

Digital Social Care Webinar

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

Agenda

OFFICIAL

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

OFFICIAL

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

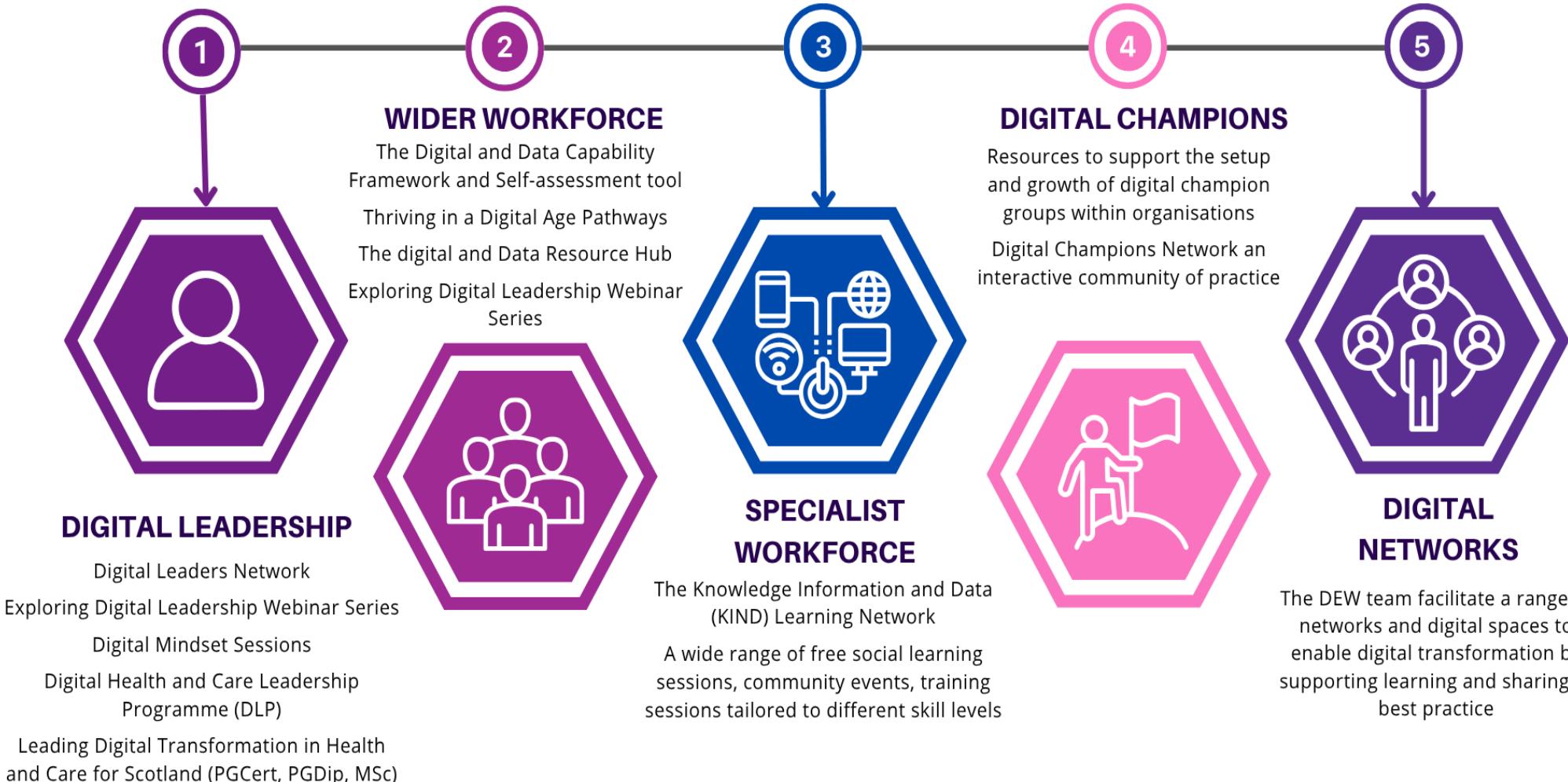


Digital and Data Capabilities Across Health & Social Care Scotland

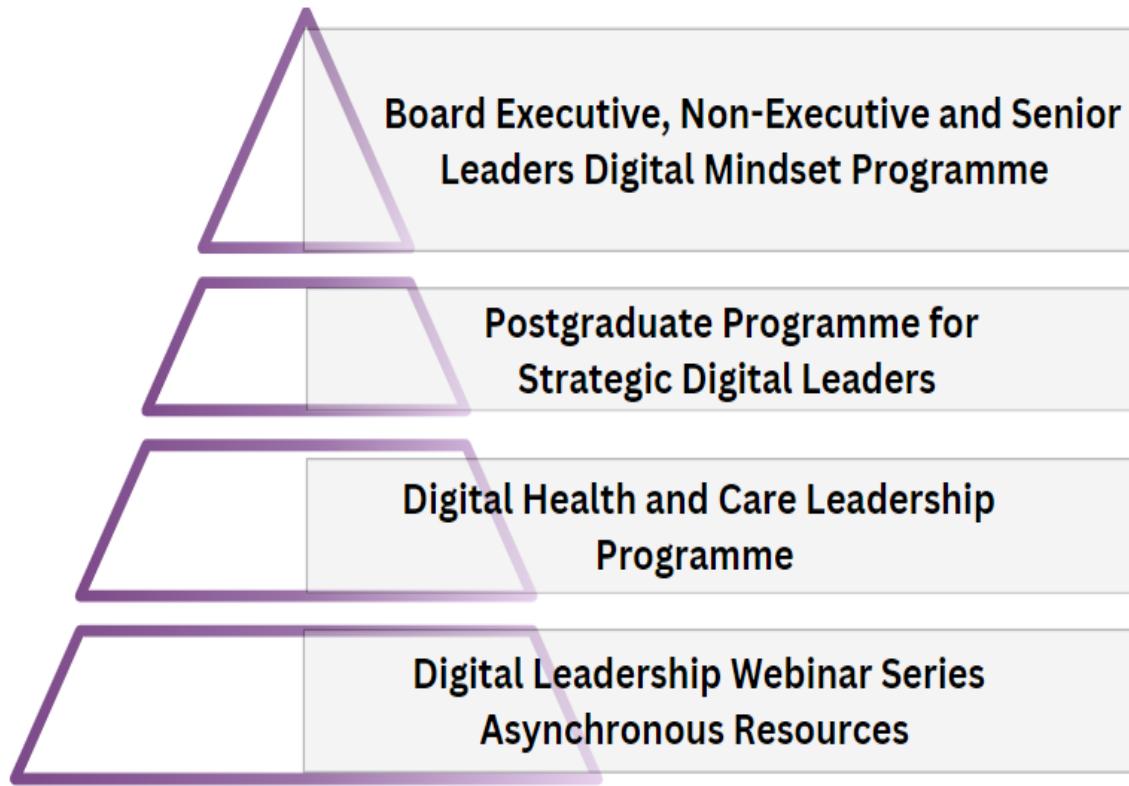


Scottish Government
Riaghaltas na h-Alba
gov.scot



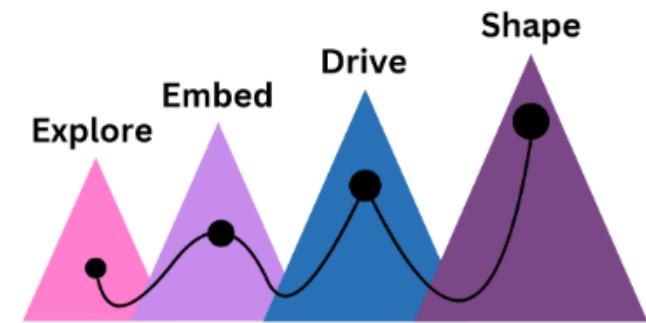


Open access resources for the entire workforce across: NHS, Local Authorities, Health and Social Care Partnerships, Social Work, Social Care, Care and Support Providers, Housing, Third and Independent Sectors



