

Nicola Cooper

Technology and Digital Innovation Lead

Scottish Care is a membership organisation representing the independent social care sector in Scotland. We work with members and stakeholders in social care to create conditions for sustainable human-rights-based care and support.



nicola.cooper@scottishcare.org



[digitalme_NC](https://twitter.com/digitalme_NC)

Is the Care Technologist the future of care at home?

Building capacity and technical
skills

Influencing service provision

Reframing the debate on social
care delivery

@digitalme_NC @CareTech_Scot

Social Care in Scotland



Independent sector

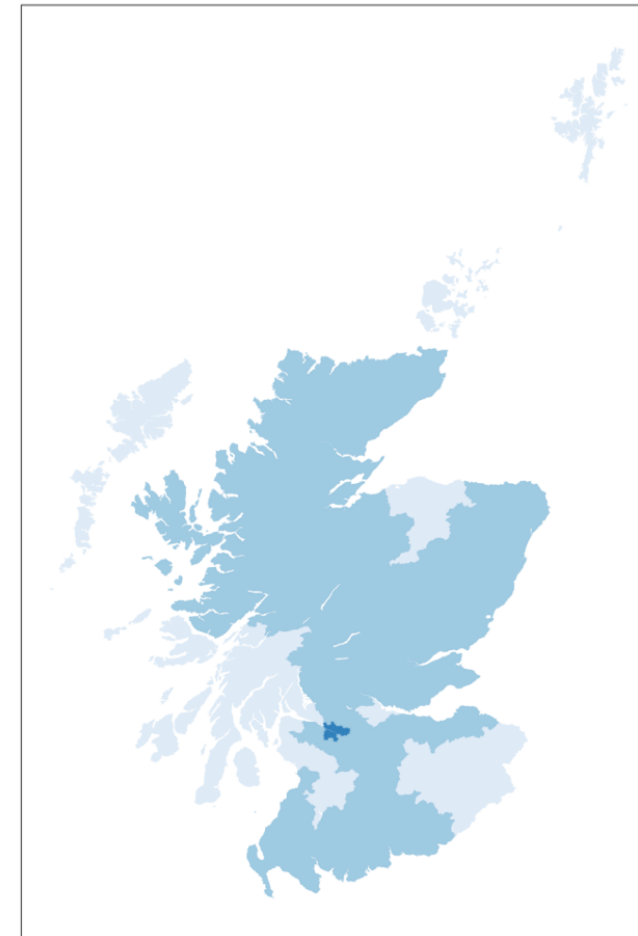
88%

Care home places for older people

55%

Homecare hours for older people

Figure 5: Map of Scotland with local authority areas coloured by largest employer type, 2021



Employer Type

- Public
- Private
- Voluntary

Source – Scottish Social Services
Sector Report on 2021 Workforce
Data 30th August 2022

a burning platform



A more diverse, sustainable workforce is needed; however, two of the biggest challenges faced by providers are recruitment and retention, which is exacerbated by a lack of career pathways and aspirational roles in the sector.

Workforce capacity is the biggest risk to NHS recovery

There's been a 17 per cent rise in people who can't leave hospital because often the social care they need is not available.

[NHS in Scotland 2022, Audit Scotland 23rd February 2023](#)

25% leave within 3 months

rising to **33%** in first year

unmet need



Simultaneously, hours of unmet need are increasing, which is incongruous with the ambition for more care to be delivered in the community; consequently, reducing the burden on the NHS and supporting people to stay in their own homes.

91,810 care + support @home

5x more than in a hospital bed

33,353 care home

doing things differently.....



I want more flexibility and control over how my care and support needs are met

As a provider, I want to be able to offer personalised, enhanced and sustainable care packages

doing things differently.....



The Care Technologist is a new role, co-designed with Social Care Providers, which aims to create a sustainable model of integrated care, enabled by digital, data and technology.

The model promotes greater flexibility and choice for service users as a result of care and support needs being assessed and delivered *differently*.

a design led approach

The Care Technologist role was conceived in A creative future for care at home, a collaboration between Scottish Care and the Innovation School at the Glasgow School of Art, which sought to explore current trends and challenges, transforming them into areas of opportunity, imagining the way in which care at home could change in the future and the roles and skills associated with this.

The Care Technologist

Specialising in facilitating the interactions between assistive technology, people drawing on care and support, and the wider care team in order to provide meaningful and personalised support.



the job family



Care Navigator

Specialising in coordinating the multidisciplinary care team through gathering, making sense of and organising different flows of data in order to provide responsive, personalised and relationship-based care at home.

