November 2021

Research Materials

Adult Social Care: Technology and Digital Skills Review

Ipsos MORI, Institute of Public Care, Skills for Care

skillsforcare

ipc
institute of
public care

Ipsos MORI   Ipsos

Contents

Research materials

This document supports the review of technology and digital skills in adult social care undertaken by Ipsos MORI, the Institute of Public Care (IPC) at Oxford Brookes University and Skills for Care on behalf of NHSX. Further information is available on the study webpage.

1 Stakeholder research

1.1 Topic guide for interviews with stakeholders (Scoping phase)

Aims

- Confirm the approach and that all aspects of the reviews' scope have been considered.

- Inform sample design, and the design of questionnaires and discussion guides (particularly important since timings do not allow surveys and interviews to be phased).

- Develop a framework for the selection of case studies and identify potential cases

NOTES TO INTERVIEWER:
THIS GUIDE IS FOR STAKEHOLDER INTERVIEWS AS PART OF THE TECHNOLOGY REVIEW AND DIGITAL SKILLS REVIEW.
TO HELP NAVIGATE THE GUIDE, PARTS SPECIFIC TO EACH ARE IN DIFFERENT COLOURED WRITING. TECHNOLOGY REVIEW IS IN BLUE, DIGITIAL SKILLS REVIEW IN GREEN.
SQUARE BRACKETS ARE USED TO HELP ADAPT THE GUIDE DEPENDING ON THE TYPE OF STAKEHOLDER INTERVIEW (TECH REVIEW ONLY, DIGITAL SKILLS REVIEW ONLY, BOTH)

SECTION 1: Introduction

- Thank participant for taking part and introduce self / Ipsos MORI /IPC. Explain role of Ipsos MORI/ IPC in project and that all organisations will see identifiable data. S4C has a role in advising on the sample and methodology but will not see identifiable data.

- Explain purpose of interview. [Two related / a research project(s)] are being carried out on behalf of NHSX:

  - **Technology review:** to understand the current use and effectiveness of digital technology in the adult social care sector and the barriers to wider adoption and scalability across the sector
  - **Digital skills review:** To explore the digital skills of the adult social care workforce including current skills (establishing a baseline), and future need for digital skills.

[Both projects / the project] will be used to inform future NHSX policy development. We are carrying out interviews to explore the views of key stakeholders to ensure that the scope and design of the main part of the research projects is informed by the ASC and technology sectors.

Confidentiality – reassure participant that all responses are anonymous and confidential; Ipsos MORI are an independent research company who strictly adhere to the MRS Code of Conduct / The Institute of Public Care is part of Oxford Brookes University and strictly adheres to the University's code of Code of Practice for Research Ethics. Skills for Care will not be carrying out any interviews or processing personal data resulting from interviews. We will use the findings to prepare updates

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and reports for NHSX and will not share the notes or recordings from individual interviews with NHSX. NHSX know who has been invited to take part so it may be possible to guess who took part or from what organisation they are from based on what they say but we will do our best to anonymise the findings if they tell us at the end of the interview that they don't want their participation to be acknowledged in the report.

- Remind participant of the privacy policy received during recruitment – further detail on how the data will be used.
- Interview length – typically up to an hour depending on what they have to say.
- Permission to record – for analysis and transcription. Confirm consent to participate once audio recording.
- Any questions before beginning?

SECTION 2: Warm up

To start with, could you tell me a little bit about your role, and anything you or your organisation does in relation to [technologies or supporting the care workforce to work more digitally] in ASC?

SECTION 3: Scope of the reviews

Objectives and audiences

RUN THROUGH 1, 2 AND 3 FOR THE TECH REVIEW FIRST AND THEN DIGITAL SKILLS.

1. CHECK PARTICIPANT IS FAMILIAR WITH THE OBJECTIVES OF THE REVIEW. IF NOT EXPLAIN THE OBJECTIVES USING RECRUITMENT LETTER SIGNED BY NHSX.

FOR DIGITAL SKILLS REVIEW: Before we move on to discuss the audiences we will collect evidence from, I'd like understand how you would define 'digital skills in the context of adult social care?

- Is 'digital skills' a term you regularly hear or use?
- Is this a term commonly used or understood in adult social care? IF NOT: What terms, if any, are used in the sector to describe these things?

2. We are planning to collect evidence from:
- FOR TECH REVIEW: care providers, technology suppliers, local authorities' commissioners, people in receipt of care (LA-funded or self-funded) and their (unpaid) carer(s) if they have one   , and care workers.
- FOR SKILLS REVIEW: care providers, local authority staff, including commissioners, care coordinators and brokers, learning providers that offer learning and development in digital skills, and frontline staff including care workers, social workers, nurses and Occupational Therapists working in social care.

3. Are there any other groups of people you think should be included in these reviews?

<u>Inclusion and exclusion criteria</u>

Care providers: [Across both reviews / as part of the review], we will include regulated providers. We are considering how we can include unregulated care providers (such as personal assistants). However, reaching unregulated care providers is likely to be challenging because they cover a variety of roles and may be difficult to reach for research.

● How important is it to include unregulated providers in the reviews? Why?
● How do you think we can best reach them   ?

Individual employers: Some people directly employ a personal assistant to provide them with care and support. Reaching this group is likely to be challenging.

● How important do you think it is for the review to cover people who directly employ personal assistants?
● How do you think we can best reach individual employers of personal assistants?

Self-funders: The reviews will cover local authority and self-funded care, i.e. people whose care is entirely or partly funded by their local authority, as well as people who pay entirely for their own care. This could be personal care provided by a person or care technology.

● What are your views on including both local authority funded and self-funded users of care services?
● What are your views on including people who use care technology but no personal care?

Unpaid care: We are not planning to include unpaid, informal care in [this review]/[these reviews]. We consider unpaid care work to be an area that would require its own research due to its size and unique challenges.

● What are your views on this?

CCGs/ICSs: Finally, we are not planning to include CCGs or-ICSs at this stage because we wish to ensure there is a focus on social care, rather than the use of technology and digital skills in the wider health sector

● What are your views on this?

<u>Types of technology</u> – ASK ONLY IF INTERVIEW INCLUDES TECH REVIEW

Now I'd like you to think about the type technologies and skills to be included in the review.

From what you know, what technologies are used in the ASC sector? What types of tasks require care staff to use this technology?

FOR EACH, ASK How useful do you think it is? How widespread is it?

IF NOT VERY WIDESPREAD ASK What do you think the barriers to its dissemination are?

Are there any technologies that exist and have potential but that are not widely used? What are they? Why aren't they more widespread?

We are thinking of including the following technologies in the review:

- Technology Enabled Care (TEC) such as Telecare, Telemonitoring, Telemedicine or Assistive technology
- Other tech use within providers such as Digital records (case management or care planning systems), and Triage technology; and
- Health technology, such as Mobile health apps.

Does this list miss any important technologies that are used or could be used in the ASC sector?

Would you describe any of them in different ways from this?

What would you include in each?

Are there any technologies in this list which are less relevant for the ASC?

We are also considering including mainstream technologies, e.g. things like Amazon Alexa or video conferencing, that are not necessarily aimed at the sector but that can benefit people who use care services and their carers and families, and care staff.

Do you have any views on this? How important do you think it is to include these? What would be the advantages and disadvantages of including these in the scope of the review?

Now thinking of economic analysis, the review will explore qualitatively the perceived costs and benefits of technologies in ASC.

How important do you think it is for the review to also provide figures on return on investment or cost effectiveness?

How well placed do you think local authorities and carer providers will be to report on the costs and benefits (such as impact on productivity, staff time, health outcomes) and return on investment?

Types of skills – ASK ONLY IF INTERVIEW INCLUDES DIGITAL SKILLS REVIEW

Now thinking more specifically about digital skills…

I'd like to think about the types of digital skills are required of staff in ASC.

Firstly, what type of tasks require care staff to use digital skills?

PROBE ON:

Tasks related to managing information: e.g. using a remote monitoring system, or using digital handover records

Tasks related to sharing data: e.g. safely storing data, online safeguarding

Tasks related to using digital skills in direct care: e.g. use of TEC, such as telecare or assisted care

Tasks related to learning and development: e.g. acquiring and maintaining software for staff to access learning

Tasks related to health technology in general, such as use of mobile apps

For each of these…

o   What is the minimum requirement, or basic level of skills, required for the ASC workforce?
o   Are these skills specific to the ASC workforce? What skills/knowledge are specific to the sector?
o   Who needs these skills? How does this differ by groups of staff?
o   What skills should be in scope for this review? Which should be prioritised?

IF TECH REVIEW ALSO COVERED: Thinking about the different technologies that are used in the ASC sector, are there any specific skills required of staff related to those that we have not covered?

PROBE on additional technologies mentioned in 'types of technology' section

What approaches to learning and development for digital skills are there in the sector? How effective have they been? Please provide examples

o   What training is available across the sector? PROBE FOR EXAMPLES (formal/ informal; types of qualifications; providers of training) How effective has this been?
NOTE: PARTICIPANTS MAY NOT BE ABLE TO ANSWER THESE IN FULL / REMEMBER IMMEDIATELY SO OFFER CHANCE TO GO BACK TO THIS AT THE END IF SO, AND TO SEND ON ANYTHING ELSE AFTER THE INTERVIEW

Are there any digital skills that are lacking in the sector? If so, which skills/ for whom?

o   Are there any groups within the ASC workforce that are digitally excluded? Which groups? Why?
o   What are the barriers to improving digital skills in the sector? *Probe around type of skills / for whom / confidence / opportunities and access / motivation / perceptions*

How will the digital skills within the workforce need to develop in future? How does that compare with what things are like now in the sector? What could be done to bridge this gap? *PROBE on future / not widely used technologies mentioned in 'types of technology' section*

As far as you know, what impact has the COVID-19 pandemic had on…?

o Care staff and their ability to work more digitally and use technologies?
o The types of digital skills required in ASC, and the level of digital skills in the sector?

Briefly, are there any other impacts from COVID-19 on the adult social care sector more widely you think are relevant to the review of digital skills?

SECTION 4: Design of the review and willingness to assist

ASK ALL

Taking into consideration the topics of [this review / these reviews] and the challenges facing the sector, how willing and able do you think the main groups of interest would be to take part in this research?

Remind that we wish to speak to:

- care providers,
- local authorities,
- care workers,
- people in receipt of state and self funded care and any (unpaid) carers they may have,
- technology suppliers,
- social workers,
- nurses working in social care,
- occupational therapists working in social care
- learning providers offering learning and development around digital skills
  unregulated providers such as personal assistants and individuals who employ them.

Taking into account the current pressures on the sector due to the COVID-19 pandemic, balanced with the need to explore these issues soon to support NHSX with their business planning and the support they can offer the sector, we'd like to conduct fieldwork [for both reviews] in March and April 2021 – e.g. invite people to complete a survey, or take part in an in-depth interview.

What do you think about this timeframe?

ASK IF INTERVIEW ON BOTH RESEARCH PROJECTS:

[As discussed, there are two elements to this research – understanding use of technology and innovation and understanding workforce digital skills. How do you think the research could be co-ordinated or presented to ensure that the sector understands the importance and is not over-burdened by research requests?]

ASK ALL

Are you aware of any other work (research or otherwise) currently being undertaken/ planned/ recently completed that explores similar topics (technology/ digital skills in ASC sector)? GET DETAILS ON TIMEFRAMES/ AUDIENCE/ WHO IS DELIVERING IT

Do you or your organisation have any direct contacts with…

1. adult social care and support services within local authorities?
2. regulated care providers, such as residential and nursing homes, domiciliary care providers, supported living providers?
3. people who use care and support services (whether care from a person or technology based), and/or their (unpaid) carers?
4. suppliers of technology in ASC?
5. care workers, or support workers?
6. Social workers, nurses working in social care, and OTs working in social care?
7. Learning providers offering learning and development around digital skills?
8. unregulated providers, such as personal assistants or individuals who employ them

FOR EACH GO TO QUESTIONS IN TABLE 1.1. (BELOW)

Table 1.1: Further questions on audience/sample

Audience	Tech review	Digital skills	Questions for stakeholder
ASK IF YES AT 1 (local authorities)	Online survey with local authorities. The survey would be aimed at LA commissioners in ASC.	Online survey and depths with those with a role in care commissioning, delivery and staff training and development including care coordinators, brokerage and commissioning staff	**As there is no nationally agreed list for these groups, we would send the invitations to directors of ASC in England. They would have the option to complete it themselves or forward the survey invitation to commissioners. Would you be willing to help us with this strand of the research or can you suggest a better way of targeting these groups?** This would mean mentioning the survey in your communications to LAs to ensure our invitation catches their attention and they understand the importance. **IF YES Who do we need to get in touch within your organisation about this?**
ASK IF YES AT 2 (regulated care providers)	Telephone survey with care providers	Online survey and depths with care providers	**When calling care providers, we will need to identify the right person to interview. Taking the objectives of the survey, what are the job roles/ responsibilities of the people we should interview?**
ASK IF YES AT 3 (people who use care and support services, and/or their (unpaid) carers)	Qualitative research with people who use care and support services and/or their unpaid carers.	N/A	**Would you or your organisation be able to help us find people who use care and support services and carers who would be interested in taking part? This would include people in receipt of LA funded support as well as self-funders.** We would provide an information sheet that you could disseminate to people who might be interested. **IF YES Who do we need to contact within your organisation to discuss this further?**
ASK IF YES AT 4 (suppliers of technology in ASC)	Online survey with technology suppliers	N/A	**Would you be willing to help us disseminate the survey to any technology suppliers you or your organisation may be in touch with?** This would mean sending out information about the survey on our behalf, possibly via a newsletter or any other communications channels you may have, and/or mentioning it on your web site. We need to reach suppliers of a range of different

			technologies, and of different sizes/coverage. **IF YES Who do we need to contact within your organisation to discuss this further?**
ASK IF YES AT 5 (care workers, or support workers)	Discussion groups with care workers	Online survey and depths with care workers (social workers covered in 4)	**We would like to include a range of care workers, such as: frontline staff working in care homes; staff working for home care agencies; care staff supporting people with autism and/or with learning disabilities; and staff supporting people with mental health problems. We would ensure that these groups are duly compensated for their time in exchange for participating in the research activities, through providing a payment as a thank-you.** **FOR TECH REVIEW: Would you or your organisation be able to disseminate information about these discussion groups to eligible care workers so they can contact us if they are interested in taking part?** We would provide you with an information sheet that you could circulate to relevant people. IF YES Who do we need to contact within your organisation to discuss this further? **FOR SKILLS REVIEW: Would you or your organisation be able to disseminate information about this survey through your existing communications with the sector? Would you be willing to help us with this strand of the research or can you suggest a better way of targeting these groups?** This would mean mentioning the survey in your communications to ensure our invitation catches their attention and they understand the importance. **IF YES Who do we need to get in touch within your organisation about this?**
ASK IF YES AT 6 (Nurses and OTs, social workers)	N/A	Online survey and depth interviews	**As there is no nationally agreed list for these groups, we would send the invitations to the survey through existing communications with the sector. Would you be willing to help us with this strand of the research or can you suggest a better way of targeting these groups?**