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



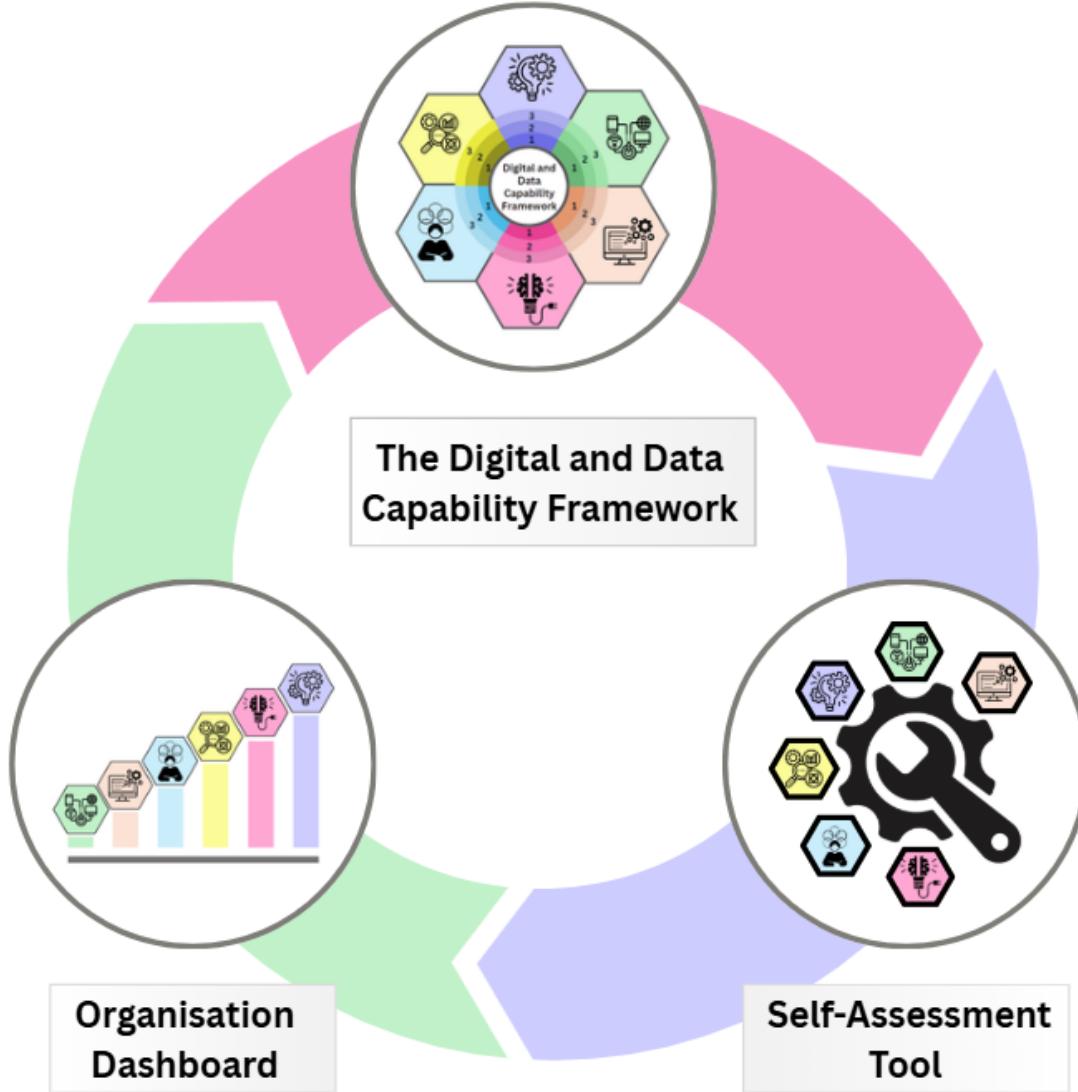
Cyber Security



Digital Leadership Pathway

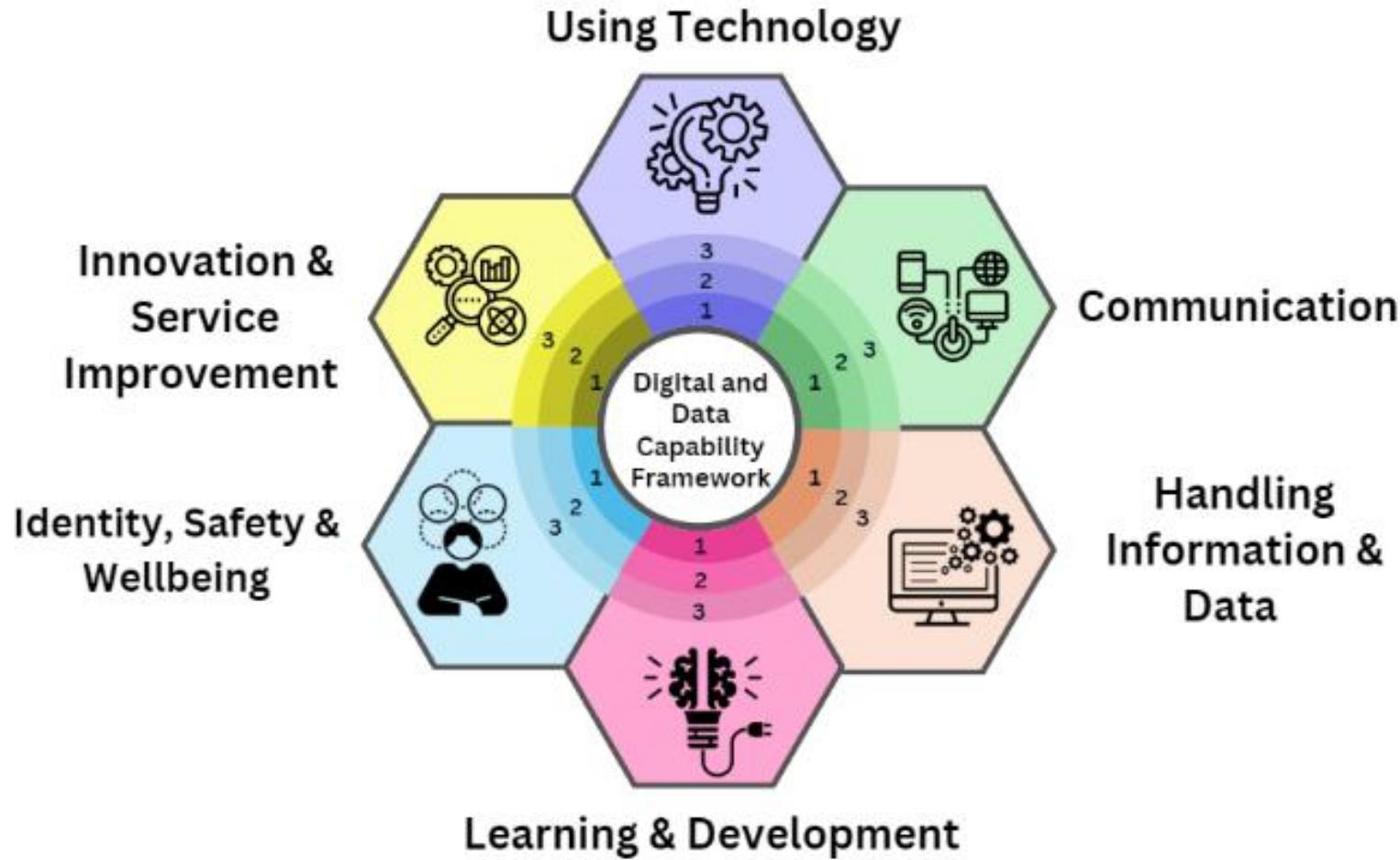
These **free** resources are hosted on our learning sites and are applicable to everyone working in health and social care (*including NHS, Local Authorities, Health and Social Care Partnerships, Social Care, Social Work, Care and Support Providers, Housing, Third and Independent Sectors*).