Care Connector

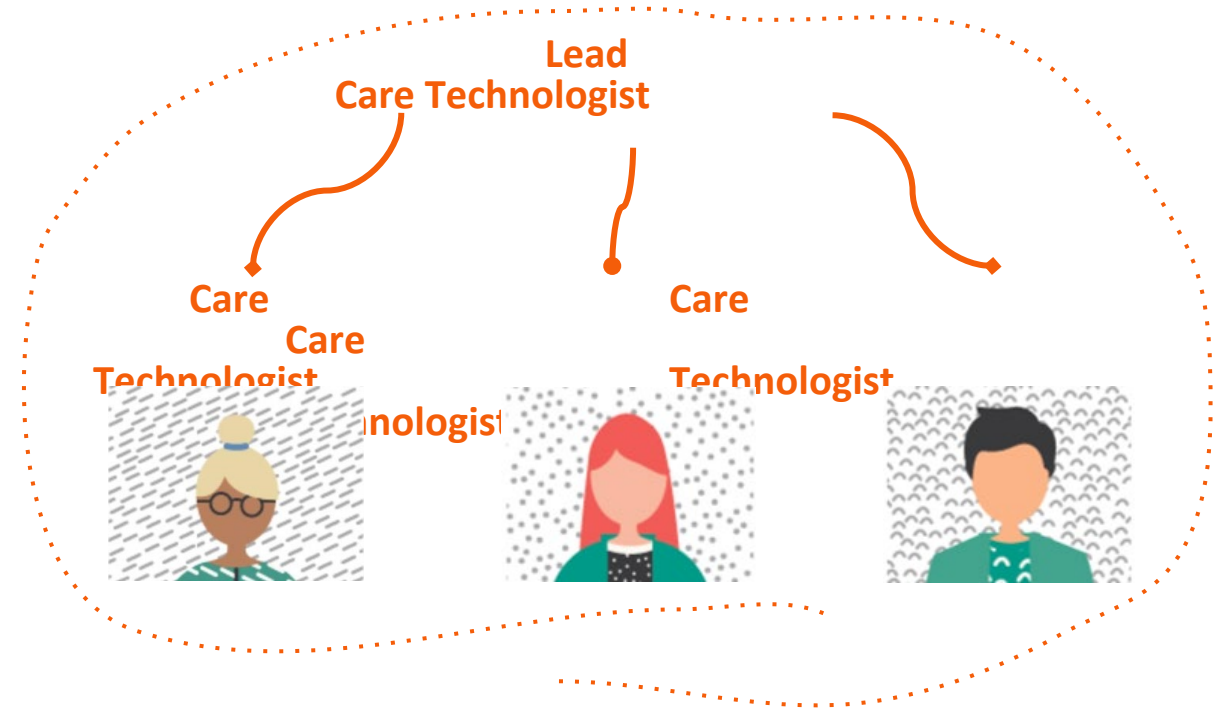
Specialising in facilitating meaningful relationships - both physical and digital - for people drawing on care and support at home and supports service users to work toward their aspirations and goals.



barriers + enablers



To understand the barriers and enablers associated with the implementation of this model we are trialling the role in 3 distinctly different service areas and geographical locations in Scotland - Aberdeen, East Ayrshire and Glasgow, where each of the Care Technologists is hosted by a local homecare provider. We are also working with Care Homes and linking into a wider programme of work around Digital Inclusion in Care Homes, and working with TEC Housing and Telecare on proactive services.



hello



Dan



Katherine



Jenny



Cheryl

digital as a choice



During this phase, July 2022-23, we will create proof points, identifying scenarios where technology and digital approaches could be a viable alternative solution to traditional models of care. We will validate this with service users who will be offered a 'Digital Twin' of their existing care package, as part of a choice-based menu of options for new service users.

For example, a 'tea and tuck' or 'waking nights' service could be fully enabled by digital technology, or delivered in a hybrid form, with potential benefits including greater privacy, personal agency and flexibility, and an enhanced offering and sustainability for service providers.

creating the conditions - understanding



- How a Care Technologist, utilising Digital, Data and Technology (DDaT) can enable more care to be delivered in the community - step down, reablement, hospital discharge, reducing hours of unmet need
- How to overcome barriers around accessibility and inclusion, promoting digital as a choice, as part of a person-led rights-based model of care – evidenced through case studies
- How the model promotes greater flexibility and choice for service users and sustainable service delivery for providers, as a result of care and support needs being assessed and delivered



future

- Specifying the attributes, skills and capability framework (DDaT) required for the Care Technologist role and how to support these as part of an upskilling of the existing workforce and attracting others into social care from diverse backgrounds e.g., Computer Science, User Experience (UX), Data Analysis

workforce

- Quality assurance and accreditation of roles, benchmarking with others in H&SC
- Understanding the impact of new aspirational roles and career pathways on sector resilience - recruitment and retention (Scottish Care Report on Workforce found that 25% recruited leave within 3 months, rising to 33% in first year)

evidence informed change



IMPACT
Improving Adult Care Together



Economic
and Social
Research Council



The
Health
Foundation



In this phase, we are working with IMPACT the UK centre for implementing evidence in adult social care as part of a UKRI and Health Foundation funded study. IMPACT draws on insights from research, lived experience and practice knowledge to make a difference to front-line services, and to people's lives.

The IMPACT methodology will give us an evidence base on which to specify the conditions required for national rollout of the role, ensuring that wherever you are in Scotland you have access to a skilled practitioner who can support with a digital care plan component.

data driven innovation



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Living with Lilli

- Step 4
What you get with Lilli



Lilli creates a proactive care ecosystem

Home first - stay at home for longer

Prevention of hospital admissions

Early intervention - visibility and accuracy of care packages

Co-managed care - notifications and alerts if required

**Do you want to
do things
differently?**

**How can we
work
together?**

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