			This would mean mentioning the survey in your communications to ensure our invitation catches their attention and they understand the importance. **IF YES Who do we need to get in touch within your organisation about this?**
ASK IF YES AT 7 (learning providers offering learning/development in digital skills)	N/A	Depth interviews	**Would you be willing to help us find people working in learning providers that offer learning and development in digital skills** We would provide an information sheet that you could disseminate to people who might be interested. **IF YES Who do we need to contact within your organisation to discuss this further?**
ASK IF YES AT 8 (unregulated care providers, such as personal assistants)	Qual and possibly survey as well	Qual and possibly survey as well.	**Would you be willing to help us find unregulated care providers such as personal assistants to invite them to take part in the research? How about people who employ personal assistants?** If stakeholders recommend that unregulated providers are included in the surveys we will conduct, we will need to reach a large number of personal assistants. However, there is no national list of unregulated providers. Does your organisation have regular contacts with (a large numbers of) unregulated providers that could be used to disseminate survey invitations? **IF YES Who do we need to contact within your organisation to discuss this further?**

ASK ALL:

More generally, what do you think we could do to encourage people to participate in the reviews?

What language do you think we should use when…

talking about technology to make it relevant to the different target audiences?

talking about digital skills to make it relevant to the different target audiences?

SECTION 5: Case studies

The [review/reviews] will include some case studies, which will be situations where a digital technology has been successfully implemented in ASC, or where an organisation has successfully invested in their staff's digital skills. These will explore the factors of successful implementation and how barriers have been overcome.

Each case study will involve 4-6 depth interviews, for example with: people who use care and support and/or carers; frontline care staff; technology suppliers; local authorities.

This approach will enable us to build a 360° picture of how technology is being used or where digital skills have been enhanced, triangulating findings from different sources to provide insights on what has worked locally.

Once written up the case studies will help make the case for:

- the use, implementation and impact of technologies in the sector.
- further training and development of the workforce in digital skills.

What criteria do you think we should use to select case studies for [each of the reviews/ the review]? E.g. type of digital technologies used, particular types of skills developed, type of training method, ensuring we cover different care settings and care providers, perceived impact on care providers, staff and people who use care and support.

PROBE around each review

Are you aware of any examples for [either review/the review] that could make a good case study? Do you think it would be beneficial to include case studies which have been less successful? Do you have any examples?

IF YES

What did they do? GET AS MUCH DETAILS AS POSSIBLE

Would you be able to put us in touch with the organisation(s) involved?

Are there any other examples you can think of? IF YES WRITE AS MUCH DETAILS AS POSSIBLE.

SECTION 6: Dissemination and Use of Findings

Now you have heard about the research, **what do you think the main value of [these reviews/ this review] will be to your organisation and to the ASC sector as a whole?**

Are there any aspects of technology use or digital skills in ASC which you feel are not covered by our planned scope or approach?

Which organisations and part of the ASC and technology sector should be made aware of the findings and what will be the best approach for sharing these?

What do you think the most important impact or outcome of [these reviews / this review] should be?

SECTION 7: Thank and close

Is there anything else you would like to add before we finish?

Would you like your comments to be attributed to you or to your organisation in our scoping report to NHS X, or do you prefer to remain anonymous?

Finally, would you agree to be re-contacted by Ipsos MORI, IPC, or Skills for Care in relation to any further research we might conduct on behalf of NHSX on this topic over the next 12 months?

As a reminder, the contact details used to invite you take part is this research study, will be securely deleted from our systems once the study and any quality control checks are complete; this is usually carried out within three months of project close.

However, if any partners, including NHSX, had an established working relationship with you prior to the start of this project, we will keep your contact details so that we can continue working with you in the future.

[OFFER TO RESEND PRIVACY POLICY IF REQUIRED]

IF PARTICIPANT IS IDENTIFIED AS SOMEBODY TO INVITE TO THE ERG INVITE AT THIS POINT – TIME ALLOWING. NOTE – IF THEY ARE PART OF DSCAG THEY ARE LIKELY TO HAVE HEARD ABOUT THE ERG AT THE DSCAG MEETING.

2 Care providers and Workforce (Skills review)

2.1 Questionnaire: Workforce, including registered managers (Skills review)

GREEN text denotes script routing and scripter instructions.
READ OUT means the answer will be read out by the interviewers – DO NOT PROMPT means the interviewer will ask the question, but not read out any of the answer codes, and will then select the most appropriate answers.

SINGLE CODE means that participants can only select one answer options
MULTI CODE means the participants can select more than one answer.
REVERSE or ROTATE means different participants will be given the answer options in different orders. For scales that we reverse, can this be scripted so that each participant sees the same order all the way through.
HIGHLIGHTED HEADINGS will not be included in the script / visible to participants
HOVEROVER means a text description or more detail will be provided if a participant hovers over that word to help with understanding.

THERE ARE TWO WAYS PEOPLE MAY TAKE PART IN THE TELEPHONE SURVEY:

1. Receive notification via gatekeepers/ wider communication and ring us up to take part (TELSAMPLE=1)

2. Are invited to take part because they work at a named care provider and TU rings them up from care provider sample information (TELSAMPLE=2)

THERE ARE TWO WAYS PEOPLE MAY TAKE PART IN THE ONLINE SURVEY:

1. Receive notification via gatekeepers/ wider communication and log onto open link (ONLINESAMPLE=1)

2. Are invited to take part because they work at a named care provider and TU sends individual link to survey (ONLINESAMPLE=2)

INTRODUCTION AND CONFIDENTIALITY – ONLINE VERSION

INTRO_ONLINE

Your views and experiences of digital skills in adult social care

NHSX is supporting local NHS and care organisations to use technology and to work more digitally wherever needed. Ipsos MORI, the Institute of Public Care (IPC) at Oxford Brookes University, and Skills for Care are conducting a review for NHSX about digital skills within adult social care.

This review aims to understand the digital capabilities of the social care workforce, including current levels of digital skills, future need, and current provision and outcomes of training available. This important project will help determine national policy priorities over the coming years.

By 'digital skills', we mean a broad range of things, including awareness of digital technology, the ability to carry out tasks using technology, confidence in using technology, and level of motivation for using technology.

It's vital that we include the views and experiences of the adult social care workforce as part of our review, so that we can tell NHSX what the needs and experiences of the adult social care workforce are around digital skills.

The survey takes **around 20 minutes** to complete, and as a thank-you for taking part, we will send you a **£10 shopping voucher** that can be redeemed at a range of shops and restaurants.

Ipsos MORI is an independent research organisation bound by the Data Protection Act 2018, the General Data Protection Regulation 2018 and the Market Research Society Code of Conduct. Only the research team will have access to any of your data. Your participation and the information we will collect in this survey will be **strictly confidential**. You can choose to exit the survey at any point and are under no obligation to respond.

By agreeing to take part you agree to the terms and conditions of the survey (which can be viewed here).

If you have any queries about this survey, please contact UK-NHSXskills@Ipsos-MORI.com.

Please click the 'Next' button below to start the survey.

INTRODUCTION AND CONFIDENTIALITY – TELEPHONE VERSION

INTROCHECK1

READ OUT (START HERE FOR TELEPHONE SAMPLE 2 – NAMED PROVIDER SAMPLE)

Hello, could I please speak with [NAME OF REGISTERED MANAGER / if name not available: a Registered Manager working in your organisation]?

1. Yes – put through to Registered Manager [GO TO INTRO_TEL]

2. No – refused [THANK AND CLOSE]

3. No – the Registered Manager is busy

4. Don't know who the Registered Manager is

[IF PARTICIPANT ASKS WHAT THE CALL IS ABOUT, EXPLAIN YOU ARE CALLING FROM IPSOS MORI, AND WE ARE CONDUCTING A SURVEY FOR NHSX ABOUT DIGITAL SKILLS IN ADULT SOCIAL CARE]

INTROCHECK2

ASK ALL CODE 3 OR 4 (Manager is busy/Don't know) AT INTROCHECK1

My name is …… from Ipsos MORI, the market and opinion research organisation, and we are carrying out a short survey on behalf of NHSX, the tech arm of the Department of Health and Social Care, and NHS England, to explore digital skills used by the adult social care workforce.

We are interested in hearing from Registered Managers working in care settings, but also from frontline care staff, social workers, nurses and occupational therapists working in adult social care.

Is there anyone else suitable who might be interested in taking part in this survey at the moment?

1. Yes [ASK TO BE PUT THROUGH AND CONTINUE TO INTRO_TEL]

2. No [THANK AND CLOSE]

INTRO_TEL

READ OUT (START HERE FOR TELEPHONE SAMPLE 1 – CALL INS)

Good morning / afternoon / evening. My name is …… from Ipsos MORI, the market and opinion research organisation, and we are carrying out a short survey on behalf of NHSX, the tech arm of the Department of Health and Social Care, and NHS England, to explore digital skills used by the adult social care workforce.

The survey will take around **20 minutes** to complete, and as a thank-you for your participation we would send you a £10 shopping voucher which can be redeemed at a range of shops and restaurants. Would you be willing to take part?

1. Yes - now

2. Yes – later (TELEPHONE TEAM TO BOOK APPOINTMENT)

3. No – refusal – THANK AND CLOSE

IF ASKED BY PARTICIPANT: By 'digital skills', we mean a broad range of things, including awareness of digital technology, the ability to carry out tasks using technology, confidence in using technology, and level of motivation for using technology.

IF YES, CAN TAKE PART:

Before we begin, I'd like to inform you that Ipsos MORI is a member of the Market Research Society. All information that you give us will be treated in the strictest confidence and your identity will not be passed on to a third party or connected to your answers in any way.

We follow strict quality control procedures and record calls for this purpose - audio files are destroyed within three months. This call may be monitored as part of our quality control procedures.

ONLINE_CHECK

ASK TELEPHONE ONLY

DO NOT PROMPT

Just so you are aware, there is also an online version of this survey running at the moment that has been shared in some newsletters in the care sector. Can I please check that you have not completed the online version? As a reminder, it is about digital skills in social care.

1. No, have not completed it online – CONTINUE

2. Yes, I have completed it online already – THANK AND CLOSE

3. No, I have not completed it online but would prefer to do so – ASK FOR THEIR EMAIL ADDRESS SO THEY CAN BE SENT THE ONLINE SURVEY [INCLUDE SPACE TO RECORD EMAIL ADDRESS]

BACKGROUND INFORMATION

Q. Which of the following adult social care roles best describes the role you currently work in?
IF MORE THAN ONE: Please answer in terms of the role you spend most of your time doing

1. Care worker

2. Social Worker

3. Principal Social Worker

4. Occupational Therapist

5. Principal Occupational Therapist

6. Registered Nurse

7. Registered Manager/ Assistant Registered Manager (e.g. in a care home)

8. Administrative staff

9. Cleaning staff or catering staff [THANK AND CLOSE]

10. Other – please write in [SPECIFY]

11. I do not work in adult social care [THANK AND CLOSE]

For this survey, we are interested in hearing from those who work in managerial or frontline care roles in adult social care. Thank-you for your time.

For this survey, we are interested in hearing from those who work in adult social care. Thank-you for your time. We are carrying out separate surveys about the experience of technology and learning and development providers.

We are also keen to hear from Registered Managers working in care providers. Are you able to tell us the name of a Registered Manager in your organisation, so we can get in touch with them about this survey?

1. Yes [space to record name of Registered Manager]

2. No

3. Don't know

ASK ALL

IF TELEPHONE: READ OUT
JOB_ROLE_EMP
Q. Who are you employed by?
MULTI CODE
1. Local Authority

2. Care provider

3. Agency

4. Self-employed [if JOB_ROLE = 2,4,6: / Independent]

5. NHS

6. Other

ASK ALL
IF TELEPHONE: READ OUT
JOB_ROLE_MAN
Q. Does your job involve…?
MULTI CODE
1. Providing care and support directly to the people in need of care/support services

2. Managing other staff who provide direct care and support

3. Neither of these (i.e. working in another role that does not involve providing direct care and support, or involve managing other staff who provide direct care and support)

4. Don't know

ASK ALL
JOB_ROLE_COORD
IF TELEPHONE: DO NOT PROMPT
Q. Does your job role include coordinating or brokering [INCLUDE HOVER OVER: *INFO: This could include supporting those with care needs in decision making about their care and in finding and arranging services which meet their needs*] **care and support services?**

MULTI CODE
1. Yes

2. No

3. Don't know

ASK ALL
IF TELEPHONE: DO NOT PROMPT
JOB_ROLE_TIME
Q. How long have you worked in your current role? Please include any time spent working for another employer in the same role.
SINGLE CODE
1. Up to one year

2. More than one year up to five years

3. More than five years up to ten years

4. More than ten years

JOB_ROLE_DIG
Q. Do you have any responsibility for digital skills development among staff in your workplace/organisation?
By 'digital skills development' we mean providing learning or training to colleagues around the use of digital devices and systems such as computers, tablets, electronic care equipment, electronic care records and so on.
SINGLE CODE
1. Yes

2. No

3. Don't know

JOB_SET
Q. Which of the following services do you currently work in?
MULTI CODE
1. Care home services <u>with</u> nursing

2. Care home services <u>without</u> nursing

3. Domiciliary care services

4. Extra care housing services

5. Shared lives

6. Supported living services

7. Day care services

8. Other – please write in (SPECIFY)

JOB_SET_MAIN
Q. Which is the main service you work in? By 'main setting', we mean the one you spend most of your time in. If you spend equal amounts of time between settings, please choose the one you most recently worked in.
SINGLE CODE [ONLY SHOW SERVICES SELECTED AT JOB_SET]
1. Care home services <u>with</u> nursing

2. Care home services <u>without</u> nursing

3. Domiciliary care services

4. Extra care housing services

5. Shared lives

6. Supported living services

7. Day care services

8. Other – please write in (SPECIFY)

SETTING

SET_REG
Q. In which region of England do you work?
If you work in more than one select the main region.
IF TELEPHONE: READ OUT. SINGLE CODE.