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

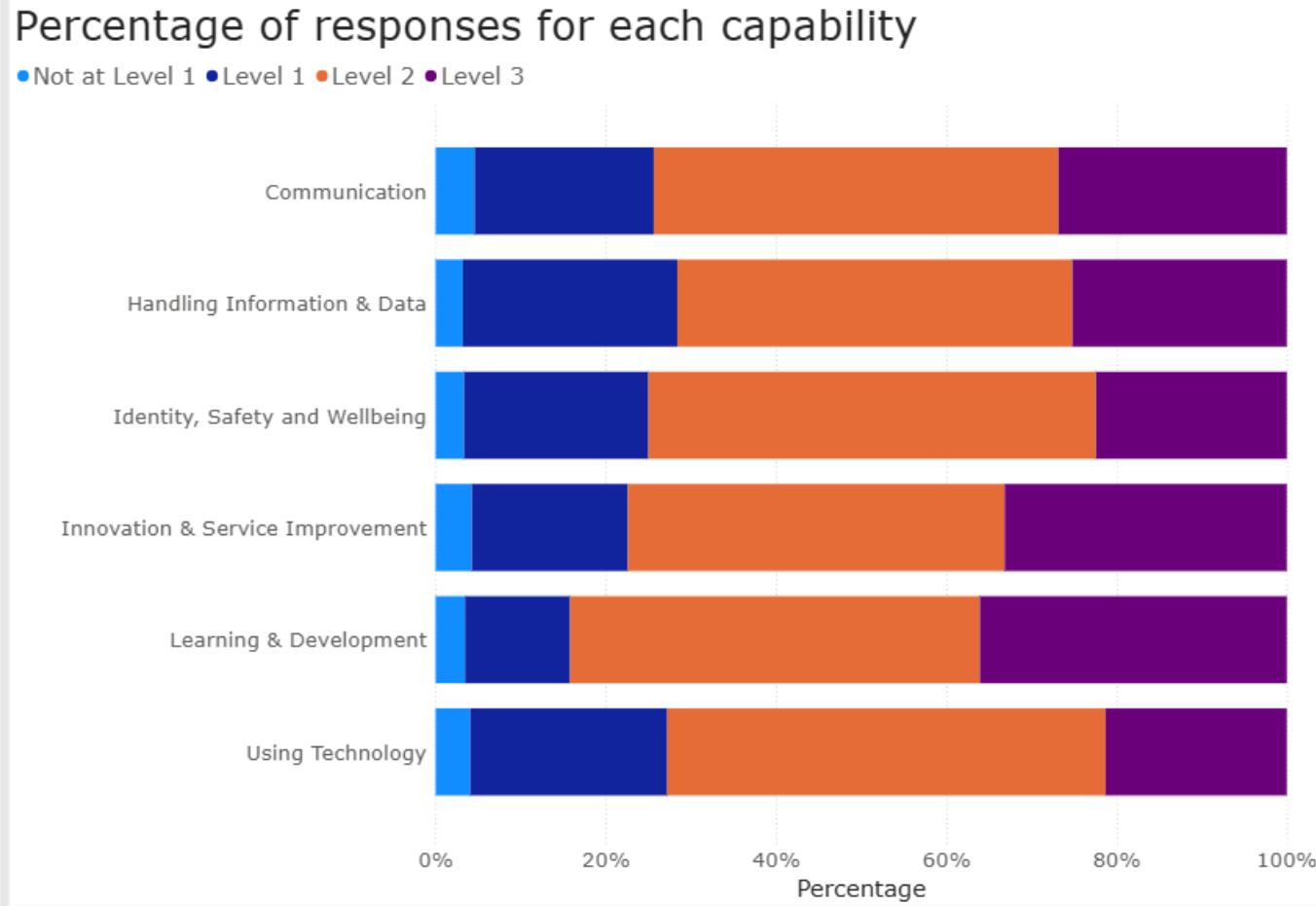
Level 3

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.



Scottish Government
Riaghaltas na h-Alba
gov.scot



Thank you

Email: nes.dew@nhs.scot

LinkedIn: 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

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.



