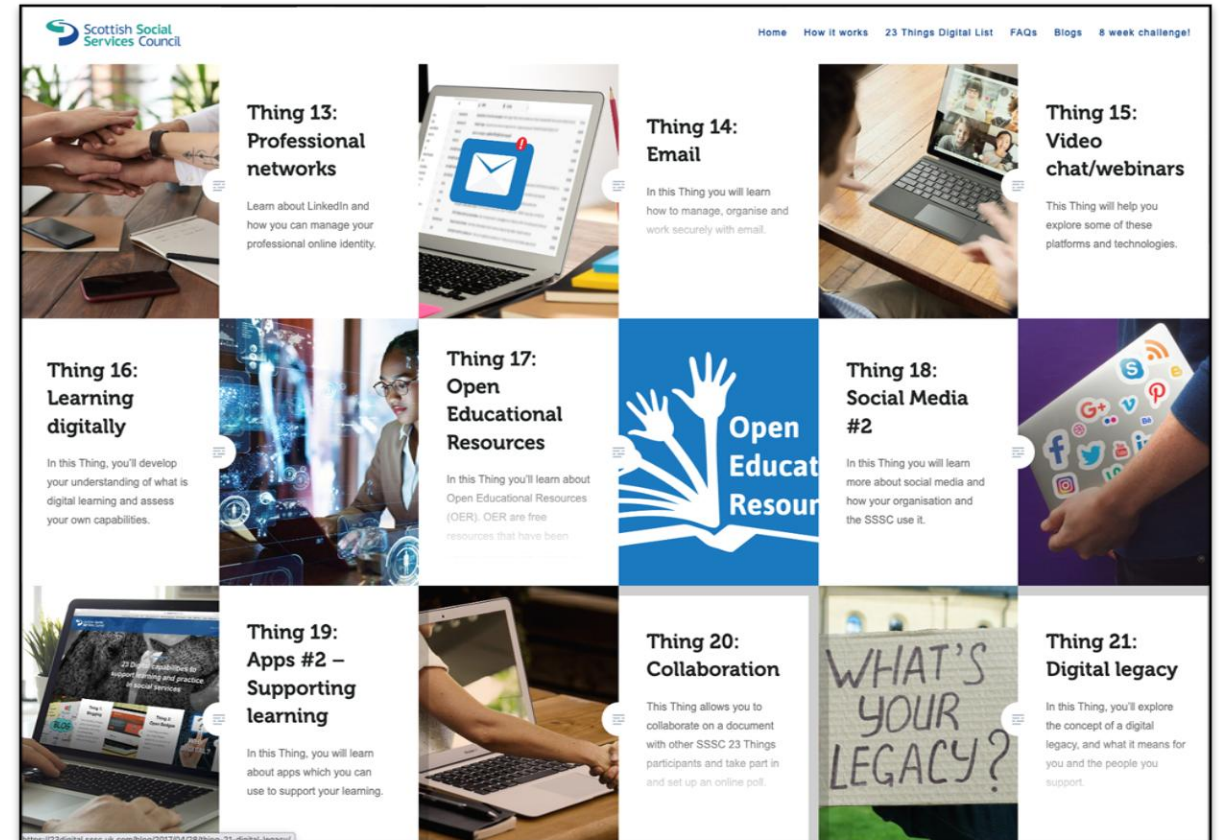
BROWSE

ERRORS

STUFFTHATHAPPENS.COM BY ERIC BURKE

# 23 Things: Digital

- Free, self-paced learning resource to help develop digital capabilities and confidence.
- Mapped against the Digital and Data Skills Framework.
- Share with and read the reflections of others working through the learning material.
- Available at <https://23digital.sssc.uk.com>





# Face to face workshops

- The SSSC Digital Learning Team can deliver face to face digital capabilities sessions for teams of up to 12 people.
- 3-hour, hands-on workshops focusing on a selection of the 23 capabilities.
- Chance to earn MyLearning Badges which count towards continuous professional learning registration requirements.
- Contact [digitallearning@sssc.uk.com](mailto:digitallearning@sssc.uk.com) to discuss.