1. East Midlands

2. Eastern

3. Greater London

4. North East

5. North West

6. South East

7. South West

8. West Midlands

9. Yorkshire and Humber

10. None of these – THANK AND CLOSE

ASK ALL REGISTERED MANAGERS WHOSE MAIN SERVICE IS CARE HOME (WITH OR WITHOUT NURSING), DOMICILIARY CARE, EXTRA CARE HOUSING OR SUPPORTED LIVING SCHEME/ ALL WHO WORK IN A SINGLE SETTING (AT JOB_SET_MAIN OR SINGLE CODE AT JOB_SET)
SCRIPTER: PLEASE ADD TEXT FILL BASED ON MAIN SERVICE SELECTED AT Q JOB_SET_MAIN OR SINGLE CODE AT JOB_SET. SEE SERVICE TEXTFILL TO USE BELOW. Note a singular version of each should also be created

- Care homes with nursing

- Care homes without nursing

- Domiciliary care services

- Extra care settings

- Shared lives schemes

- Supported living schemes

- Day care services

ASK ALL REGISTERED MANAGERS WHOSE MAIN SERVICE IS CARE HOME (WITH OR WITHOUT NURSING), DOMICILIARY CARE, EXTRA CARE HOUSING OR SUPPORTED LIVING SCHEME/ ALL WHO WORK IN A SINGLE SETTING (AT JOB_SET_MAIN OR SINGLE CODE AT JOB_SET)
SET_AGE
Q. In your << SERVICE TEXTFILL >> who does your organisation provide care services for?
IF TELEPHONE: READ OUT. MULTICODE

1. People who are working age e.g. 18-64 years old

2. People aged 65 or over

3. Don't know

SET_CON

Q. Thinking about people of working age in your << <u>SERVICE TEXTFILL</u> >>, who do you provide care for in this service?

IF TELEPHONE: READ OUT. MULTICODE.

1. People with a learning disability and/or autism

2. People with a mental health condition

3. People with a physical disability

4. People with a sensory impairment

5. Other – please write in (SPECIFY)

6. None of these

SET_OLD

Q. Thinking about older people in your <u><< SERVICE TEXTFILL>></u>, who do you provide care for in this service?

IF TELEPHONE: READ OUT. MULTICODE.

1. Older people <u>with</u> dementia diagnosis

2. Older people <u>without</u> dementia diagnosis

3. Other – please write in (SPECIFY)

4. None of these

IF TELEPHONE: DO NOT PROMPT

SET_TYP

Q. Is the << SERVICE TEXTFILL>>, where you work part of a larger organisation (i.e. with multiple sites)?

1. Yes

2. No

3. Don't know

PROV_EMP

Q. How many people are currently employed, either permanently or temporarily, [TEXT SUB IF CODE 2@SET_TYP: in/ IF CODE 1 @SET_TYP: across all sites that make up] your organisation? IF CODE 1 @SET_TYP: INTERVIEWER READ OUT: If you are not sure, please give your best estimate.

IF TELEPHONE: DO NOT PROMPT. INTERVIEWER TO CODE BASED ON ANSWER PROVIDED

1. 1-9

2. 10-49

3. 50-249

4. 250+

5. Don't know

USE OF DEVICES – GENERAL
The next few questions are about your use of different digital devices, both in your everyday life and at work.

DIGUSE_HOME
ASK ALL
IF TELEPHONE: READ OUT
Q. Which, if any, of the following devices do you own or use <u>outside of work</u>? MULTI CODE
1. Desktop Personal Computer (e.g. PC, Mac or other type of computer)

2. Laptop (PC/Apple, including netbooks)

3. Mobile tablet (e.g. iPad)

4. Smartphone (e.g. iPhone, Samsung, Blackberry that connects to the internet)

5. Mobile phone that does not connect to the internet

6. E-book reader (e.g. Kindle)

7. Games console

8. Audio assistants (e.g. Amazon Alexa or Google Home)

9. Smartwatches (e.g. Garmin, FitBit, Apple Watch)

10. Other digital devices – please write in (please specify)

11. None of the above

DIGUSE_WORK
ASK ALL
IF TELEPHONE: READ OUT
Q. Which, if any, of the following devices do you use <u>in your job</u>?
MULTICODE
1. Desktop Personal Computer (e.g. PC, Mac or other type of computer)

2. Laptop (PC/Apple, including netbooks)

3. Mobile tablet (e.g. iPad)

4. Smartphone (e.g. iPhone, Samsung, Blackberry that connects to the internet)

5. Mobile phone that does not connect to the internet

6. Other digital device – please write in (please specify)

7. None of the above

ASK ALL WHO USE A DEVICE (DIGUSE_WORK CODE 1-5)

DIGUSE_WORK2
[TEXT SUB IF M/CODE AT DIGUSE_WORK: Are any of these devices/ IF SINGLE CODE AT DIGUSE_WORK: Is the device] which you use in your job your own personal device?

1. Yes

2. No

DIG_CONF
ASK ALL WITH ACCESS TO DIGITAL DEVICE AT HOME OR AT WORK
IF TELEPHONE: READ OUT
(DIGUSE_HOME=1-4, 6-10 OR DIGUSE_WORK=1-4, 6)
REVERSE SCALE

Q. Thinking about digital devices in general, on a scale of 0 to 10 [telephone mode only: (where 0 is not at all confident and 10 is very confident)] how confident, if at all, would you say you are doing each of the following…?

    a. Turning on digital devices

    b. Connecting digital devices to a Wi-Fi network

    c. Using the controls on digital devices (e.g. touchscreen, mouse, keyboard, etc)

ONLY ASK D-G IF HAVE RECEIVED AN ANSWER OF 5+ ON A,B OR C.

    d. Finding and opening different apps on a digital device

    e. Organising information and content using files and folders on a digital device

0 = not at all confident
10 = very confident
ALLOW DK

YOUR VIEWS ON TECHNOLOGY

ASK ALL
IF TELEPHONE: READ OUT
RANDOMISE STATEMENTS AND REVERSE SCALE APART FROM DON'T KNOW AND NOT APPLICABLE
TECH_ATT1

Q. Please say how much you agree or disagree with the following statements about digital technology.

    a) I regularly ask other people for help when using digital technology

    b) I am happy to use new technology in my job if it is clearly explained to me

    c) I would like to develop my skills in using digital technology

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

7. Not applicable – I do not use any digital technology

Q. And please say how much you agree or disagree with the following statements.
   a) Digital technologies are important in adult social care

   b) Digital technologies can help me do my job better or more efficiently

   c) Digital technology can improve the overall health and wellbeing of the people with care and support needs

   d) Digital learning is an essential part of my career progression

   e) Digital technologies help me communicate with colleagues and the people I support

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

7. Not applicable in my job

USING THE INTERNET
The next few questions ask about being able to access the internet, both in your personal life and in your role in adult social care.

Q. Do you have access to the internet...
   a. At home or through mobile data outside of work?

   b. In the places in which you do your job?

1. Yes – all of the time

2. Yes – some of the time

3. No

4. Don't know

NO_INTERNET_WORK
MULTICODE
IF TELEPHONE: PROMPT ONLY IF PARTICIPANT STRUGGLING TO ANSWER
Q You said that you [TEXT SU   B: IF CODE 3@INTERNETB:do not have access / IF CODE
2@INTERNETB: **have some access] to the internet in the places in which you do your job. For
what reason or reasons do you not [**IF CODE 2@INTERNETB: **always] have access to the internet
…?**
HOVEROVER FOR BROADBAND:
1. No broadband connection in the place(s) where I work

2. No mobile signal in the place(s) where I work

3. No stable connection where I work

4. Internet access is not available in all parts of my workplace

5. No access to a device that connects to the internet

6. Other – please write in (please specify)

7. Don't know

ASK IF ACCESS TO INTERNET AT HOME/OUTSIDE NOT CODE 3, 4 @INTERNETa)
IF TELEPHONE: DO NOT PROMPT
WORK_HOME
Q. Do you ever carry out work-related tasks using the internet from home?
1. Yes

2. No

3. Don't know

ASK ALL **NOT** ACCESSING INTERNET AS PART OF THEIR JOB AT WORK OR AT HOME
(INTERNETB=3 OR WORK_HOME=2)
REVERSE SCALE
IF TELEPHONE: READ OUT
INT_CONFGEN
Q. [TEXT SUB IF CODES 2,3 AT INTERNETA: **Assuming you were able to access the internet,] On
a scale of 0 to 10 how confident, if at all, do you feel in your ability to do each of the following?**
a. Sending an email to a colleague friend or family member

b. Using search engines to find information (e.g. Google, Bing, or Yahoo)

c. Finding your way around a new website

d. Using the internet to stream or download entertainment (e.g. films, music, games or books)

e. Accessing public services online (e.g. purchasing vehicle tax, registering to vote, booking doctor appointments online)

f. Setting up an account to buy things online (e.g. Amazon account, supermarket account for home shopping delivery)

g. Using apps (e.g. exercise or diet tracking apps)

0 = not at all confident
10 = very confident
ALLOW DK

ASK IF 0-5 @ INT_CONFGENa-g (ANY OF THEM ARE 0-5)ASK ONCE ONLY

INT_NOCONFGEN
Q. You said that you would not feel confident [TEXTSUB: single task from INT_NOCONF. (IF ONLY ONE IS 0-5)/doing some of these things. (IF >1 is 0-5 at INT_CONFGENa-g) Why is that?
IF TELEPHONE: DO NOT PROMPT
MULTI CODE

1. Have never done this

2. Have only done this with help

3. Have not had much practice at this

4. I would have difficulty using the devices needed (e.g. seeing screen, using mouse)

5. My digital device is not reliable (e.g. it can suddenly stop working)
6. My internet connection is not reliable
7. [ONLY SHOW IF INT_CONFGEN e/f CODED 0-5] I don't think it is safe to put any details, such as bank details, online
8. [ONLY SHOW IF INT_CONFGEN e/f CODED 0-5] If I give personal information on the internet I may be at risk of scams or fraud
9. I prefer to do things in person or on the phone
10. Other reason
11. Don't know

ASK IF ANY ACCESS TO INTERNET IN ROLE IN ASC (CODE 1 OR 2 AT INTERNETB or WORK_HOME=1)
REVERSE SCALE
IF TELEPHONE: READ OUT
FREQ_INTERNET
Q. Which of the following best describes how often you use the internet as part of your job? Please include all uses of the internet, such as sending and receiving emails, being online on a smartphone or through technology you might use in your job.
SINGLE CODE

1. Almost all the time

2. Several times a day

3. Once or twice a day

4. Several times a week

5. Around once a week

6. Several times a month

7. Around once a month

8. Less than once a month

9. Never use the internet, but I have access to it

ASK ALL ACCESSING INTERNET AS PART OF THEIR JOB AT WORK OR AT HOME (INTERNETB=1 or 2 OR WORK_HOME=1)

REVERSE SCALE
IF TELEPHONE: READ OUT
INT_CONFWORK

Q. And [TEXT SUB IF CODES 2,3 AT INTERNETB: **assuming you were able to access   the internet]**, **on a scale of 0 to 10 how confident, if at all, do you feel in your ability to do each of the following as part of your job?**
If these tasks are not part of your job at the moment, please say how confident you would feel about doing them if you were asked to do so by your manager or another colleague.

    a. Using search engines to find work-related information (e.g. Google, Bing, or Yahoo)

    b. Finding your way around a new website related to your work

    c. Buying things online for work

    d. Using apps (e.g. exercise or diet tracking apps)

0 = not at all confident
10 = very confident
ALLOW DK. ALLOW N/A FOR STATEMENT D

INT_NOCONFWORK
ASK IF 0-5 @ INT_CONFWORKa/b/c/d: **Q. You said that you would not feel confident [TEXT SUB using search engines to find work?-related information/ finding your way around a new website related to your work/ buying things online for work /using apps(e.g. exercise or diet tracking apps) – as applicable]. Why is that?**
MULTI CODE
IF TELEPHONE: DO NOT PROMPT

    1. Have never done this

    2. Have only done this with help

    3. Have not had much practice at this

    4. I would have difficulty using the devices needed (e.g. seeing screen, using mouse)

    5. My digital device is not reliable (e.g. it can suddenly stop working)

    6. My internet connection is not reliable

    7. I prefer to do work-related things in person or on the phone

    8. Other reason

    9. Don't know

ASK ALL WITH ACCESS TO THE INTERNET (CODES 1 OR 2 AT INTERNETA OR INTERNETB)

REVERSE SCALE APART FROM DON'T KNOW
IF TELEPHONE: READ OUT
ONLINE_SECURE
Q. To what extent do you agree or disagree with the following statements about using the internet or being online?
SINGLE CODE FOR EACH ROW.

    a. I know what to do to stay secure when I'm online in my personal life

    b. I am confident that I know who will see the information that I share online in my personal life

    c. [SHOW IF CODES 1, 2 @INTERNETB OR CODE 1@WORK_HOME] I know what to do to stay secure when I'm online as part of my job

    d. [SHOW IF CODES 1, 2 @INTERNETB OR CODE 1@WORK_HOME] I am confident that I know who will see the information that I share online as part of my job

    e. [IF CODES 1, 2 @INTERNETB OR CODE 1@WORK_HOME]I am careful about choosing what information I share online

    f. I worry about using the internet to share my information

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

DIGITAL COMMUNICATION AT WORK

The following questions ask you about communication at work.

