From pillars to practice

Developing a framework for embedding digital inclusion in health and social care

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Digital Inclusion Programme

Digital Health & Care Scotland

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CONNECTING SCOTLAND

Digital inclusion is our collective responsibility to ensure that everyone can benefit from being online.

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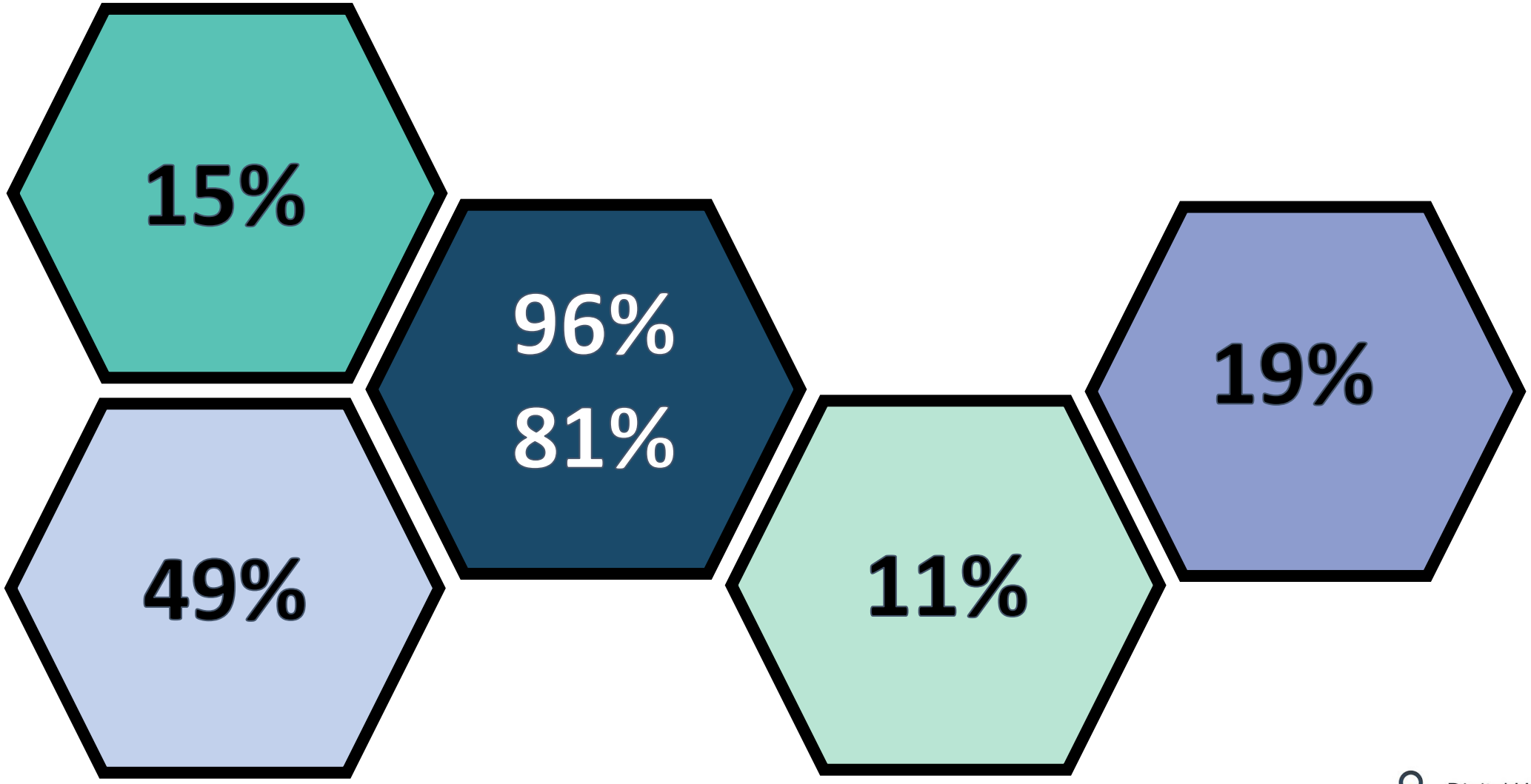
The extent of digital exclusion



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Digital health and care strategy

Digital access: People have flexible digital access to information, their own data and services which support their health and wellbeing, wherever they are.