# Digital capabilities assessment

- SSSC, COSLA and Scottish Government digital capabilities assessment available at <https://scottishhealthandsocialcare.dma.works/register>
- Takes 15 minutes to complete.
- Undertaking the assessment enables you to apply for the [Digital Capabilities Assessment MyLearning Badge](#) which counts towards continuous professional learning registration requirements.
- Individuals get a personalised report on their responses and organisations can benchmark their progress against others and track progress.



Digital Health  
& Care Scotland



COSLA



# Cyber resilience and cyber security

- Increasing efforts to support the workforce in relation to cyber.
- In 2024-25 and 2025-26 the SSSC funded 20 care providers to receive "[Cyber MOTs](#)" delivered by [Cyber and Fraud Centre Scotland](#).
- We have commissioned [Digital Skills Education](#) to develop two learning modules – one for frontline staff and one for managers. These will launch in summer 2026 on the [SSSC Learning Zone](#).
- [Staying Secure Online](#) resource published in 2020.

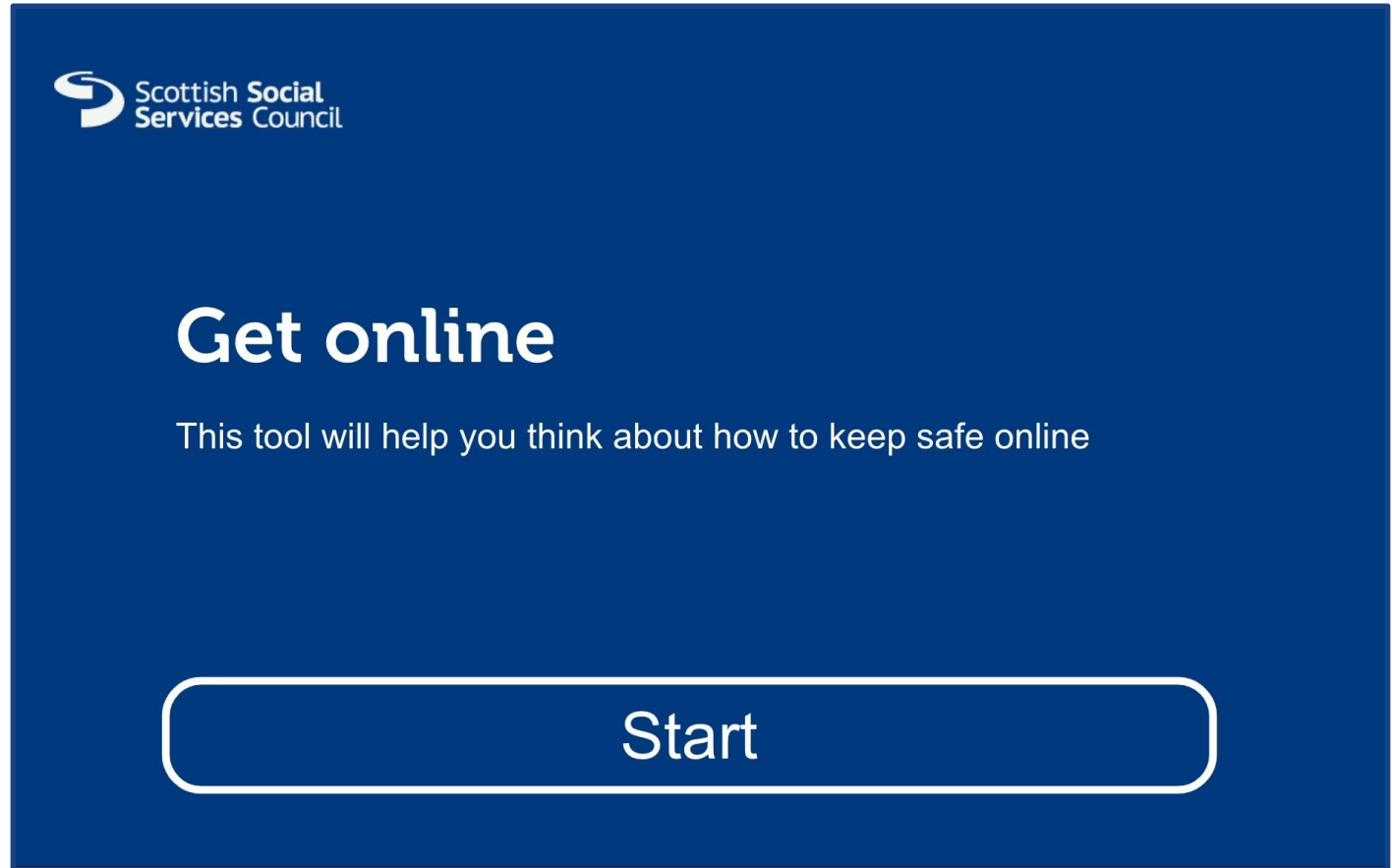
People who use  
care services

The workforce  