ASK ALL
IF TELEPHONE: READ OUT
COMMS_ATT

Q. Please say how much to you agree or disagree with the following statements:

    a. I have the technology I need to communicate digitally [HOVER OVER: i.e. using an electronic device to communicate with others, e.g. a smartphone, a laptop] with colleagues as part of my job

    b. I communicate digitally with colleagues on a regular basis as part of my job

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Not applicable in my job

7. Don't know

ASK ALL

RANDOMISE STATEMENTS AND REVERSE SCALE
IF TELEPHONE: READ OUT
COMMS_CONF

Q. [TEXT SUB WHERE NO /SOME ACCESS AT WORK CODE3 AT INTERNETB]**: 'Assuming you were able to access the internet'], on a scale of 0 to 10, how confident, if at all, would you be carrying out the following tasks as part of your job?**
If these tasks are not part of your job at the moment, please say how confident you would feel about doing them if you were asked to do so by your manager or another colleague.

    a. Communicating with a colleague over email (including NHSmail)

b. <u>**Taking part**</u> in a meeting with colleagues on an online video platform (e.g. Skype, Zoom, MS Teams, Google Meets)

c. Communicating using messaging apps (e.g. WhatsApp, Messenger)

d. <u>**Setting up**</u> a meeting with colleagues or peers using an online video platform (e.g. Skype, Zoom, MS Teams, Google Meets) [show only if has access to internet at work. INTERNETB=1]

0 = not at all confident
10 = very confident
ALLOW DK

ASK THOSE NOT CONFIDENT IN DIGI COMMS TASKS (CODES 0-5 @COMMS_CONFa/b/c/d/e)
IF TELEPHONE: DO NOT PROMPT
COMMS_NOCONF
ASK IF 0-5 @ COMMS_CONFa, b, c, d or e **Q. You said that you would not feel confident [TEXT SUB: communicating with a colleague over email / attaching a document to an email/ taking part in a meeting using an online video platform/ communicating using messaging apps/ setting up a meeting on an online video platform – as applicable]. Why is that?**

MULTI CODE
1. Have never done this

2. Have only done this with help

3. Have not had much practice at this

4. I would have difficulty using the devices needed (e.g. seeing screen, using mouse)

5. My digital device is not reliable (e.g. it can suddenly stop working)

6. My internet connection is not reliable

7. I prefer to do things in person or on the phone

8. Other reason

9. Don't know

<u>RECORDING, ORGANISING AND MONITORING DATA AT WORK</u>

The next questions are about recording and managing information at work.

ASK ALL
IF TELEPHONE: READ OUT
DIGSYS
Q. Thinking about where you work, please say whether information tends to be stored and managed using digital systems, paper systems or using both types of system. By 'digital system', we mean where information is stored electronically such as on a computer or tablet. FOR PEOPLE WORKING IN MULTIPLE SETTINGS (MULTI-CODE AT JOB_SET): Please think across the different settings that you work in.
1. Mainly digital systems

2. Mainly paper systems

3. Both digital and paper

4. Don't know

Q. To what extent, if at all, do you support the use of digital systems to store and manage information in [TEXT SUB: IF SINGLE CODE@JOB_SET: your workplace/ IF M/CODE@JOB_SET: the places you work]]?
SINGLE CODE

1. Strongly support

2. Tend to support

3. No feelings either way

4. Tend to oppose

5. Strongly oppose

6. Don't know

Q. Do you do any of the following as part of your job at the moment?

a. Access your own salary and expenses information digitally, including password protected payslips

b. Use a digital care rostering or care management system

c. Use NHSMail or other secure email

d. Use systems and databases to plan, monitor and report your own work

e. Use a digital care records or planning system

f. Use electronic medication and administration records [HOVEROVER FOR eMAR] (eMAR)

g. Use triage technology

h. Use online stock management software

i. [REGISTERED MANAGERS ONLY] Recruit staff using online platforms

j. None of these

Q. [TEXT SUB WHERE NO ACCESS AT WORK CODE 3 AT INTERNETB: 'Assuming you were able to access to the internet'], on a scale of 0 to 10, how confident, if at all, would you be carrying out the following tasks as part of your job?
If these tasks are not part of your job at the moment, please say how confident you would feel about doing them if you were asked to do so by your manager or another colleague.

a. Scanning documents so they can be stored digitally (e.g. scanning receipts or medical reports)

b. [REGISTERED MANAGERS ONLY] Using spreadsheets or similar software to analyse data

c. Safely digitally transferring data about people who use care services to another colleague (e.g. adding SECURE in subject for NHSMail)

d. Safely storing digital client records

e. [REGISTERED MANAGERS ONLY] Managing records and financial accounts (e.g. expenses, budgets) through digital systems

1. 0 = not at all confident

2. 10 = very confident

ALLOW DK

DIGSYS_NOCONF
ASK IF 0-5 @DIGSYS_CONF a,b,c,d,e,f
IF TELEPHONE: DO NOT PROMPT
Q. You said that you would not feel confident [TEXT SUB: using a word processing application / scanning documents / using spreadsheets to analyse data / digitally transferring data to a colleague / safely storing digital client records / managing records and financial accounts - as applicable]. Why is that?
MULTI CODE

1. Have never done this

2. Have only done this with help

3. Have not had much practice at this

4. I would have difficulty using the devices needed (e.g. seeing screen, using mouse)

5. My digital device is not reliable (e.g. it can suddenly stop working)

6. My internet connection is not reliable

7. [DIGSYS_CONFa/c only] I prefer to do this on paper

8. Other reason – please write in (specify)

9. Don't know

ASK ALL

REVERSE SCALE APART FROM DON'T KNOW
IF TELEPHONE: READ OUT
MONITOR_ATT
Q. How much to you agree or disagree with the following statements:
[IF MORE THAN ONE JOB SETTING AT JOB_SET: When answering, please think across all the settings in which you work.]

a. Data and other digital information are well organised in [TEXT SUB my workplace/ the places where I work]

b. [TEXT SUB My workplace/ The places where I work] use [TEXT SUB: uses] up to date digital technology for recording and organising data

c. I would like [TEXT SUB my workplace/ the places where I work] to use more digital technology for work planning/ care management

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

INFORMATION SHARING

SCREEN:
The next questions are about sharing information digitally.

ASK ALL
DATPROT
IF TELEPHONE: DO NOT PROMPT
Q. Do you know who to speak to if you have questions about appropriately sharing information digitally and keeping it secure at work?
1. Yes

2. No

3. Not relevant to my job role

ASK IF CODE 1 YES AT DATPROT
DATPROT2
IF TELEPHONE: READ OUT
Q. Who would you speak to if you had a question about sharing information digitally and keeping it secure?
1. A colleague

2. Your manager

3. The Caldicott Guardian [HOVEROVER: A Caldicott Guardian is a senior person responsible for protecting the confidentiality of people's health and care information and making sure it is used properly. All NHS organisations and local authorities which provide social services must have a Caldicott Guardian] for your organisation

4. The information governance [HOVEROVER for information governance] lead for your organisation

5. The Data Protection Officer for your organisation

6. Other – please write in (specify)

7. Don't know

ASK ALL WITH ACCESS TO THE INTERNET (CODES 1 OR 2 AT INTERNETA OR INTERNETB)
DATPROT3
IF TELEPHONE: READ OUT
Q. Are you aware of the NHSX Information Governance portal at [INCLUDE AS HYPERLINK] https://www.nhsx.nhs.uk/information-governance? [HOVEROVER AND IF NEEDED FOR

TELEPHONE: Information governance is about how an organisation handles and manages information.
SINGLE CODE

1. Yes, I am aware of it and regularly visit it to check for advice and guidance regarding information governance questions

2. Yes, I am aware of it and have visited it occasionally to check for advice and guidance regarding information governance questions

3. Yes, I am aware of it but have not yet visited it because I have not needed to

4. Yes, I am aware of it but have not yet visited it because I didn't think it was relevant to my role

5. No, I was not aware of it

ASK ALL
RANDOMISE STATEMENTS AND REVERSE SCALE APART FROM DON'T KNOW
IF TELEPHONE: READ OUT
ASK ALL WITH ACCESS TO THE INTERNET (CODES 1 OR 2 AT INTERNETA OR INTERNETB)
DATKNOW
Q. How much, if anything, would you say you know about each of the following?

a. The rules your employer has around digitally storing the personal data of people you provide care and support for

b. How to work within the laws that protect people's digital information and data

c. When it is appropriate to share personal information digitally about a service user to support their care

d. How to make a password strong and secure

e. Which documents need to be protected with a password when stored digitally

1. Know a great deal about this

2. Know a fair amount about this

3. Know just a little about this

4. I do not know about this

5. Don't know

ASK REGISTERED MANAGERS
DATKNOW_RM
IF TELEPHONE: READ OUT
Q. How much, if anything, would you say you know about how to set up and maintain adequate digital data protection processes in [TEXT SUB **your workplace/ the places where you work**]**?**
SINGLE CODE

1. Know a great deal about this

2. Know a fair amount about this

3. Know just a little about this

4. I do not know about this

5. This is not part of my job role

6. Don't know

PROVIDING CARE

The next questions are about using digital technology to provide care and support.

Q. Do you use the following types of technology in your role working in adult social care?

    a. Personal alarms

    b. Monitoring equipment fitted with sensors

    c. Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)

    d. Robotic technology (e.g. robotic walkers)

    e. Technology which recreates the feelings of touch, sometimes called haptic technology

    f. Electronic medication administration record (eMAR)

1. Yes, on a regular basis

2. Yes, on an occasional basis

3. No

4. Don't know

Q. On a scale of 0 to 10 how confident, if at all, do you feel using [TEXT SUB IF SINGLE CODE AT CARETECH_USE: this type of care technology] [TEXT SUB IF MULTIPLE CHOSEN AT CARETECH_USE: these types of care technology] when providing care and support?

Think about: CARE TECH BEING USED (CODE 1,2@ CARETECH_USE a-f – LOOP)

1. 0 = not at all confident

2. 10 = very confident

    ALLOW DK

Q. Some care technologies use alarms or alerts to let care providers know that action is needed. When using these technologies, in general how often do you know what action you should take in response to an alarm or alert?

1. Always

2. Most of the time

3. About half the time

4. Less than half the time

5. Never

6. Don't know

SCRIPTER: PLEASE CREATE SIMPLIFIED TEXTFILL FOR ITEMS AT CARETECH_KNOW FOR CARETECH_USE, CARETECH_FUT. SEE TEXTFILLS TO USE BELOW

Personal alarms
Monitoring equipment
Voice operated or remote-controlled technology
Robotic technology
Sensory technology
Electronic medication administration records

IF NONE USED AT CARETECH_USE ASK ONCE
REVERSE SCALE APART FROM DON'T KNOW
CARETECH_FUT
IF TELEPHONE: READ OUT

Q. Imagine this type of support and monitoring technology was used as part of your job providing care and support. On a scale of 0 to 10 how confident, if at all, would you feel in your ability to use this?

Think about: Personal alarms, Monitoring equipment fitted with sensors, voice operated or remote-controlled technology, electronic medication administration record.

1. 0 = not at all confident

2. 10 = very confident

ALLOW DK

ASK ALL IN DIRECT CARE ROLE (JOB_ROLE_MAN=1), EXCLUDING REGISTERED MANAGERS AND ADMIN STAFF
IF TELEPHONE: READ OUT
CONSTECH_USE

Q. Technologies that are widely available to everyone are sometimes used to deliver care or to help those receiving care to stay independent.
In your job role, do you help people receiving care and support to use any of the following to support their care needs or to stay independent?

      a. Mobile tablets (e.g. iPads) or smartphones (e.g. iPhone or Samsung)

      b. Audio assistants (e.g. Amazon Alexa or Google Home)

      c. Video conferencing software (e.g. Zoom or MS Teams)

      d. Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training)

1. Yes

2. No

3. Don't know

CONSTECH_CONF1
Q.On a scale of 0 to 10 how confident, if at all, do you feel in your ability to help someone receiving care and support to use these types of consumer digital technology?

TELEPHONE: INTERVIEWER READ OUT IF NECESSARY: This includes mobile tablets or smartphones, audio assistants, video conferencing, or apps.

1. 0 = not at all confident

2. 10 = very confident

ALLOW DK

CONF_TECHSUPP
Q. If someone receiving care and support needed help with the following, on a scale of 0-10 how confident, if at all, would you feel about doing each?
   a. Finding information online [HOVER OVER: Online means using the internet or accessing a website]

   b. Setting up and supporting a remote consultation (e.g. a telephone or video consultation with a GP)

   c. Advising on how care technology such as personal alarms or sensors could support them

1. 0 = not at all confident

2. 10 = very confident

ALLOW DK

CARE_ATT
Q. Please say how much you agree or disagree with the following statements…
   a. ASK ALL IN DIRECT CARE ROLE (JOB_ROLE_MAN=1) I regularly think about how technology could support the people I care for

   b. ASK ALL IN DIRECT CARE ROLE (JOB_ROLE_MAN=1) I have a good understanding of the range of technologies available to meet the needs of those I provide care for

   c. I worry that digital technology will replace face to face care

   d. Technology generally allows staff to spend more time delivering face to face care

   e. ASK ALL IN DIRECT CARE ROLE (JOB_ROLE_MAN=1) I am able to support the people to whom I provide care to choose the right technology to meet their needs

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

LEADERSHIP SKILLS FOR THOSE IT IS RELEVANT TO

The next questions are about your role as [TEXT SUB IF CODES 3, 5, 7 @JOB_ROLE: a manager/ IF CODE 1@JOB_ROLE_DIG: as someone responsible for the development of the digital skills] of staff working in adult social care.

