



Transformation Directorate

What is Adult Social Care?

Digitising
Social Care

CARE

What is Social Care?

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- Child protection - youth services – adult social care – end of life and palliative care
- Think mental health, learning or physical disabilities and or needs, vulnerable adults and children, safeguarding, fostering.
- Adult Social Care = care homes (nursing and residential), home care, reablement, day centres, supported living, community support, shared lives, substance misuse support, homelessness, transition
- Independent, statutory, charity and voluntary – via the care provider sector
- Local government - information and advice, assess care needs, arrange short-term support/reablement, safeguarding and commission a large range of care services
- Unlike NHS treatment, social care is financially means tested

What is Adult Social Care?

CARE



Richard Kramer
@RichardKSense

...

Social care is described as support for washing, dressing eating & taking medication. It's so much more than that. Its support to enable people to flourish, to be active, independent, enjoy life, try new activities, develop friendships, be part of society & live a fulfilling life

Social care....10 points at a glance...

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- Affecting over 10 million people on any given day
- Employing over 1.6 million people
- Adult social care contributes £50.3 billion to English economy
- Care needs increasing, extent of care given decreasing
- Is means tested and not 'free', unlike the NHS
- Complex, covering wide range of provisions and types of organisations
- Sector "at breaking point" financially. Reform agenda being worked out at present
- There is no one single 'voice of social care' – it remains many many constituent parts
- Children and Adult social care are distinct, separate parts of social care
- It is a sector relevant to all of us

Busting stereotypes

- Nearly half of the people receiving social care are working age
- There are 32,000 registered nurses working in ASC
- [More than 280,000 working age disabled adults](#) rely on social care to lead independent, healthy lives. When done right, it empowers them not just to live, but to have a life



Busting stereotypes

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- Disabled people aged 18-64 [make up a third of long-term social care users](#), accounting for almost half of the social care budget
- Social Care is not 'a part of' the NHS.
- People **are not** patients



Who works in Adult Social Care?

Size and structure

1.65m jobs

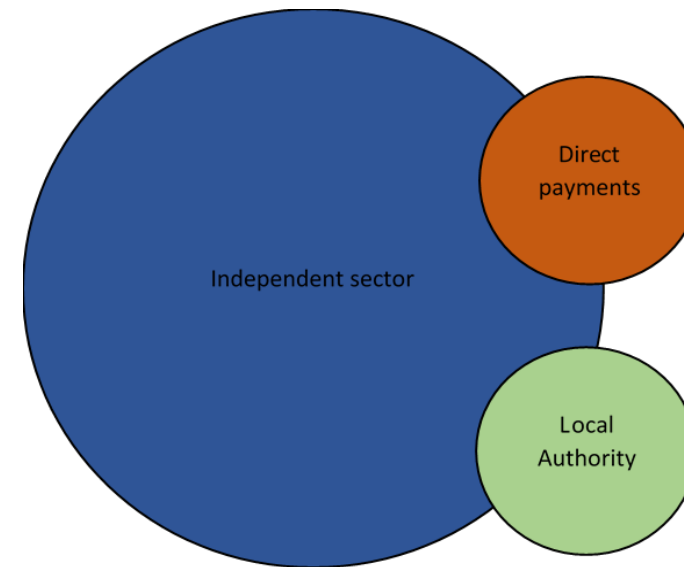
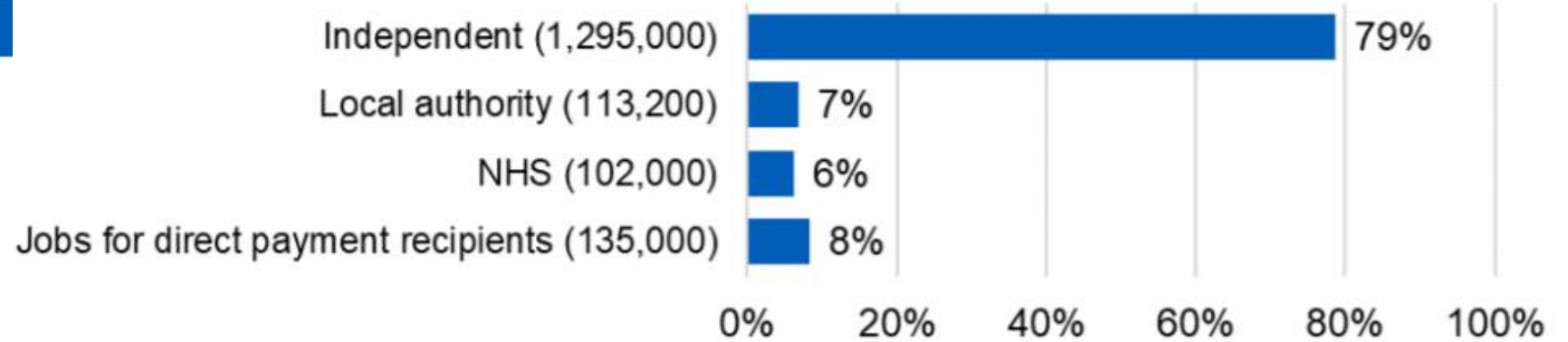
in adult social care in 2019/20



