

TECHNOLOGY INNOVATION REVIEW

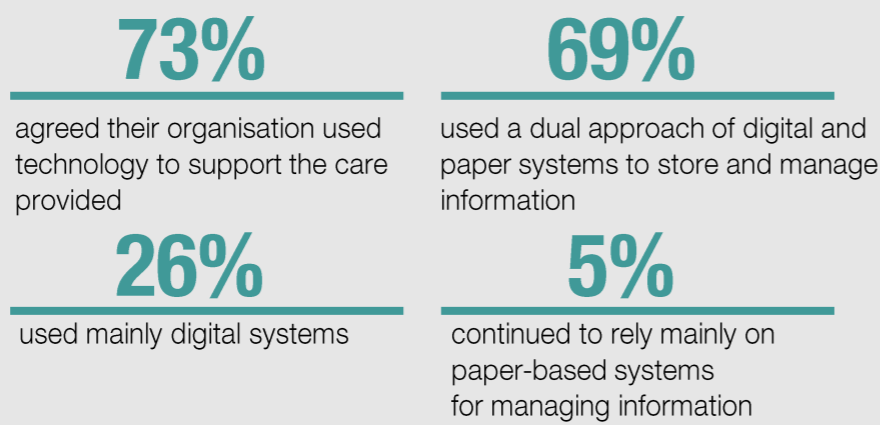
A snapshot of a review of the adoption and scalability of digital technology in adult social care undertaken by Ipsos MORI and the Institute of Public Care (IPC) at Oxford Brookes University on behalf of NHSX. Further information is available on the [study webpage](#).

USE OF DIGITAL TECHNOLOGY FOR CARE AND SUPPORT

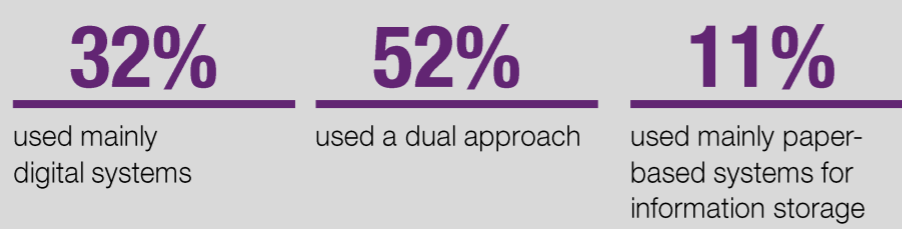
The use of digital technology for care and support was widespread but mixed.



Among care providers:



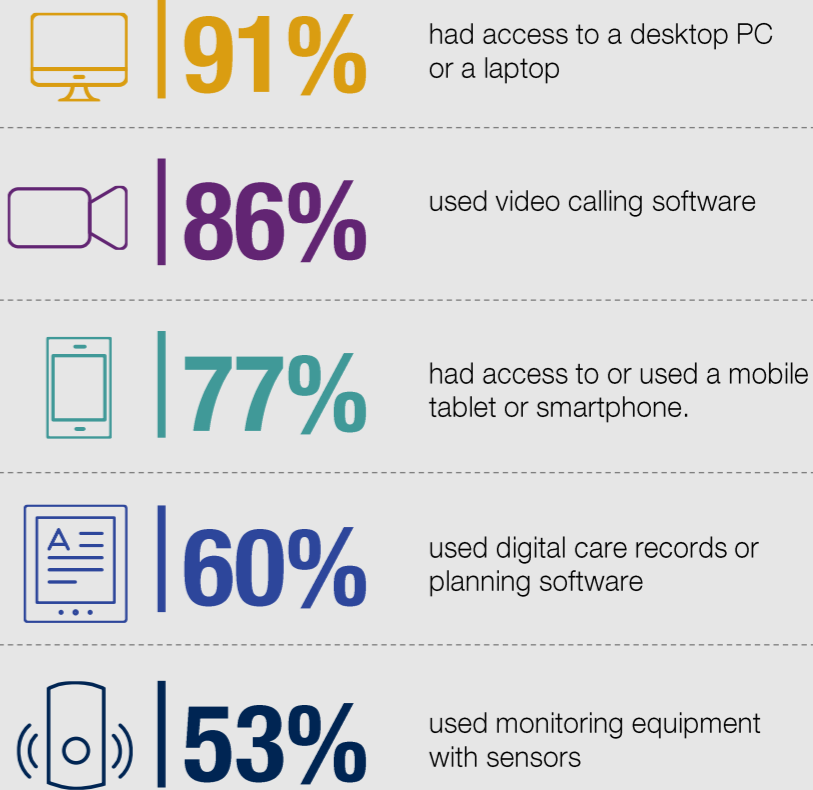
Among the ASC workforce:



Indicating more frontline staff are reliant on paper than their organisations as a whole.

A RANGE OF DIGITAL TECHNOLOGIES WERE USED

Care providers were using a range of technologies for care and support.