ASK ALL IN A MANAGERIAL ROLE AND/OR THOSE WITH RESPONSIBILITY FOR DIGI SKILLS DEVELOPMENT (JOB_ROLE_MAN=2 or JOB_ROLE_DIG=1)
RANDOMISE STATEMENTS AND REVERSE SCALE APART FROM DON'T KNOW
LEAD_ATT
IF TELEPHONE: READ OUT
Q. Please say how much you agree or disagree with the following statements…
   a) I look for ways to use new technology to improve care delivery

   b) I would like to look for ways to use new technology to improve care but I don't know enough about technology and its potential uses

   c) It is my role to support staff in [TEXT SUB my workplace/ the places where I work] to use digital devices and technology to do their jobs

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

DIGITAL WORKPLACES

STATEMENTS A, B, D, E, F: ASK ALL EXCEPT THOSE WHO ARE NOT EMPLOYED BY SOMEONE (ALL EXCEPT SINGLE CODE 4@JOB_ROLE_EMP)

DIG_CULT

Q. Please say whether you agree or disagree with the following statements about your employer. If you work in more than one setting, please think about the setting where you spend most of your time, or where you worked most recently.
[IF SELF-EMPLOYED/INDEPENDENT (code 4) WAS ONE OF THE ROLES SELECTED AT JOB_ROLE_EMP: If you are self-employed/independent in one of your roles, please think about your main role in which you are employed by an organisation.]

    a. My employer looks for ways to use new technology to improve care delivery

    b. My employer supports me to use digital devices and technology to carry out my job

    c. There is strong leadership in digital technology planning and innovation in my workplace

    d. I would like my employer to be more willing to use digital technology in care management and delivery

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

IMPACT OF COVID
The next few questions are about the impact of COVID-19 on the use of digital technology in your organisation.

DIG_COVID1
Q. To what extent, if at all, has the COVID-19 pandemic changed the use of digital technology in [TEXT SUB IF SINGLE CODE@JOB_SET: your workplace/ IF M/CODE@JOB_SET the places where you work]?
1. Since the COVID-19 pandemic there is greater use of digital technology in [TEXT SUB: IF SINGLE CODE@JOB_SET: my workplace/ IF MULTI CODE@JOB_SET: the places where I work]

2. Digital technology is used to the same extent as before the pandemic in [TEXT SUB: IF SINGLE CODE@JOB_SET: my workplace/ IF MULTI CODE@JOB_SET: the places where I work]

3. Since the COVID-19 pandemic there is less use of digital technology in [TEXT SUB: IF SINGLE CODE@JOB_SET: my workplace/ IF MULTI CODE@JOB_SET: the places where I work]

4. Don't know

DIG_COVID2
1. **Q. What type(s) of <u>new</u> digital technology, <u>if any</u>, are now used in** [TEXT SUB: IF SINGLE CODE@JOB_SET: your workplace/ IF MULTI CODE@JOB_SET: the places where you work] **which were not used at all before the COVID-19 pandemic?**

OPEN ENDED. ALLOW DK

DIG_COVID3
IF TELEPHONE: READ OUT
1. **Q. What type(s) of <u>existing</u> digital technology<u>, if any,</u>** [TEXT SUB: IF SINGLE CODE@JOB_SET: has your workplace/ IF MULTI CODE@JOB_SET: have the places where you work] **made greater use of than before the COVID-19 pandemic?**

OPEN ENDED. ALLOW DK

ASK ALL
RANDOMISE STATEMENTS AND REVERSE SCALE APART FROM DON'T KNOW
DIG_COVIDATT
IF TELEPHONE: READ OUT
Q. Please say to what extent you agree or disagree with the following statements:
   a. The COVID-19 pandemic has increased my need for digital skills

   b. My skills in using digital technology have improved because of the pandemic

SINGLE CODE
1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

<u>DIGITAL MATURITY IN THE FRONTLINE WORKFORCE</u>
The next questions focus on the digital skills of the frontline care staff in [TEXT SUB your workplace/ the places where you work].

ASK ALL REGISTERED MANAGERS /THOSE WITH RESPONSIBILITY FOR DIGI SKILLS DEVELOPMENT
IF TELEPHONE: READ OUT
MAT_GAP
Q. Thinking about the digital skills of frontline care staff in [TEXT SUB: IF SINGLE CODE@JOB_SET: **your workplace**/ IF MULTI CODE@JOB_SET: **the places where you work**]**, in your opinion are there gaps in any of the following areas…?**
   a) Operating digital devices as part of their job

   b) Accessing or navigating the internet

   c) Operating safely and legally online

    d) Using the internet for professional communication and information gathering

    e) Using digital administration/planning systems to handle and manage information

    f) Accessing job-related training/development via digital platforms or resources

    g) Complying with data protection legislation in the digital sphere

    h) Understanding how to share personal information outside the organisation in line with GDPR

    i) Understanding the ethics of using digital technology and the associated data

    j) Knowing which digital technologies to use with different types of people in need of care and support

    k) Supporting care recipients in their use of digital technology

    l) Other – please write in (specify)

       1. Yes

       2. No

       3. Don't know

LEARNING AND DEVELOPMENT

The next questions are about learning and development of digital skills at work.

ASK ALL WITH ACCESS TO DIGITAL DEVICE AT HOME OR AT WORK (DIGUSE_HOME=1-4, 6-10 OR DIGUSE_WORK=1-4, 6)
RANDOMISE STATEMENTS AND REVERSE SCALE APART FROM DON'T KNOW
TRAIN_OE
IF TELEPHONE: READ OUT
[TEXT SUB WHERE NO ACCESS AT WORK CODE 3 AT INTERNETB]**: 'Assuming you were able to access to the internet']** **On a scale of 0 to 10 how confident, if at all, do you feel about accessing each of the following to learn something new?**

    a. Online training or e-learning (this might be self-directed learning or learning as part of a group e.g. a webinar)

    b. Online resources (e.g. articles, videos, activities and other online tools)

       1. 0 = not at all confident

       2. 10 = very confident

ASK IF NOT CONFIDENT AT TRAIN_OE (0-5)
TRAIN_OE2
IF TELEPHONE: DO NOT PROMPT
Q. You said that you would not feel confident about accessing [TEXT SUB: online training or e-learning/ online resources/ online training, e-learning and online resources]. Why is that?
MULTI CODE

       1. Have never done it

       2. Have only done it with help

       3. Have not had much practice at it

       4. I would have difficulty using the devices needed (e.g. seeing screen, using mouse)

5. My digital device is not reliable (e.g. it can suddenly stop working)

6. My internet connection is not reliable

7. I prefer to do learning/training in person rather than online

8. Other reason

9. Don't know

ASK ALL

INIT_TRAIN
IF TELEPHONE: READ OUT
Q. When you first started working in adult social care, did the initial job training you received provide you with <u>any of the digital skills</u> that you currently need to carry out your job?
1. Yes – all of the digital skills I currently use

2. Yes – some of the digital skills I currently use

3. No

4. I do not need digital skills to carry out my job

5. Don't know

ASK ALL WITIH ACCESS TO DIGI DEVICES (CODES 1-4, 6-10@DIGUSE_HOME OR CODES 1-4, 6 @DIGUSE_WORK) and who have JOB_ROLE_DIG=2 (not responsible for digital skills development) and who are not registered managers JOB_ROLE <>7
TRAIN_TYP
IF TELEPHONE: READ OUT
Q. Over the past 12 months have you used any of the following learning and development activities to improve your digital skills?
MULTICODE
1. [HOVEROVER FOR FORMAL TRAINING] Formal training

2. [HOVEROVER FOR SELF-DIRECTED] Self-directed training programmes

3. Peer-to-peer networks

4. [HOVEROVER FOR DIGITAL CHAMPION] Digital Champion support

5. E-resources

6. Informal training from a colleague

7. NHS Digital Academy programmes

8. Other activity – please write in (please specify)

9. None of these

ASK ALL WHO RECEIVED TRAINING, EXCEPT OTHER (TRAIN_TYP CODE 1-7)
RANDOMISE STATEMENTS
TRAIN_INOUT
IF TELEPHONE: READ OUT
Q. Was this training or resources provided by your organisation or externally?
1. Internal only

2. External only

3. Both

4. Don't know

DIG_TRAIN
IF TELEPHONE: READ OUT

Q. In which of the following areas did you receive training or support to develop your skills?
1. How technology can be used to communicate with colleagues

2. Using digital systems to plan, manage or report on work

3. How to work within the laws that protect other people's information and data

4. How technology can be used to deliver care

5. How to support care recipients to use digital technology to support their care needs

6. Other – please write in (please specify)

7. Don't know/ can't remember

ASK ALL WITH ACCESS TO DIGI DEVICES (CODES 1-4, 6-10@DIGUSE_HOME OR CODES 1-4, 6 @DIGUSE_WORK) and who have JOB_ROLE_DIG=2 (not responsible for digital skills development) and who are not registered managers JOB_ROLE <>7
RANDOMISE STATEMENTS APART FROM OTHER AND DON'T KNOW
TRAIN_MORE
IF TELEPHONE: READ OUT

Q. Which, if any, of your digital skills are in greatest need of further development?
1. How technology can be used to communicate with colleagues

2. Using digital systems to plan, manage or report on work

3. How to work within the laws that protect other people's information and data

4. How technology can be used to deliver care

5. How to support care recipients to use digital technology to support their care needs

6. Other – please write in (please specify)

7. [SINGLE CODE] Don't know

8. None of these

ASK ALL WITH ACCESS TO DIGI DEVICES (CODES 1-4, 6-10@DIGUSE_HOME OR CODES 1-4, 6 @DIGUSE_WORK) and who have JOB_ROLE_DIG=2 (not responsible for digital skills development) and who are not registered managers JOB_ROLE <>7
TRAIN_BAR
IF TELEPHONE: READ OUT

What barriers, if any, have prevented you from accessing more learning and development on digital skills in the past 12 months?
MULTI CODE
1. Lack of money to pay for digital skills development

2. Lack of knowledge about training opportunities and/or suitable courses

3. External courses are too expensive

4. My employer does not offer training/development in digital skills

5. I am too busy to undertake training/development in digital skills

6. I have all the skills I need to carry out my job

7. I don't know which digital skills I need to develop

8. Other – please write in (SPECIFY)

9. There are no barriers to me accessing more digital skills training – SINGLE CODE

10. Don't know – SINGLE CODE

ASK ALL WITH ACCESS TO DIGI DEVICES (CODES 1-4, 6-10@DIGUSE_HOME OR CODES 1-4, 6 @DIGUSE_WORK) and who have JOB_ROLE_DIG=2 (not responsible for digital skills development) and who are not registered managers JOB_ROLE <>7
TRAIN_FUT
Q. Thinking ahead to the future, how would you prefer to learn new digital skills to do with your job?
MULTI CODE

1. Face to face training away from my job

2. Online training or e-learning (this might be self-directed or as part of a group e.g. a webinar)

3. Online resources (e.g. articles, videos, professional forums, activities and tools accessible online)

4. On the job i.e., training /support given by a colleague while you are doing your job

5. Another way – please write in (please specify)

6. I don't want to learn new digital skills for my job

7. Don't know

ASK IF TRAIN_FUT CODE 2 OR 3
RANDOMISE STATEMENTS AND REVERSE SCALE APART FROM DON'T KNOW
TRAIN_RES
IF TELEPHONE: READ OUT
Q.   How useful, if at all, would the following online resources be in developing your role or interests in working digitally?
a) A professional forum or network for staff to share best practice, ideas and technical knowledge about digital working.

b) Webinars on digital technology and digital working

c) Practical guides and technical guidance available online

d) Information on websites provided by trusted Adult Social Care Sector organisations

e) Information on websites hosted by a government organisation in partnership with the adult social care sector

1. Very useful

2. Fairly useful

3. Not very useful

4. Not at all useful

5. Don't know

Q. Does your organisation have a learning and development plan or strategy in place to develop the digital skills of frontline staff?
1. Yes

2. No

3. Don't know

4. Not applicable

Q. How often is this learning and development plan or strategy updated?
1. More than once a year

2. Approximately once a year

3. Less than once a year

4. Don't know

5. Not applicable

Q. Does your organisation have a dedicated budget for developing digital skills among frontline staff?
1. Yes

2. No

3. Don't know

4. Not applicable

Q. Over the past 12 months has your organisation arranged or funded any of the following learning and development in digital skills for frontline staff?
a. Formal training delivered by an external provider

b. Formal training delivered by those working for your organisation

c. Self-directed training programmes

d. Peer-to-peer networks

e. [ADD HOVEROVER FOR DIGITAL CHAMPION] Digital Champion support

f. E-resources for staff to access

1. Yes – for those providing direct care

2. Yes – for staff not providing direct care

3. No

4. Don't know

5. Not applicable

Q. Which, if any, of the following has the learning and development for frontline staff focused on?

1. How technology can be used to communicate with colleagues

2. Using digital systems to plan, manage or report on work

3. How to work within the laws that protect other people's information and data

4. How technology can be used to deliver care

5. How to support care recipients to use digital technology to support their care needs

6. Other – please write in (please specify)

7. Don't know

Q. You said that your organisation had arranged for or funded an external provider to deliver formal training in digital skills in the last 12 months. Which organisation provided this training for your staff?
1. Your Local Authority
2. NHS Digital Academy
3. A national organisation, for example Care Improvement Works, the National Care Forum, Digital Social Care etc.
4. A Voluntary and Community Sector (VCS) organisation
5. A local educational establishment (e.g. a college)
6. A technology learning provider / supplier / specialist organisation
7. Another care provider organisation, e.g. a Local Care Provider Association
8. Other – please write in (SPECIFY)
9. Don't know

Q. What barriers, if any, have prevented you from providing more digital skills learning and development over the last 12 months for frontline staff?
MULTI CODE
ROTATE CODES APART FROM OTHER, 'THERE ARE NO BARRIERS…' AND DON'T KNOW

1. Unclear which digital skills are needed by staff

2. Lack of funding for digital skills development

3. Lack of knowledge about training opportunities and/or suitable courses

4. Lack of time to do skills appraisals

5. External courses are too expensive

6. Staff are too busy to undertake training/development in digital skills

7. Staff are reluctant to learn new digital skills

8. Staff are too busy to train others (peer-to-peer training)

9. Staff are fully proficient in the digital skills they need for their jobs

10. A lack of appropriate training / qualifications in the subject areas we need

11. Difficulty finding training providers who can deliver training where or when we want it

12. Other – please write in (SPECIFY)

13. There are no barriers to providing more digital skills training – SINGLE CODE

14. Don't know – SINGLE CODE

Q. Generally speaking, how would you rate each of the following?
   a) The <u>availability</u> of externally supplied digital skills learning and development for care staff

   b) The <u>quality</u> of externally supplied digital skills learning and development for care staff

SINGLE CODE
1. Very good

2. Good

3. Neither good nor poor

4. Poor

5. Very poor

6. Don't know

DEMOGRAPHICS

The last questions are about you and will help our analysis of the survey data. All your answers are confidential.