that deliver  
care services

Providers of  
care services

# "Get online" tool

- Developed in conjunction with St. Andrews University.
- Optimised for use on a tablet.
- Big font size, big buttons, very simple navigation.
- Deliberately designed not to overload people (staff/service user) with information.
- Available at <https://learn.sssc.uk.com/cyber/care-home/>



# Artificial Intelligence

- There is no inherent incompatibility with the use of AI tools and the [SSSC Codes of Practice](#).
- The workforce has free access to powerful LLM tools on their own devices and is clearly prepared to use them.
- If employers don't provide sanctioned, safe tools then people will use shadow IT/grey tech even though they shouldn't.
- If you don't say anything about the use of AI in your respective contexts, it's difficult to challenge inappropriate use.
- Learning to use AI tools appropriately, safely and ethically is an increasingly important part of the workforce developing its digital capabilities.

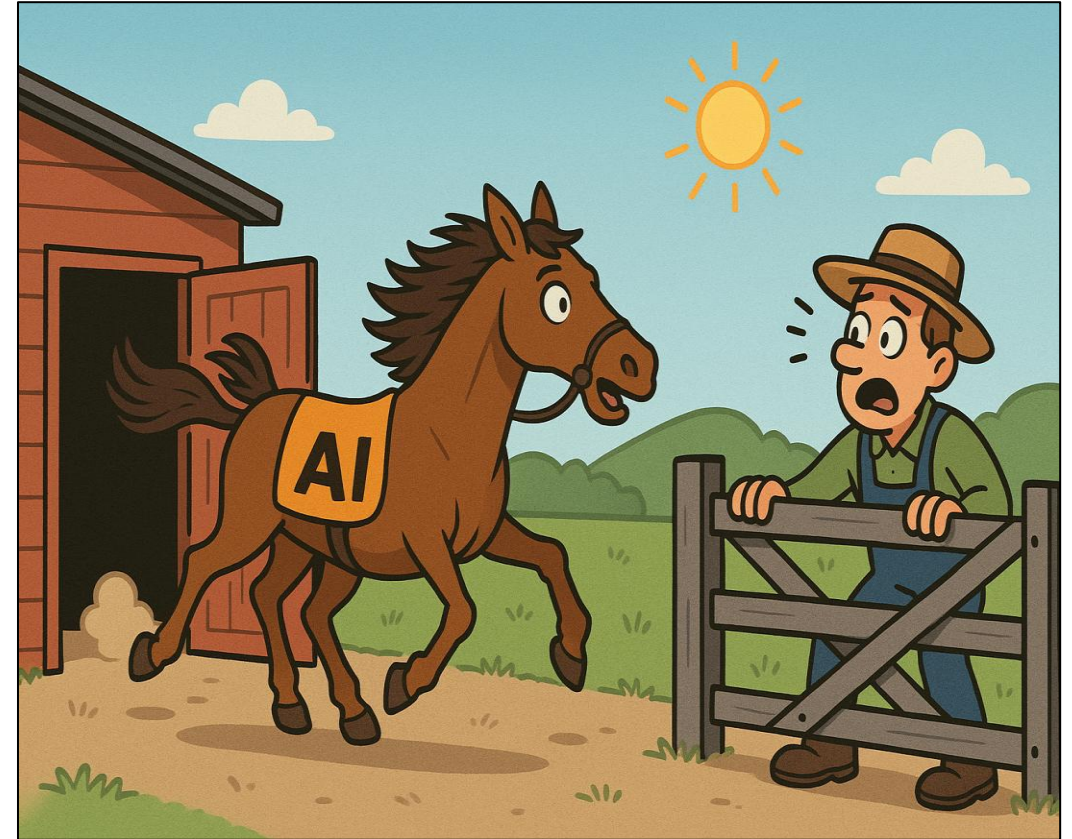


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<https://chatgpt.com/share/68dbb811-9de4-8003-99e5-92f605f43e68>