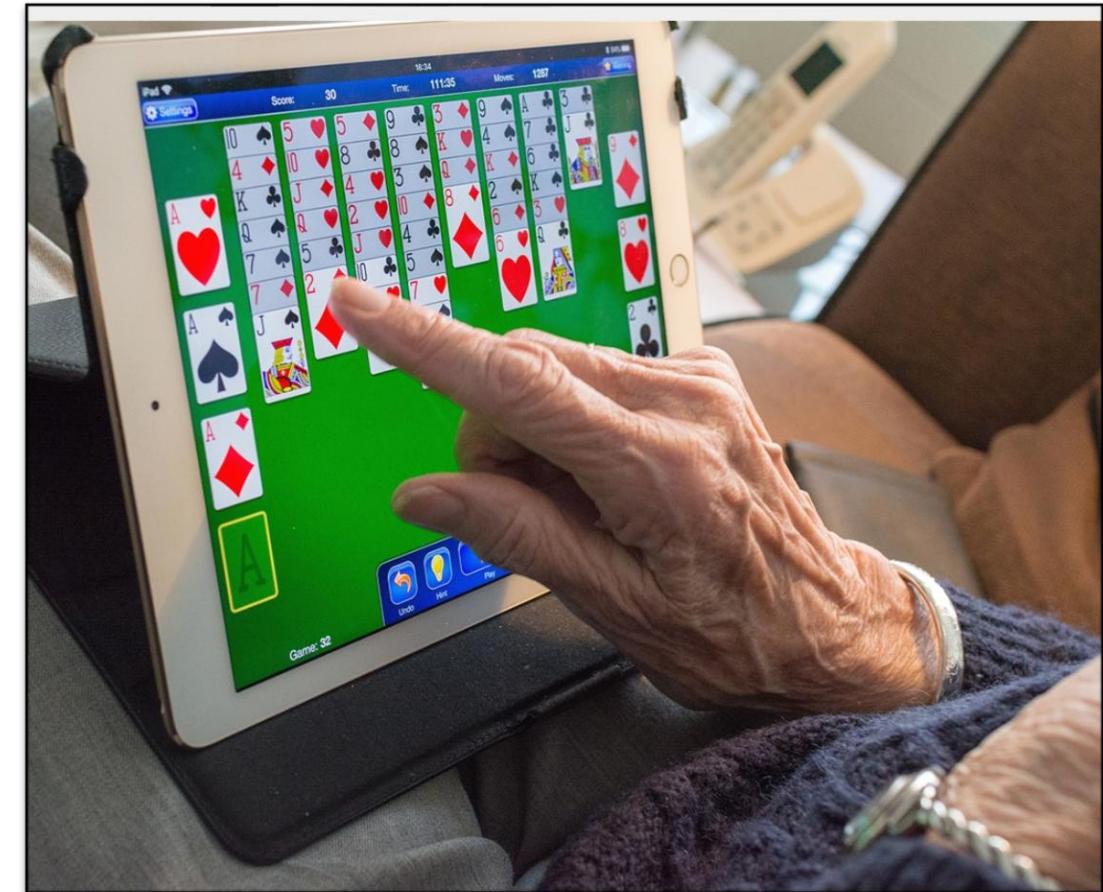
Why are we so interested in digital capabilities?

- 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.