1.52m people

As a snapshot:

- 82% are female
- 76% of job roles are in direct care
- There are approx. 865,000 carers working in social care
- Only 5% are clinicians (Nurse, SW and OT)



Who receives support in adult social care?

18 – 64 years



65 + years

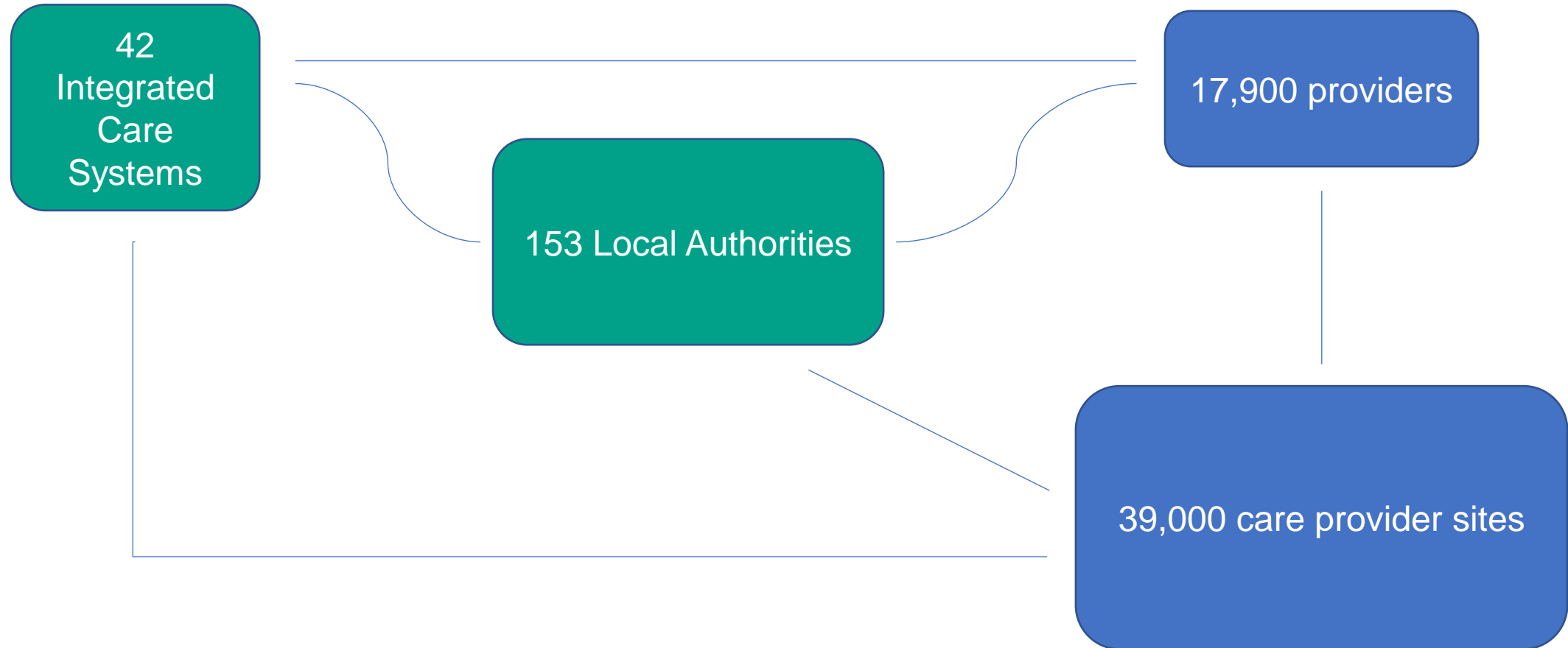