SEX
Q. Which of the following best describes how you think of yourself?
1. Male

2. Female

3. In another way

4. Prefer not to say

AGE
Q. How old are you?
1. Under 18

2. 18 - 24

3. 25 – 34

4. 35 – 44

5. 45 – 54

6. 55 - 64

7. 65 or over

8. Prefer not to say

HOURS
Q. Which of these applies to you?
1. Working full time (30+ hours per week)

2. Working part time (up to 29 hours per week)

QUAL
Q. Which of the following, if any, is the highest educational or professional qualification you have obtained?

If you are still studying, please say which qualification, if any, is the highest that you have achieved so far.
1. GCSE/O-Level/CSE or equivalent (=NVQ1+2)

2. A-Level or equivalent (=NVQ3)

3. Bachelor Degree or equivalent (=NVQ4)

4. Masters/PhD or equivalent

5. Other

6. No formal qualifications

7. Still studying

8. Don't Know

9. Prefer not to say

Q. The next question may be considered personal, but it is not mandatory to answer. If you do, we assure you that your responses will be kept strictly confidential and used for research purposes only.

What is the COMBINED TOTAL ANNUAL INCOME (pre-tax) earned by all members of your household?

Please include all your income sources: salaries, scholarships, pension and Social Security benefits, dividends from shares, income from rental properties, child support and alimony etc.

1. Under £5,000

2. £5,000 - 9,999

3. £10,000 - 14,999

4. £15,000 - 19,999

5. £20,000 - 24,999

6. £25,000 - 34,999

7. £35,000 - 44,999

8. £45,000 - 54,999

9. £55,000 - 99,999

10. £100,000 or more

11. Prefer not to answer

Q. The next question may be considered personal, but it is not mandatory to answer. What is your ethnic group?

1. White

2. Mixed/Multiple ethnic groups

3. Asian/Asian British

4. Black/ African/Caribbean/Black British

5. Other ethnic group

6. Don't know

7. Prefer not to say

Q. [IF TELEPHONE: May I check,] what is your main language?

1. English

2. Other

3. Don't know

4. Prefer not to say

RE-CONTACT

Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic on behalf of NHSX.

Q. Would you be willing to provide your contact details so they can contact you within the next 12 months to invite you to take part in a follow up interview?

1. Yes – COLLECT CONTACT DETAILS – NAME, EMAIL ADDRESS AND TELEPHONE NUMBER

2. No

VOUCHER

Thank you for taking the time to complete this survey. In appreciation, we would like to give you a £10 gift voucher. To receive your gift voucher please enter your email address below. This will be passed to Blackhawk Limited who are sending out the gift vouchers on our behalf. [IF ONLINE: The vouchers are provided subject to the terms and conditions of the survey (which can be viewed here).]

[HOVEROVER:] How will Blackhawk Ltd use my details? Blackhawk Limited will only use your name and email address to send you your gift voucher. They will not contact you for any other reasons or pass your data to anyone else.

If you provide us with your email address, Blackhawk Limited will send you a personalised link to a website. Using the personalised link you will be able to redeem a gift voucher of your choice from a variety of retailers.

Please note that an email address can only be used once to redeem a voucher.

Please also note that it can take up to two weeks to receive the voucher – this is because we are sending them out in batches, and it takes a little while to process the survey responses and send them out.
Name [OPEN TEXT BOX]

Email Address [OPEN TEXT BOX]

Confirm Email [OPEN TEXT BOX]

1. Same email address as given for recontact can be used for voucher

2. Would rather have voucher by post

3. Do not wish to receive gift voucher

ASK IF CODE 2 – WOULD RATHER HAVE VOUCHER BY POST
ADDRESS
Can I take your full post code?
ENTER POSTCODE IN FULL:

CONFIRM FULL ADDRESS AND HOUSE NUMBER, AND NAME

THANK AND CLOSE

TELTHANK
TELEPHONE:
Thank-you for taking part in this survey, that is all the questions I have. Your views will feed into NHSX's policy around digital skills in adult social care.

An online version of this survey is being shared through various organisations in the care sector. If you receive an online link to this survey, you don't have to complete it again. We would be interested however in hearing from your colleagues who are care workers, social workers, nurses and occupational therapist working in adult social care. [IF ASKED: the link is https://ipsos.uk/NHSXdigitalskillsASC].

ONLTHANK
ONLINE:
Thank-you for taking part in this survey. Your views will feed into NHSX's policy around digital skills in adult social care.

We are interested in hearing from other Registered Managers, care workers, social workers, occupational therapists and nurses working in adult social care. Please feel free to share the survey registration link with your colleagues: https://ipsos.uk/NHSXdigitalskillsASC

2.2 Discussion guide: Care providers and Workforce (Skills review)

Back to Contents

1.   Introduction (2 minutes)

▪ Thank participant for taking part and introduce self / Ipsos MORI/ IPC (working in partnership with Skills for Care).

▪ **Explain purpose of interview** – NHSX, a joint unit of the Department of Health and Social Care and NHS England responsible for driving the digital transformation of care, would like to explore use of digital technology by adult social care providers. This includes exploring current awareness of digital technology, levels of digital skills, understanding of future need, and current provision and outcomes of learning and development activities. The findings from the review will help NHSX identify what support is needed across the sector, where further investment is required, and in doing so help NHSX plan its future strategy.

- ▪ **Confidentiality** – reassure participant that all responses are anonymous and confidential; information about individual cases will not be passed on to NHSX unless they give express permission. Ipsos MORI are an independent research company who strictly adhere to the MRS Code of Conduct. IPC abides to Oxford Brookes University Code of Practice for Research Ethics Involving Human Participants (https://www.brookes.ac.uk/research/research-ethics-statement/

- ▪ **Interview length** – typically 45 minutes to 1 hour depending on what they have to say.

- ▪ **Discussion group length** – one hour and half

- ▪ **Permission to record** – for analysis and transcription. Confirm consent to participate once audio recording.

- ▪ Any questions before beginning?

- ▪ <mark>INTERVIEWER: Text which is highlighted in yellow indicates priority questions or probes.</mark>

2. About the staff member *(interview: 5 mins/ group: 8 mins)*

<mark>**To begin, could you tell me a little bit about your role and your organisation?**</mark>
- PROBE: Job title, previous experience
- What are your day-to-day responsibilities?
- What services/ settings do you currently work in? *PROBE: One vs. multiple locations*
- How long have you been working in this role?

<mark>**Does your job involve managing other staff who provide direct care and support?**</mark>
INTERVIEWER NOTE: For staff in managerial roles, including Principal Social Workers (PSWs), Principal Occupational Therapists (POTs), and Care Providers questions are designed to cover both their own digital skills and those of the staff they oversee.

3. About the care provider *(interview only: 5 mins)*

CARE PROVIDERS ONLY

To begin, could you tell me a little bit about your role and your organisation?
- *PROBE:* Job title, previous experience, location (regional provider or national?)
- What are your day-to-day responsibilities?
- How long have you been working in this role?
- What involvement do you have around decisions to use technology (and related staff learning and development) in your organisation?

<mark>**What type of care services does your organisation provide?**</mark> CHECK THE INFO YOU HAVE ABOUT THE PROVIDER
- PROBE: care home services with nursing, care home services without nursing, domiciliary care services, extra care housing services, shared lives, supported living services, community-based services for people with a learning disability, other types
- IF MORE THAN ONE CARE SETTING: What is the main care service your organisation provides?

THE NEXT FEW QUESTIONS ARE TO GET SOME BACKGROUND INFORMATION. DO NOT SPEND TOO LONG GOING INTO DETAIL.
Are your care services aimed at specific groups of people? IF YES: **Who are they for?** CHECK THE INFO YOU HAVE ABOUT THE PROVIDER

- PROBE: Older people with dementia, older people without dementia, people with a physical disability, people with a sensory impairment, people with a learning disability or autism, younger adults…

How do most people pay for the care and support services you provide?
- PROBE: self-funded by users fully or partially, funded by a local authority fully or partially, funded by a local authority with private top up for additional services

IF CARE HOME, EXTRA CARE HOUSINGS OR SUPPORTED LIVING: **How many care settings does your organisation manage?**
- Are they all located in the same region of England?

IF DOMICILARY SERVICE OR SHARED LIVES: **How many people does your organisation employ? Please include both permanent and temporary staff, if any** (INTERVIEWER PLEASE NOTE, THIS DOES NOT NEED TO BE 100% ACCURATE, WE ARE JUST TRYING TO GET A SENSE OF THE SIZE OF THEIR ORGANISATION.)

4. Assessment of digital skills *(interview: 8 mins/ group: 10 mins)*

Self

How would you describe your current level of digital skills?
- E.g. advanced/ intermediate/ basic/ non-existent? Why do you say this?
- Do you use technology like computers, mobile phones, tablets regularly (at home and at work)?
- Do you tend to need help when using technology/ digital systems (software) at work?
- If you had a choice, would you prefer to use technology/ digital systems (software) or paper when carrying out different tasks related to your job?

Staff
PEOPLE OVERSEEING/ IN MANAGING ROLE INCLUDING PSWs/ POTs/ CARE COORDINATORS AND BROKERS AND CARE PROVIDERS:

How would you describe the current level of digital skills among your staff?
- What proportion are working digitally?
- How confident are they using technology? What challenges do they face?
- How does this differ by different technologies/ tasks?
- How does this differ by different roles?
- IF RELEVANT: How does this differ across different care settings you work in? Why does it differ?

How do you ensure your staff have a good level of digital skill and awareness?
- What support is offered to them?

What gaps are there in terms of digital skills of the frontline workforce?
- FOR EXAMPLE:
  - Using digital devices as part of their work
  - Accessing, using or navigating the internet
  - Operating safely and legally online
  - Supporting people in need of care and support to use digital technologies
  - Supporting people in need of care and support to choose or access digital technologies to meet their needs

Organisation
Thinking about how information about staff or people that use services is stored and managed at your place of work, would you say it is mostly paper based, mostly digital, or a mixture of both?
- Please give me examples

How would you describe your organisation's/ employer's approach to using digital technology?
- Would you describe it as mature? Why/ why not?
- How is digital technology planning and innovation overseen and managed? E.g. is there an individual responsible for this?
- How are new technology/ solutions identified and introduced to your workplace?
- IF RELEVANT: How does this differ across different care settings your organisation manages? Why does it differ?

Would you support more use of digital technology at your place of work? Why/ why not?

5. Access and use of the internet *(interview: 8 mins/ group: 10 mins)*

Do you have access to the internet at home?
- PROBE: Broadband and/or Wi-Fi or other methods of connecting to the internet such as 3G/4G/5G
- How frequently do you use the internet? For what kinds of tasks?
- Do you use your home internet connection for any work-related tasks?

Do you have access to the internet at work?
- PROBE: Broadband and/or Wi-Fi or other methods of connecting to the internet such as 3G/4G/5G
- In what ways do you use the internet at work? E.g. sending emails; buying items online for work; communicating with colleagues/ care recipients; researching something online for work
- How frequently do you use the internet for your work?
- Do you face any issues accessing or using the internet at work? Please tell me more about why this is
- How confident do you feel using the internet at work? PROBE AROUND DIFFERENT TASKS
- Why is this?
- IF NO ACCESS: Why is this? Would it be valuable to your job?

PEOPLE OVERSEEING/ IN MANAGING ROLE: **What access do your staff have to the internet?**
- At home (as far as you know)? At work in office (e.g. Broadband and/or Wi-Fi or other methods of connecting to the internet such as 3G/4G/5G)? At work when visiting care homes/ providing domiciliary care?
- In what ways do they need to use the internet at work?
- What issues do they face using the internet at work?
- How confident would you say your staff are using the internet for work?
- How does this differ by different roles? Why is this?
- IF RELEVANT: How does this differ across different care settings your organisation manages? Why does it differ?

How do you ensure the data of people who use your services is protected?
- What policies and procedures are in place at your organisation/ by your employer to protect the data of people who use its services?
- e.g. (no need to probe, just need them to think about the right things for following questions): personal data protection policy, privacy notice, data retention policy, data subject consent form, template data processing agreement, training for staff on data protection and security issues
- Are you trained in applying these policies in practice?
- PEOPLE OVERSEEING/ IN MANAGING ROLE: how confident are you that the staff in your organisation understand these procedures and are able to follow them?

| | - PEOPLE OVERSEEING/ IN MANAGING ROLE: How confident do you feel about putting in place digital data protection processes in place at your workplaces? |
| - | |

| **6. Use of digital technology at work** *(interview: 10 mins/ group: 15 mins)* |

What proportion of your work requires you (and your staff) to work digitally?
- What kinds of tasks do you use digital technology at work for?
- E.g. communication; managing time or finances; supporting people with care and support needs; coordinating care and support; helping others to access tech and online services

Can you talk me through the different technologies you use at work to support <u>to business and day-to-day activities</u>?
- *INTERVIEWER NOTE: we need a broad overview of the types of tech they use rather than a comprehensive list*
- FOR EXAMPLE:
    o Devices (e.g. laptop, desktop, tablets, smartphone) – are these your own devices or are they provided by the organisation(s) you work for?
    o Communication software (e.g. video meeting software such as Zoom, MS Teams; communication software such as WhatsApp)
    o Digital care records or planning systems/ electronic medication administration records (eMAR)/ NHSMail
    o Other software – e.g. for managing financial accounts (e.g. expenses, budgets) through digital systems
    o Online learning and development software/ tools
- How long have you been using these types of technologies?
- How frequently do you use these technologies?
- How confident do you feel using these types of technologies?
    o Which tech do you feel confident using independently? Why?
    o Which tech are you less confident using independently? Why?
- IF RELEVANT: How confident do you think **your staff** feel using these technologies?
    o Which tech do your staff feel confident using independently? Why?
    o Which tech are your staff less confident using independently? Why?
    o Do some staff struggle more than others? Please tell me more
- IF NONE AT ALL MENTIONED: Why is this? Would this be valuable to your job?

