Press release

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techUK unveils recommendations to propel digital transformation in adult social care

- *The report's recommendations address the complex challenges faced by service users in the adult social care sector*

LONDON, 12 September 2023: techUK, the leading technology trade association, is releasing today a new report which addresses the urgent need for technological advancements in the adult social care sector, offering a blueprint for revolutionising care provision and delivery across the United Kingdom.

In this report, "The Five Point Plan for CareTech", developed in collaboration with techUK's Social Care Working Group, which comprises a diverse group of businesses including SMEs, techUK delves into the critical issues facing adult social care and highlights the transformative potential of technology-based solutions. As the UK faces demographic shifts and an increasing demand for quality care services, the report provides a roadmap for leveraging digital innovation to improve health-span, enhance quality of life, and generate significant societal and economic benefits.

Digital transformation and its impact on care delivery

techUK's report draws attention to the vision set forth by the Minister of State for Social Care and underlines the integral role of technology in reshaping adult social care. It highlights the crucial role of digital solutions in enabling citizens to lead independent and fulfilling lives while empowering care providers to offer improved, personalised services. From AI and robotics to tailored CareTech experiences, the report explores a new era of demand driven by both citizens and commissioners, emphasising the importance of co-produced solutions and a seamless transition from analogue to digital.

Addressing key challenges through recommendations

The report's recommendations provide actionable insights across various critical dimensions of adult social care:

1. **Mapping digital poverty and exclusion**: techUK underscores the importance of understanding and addressing digital poverty and exclusion, advocating for collaboration between the Department of Health and Social Care, the Department for

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Levelling Up, Housing and Communities, and Integrated Care Partnerships to eliminate digital disparities. The report calls for the establishment of digital libraries and increased accessibility to digital resources.

2. **Developing a methodology for co-production:** to foster a culture of collaboration and innovation, the report suggests that the Government should create a clear methodology for co-producing technology-based care solutions. Drawing from best practices, this approach can drive the development and deployment of solutions that genuinely meet the needs of citizens and care providers.

3. **Making Citizens Health Accounts a reality**: techUK advocates for the implementation of Citizen Health Accounts, a concept endorsed by the Hewitt Review. These accounts would empower individuals to access and manage their health and care data, leading to more personalised and effective care. The report stresses the importance of safeguarding data while enabling seamless data sharing for improved care outcomes.

4. **Investing in services and staff:** in light of underfunding challenges, the report emphasises the critical importance of investing in the adult social care workforce. techUK recommends allocating funding to support recruitment, retention, and skill development of care professionals. Additionally, it suggests central financial support for technology adoption, enabling social care providers to embrace digital solutions effectively.

5. **Enhancing Collaboration and Data Interoperability**: the report underscores the need for standardised data formats and terminologies, as well as expanding interoperability frameworks. techUK calls for the industry to collaborate with public and private bodies to break down barriers to data sharing and exchange, allowing seamless collaboration between health and care providers.

Commitment to transformation

The report outlines techUK's commitment to driving change in the sector, including promoting the benefits of digital solutions, simplifying guidance for innovators, and fostering partnerships between local authorities and industry players through initiatives like the Innovators Network and the Social Care Innovation Hub.

This comprehensive report serves as a call to action for stakeholders across the spectrum, from policymakers and care providers to technology innovators and citizens, to come together and shape the future of adult social care through digital transformation.

Georgina Maratheftis, Associate Director for Local Public Services at techUK, said:

"techUK is dedicated to reshaping the landscape of adult social care through meaningful partnerships and technological advancements. By working closely with policymakers and our members, we have developed this report to help simplify complex guidance for innovators and ensure that their feedback plays a pivotal role in shaping upcoming changes to promote the tangible benefits that digital solutions bring to citizens and carers alike."

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Notes to Editors

The full report can be downloaded here.

techUK Health and Social Care programme

About techUK

techUK is the technology trade association that brings together people, companies and organisations to realise the positive outcomes of what digital technology can achieve.

With around 1000 members (the majority of which are SMEs) across the UK, techUK creates a network for innovation and collaboration across business, government and stakeholders to provide a better future for people, society, the economy and the planet.

By providing expertise and insight, we support members, partners and stakeholders as they prepare the UK for what comes next in a constantly changing world.