What is social care in one slide

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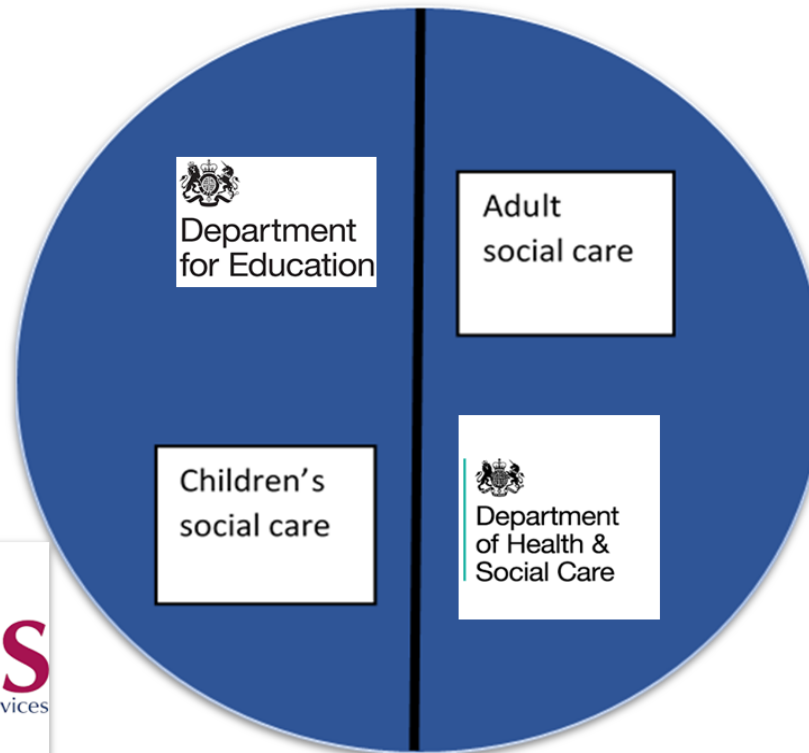


The adult social care landscape



Statutory Adult Social Care landscape

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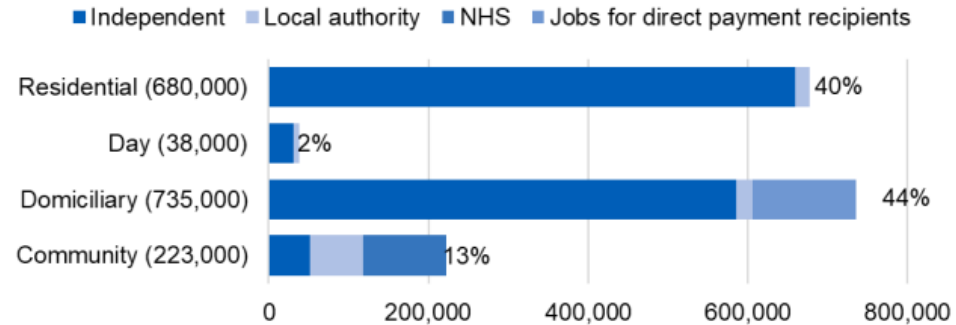


