



Using technology and digital devices to make a positive impact on health and wellbeing for people experiencing care - practice guide

Feedback from survey and poll conducted 21 March to 11 April 2022

Introduction

As part of our development of a practice guide on using technology and digital devices to make a positive impact on health and wellbeing for people experiencing care, we considered learning from the pandemic, research findings, and we linked with key partners to support the review. These included the Scottish Government Technology Enabled Care (TEC) digital social care and care homes workstream and its partners.

We drafted a practice guide on using technology and digital devices to make a positive impact on health and wellbeing for people experiencing care. We wanted everyone with an interest in the provision of care to have the opportunity to share their views with us on the draft. We consulted publicly on the draft practice guide from 21 March to 11 April 2022. We publicised the consultation through our provider update email newsletters, our website and our social media channels. Respondents were able to give their views on our Citizen Lab platform, by completing a survey and a poll. Responses were low in number but gave constructive feedback, which is summarised in this report.

The care sector is under significant pressure at the current time and acknowledge that this may have impacted on capacity to respond to the consultation.

We thank all those who gave their views. We have taken account of these to improve the practice guide as we finalise it.

Poll Results

One person responded to this poll.

We asked the following questions.

1 Is there anything missing from the guide?

No.

2 Is the guide accessible and easy to understand?

Yes.

3 Will this guide support to you in improving your care setting?

Yes.

Survey Results

Three responses to the survey were received.

We asked:

Q1. Is there anything missing from the guide?

Answer 1 No

Answer 2 The guide doesn't recognise that some services - e.g. sheltered housing, are staffed by one individual and that the focus is on signposting rather than provision of technology.

Answer 3 Yes

Q2. Is the guide accessible and easy to understand?

Answer 1 Large print and language to be simple for all to understand, more communication tools and accessibility for deaf clients.

Answer 2 Needs to be clearer in terms of the distinction between the different types of services and the expectations - for example, if an Inspector comes to inspect a service and expects that technology will be provided to support a person's communication needs or ability to be involved in the development - services can and will signpost to other agencies but may not be able to provide equipment.

Answer 3 The guide is written in a style which is very similar to the Quality Frameworks and that makes it familiar and easy to understand for care providers however it would be helpful to have an easy read/ video version of what to expect from your care service in relation to technology and digital devices for people who use services and their families.

Q3. Will this guide support to you in improving your care setting?

Answer 1 Yes.

Answer 2 No - sheltered housing services will signpost to other agencies and may be limited as to what they can put in place for individuals.

Answer 3 Yes, there is some helpful content the guide which we feel will help however we also have some concerns about some of the very aspirational statements and descriptions give as examples in the guide and the potential for these to be used as a potentially unrealistic measurement of how well a service is performing in this area during inspection.

Whilst we wholeheartedly share the aim of enabling more people experiencing care to use and exploit digital support or technology services, the guide gives examples of very good practice without recognition or acknowledgement of the very significant resource implications inherent in achieving these examples for care providers.

Q4. Do you have any examples of innovative practice that we can share?

Answer 1 Deaf awareness and accessibility.

Answer 2 No - sheltered housing services will signpost to other agencies and may be limited as to what they can put in place for individuals.

Answer 3 We do, however we came across the consultation very late and have not been able to pull this detail together in time to provide it via the survey.

The actions we have taken as a result, are summarised below.

Responses To Feedback

You said	We did
The guide doesn't recognise that some services - e.g. sheltered housing, are staffed by one individual and that the focus is on signposting rather than provision of technology	We have added that signposting takes place in arrange of care providers / services.
Large print and language to be simple for all to understand, more communication tools and accessibility for deaf clients	All care inspectorate documents are available in large print, additional languages and other formats. Our website also provides those visiting the Care Inspectorate website the opportunity to use the 'Recite Me accessibility tool' which enables the presentation of the screen to be personalised to ease access to the information available.
Needs to be clearer in terms of the distinction between the different types of services and the expectations - for example, if an Inspector comes to inspect a service and expects that technology will be provided to support a person's communication needs or ability to be involved in the development - services can and will signpost to other agencies but may not be able to provide equipment.	The range of services that are provided by care providers is extensive, as is the model of care which they provide. If a care service anticipates that individuals will provide their own technology, or that it is provided by another organisation, carers and those providing support should be able to provide digital support to maximise the use of the technology for the person concerned.
The guide is written in a style which is very similar to the Quality Frameworks and that makes it familiar and easy to understand for care providers however it would be helpful to have an easy read/ video version of what to expect from your care service in relation to technology and digital devices for people who use services and their families.	All care inspectorate documents are available in large print, additional languages and other formats. Our website also provides those visiting the Care Inspectorate website the opportunity to use the 'Recite Me accessibility tool' which enables the presentation of the screen to be personalised to ease access to the information available. As part of the communication of this the Care Inspectorate will look at a range of formats to promote this good practice guide.
Sheltered housing services will signpost to other agencies and may be limited as to what they can put in place for individuals.	We have added that signposting takes place in arrange of care providers / services.

Deaf awareness and accessibility	The survey was anonymous so the possibility of a case study could not be pursued. However, a case study of personalisation of use of digital has been included.
Sheltered housing services will signpost to other agencies and may be limited as to what they can put in place for individuals.	A case study demonstrating how a person is receiving support to use digital technology has been included.
<p>There is some helpful content the guide which we feel will help however we also have some concerns about some of the very aspirational statements and descriptions give as examples in the guide and the potential for these to be used as a potentially unrealistic measurement of how well a service is performing in this area during inspection.</p> <p>Whilst we wholeheartedly share the aim of enabling more people experiencing care to use and exploit digital support or technology services, the guide gives examples of very good practice without recognition or acknowledgement of the very significant resource implications inherent in achieving these examples for care providers.</p>	The range of services that are provided by care providers is extensive, as is the model of care which they provide. Care providers are at varying stages of their respective digital journey in order to introduce, develop and enhance the use of digital technologies to support care and this is recognised. However, giving examples of good practice provides insight into use and may stimulate further opportunities for those receiving care and those providing care.
We do however we came across the consultation very late and have not been able to pull this detail together in time to provide it via the survey.	The survey was anonymous so the possibility of a case study could not be pursued.

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

web: www.careinspectorate.com email:

enquiries@careinspectorate.com

telephone: 0345 600 9527