Digital services: Digital options are increasingly available as a choice for people accessing services and staff delivering them.

Digital skills and leadership: Digital skills are seen as core skills for the workforce across the health and care sector.

Image credit: Tessa Mackenzie

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Why is digital inclusion critical to health and social care?

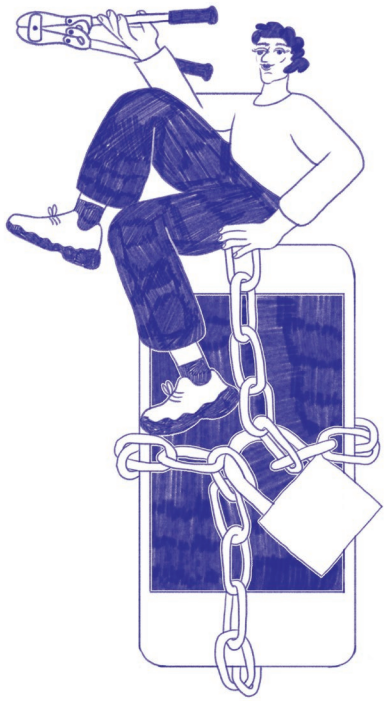

Image credit: Tessa Mackenzie

Enabling digital choice and accessible services

Addressing exclusion and inequalities

Person-centred outcomes and quality experiences of care

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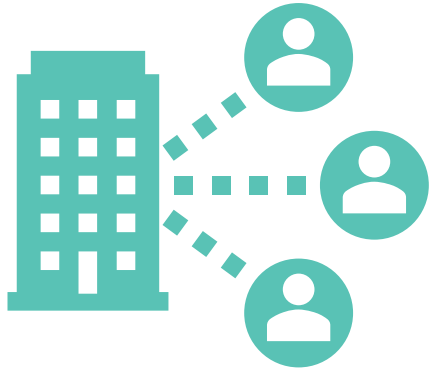
Pillars for Digital Inclusion

Slater and French (2023). From pillars to practice: Embedding a framework for digital inclusion in health and social care. [Digital Pillars Paper (tec.scot)]



Motivation

Device

Connectivity

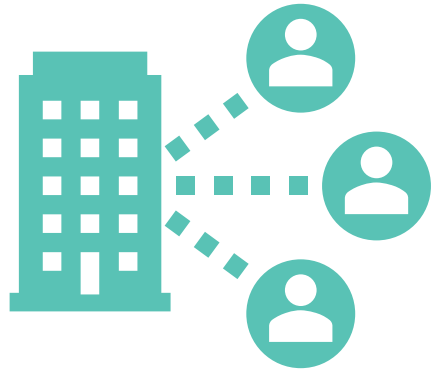
Skills & Confidence

Inclusive Design

Pillars for Digital Inclusion

As someone that's digitally excluded I need...

As part of the workforce I need...



As an organisation or service we need...

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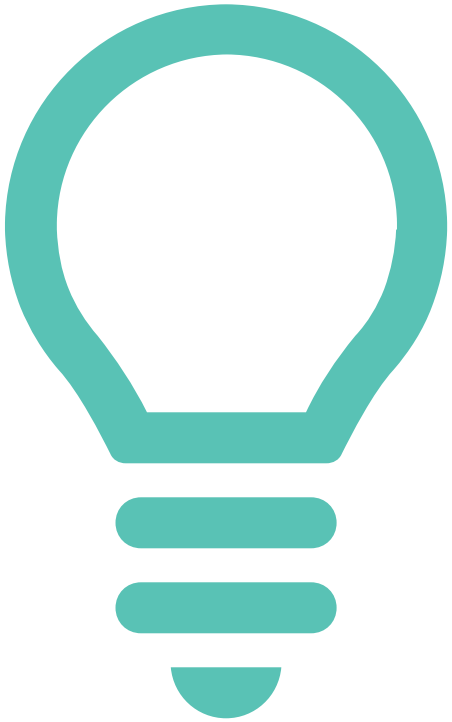
Motivation