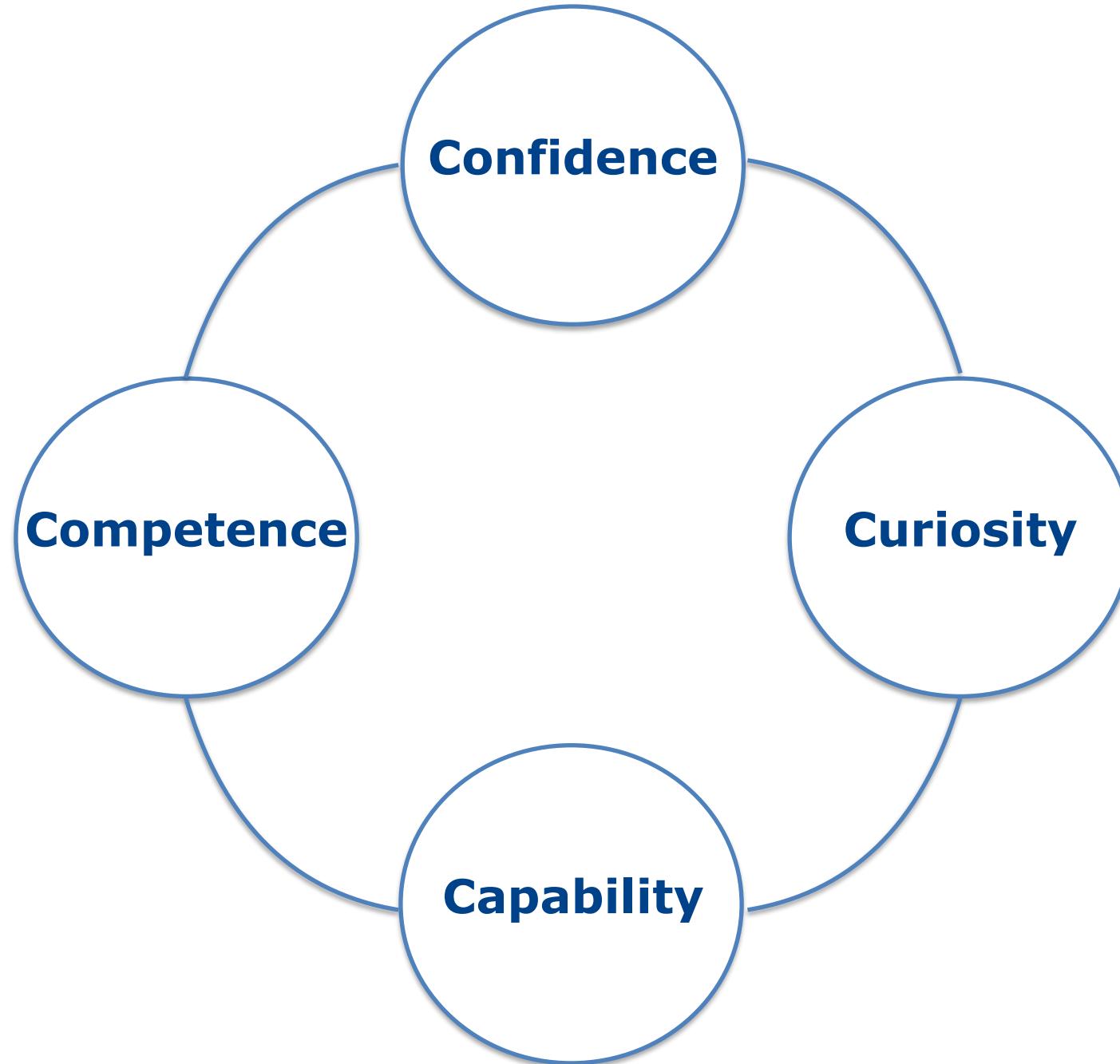


Why are we so interested in digital capabilities?

- 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).
- The 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).

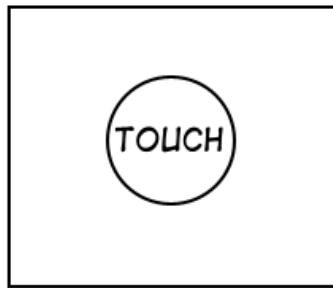