Can you talk me through the different technologies you/ your staff use at work <u>to deliver care at the frontline</u>?
- *INTERVIEWER NOTE: we need a broad overview of the types of tech they use rather than a comprehensive list*
- FOR EXAMPLE: Personal alarms, monitoring equipment with sensors, robotic technology (e.g. voice operated doors or curtain or robotic walkers), virtual reality applications, audio assistants, video conferencing software
- How long have you been using these types of technologies?
- How frequently do you use these technologies?
- How confident do you feel using these types of technologies?
    o Which tech do you feel confident using independently? Why?
    o Which tech are you less confident using independently? Why?
- IF RELEVANT: How confident do you think **your staff** feel using these technologies?
    o Which tech do your staff feel confident using independently? Why?
    o Which tech are your staff less confident using independently? Why?
    o Do some staff struggle more than others? Please tell me more
- IF NONE AT ALL MENTIONED: Why is this? Would this be valuable to your job?

What are the benefits of using technology at work? What are the drawbacks?

PEOPLE OVERSEEING/ IN MANAGING ROLE INCLUDING PSWs/ POTs/ CARE
COORDINATORS AND BROKERS:
**When making decisions about care and support offered to people (e.g. in
assessments/ care planning)…**
-   **To what extent do you consider digital solutions to their care and support
    needs?** Please provide examples
-   **To what extent are the digital skills of people using services taken into
    account?** How does this impact the decisions you make?
-   **To what extent are the digital skills of staff taken into account?** How does this
    impact the decisions you make?
-   **What challenges do you face when making these kinds of decisions?** E.g. lack
    of awareness of digital technology; information about relevant digital technology;
    availability of digital solutions; skills among staff/ in people using services

7. **Impact of COVID** *(interview: 5 mins/ group: 8 mins)*

**How has the pandemic changed your use of digital technology in a work setting, if at
all?**

IF USING NEW TECHNOLOGY OR NEW GROUPS OF STAFF USING TECHNOLOGY:
-   **Was this new technology or new groups of staff using technology?**
-   **How were you/ your staff supported to use new technologies?** E.g. learning and
    development, peer support

8. **Developing new digital skills/ skills for new digital technologies** *(int: 10 mins/ group: 15 mins)*

1. ***Developing digital skills***

Self:

Do you want to develop your digital skills and awareness? Why/ why not?
-   What would the benefits be to you/ your role; your organisation; to people with care
    and support needs?

**What skills would you like to develop in relation to digital technology in your current
role?**
-   Is there anything you would like to feel more confident doing (digitally)? Why?
-   Is there anything you would like to know more about? Why?
-   Is there anything you would like better access to/ to use more in your job? Why?
-   *E.g. using the internet; learning about specific types of technology; learning about
    how to work within the law to protect information and data; supporting people with
    care and support needs.*

What are your main motivations for developing your digital skills?

What skills do you think you will need to develop in the next few years?
-   How confident are you that you will be able to develop these skills? Why/ why not?
-   IF NO SKILLS NEEDED: why do you think this is?

==**What support do you get to develop your digital skills at work? E.g. using new technology, your confidence in using existing technology?**== *N.B. L&D is covered in the next section*
- PROBE: From: your colleagues/ your manager/ your employer or organisation/ other?
- What type of support would be helpful to you?

Staff: PEOPLE OVERSEEING/ IN MANAGING ROLE
==**What skills would you like your staff to develop in relation to digital technology in your organisation/sector?**==
- Is there anything you would like your staff to feel more confident doing (digitally)? Why?
- Is there anything you would like your staff to know more about? Why?
- Is there anything you would like your staff to have better access to, or to use more in their job? Why?

==**What support do you offer to frontline staff to help them develop their digital skills?**==
INTERVIEWER NOTE: L&D covered in section below
- IF RELEVANT: How does this differ across different care settings your organisation manages? Why does it differ?

==**When thinking about developing your digital skills/ digital skills of frontline staff, what barriers have you faced?**==
- PROBE: Unclear on the business case for investment, lack of money to invest, unaware what technology is available and how useful it will be, lack of infrastructure e.g. Wi-Fi, leadership unsure on benefits, potential risks to data/cyber security
- How did you overcome these barriers?
- What would help you overcome these barriers?

2. *Implementing and using new technology*

Self
Typically, how confident do you feel using <u>new</u> technology at work?
- E.g. if you had to use a new monitoring system; a new communication platform (e.g. like Zoom or MS Teams); a new system for clocking in and out
- What would make you feel more comfortable using new technology at work?

Are there any technologies that you are aware of that would be useful to your role, that you don't currently use?
- Why don't you currently use them?

Staff: PEOPLE OVERSEEING/ IN MANAGING ROLE
To what extent is it a priority for you and your organisation to promote new technology and support your staff in using it?

What support is offered to staff to help them use new technology at work?
- IF RELEVANT: How does this differ across different care settings your organisation manages? Why does it differ?

9. **Digital learning provision** *(interview: 10 mins/ group: 15 mins)*

PEOPLE OVERSEEING/ IN MANAGING ROLE
==**Does your organisation have a dedicated budget for digital skills learning and development for staff? Why/ why not?**==
IF YES:
- Roughly what is the size of this budget?

- What is your role in managing this budget?
- What is your organisation's strategy for how this budget should be spent? *E.g. which topics should this budget be focused on?*

ONLY ASK ONE OF THE FOLLOWING QUESTIONS:
- NON-MANAGERIAL STAFF: **Over the past 12 months, what learning and development opportunities have you participated in to help you develop your digital skills and awareness/ the digital skills and awareness of your staff?**
- PEOPLE OVERSEEING/ IN MANAGING ROLE: **Over the past 12 months, what learning and development opportunities have you offered your staff to help develop their digital skills?**

IF PARTICIPATED IN/ COMMISSIONED L&D:
- **What topics did this focus on?** *E.g. learning about specific types of tech; using the internet; working within the law to protect information; supporting people with care and support needs*
- **What was the format of this?** *E.g. face to face/ formal training; peer-to-peer learning; e-learning; self-directed training; online resources*
- **Who provided this?** *E.g. external provider (INTERVIEWER NOTE: gather details of external provider, i.e. name and location, if possible); internally/ by organisation; Local Authority*
  - o MANAGERIAL ROLE/ IF COMMISSIONED EXTERNAL PROVIDER: Thinking about when you looked for external suppliers for this type of training, how easy or difficult has it been to find appropriate suppliers? *E.g. in terms of availability, quality, subject matter coverage*
- **How was this funded?** *E.g. your employer/ organisation; your Local Authority etc.*
- **What was the impact on you/ your staff?** What did you learn from this?
- **Would you recommend this to a colleague/ another organisation?** Why/why not?
- **Is there anything you would improve about this learning and development?**

What barriers have you faced that have prevented you from accessing more learning and development on digital skills for yourself/ your staff?
- *E.g. lack of money to pay for this; lack of knowledge about training opportunities; lack of time*
- How do you think these barriers could be overcome?
- IF RELEVANT: How does this differ by different care setting?

What types of digital learning and development would you like to receive in future? What would your staff benefit from?
- On what topics? Why? *E.g. learning about specific types of tech; using the internet; working within the law to protect information; supporting people with care and support needs*
- What format would you like this to be in? Why? *E.g. face to face/ formal training; learning on the job; peer-to-peer learning; e-learning; self-directed training; online resources*

To what extent would you use online resources to help you develop your digital skills, if they were available?

- What format would be most useful? E.g. forms and networks for staff; webinars; practice guides
- How would you like to access these online resources? E.g. websites provided by a trusted ASC organisation vs. government organisations
- What topics would you like these to be on?

10. Case studies (interview: 3 mins/ group: 5 mins)

As part of this research we also want to identify examples of best practice or scenarios where useful lessons could be learnt that we can use as case studies.

Can you think of any good examples where digital technology has been successfully implemented in adult social care (or otherwise)/ skills of the workforce have been successfully developed, that would make a good case study?

Would you be willing to put in touch with the organisation and/or people involved?

INTERVIEWER: TAKE DOWN CONTACT DETAILS

Do you use any learning providers for staff training? If so, would you be willing to give me the name of the organisation? As part of this study we are also speaking to learning providers.

INTERVIEWER: TAKE DOWN DETAILS OF LEARNING PROVIDER

11. Wrap up *(interview: 3 mins/ group: 5 mins)*

In summary, thinking about the discussion we've had today:

Is there anything else you would like to add before we finish?

THANK AND CLOSE

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

3   Learning and development leads

3.1   Discussion guide: Learning and development leads

Introduction (2 minutes) and seeking informed consent
INTERVIEWER, PLEASE MAKE SURE YOU COVER ALL THE POINTS IN THIS SECTION TO SEEK INFORMED CONSENT FROM THE PARTICIPANT AS THERE IS NO CONSENT FORM. ▪ Thank participant for taking part and introduce self / IPC (working in partnership with Ipsos MORI and Skills for Care). ▪ Explain purpose of interview –   NHSX, the tech arm of the Department of Health and Social Care, and NHS England would like to explore use of the extent of digital skills across the adult social care workforce. This includes examining the types of **digital skills and levels of digital confidence and digital awareness of the workforce**; the support offers made to the workforce to improve their Digital Skills, Awareness and Confidence, barriers and solutions to supporting the workforce; understanding the impact of Covid-19 upon workforce digital skills, confidence and awareness; and looking to the future digital learning and development requirements of the workforce. ▪ Note- the Learning and Development Providers who are working on the Better Security, Better Care programme (https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/) will be identified in the questions. The selection of interviewees will seek to filter out those L&D providers who are solely focused on delivering this programme ▪ The findings from the review will help NHSX identify what support is needed across the sector, where further investment is required, and in doing so help NHSX plan its future strategy, ▪ Confidentiality – reassure participant that all responses are anonymous and confidential; information about individual cases will not be passed on to NHSX unless they give express permission. Ipsos MORI are an independent research company who strictly adhere to the MRS Code of Conduct. IPC abides to Oxford Brookes University Code of Practice for Research Ethics Involving Human Participants (https://www.brookes.ac.uk/research/research-ethics-statement/ ▪ Interview length – typically up to 1 hour depending on what they have to say. ▪ Explain that the participant has the right to stop the interview at any time (without having to give a reason), and that if there are any questions they do not want to answer they can just say so and we'll move on to the next one. ▪ Permission to record – for analysis and transcription. Confirm consent to participate once audio recording. It is suggested that interviews where possible are conducted via MS Teams (please do not use ZOOM or Google) ▪ Interviewees are being offered the opportunity to donate to a Charity as an incentive to participate. More details will be sought at the end of the interview ▪ Questions highlighted are critical to the interview. Please make sure these are covered

- Any questions before beginning?

- <mark>INTERVIEWER: Text which is highlighted in yellow indicates priority questions or probes.</mark>

About the Learning Provider (5 mins)

To begin, could you tell me a little bit about your role?

- PROBE: Job title, previous experience,

- PROBE: What are your day-to-day responsibilities?

Please describe your organisation you work for. (NB profiles of each organisation will be shared in advance of the interview)

- PROBE: Confirm your setting
    o Endorsed (Skills for Care) L&D Provider
    o Further Education College supporting adult social care workforce
    o Local Authority offering L&D for adult social care workforce
    o Tech Suppliers offering L&D for adult social care workforce

- PROBE: Confirm your coverage.
    o Local Authority locality only (identify)
    o Regional only (identify SE, SW, Lon, East, EM, WM, Y&H, NE and NW))
    o National (identify – England, UK, Europe, Global)

- PROBE: Confirm size of organisation – Number of FTE posts working on L&D offers targeted at the adult social care workforce.
    o SME - Less than 10 FTE posts
    o Medium Size - Between 10 to 50 FTE posts
    o Large – More than 50 FTE posts
    o Other – please give exact numbers

Learning and Development Offers to support Workforce Digital Skills, Awareness and Confidence

Please describe the themes of Learning and Development Offers you provide in the context of supporting workforce Digital Skills, Awareness and Confidence.

- <mark>PROBE: please describe L&D Digital Skills, Awareness and Confidence support that your offer.</mark>
    o <mark>How to use specific digital technology solutions in care settings</mark>
    o <mark>More generic digital skills training / confidence building</mark>
    o <mark>Awareness of the use and benefits of digital technology - and how to explain that to people with care and support needs / and their carers.</mark>
    o <mark>Undertaking person centred assessments / reviews to include digital solutions to meet need and improved outcomes</mark>
    o <mark>Data and Cyber Security (please record if the L&D Provider is part of the Better Security, Better Care programme)</mark>
    o <mark>Digital Leadership</mark>

- o　Supporting the learner to access digital learning and development opportunities
- o　Other – please describe

- PROBE: Do you specialize in any of these themes – and why?

- PROBE: Are there any gaps in the themes that could support enhancing Digital Skills, Awareness or Confidence of the adult social care workforce – how can these be overcome?

Please describe the format in how you deliver your Digital Skills, Awareness and Confidence related Learning and Development offers.

