

## Digital working, learning and information sharing

Ciarán Morrison; Laura Rooney

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## **Digital working, learning and information sharing**

Skills for care 2014

Digital working, learning and information sharing are increasingly a day-to-day part of the lives of the workforce providing care and support, and of people with care and support needs.

Digital technology is a part of our daily lives, how we use it will continue to change the nature of care and support for years to come. Making sure that everyone can get the best out of digital technologies is an important part of enabling people to continue to live independently. So too is ensuring that these digital resources are accessible to all. Working digitally has many benefits, including improved communication, access to knowledge and expertise, resource savings and interconnecting people and organisations so that best practice can be more widely shared.

Digital working, learning and information sharing enables diverse and geographically disparate social care organisations and workers to support each other and learn from each other in a timely fashion. Digital working can encourage debate and learning as well as information exchange between workers and the people they support and their carer's. A strategic approach is required to maximise the potential value of technology in adult social care. The principles and actions outlined in this strategy will support commissioners and employers to develop the digital capability of their workforces and ensure that digital approaches to delivering care and support are open to everyone.

### **Workforce principles**

#### **Three broad groupings of skills can be identified:**

- · Basic – generic digital skills using mainstream technologies
- · Intermediate – digital champion skills being able to help others acquire generic digital and specialist social care digital skills
- · Specialist – understanding the role and benefits of specific care and support focused digital technologies

#### **Commissioners and employers need to:**

- · Take a holistic view of technology

- Recognise how people, organisations respond differently to technology; nurture champions, leaders and digital innovators
- Engage people in the development and implementation of technology for working and learning at all stages
- Understand how to adapt technology to fit the way in which people live, work and are supported

**The principles in implementing digital working, learning and information sharing are:**

- Everyone involved in delivering care and support has the confidence and competence to work digitally and the opportunity to develop their digital skills.
- Digital learning is recognised as a crucial part of workforce development, and part of a blended approach to learning and development including the achievement of standards and qualifications.
- The potential of digital technology to enhance the lives of people with care and support needs, and that some people need help to engage with the digital technology is understood.
- Digital technologies are used in the best interests of people needing care and support and always support their choice and independence.
- Digital information is shared securely and transparently and workers, people with care and support needs, and carers have confidence in the systems used to store information electronically.

**Strategy principles**

- 1. Everyone involved in delivering care and support has the confidence and competence to work digitally and the opportunity to develop their digital skills.**
- 2. Digital learning is recognised as a crucial part of workforce development, and part of a blended approach to learning and development including the achievement of standards and qualifications.**
- 3. The potential of digital technology to enhance the lives of people with care and support needs, and that some people need help to engage with the digital technology is understood**
- 4. Digital technologies are used in the best interests of people needing care and support and at all times to support their choice and independence.**

**5. Digital information is shared securely and transparently and workers, people with care and support needs and carers have confidence in the systems used to store information electronically.**

To take the strategy forward four actions are proposed, these are:

- Examples of how technology is being used to enable workers, employers, people with care and support needs, and carers to work and learn differently, and an exploration of the evidence of the impact of using digital technology will be collated and shared.
- The current capability of the workforce to work and learn digitally will be reviewed and any skills gaps and key issues identified.
- A guide to commissioning and providing workforce development for digital learning, working and information sharing will be produced.
- A workforce development support resource for digital working, learning and information sharing will be developed from the guide. The resource will aim to address how digital working and learning can support integrated workforce development and examples of how digital products and services can
- be co-produced.