The 4 Cs

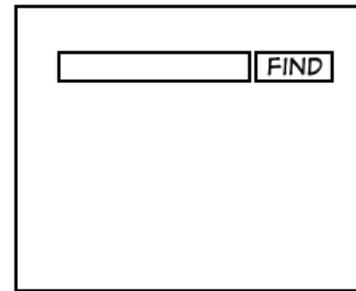


Do it right!

TYPICAL APPLE PRODUCT...



A GOOGLE PRODUCT...



YOUR COMPANY'S APP...

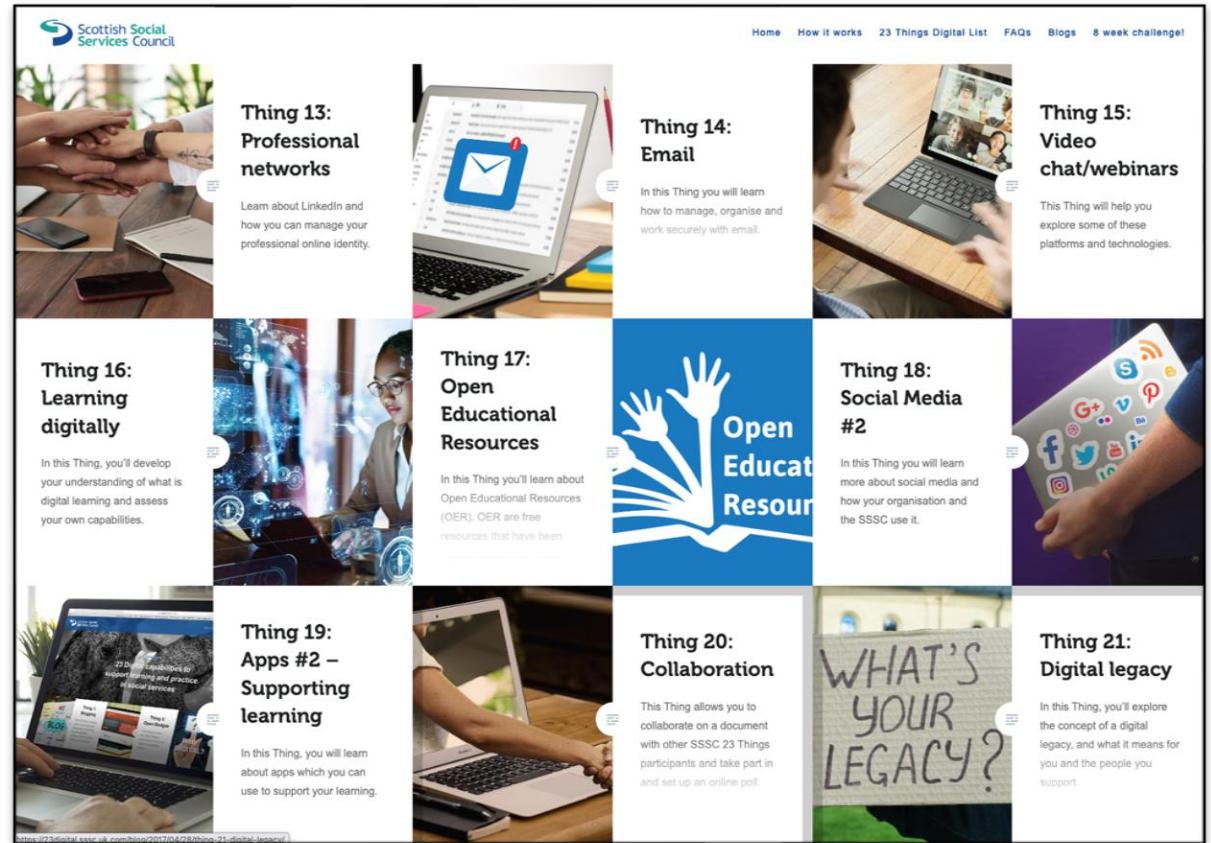
A complex, cluttered data entry form with many fields and buttons.

