Social care and digital transformation
Technology to support adult social care

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How is social care delivered?

Organisations with social care responsibilities

- **152 local authorities** with social care responsibilities.
- Around **20,300 residential care homes** (with & without nursing) in 2016 (*Skills for Care*).
- Around **8,400 organisations** providing residential services (*Skills for Care*).
- **12,000 organisations** providing non-residential services in 2016 (*Skills for Care*).

Personal budgets/direct payments

- **410,295** social service users receiving **personal budgets at March 31 2017** (Direct Payment Only + Part Direct Payment + CASSR Managed Personal Budget).
- Of these, **129,975** received a direct payment (Direct Payment Only + Part Direct Payment).
- **94,880** carers receiving personal budgets.
- Of these, **84,840** received a direct payment.
The social care workforce

1.58 million adult social care workforce
(as at 2016)

- 1.11 million FTE jobs.
- The number of adult social care jobs was estimated to have **increased by around 1.5%** (20,000 jobs) between 2015 and 2016.
- Number of jobs employed by local authorities has **decreased**. 112,800 jobs in 2016 to 109,300 in 2017.

(Source: NMDS-SC, 2017, Skills for Care)

5.8 million unpaid carers

- **More than 10% of the population provide unpaid care.**
- Estimates of the value of care range from **£62 billion to £132 billion**.

(Source: Carers UK, 2015 data)
How much is the social care market worth?

### Size of the care market

- Estimated to be **433,000** older or physically disabled people in care homes in the UK.
- **The care home market is estimated at £15.9 billion.**
- 80% of care homes are private sector.
- **The domiciliary care (home care) market is estimated at £9.7 billion.**

(Source: Laing Buisson: UK Market Report 2014)
Spending in adult social care

£14.16 billion spent on short and long-term care:
- £7.33 billion on those aged 65 and over.
- £6.83 billion on those of working age.

In 2016/17 councils reported total income of £5.67 billion:
- £2.36 billion from the NHS.
- £2.75 billion client contributions to their own care.

(Source: Adult Social Care Finance Return, 2016-17, NHS Digital)
The journey through social care

• Brenda – receiving home care for two years
• Elaine – daughter who lives locally
Brenda’s entry into social care

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
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<tbody>
<tr>
<td>January 2015</td>
<td>Brenda lost her husband</td>
</tr>
<tr>
<td>June 2015</td>
<td>GP recommends some support in the home</td>
</tr>
<tr>
<td>May 2016</td>
<td>Brenda fractured two vertebrae</td>
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<td></td>
<td>After time in hospital Brenda receives six weeks of reablement</td>
</tr>
</tbody>
</table>

Trigger points for prevention

Assistive technology
Brenda’s home care experience

<table>
<thead>
<tr>
<th>1. Choosing provider</th>
<th>Council chose provider</th>
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<tbody>
<tr>
<td></td>
<td>One extra week in hospital waiting</td>
</tr>
<tr>
<td>2. Using home care</td>
<td>Carers are helpful but do not stay allotted time</td>
</tr>
<tr>
<td></td>
<td>Different carers for every call</td>
</tr>
</tbody>
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Managing home care capacity

Overseeing care
What social workers and GPs said

- Voluntary sector can be a dumping ground
- Disconnect between health and social care
- Repeating the same story
- The phone is great but face to face is best
- Links with GP / social care are very important
- Doing lots of time consuming home visits
How can digital technology support social care?

• Meeting legal requirements for managing patient data.
• Better information sharing.
• Joined up care.
• Reduced delays in hospital discharge.
• Fewer readmissions to hospital.
• Better medicine management.
• Improved outcomes for people accessing services.
Social Care Digital Innovation Programme

2017/18

- 12 discovery projects
- 6 implemented
- Focus on user needs
- Up to £100,000
- Deadline 1 June 2018

Funded by NHS Digital and managed through the Local Government Association.

2018/19

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Supporting best practice and enabling information-sharing

### Data Security and Protection Toolkit

- The Toolkit reflects current legislative and policy requirements for protecting patient data (i.e. GDPR).
- Any health and care organisation sharing personal and confidential information should complete the Data Security and Protection Toolkit.
- It is a requirement for local authorities (with public health and adult social care) and care providers commissioned using the NHS contract (recommended but not a requirement for other care providers in 2018/2019).
- Completing the Toolkit enables access to NHS Mail, a secure way of transferring confidential information between health and social care settings.
- The Toolkit enables organisations to measure and publish their performance against the National Data Guardian’s ten data security standards.

[www.dsptoolkit.nhs.uk](http://www.dsptoolkit.nhs.uk)
Information and technology
for better health and care