# Thank you

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# Embedding a rights-based approach to digital social care Self-Evaluation Toolkit





# Toolkit Overview



## Embedding a rights-based approach to digital social care

Self-evaluation tool





# Self-evaluation in practice

Laying the foundations for digital	1	2	3	4	5	6	How do we know, what is our evidence for choosing this number? (e.g. what do children/people/families/staff/stakeholders say? what is written down?)	What would we like to focus on to make this even better?
The service has suitable digital devices for staff to carry out their role effectively.							How are we doing? Staff survey shows most have access to tablets and laptops. Occasional delays when sharing devices between shifts	What will we do now? Purchase two additional tablets to reduce sharing.
People being supported have access to suitable devices for activities such as learning, meaningful connection and recreation.							How are we doing? Feedback from residents: some have personal devices, others rely on communal tablet. Observations: Limited time slots for device use.	What will we do now? Contact provider to upgrade router and add boosters.
(For building-based services) The service has access to fast, reliable internet connection in all areas, including bedrooms.								
Staff have access to digital skills training and can confidently access the resources they need to develop.							Some staff completed basic training; confidence varied. Feedback: 'Need more support for video calls and online forms.'	What will we do now: refresh training via Turas Digital Skills.
1. Major weaknesses - urgent remedial action required 2. Important weaknesses - priority action required 3. Strengths just outweigh weaknesses 4. Important strengths, with some areas for improvement 5. Major strengths 6. Outstanding or sector leading								

## Laying the Foundations for Digital



Ensure staff and people supported have the right devices, reliable internet, and digital skills.

## Digital Leadership



Build a positive culture and strong leadership to embed digital solutions in care

## Digital: A Rights-Based Approach



Use technology ethically and inclusively to promote independence and choice

## Cyber Security and Data Protection



Keep people's data safe with secure systems, policies, and training

# Where to find support



## Contribute to our digital social care case study collection

We are inviting care services to share examples of how they are using digital tools and technology to enhance care and support. These case studies will help highlight innovative practice and inspire others across the sector. If your service has a story to share, please [complete our short Microsoft Form](#) to submit your example.

[Meet the team](#)[Projects](#)[Resources](#)[Digital top tips](#)[Events](#)[Digital ways of working in Scottish health and social care survey](#)[Save To My Library](#)



# AI FOR GOOD

## TOOLS THAT EMPOWER AND CONVERSATIONS THAT MATTER

Join us for the fourth session in the Beyond the Buzz AI webinar series as we explore how artificial intelligence is empowering patients and carers to take a more active role in their health and wellbeing.

### SPEAKERS



**MARION  
LOGAN**

Policy Team Leader  
Digital Health & Care  
Scottish Government

**CHERYL  
HENDERSON**

Education and Dementia  
Coordinator  
Elder Homes Care Homes,

**DEBBIE  
MURRAY**

Service User  
AI Tech

### KEY MESSAGES

This session will not only showcase practical examples of AI tools for self-management but also focus on what this means for the workforce. We will discuss the skills, capabilities, and conversations health and social care professionals need to support individuals effectively, address concerns, and build trust in AI.

### WHATS IN IT FOR YOU

- Identify where AI can support self-management and carers
- Hold confident, person-centred conversations about AI
- Apply safe, equitable adoption principles in practice and explore the resources available to you in your role



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DIGITALLY  
ENABLED  
WORKFORCE



**TUESDAY  
27 JANUARY  
13.00 - 14.00**

Please book your  
place using the QR  
code or this [link](#)



SCAN

# Upcoming session

Part of the AI: Beyond the Buzz Webinar Series

**Digital isn't just about technology –  
it's about better outcomes, inclusion and  
confidence**









Evaluation form

Thank you

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



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[candice.aitken@careinspectorate.gov.scot](mailto:candice.aitken@careinspectorate.gov.scot)