FIRST NAME: TYPE CD:
LAST NAME: TQP STAT:
SSN: FT/PT: VER:
ID: CAT CD:
PHONE 1: ... CITY:
PHONE 2: STATE:
ADDR 1: ZIP: ...
ACCT #: ORD #: ○○?

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>



The screenshot shows a grid of 21 learning modules, each with a title, a brief description, and an image. The modules are:

- Thing 13: Professional networks
- Thing 14: Email
- Thing 15: Video chat/webinars
- Thing 16: Learning digitally
- Thing 17: Open Educational Resources
- Thing 18: Social Media #2
- Thing 19: Apps #2 – Supporting learning
- Thing 20: Collaboration
- Thing 21: Digital legacy

The website header includes the Scottish Social Services Council logo and navigation links: Home, How it works, 23 Things Digital List, FAQs, Blogs, and 8 week challenge!

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 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.

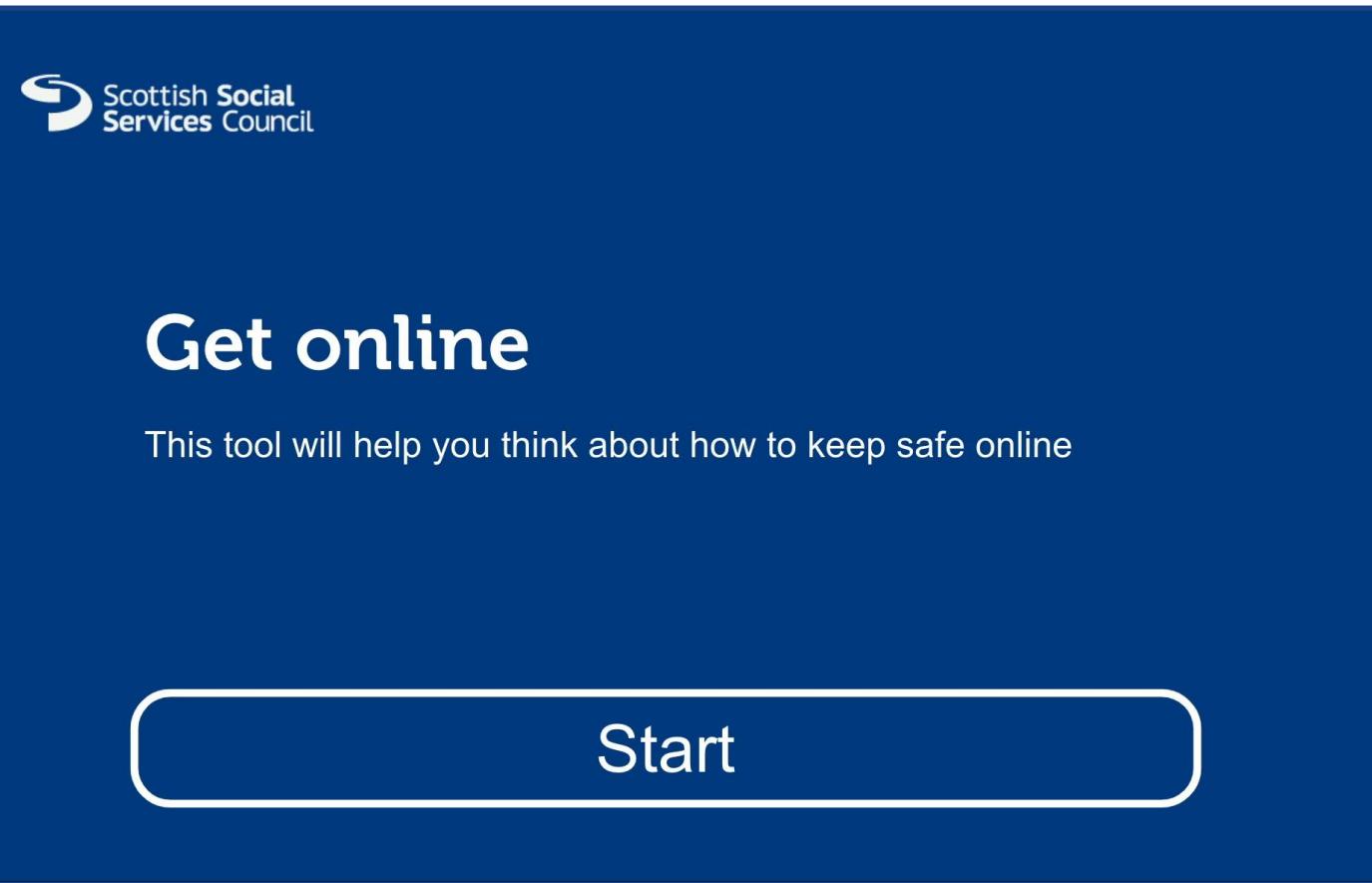
People who use care services

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/>



The image shows a screenshot of the "Get online" tool. At the top left is the Scottish Social Services Council logo. The main title "Get online" is in large white font. Below it is a subtitle: "This tool will help you think about how to keep safe online". At the bottom is a large white button with the word "Start" in black text.

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.

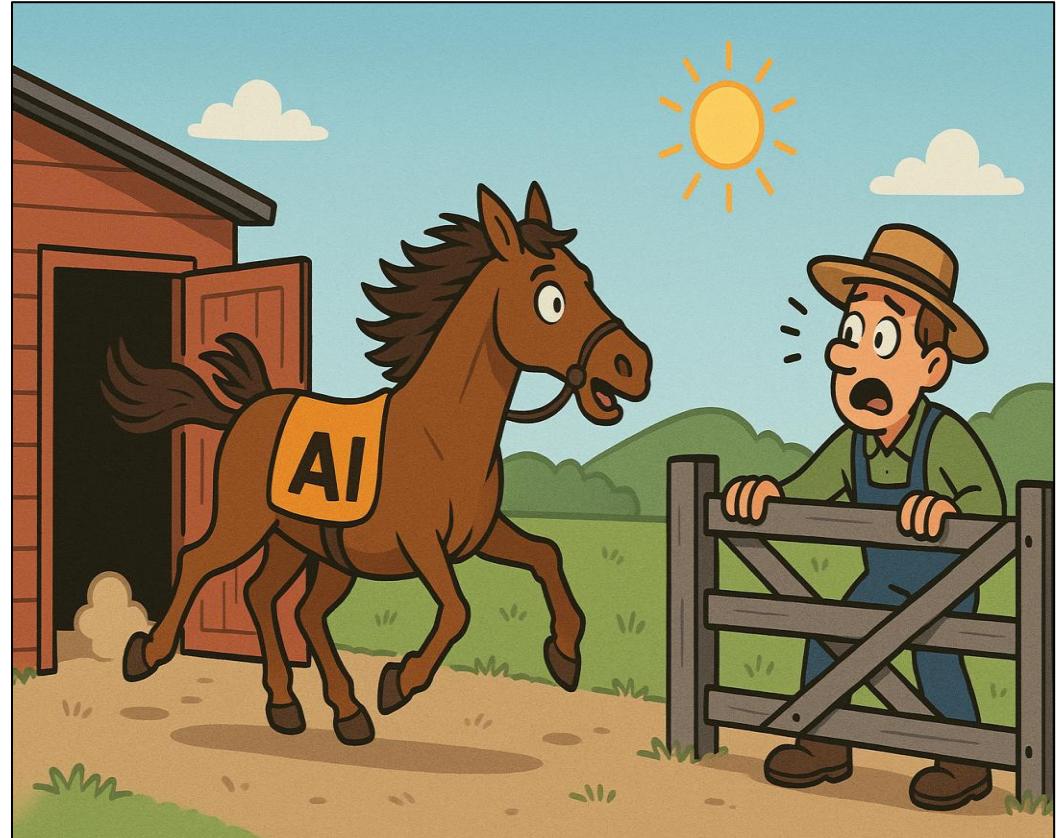


Image generated by ChatGPT 5.

Prompt:

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

Thank you

Tel: 0345 60 30 891

Web: sssc.uk.com

Email: enquiries@sssc.uk.com

Facebook @[@thessc](https://www.facebook.com/thessc) | X @[@SSSCnews](https://twitter.com/SSSCnews) | YouTube @[@sssctv](https://www.youtube.com/user/ssscouncil)

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



Toolkit Overview



OFFICIAL



Embedding a rights-based approach to digital social care

Self-evaluation tool



OFFICIAL



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 varies Feedback: 'Need more support for video calls and online forms.'	What will we do now: refreshrer training via Turas Digital Skills.

1. Major weaknesses - urgent remedial action required
weaknesses 2. Important weaknesses - priority action required
4. Important strengths, with some areas for improvement 5. Major strengths 3. Strengths just outweigh
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: A Rights-Based Approach



Use technology ethically and inclusively to promote independence and choice

Digital Leadership



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

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.

WHAT'S 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



**TUESDAY
27 JANUARY
13.00 – 14.00**

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



SCAN



Scottish Government
Riaghaltas na h-Alba
gov.scot



Part of the AI: Beyond the Buzz Webinar Series

Upcoming session

**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.**



nicky.cronin@careinspectorate.gov.scot

candice.aitken@careinspectorate.gov.scot