- 153 Local authorities/councils/county councils
- Commissioner role
- Statutory responsibilities
- Care Act 2014
- Small number of CQC registered care provisions
(Reablement, care homes, supported living schemes)
- Democratically elected local councillors with a specific mandate for ASC as per each LA.

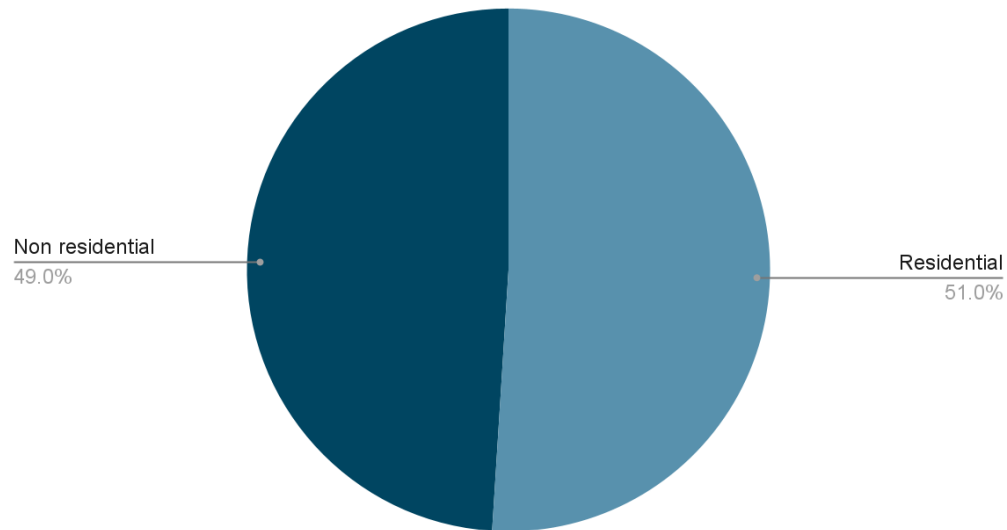
Independent Care landscape

17,700
Organisations

39,000
Establishments



Proportion of ASC establishments



- Most providers are 'micro' or 'small medium size enterprises'
- 85% employ less than 250 people
- Orgs employing 250+ staff = 2%



- National membership organisations covering the wide range of provision across ASC:
- CPA consists of **ten** separate membership organisations
- CPA members cover almost 10,000 organisations, employ over 600,000 staff, and support an estimated 1 million people.

Care providers are effectively separate organisations, some are:

