



Digital

Social care and digital transformation

Technology to support adult social care



**Information and technology
for better health and 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

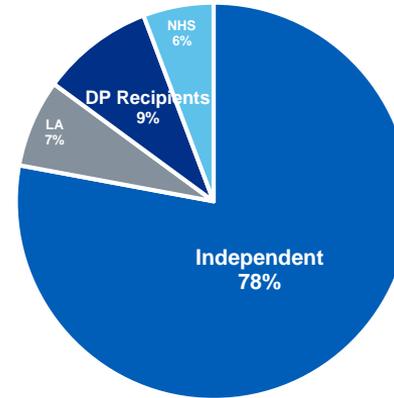
1.58 million adult social care workforce

(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)

% of jobs by employer type (2016)



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

Council spend on adult social care: £17.5 billion

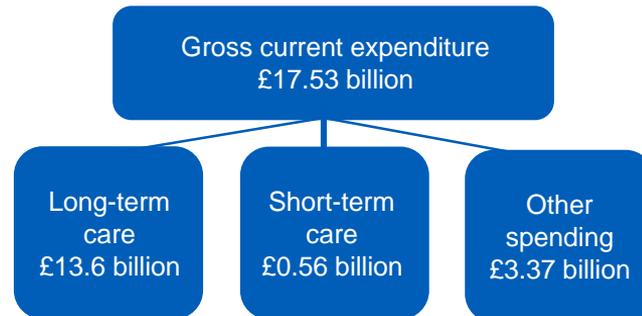
£14.16 billion spent on short and long-term care:

- **£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

January 2015	Brenda lost her husband
June 2015	GP recommends some support in the home
May 2016	Brenda fractured two vertebrae
	After time in hospital Brenda receives six weeks of reablement

Trigger points for prevention

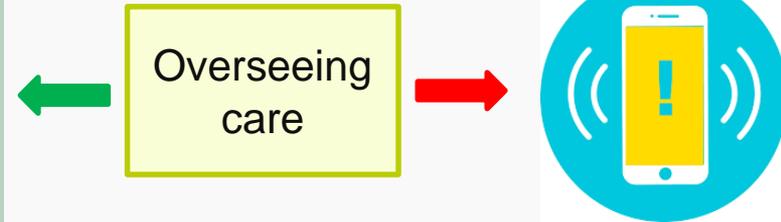
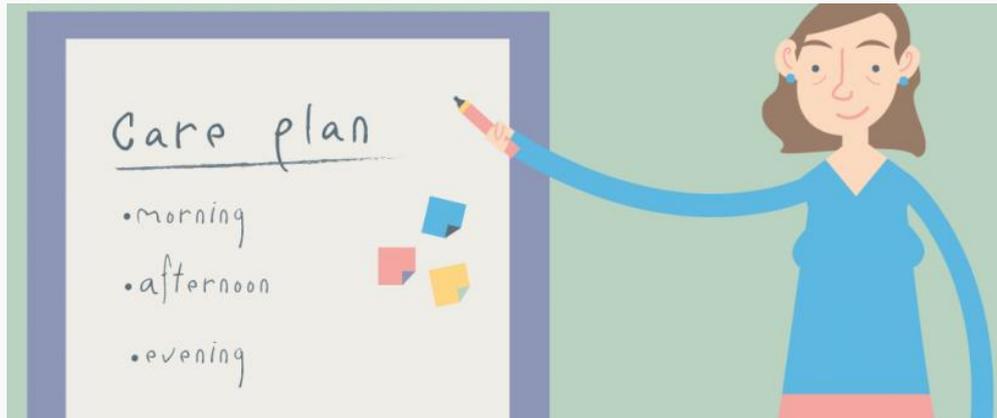


Assistive technology



Brenda's home care experience

1. Choosing provider	Council chose provider	Managing home care capacity
	One extra week in hospital waiting	
2. Using home care	Carers are helpful but do not stay allotted time	
	Different carers for every call	



What social workers and GPs said

*Voluntary sector
can be a dumping
ground*

*Disconnect
between health
and social care*



*Links with GP /
social care are
very important*



*Repeating the
same story*

*The phone is
great but face to
face is best*

*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

DATA ACROSS
BOUNDARIES 

TECHNOLOGY
IN THE HOME 

SHARING
RECORDS 

PERSONALISED CARE &
SUPPORT PLANNING 



2018/19

- 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.

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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

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