As someone that's digitally excluded I need...	As part of the workforce I need...	As an organisation or service we need...
to understand how being online is of benefit or of interest to me	to be mindful of digital inclusion and promote the benefits and opportunities that being online can bring	to prioritise digital inclusion across organisational strategy/policy and promote across all levels of the organisation to create knowledge and awareness



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Device

As someone that's digitally excluded I need...	As part of the workforce I need...	As an organisation or service we need...
access to a device in a place I feel safe and that is suitable for my needs so I can do the things I want to do	to work with the person to understand what device would work best for their needs and situation and identify how the device can be provided	to create pathways and networks for the workforce to identify and access appropriate devices for the people they support

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Connectivity

As someone that's digitally excluded I need...	As part of the workforce I need...	As an organisation or service we need...
affordable and reliable connectivity in a place I feel safe	reliable connectivity in my place of work and to signpost/offer appropriate connectivity options to the people I support	to ensure reliable connectivity across the organisation and widespread information for signposting options

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Skills and confidence

As someone that's digitally excluded I need...	As part of the workforce I need...	As an organisation or service we need...
the skills and confidence to do things for myself and know where to get support if I need it	the skills and confidence in my ability to digitally engage and to support others to be digitally included	to provide opportunities for the workforce to build skills and confidence in using technology and supporting digital access for others including creating safe spaces to explore barriers and fears

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Inclusive design

As someone that's digitally excluded I need...	As part of the workforce I need...	As an organisation or service we need...
platforms and digital services that I can easily access and navigate	platforms and digital services that I can easily access and navigate, and knowledge of a range of trusted digital resources that I can recommend to the people I support	to ensure that the digital resources, services and supports recommended or used by the organisation meet the requirements of inclusive design and any related digital service standards

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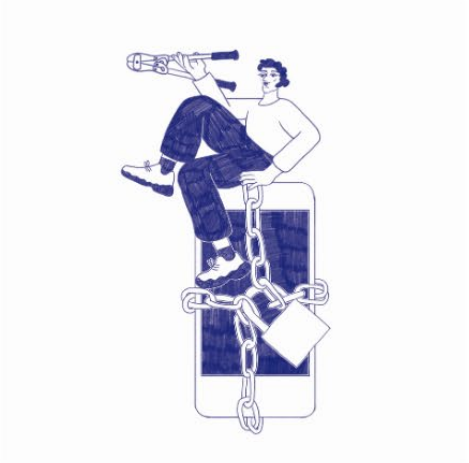
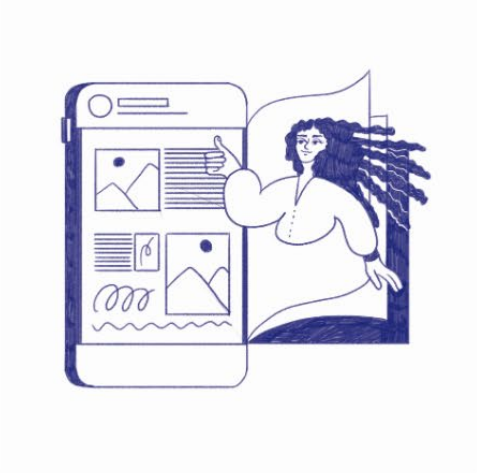
The Digital Inclusion Programme