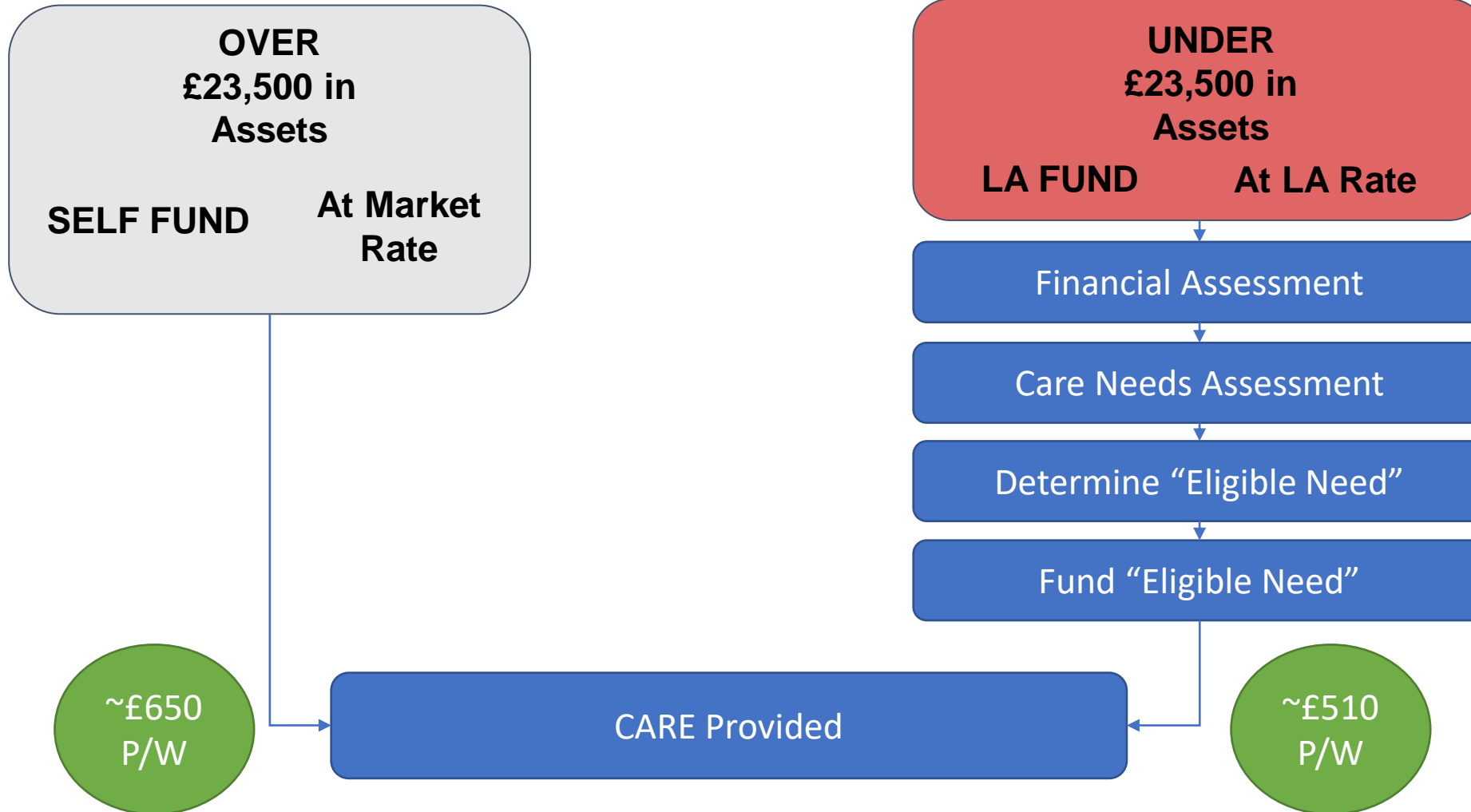
- Independent (i.e. privately owned)
- Voluntary
- Not for profit
- Charities
- Statutory



Local care associations exist in a number of regions.
The Care Association Alliance seeks to represent over 40 local care associations

How is it funded?

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Overall cost (£) of care defined via care/needs assessment (per week)



Person given responsibility for spending money on meeting their needs



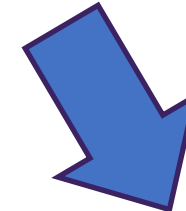
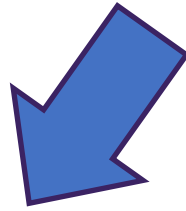
Employ Personal Assistants (PA) or care agency directly



Care receiver becomes an 'employer'

Language & philosophy, points of difference

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NHS

1. Knowledge flows from clinician to patient
2. Clinicians are experts
3. Clinicians have the power

CARE

1. Knowledge flows from person to staff and professionals
2. Person is expert in their own support
3. Person has the power