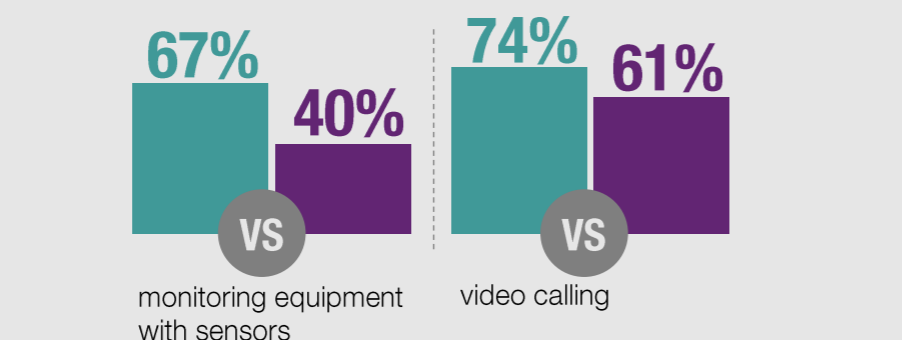


THE TECHNOLOGIES USED VARIED BY TYPE OF CARE PROVIDER

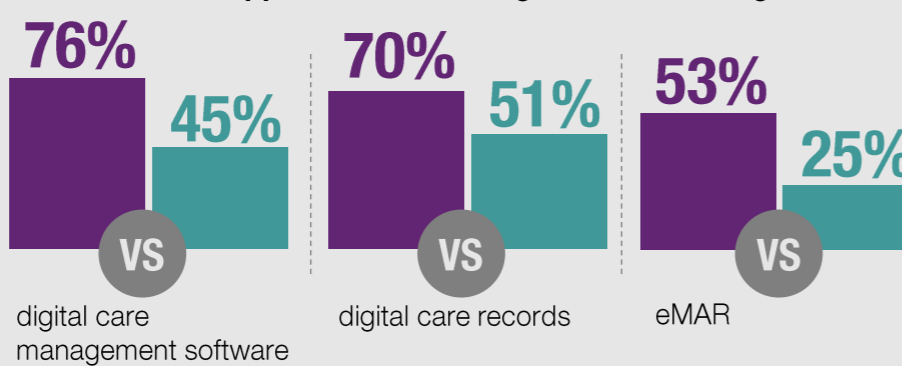
Although use of digital technology for care and support was widespread, it varied by provider type.



Care homes were more likely than homecare providers to use support and monitoring technologies:



Homecare providers were more likely than care homes to use business support or care management technologies:



BENEFITS OF DIGITAL TECHNOLOGY IN ADULT SOCIAL CARE

Care providers felt that technology brought a range of benefits to their organisation and the people they care for.



Care providers reported the following benefits from support and monitoring technology:



INDIVIDUAL BARRIERS TO DIGITAL ADOPTION OF TECHNOLOGY

Participants identified a number of barriers related to individual-level factors.



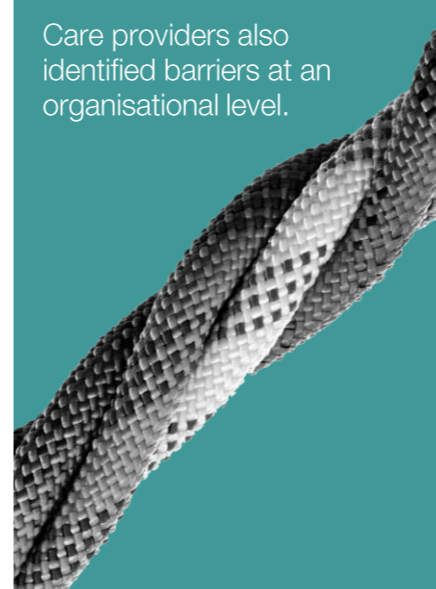
Lightbulb icon: Variation in familiarity and opportunity to use technology in the workplace, which impacted on digital confidence

Question mark icon: Low awareness and knowledge about the range of technologies available and their benefits, among staff, people with care and support needs and unpaid carers

Person with lightning bolt icon: Attitudinal barriers among some people with care and support needs and those working in ASC, including anxiety about using technology

ORGANISATIONAL BARRIERS TO ADOPTION OF DIGITAL TECHNOLOGY

Care providers also identified barriers at an organisational level.



Care providers identified several barriers:



Local authorities and technology suppliers identified several barriers:

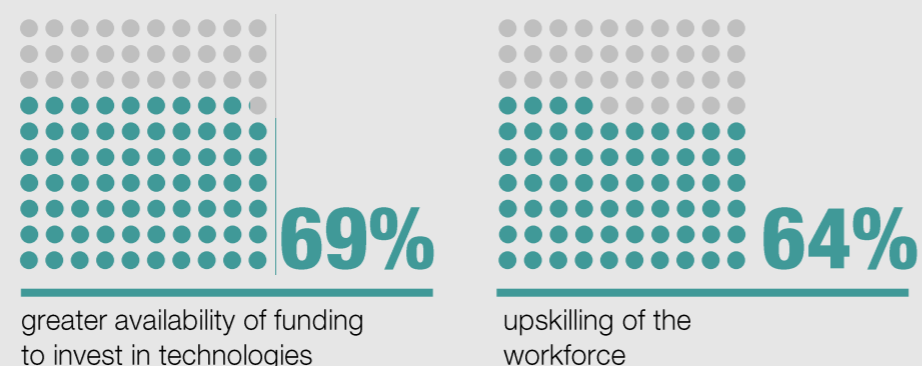
- Target icon:** THE DIVERSE NATURE OF THE CARE PROVIDER MARKET
- Calculator icon:** FINANCIAL PRESSURES IN THE SECTOR
- Scale icon:** THE LACK OF A 'DIGITAL BACKBONE' FOR THE SECTOR TO BUILD UPON