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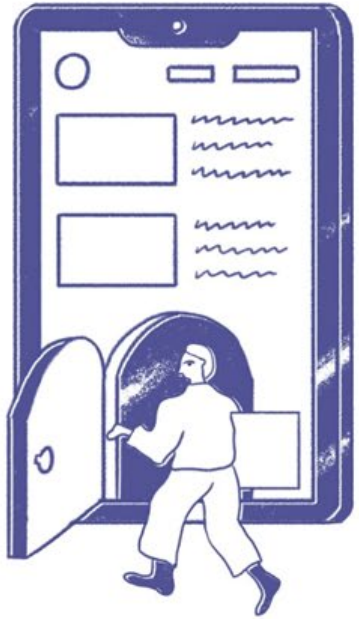
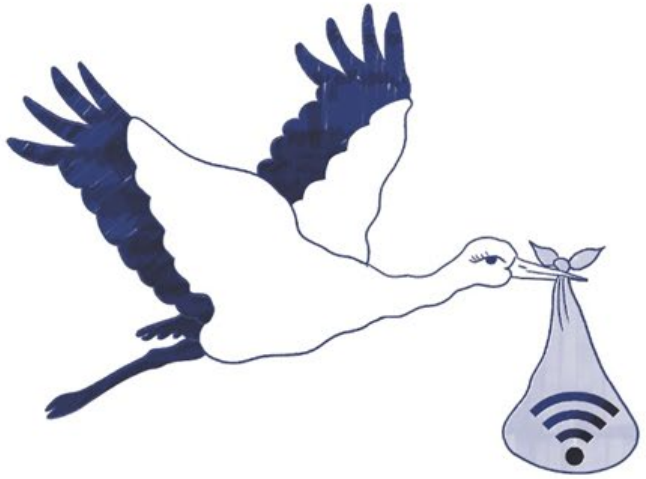
Designing digital inclusion

'Digital Pioneers'
Models for supporting digital inclusion in mental health and in housing contexts.



'Connecting to care'
Integrating digital inclusion in mental health services and housing/health/social care services.



'Sustain and value'
Embedding digital inclusion across health and social care sectors/organisations - complex public health intervention.

Image credit: Tessa Mackenzie

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Building capability for digital inclusion

To equip care/service providers with the tools and resources required to effectively embed digital inclusion in core service delivery.

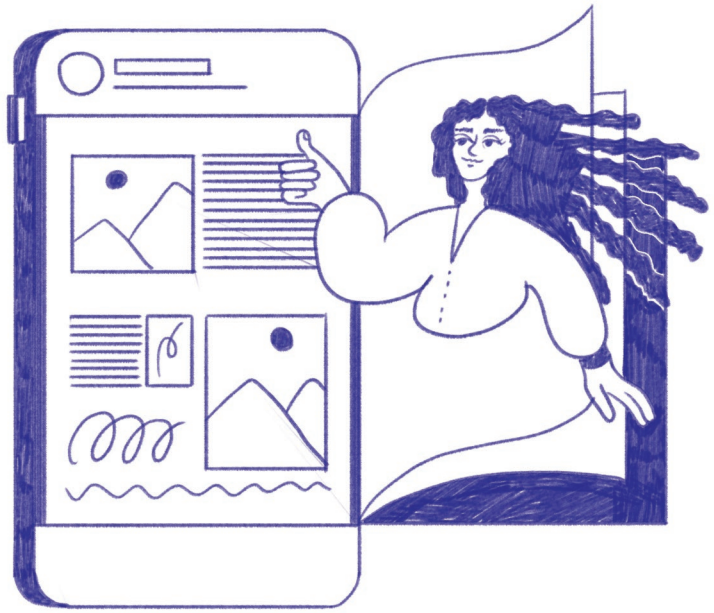

Image credit: Tessa Mackenzie

Co-producing a digital inclusion practice guide for digital health and care

Digital Champions training in mental health and housing

mhor collective

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Next steps for the pillars framework

- Motivation paper
- Skills and confidence paper
- Inclusive design paper
- Insights on embedding digital inclusion in health and social care
- Proposed future models

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Get in touch

https://tec.scot/programme-areas/digital-inclusion

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