Top 10 takeaways

1. Person not patient
2. The best prevention tool the NHS has is social care....yet
3. Social care is not a by product of the NHS
4. Social care is not local authorities or care homes, it's considerably more than that
5. *Most* people receive care in their own home (Domiciliary, home care or personal budgets)
6. Over half of local authority spending last 2 years was for ***working age adults***.
7. Social care includes children as well as adults
8. 80% of social care referrals come from outside of hospital settings
9. Find the right organisations, be open to including more stakeholders than you think!
10. Co produce not just consult

Digital transformation in the sector

- Transformation is widespread – but looks very different
- Unique to social care:
 1. commissioner led (council/NHS) – think telecare, virtual wards etc
 2. provider led – sensor tech, hydration, wearables, interconnected devices, data reporting
 3. people drawing on care and support – IoT, recruitment apps, communication apps, choice & control
- Articulating the value of social care data
- Agility of organisations to respond to needs and requirements of ‘customers’. “I want to bring my tech with me”.

Digital transformation challenges

Commissioned care
vs outcome based
care?

Where do I go for
advice? Who will
help?

Where do I start?
Intimidating? No
staff buy in

Different
commissioners &
regulator ask for
different things

Can't afford to get it
wrong

Infrastructure both
building and
geographical

The future?

- More integrated national training schemes
- Social care providers (at least) do not suffer from legacy IT
- Social care data will become an increasingly valuable commodity (esp prevention agenda)
- Non digital organisations will become obsolete (eventually)
- I want to bring my tech with me
- Green tech agenda
- Regulators playing catch up so transformation will be workforce led

Get in touch

- ✓ Subscribe to our monthly Digitising Social Care [newsletter](#)
- ✓ Ask us to come to one of your team meetings – we'd love to share more details about the sector and what we're up to
- ✓ Help to promote the [Digitising Social Care Programme](#) – there is funding and support available
- ✓ Visit our website; <https://beta.digitisingocialcare.co.uk/>
- ✓ Let's work together to ensure that social care is no longer an after thought

The whitepaper

- consolidates insights from literature and the interviews of five key opinion leaders with the aim to share the benefits, challenges, and opportunities for leveraging adult social care data
- inspire those in adult social care to explore digital possibilities, and those with a digital background to see adult social care as an inspirational sector to work in.
- Workforce and people drawing on care are at the heart of all transformation activities

The whitepaper – aims

- To understand what is happening today with digital and data within adult social care.
- To motivate discussion amongst different adult social care organisations, professional bodies, and governmental bodies in England to increase the discussion around opportunities for digital adult social care.
- To build a community of practice from individuals interested in digital adult social care.
- To engage the relevant professional bodies to take the necessary next steps to begin organisational transformations to leverage digital adult social care.

The whitepaper – focus areas

- Digitising care records
- The term informatics
- How can tech support the sector?
- What does the data tell us?

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- How can tech support the sector?
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The whitepaper – conclusions

- "Investment in digital transformation across social care is a profoundly worthwhile endeavour both from a central government policy position and that of the person receiving care and support services. With a workforce of over 1.5 million, the opportunity for professional bodies to add value to the sector is significant. The role of digital leaders, embedded into leadership across all facets of the sector play an integral role in how person centred digital transformation will take place. Professional bodies are ideally placed to support and empower individuals in this space, helping to navigate the complexities of a sector that covers a large number of services and providers, both public and private."

BCS takeaways

1. Innovation galore – challenge is capturing
2. A mixed bag across the sector
3. [TechUK hub](#), [TLAP](#), [Hubble project](#), [What Good Looks Like](#)
4. Virtual wards is not social care
5. Innovation spans children's – adults, care – housing, care – NHS, OFSTED – CQC.
6. Innovation is led by people, providers and councils. Not one angle
7. Don't fall into hospital discharge trap
8. Workforce policies to back up innovation drive?
9. “Bring your tech with you”
10. IoT, wearables, sensors, lighting etc