

Digital capabilities of the adult social care workforce

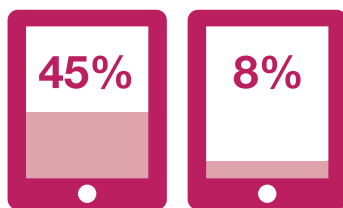
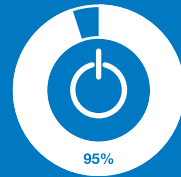
We recently conducted a survey of staff and managers. These are some of the results.

Perception of skills

- Staff have confidence in their own basic online skills with over 90% feeling confident or very confident.
- But 52% of managers feel staff do not have sufficient basic online skills



95% of participants use digital technology for at least one work related activity



45% have a tablet device at home compared with 8% having a work tablet. 9% use their personal tablet for work.

Managers and most staff see the benefits of digital technology in:

- Improving efficiency
- Improving the quality of care services
- Offering benefits to people they support

What is digital technology used for?

- 75% Use digital technology to record/manage delivery of care
- 50% Use digital technology with people they support



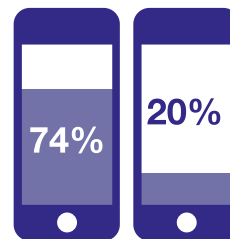
What stops the use of digital technology?

Managers:

- Staff access to digital technology
- Lack of workforce development in this area
- Concerns about online security
- Fast pace of change in this area

Staff

- Concerns from a small minority that they would spend less time with the people they support
- A small proportion were concerned about online security



74% of staff have a personal smartphone.

20% of staff use their personal phone for work purposes.

Attitudes to using digital technology



- Staff are keen to use digital technology
- 60% of managers encourage staff to think about digital technology in all they do

What current learning opportunities are there for digital technology?

Staff have had the following regularly or occasionally:

Coaching / help from peers	78%
Formal IT training	78%
Self guided learning	69%
Accredited qualifications	30%
External guidance	47%

For more information or to download the full report visit www.skillsforcare.org.uk/research