ENABLERS FOR ADOPTION AND SCALABILITY OF DIGITAL TECHNOLOGY

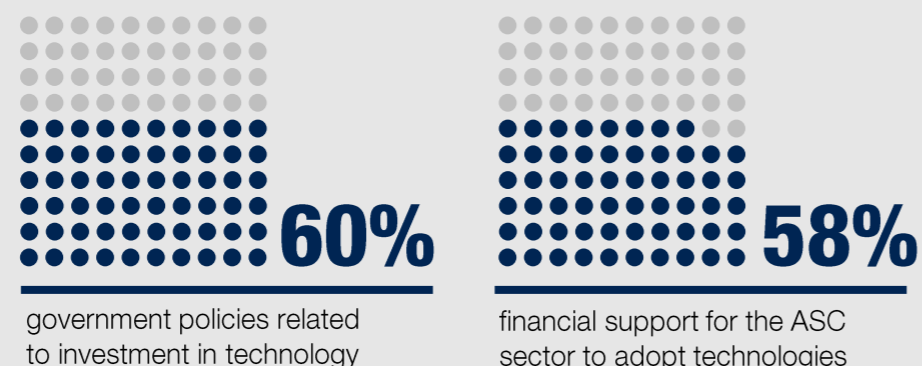
A range of enablers were identified to help overcome the barriers to the adoption and scalability of technology in adult social care.



CARE PROVIDERS

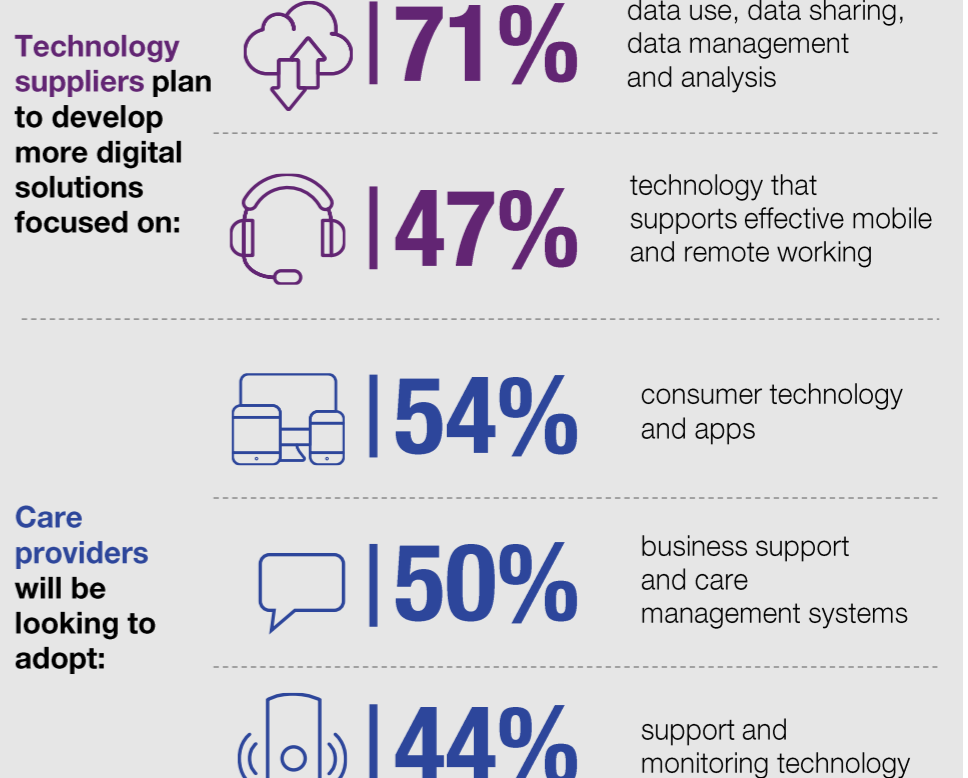


TECHNOLOGY SUPPLIERS



FUTURE DESIGN AND DEVELOPMENT OF DIGITAL TECHNOLOGY

All audiences felt that digital technology would be part of their future way of working. But there were differences between what care providers are looking for and what technology suppliers plan to develop in the next five years.



a) All care providers (608)
 b) All care providers who provide care home services (267)
 c) All providers who provide homecare services (276)
 d) All care providers who use support and monitoring technology (448)
 e) All technology suppliers (77)