- PROBE- please describe the formats used:
    - o　On-line (webinar or internet)
    - o　Classroom
    - o　In Situ
    - o　Distant Learning (not on-line)
    - o　Coaching and Mentoring
    - o　Other – please describe

- PROBE: Which format do you specialize in / or is most popular - and why (check pre-covid and post covid scenarios)?

Please describe any challenges to your delivery of Digital Skills, Awareness or Confidence offers to the adult social care workforce

- PROBE: Describe any barriers – how can these be overcome?
    - o　Resources / investment
    - o　Skills of staff to deliver training,
    - o　Connectivity and digital exclusion
    - o　Other – please describe

Audiences for Digital Skills, Awareness and Confidence related Learning and Development Offers

Please describe the audiences for your related Learning and Development offers?

- PROBE: confirm targeted audiences.
    - o　People with care & support needs / Carers
    - o　Personal Assistants supporting people with care & support needs
    - o　Frontline care workforce within independent adult care providers
    - o　Registered Nurses within independent adult care providers
    - o　Office staff working within independent adult social care providers
    - o　Leaders /Owners/ Registered Managers from independent adult care providers
    - o　New entrants to the adult social care workforce
    - o　Frontline care workforce within Local Authority adult social care services
    - o　Local Authority Social Workers, Occupational Therapists or Commissioners
    - o　Office (adult social care) staff working in Local Authorities
    - o　Leaders (adult social care) within Local Authorities
    - o　Others- please describe

- PROBE: Is there a main audience that you specialize in – and why?

Please describe the volume of take-up for your related L&D offers?

- PROBE: What was the take up (suggest over 12 months) for these related Learning and Development offers?
  - o Less than 10 learners per month
  - o Between 10 and 50 learners per month
  - o More than 50 learners per month

- PROBE: Which related L&D offers are the most popular and why?

- PROBE: Where is demand for your related L&D offers coming from- and why?
  - o Specific geographies / regions
  - o Specific settings or types of providers
  - o Specific roles
  - o New entrants / induction
  - o Refresher L&D

Please describe any potential gaps in the take-up of related Digital Skills, Awareness or Confidence Learning and Development offers?

- PROBE: Are you aware of any potential audiences that are not accessing related L&D offers – which ones and why?

- PROBE: How can these barriers be overcome? (suggested barriers below)
  - o **Sector-wide barriers** such as lack of training opportunities, and the expectation that people have these skills already
  - o **Setting or individual employers** being paper based/immature when it comes to tech, cost of accessing L&D, lack of buy-in or confidence from leaders, lack of awareness by leaders of what digital skills are required.
  - o **Barriers within the workforce**, including language ability, lack of time to learn skills/ new systems, and high staff turnover. A lack of understanding of the benefits of digital skills/ or need for digital skills; concerns about IG and data security; and an association of digital with job insecurity

Please describe how your Digital Skills, Awareness and Confidence L&D Offers are funded /commissioned?

- PROBE: Confirm who pays and provide details of amounts (if willing to disclose)
  - o Individuals
  - o Care Providers
  - o Care Provider Associations / Representative Organisations
  - o Local Authorities
  - o NHSE / NHSX
  - o Technology Suppliers
  - o National Workforce Organisations (Skills for Care/ Skills for Health)
  - o Government Departments
  - o Other – please describe

- PROBE: Are there any barriers / risks to how your related L&D offers are funded- and how may these be overcome?

Marketing of Digital Skills, Awareness and Confidence related Learning and Development offers

Please describe the methods in how your related Digital Skills, Awareness and Confidence Learning and Development offers are marketed?

- PROBE: confirm different channels / routes in which your related L&D offers are marketed from the following list:
    o Online presence
    o Direct marketing
    o Conferences / Presentation
    o Professional Press – articles, blogs, case studies
    o Other – please describe

- PROBE: Which approach is most popular/ successful and why?

- PROBE: Are there any barriers in marketing to different audiences – which ones and how can these be overcome?

Are your related Digital Skills, Awareness and Confidence L&D offers accredited?

- PROBE: Confirm and identify any accreditation that the L&D Offers (as previously described) contribute to:
    o NVQ
    o Professional Qualification (SW / OT/ RN)
    o Provider, Digital Supplier or LA Standards
    o Other – please describe

- PROBE: what is the impact of delivering accredited L&D – does this influence level of take-up?

Impact of COVID-19 on use of technology (5 mins)

Please describe any feedback received about your Digital Skills, Awareness and Confidence Learning and Development support offers/

- PROBE: What type of feedback are you receiving -and why?
    o Generally positive / neutral / negative

- PROBE: Has there been any change in the types of feedback received pre and post pandemic?

- PROBE: Describe any improvements /lessons learnt from received feedback

Please describe any impact in either the volume, audiences or themes of L&D support offers to enhance the Digital Skills, Awareness or Confidence of the adult social care workforce because of the pandemic.

- PROBE: What are the reasons for any changes?

- PROBE: What has been your responses to any changes?

- PROBE: Do you think these changes will be sustained going forwards?

Impact of Digital Skills, Awareness and Confidence L&D Offers

Please describe any impact your related Digital Skills, Awareness and Confidence L&D offers have / or are having upon the adult social care sector

- PROBE: What types of impact – and why?
    - o Financial Savings
    - o Improved productivity
    - o improved outcomes for people with care and support needs / carers
    - o Improved quality of services
    - o Improved staff retention and recruitment
    - o Other – please describe

<mark>Please describe how the impact of your Digital Skills, Awareness and Confidence Learning and Development supports could be improved</mark>

- PROBE: External factors
    - o Improved awareness / take-up across sector
    - o Improved National support and profile
    - o Improved National investment (recuring)
    - o Alignment with policy and regulation
    - o Other – please describe

- PROBE: Internal Factors
    - o Improved capacity
    - o Improved investment
    - o Expanded offer
    - o Improved marketing
    - o New markets
    - o Other – please describe

Future Workforce and Digital Skills, Awareness and Confindence

What do you think the adult social care workforce will need in the future in terms of digital skills, Awareness or Confidence?

- PROBE: Are there any plans to expand your related L&D Offer – and why?

- PROBE: Are there any barriers to these plans- how may they be overcome?

- PROBE: Do you need any support from NHSX to enhance your related L&D offer- and what is this?

Case studies (3 minutes)

As part of this research, we also want to identify examples of best practice or scenarios where useful lessons could be learnt that we can use as case studies.

Can you think of any good examples where Learning and Development activity has had a significant impact in supporting the digital skills, awareness or confidence of the adult social care workforce (or otherwise), that would make a good case study?

Would you be willing to put in touch with the organisation and/or people involved?

INTERVIEWER: TAKE DOWN CONTACT DETAILS

Close (2 minutes)

In summary, thinking about the discussion we've had today:

Is there anything else you would like to add before we finish?

THANK AND CLOSE

INCENTIVE: As you may remember Ipsos MORI will make a charity donation of £35 on your behalf, as a thank you for your contribution to the research.

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

4 People with care and support needs

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4.1   Discussion Guide: People with care and support needs

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Introduction and seeking informed consent (2 minutes)
INTERVIEWER PLEASE MAKE SURE YOU COVER ALL THE POINTS IN THIS SECTION TO SEEK INFORMED CONSENT FROM THE PARTICIPANT ▪ Thank participant for taking part and introduce self / Ipsos MORI (working in partnership with IPC). ▪ Explain purpose of interview – NHSX, a joint unit of the Department of Health and Social Care and NHS England responsible for driving the digital transformation of care would like to explore the experiences of people who have care and support needs and how they may use technology to support their care and independence. This includes general use and comfort with digital technology such as laptops, tablets (iPads), audio assistants etc; experiences and views of using technology to meet care and support needs; perceptions of care workers/carers and their digital skills; how technology could be used in the future and priority areas for the social care sector. ▪ Confidentiality – reassure participant that all responses are anonymous and confidential unless they say something that indicates they or someone else is at risk of harm; personal information about individual participants will not be passed on to NHSX. Ipsos MORI are an independent research company who strictly adhere to the MRS Code of Conduct. IPC abides to Oxford Brookes University Code of Practice for Research Ethics Involving Human Participants (https://www.brookes.ac.uk/research/research-ethics-statement/ ▪ Interview length – typically 45 minutes to 1 hour depending on what they have to say. ▪ Explain that the participant has the right to stop the interview at any time (without having to give a reason), and that if there are any questions they do not want to answer they can just say so and we'll move on to the next one. ▪ Permission to record – for analysis and transcription. Confirm consent to participate once audio recording. ▪ Any questions before beginning?
About you (2 mins)
Before we begin it would be good to know a little about you. **Could you tell me a bit more about yourself?** 　-　PROBE: area where they live, hobbies, what they do on a typical day etc
Care needs and care services used (10 mins)
I'd now like to discuss your care and support needs, the support you may receive and how you access it. **How long would you say you've had care and support needs for?**

- IF NEEDED EXPLAIN: By care and support needs, we mean needing help to look after yourself, help to keep safe, help to do things around the house, going shopping or preparing food, living in supported or extra care housing.
- PROBE: since birth vs later in life, following an accident or the onset of an illness, developed support needs in old age

What do you need help and support with at the moment?

You don't need to be too specific here and you don't have to answer this question if you do not want to.

- PROBE: Personal care, looking after the home, cooking and cleaning, going out, shopping, keeping safe around your home and in the local area etc.

What type of support, if any, do you receive to help with this?

- PROBE: care staff from an agency come into your home to help you, a person you have employed to help you, a friend or family member you pay to help you, a friend or family member you don't pay helps you, you live in housing where support is provided (e.g. supported living, extra care), short breaks in care home from time to time.
- IF PARTICIPANTS MENTION TECH E.G. ALARMS ETC NOTE IT AND SAY WE WILL COME BACK TO THIS.

How would you describe the care and support you receive at the moment?

- What is good about it? How could it be improved?
- Why do you say that?

If you needed further support, what other help do you think would be available?

- PROBE: care staff from an agency, meals on wheels, help to get around the local area etc
- How would you go about arranging this help?
- IF PARTICIPANTS MENTION TECH E.G. ALARMS, APPS ETC NOTE IT AND SAY WE WILL COME BACK TO THIS LATER IN THE INTERVIEW.

Generally, where do you go to get information and advice about care and support services?

- PROBE: Local charity, local authority, websites, helpline, friends/family, faith or community group, care workers etc
- What format is this information and advice usually provided? E.g. Leaflets, online, over the phone etc

Thinking about the information and advice you receive, what organisations are you or have you been directed to?

- PROBE: local authority, charities for further information, other care organisations, charities providing care and support services, faith or community groups
- How helpful do you find this?

General use and comfort with digital technology (10 mins)

If we could now move on to think about digital technology and how you might use this…

By digital technology I'm talking about desktop computers, laptops, audio assistants (Amazon Alexa or Google Home), smartphones (iPhone or Samsung), mobile tablets (iPad), mobile apps and online platforms, video conferencing software (Zoom) etc

What type of digital technology do you use, if any?
- PROBE: desktop computer, laptop, audio assistants (Amazon Alexa or Google Home), smartphone (iPhone or Samsung), mobile tablet (iPad), mobile apps and online

platforms, video conferencing software (Zoom) etc

IF THEY USE DIGITAL TECHNOLOGY/CERTAIN TYPES OF TECHNOLOGY

What do you use this technology for?
- PROBE: staying in contact with friends and family, ordering food or groceries, paying bills, social media, reading/findings out about the news, games and puzzles, work, listening to music, reading, other hobbies etc
- Arranging or attending health appointments
- Communicating with those who offer you care and support
- Finding care and support options, booking or arranging care and support
- Would you say that these uses of technology are related to your care and support needs or things you would have done anyway?

Overall, how do you find using technology like…LIST TECH MENTIONED?
INTERVIEWER DISCUSS EACH TYPE FO TECH USED
- What is good about it? What makes it easy to use?
- Why do you say that?
- What difficulties do you have using this technology, if any?

Overall, how comfortable would you say you are using technology?
- Why do you say that?
- How has this changed over time? Have you always been comfortable/uncomfortable with technology?

How has the COVID-19 pandemic changed your use of technology, if at all?
- PROBE: use the same type of technology more often, use different types of technology now, no change compared to before the pandemic

IF THEY DO NOT USE TECHNOLOGY / CERTAIN TYPES OF TECHNOLGOY

Why do you not use technology like TYPES OF TECH NOT USED?
- PROBE: Unsure how to use it, the cost it too much, don't see the benefits of using it

DO NOT ASK IF THEY DON'T SEE THE BENEFITS OF DIGITAL TECH What would help you use technology such as TYPES OF TECH NOT USED?
- How would this help you adopt this type of technology?

Use of technology designed to enable care and support independence (10 mins)

I'd now like to move on to think about any technology you or the people supporting you might use to help meet your care needs.

There are a range of technologies available to help people with care and support needs such as personal alarm, devices that provide a reminder to take medication, movement/motion sensors, and health and wellbeing apps for smartphones.

What type of technology if any, do you or your carers/care staff use to help with your care and support needs?
- PROBE: personal alarm, devices that provide a reminder to take medication, movement/motion sensors, health and wellbeing apps, voice operated doors or curtains, apps to help you manage your care
- FOR EACH TYPE OF CARE TECH USED: Could you tell me a bit more about how this technology is used in your care? Who uses it in practice?

IF CARE TECH USED:

How were you made aware of this technology?
- PROBE: care staff suggested it, friends/family/carer suggested it, saw an advert, local authority suggested it, care provider/supported housing suggested it, voluntary organisation or community group suggested it, was already set up in my extra care housing, supported living scheme etc
- Probe on whether suggestion came via information, advice or guidance from local authority or whether they obtained it independently
- And why did you decide to buy it/use it?
- PROBE: had clear benefits, family/friends convinced me, local authority/care provider funded it

What benefits has this technology had:
- To the care and support you receive?
- To your independence?
- To the management of your health conditions or disability?
- To your general health and wellbeing?
- To your family and friends?
- To the people who support you?

What drawbacks has this technology had, if any?
- To the care and support you receive?
- To your independence?
- To the management of your health conditions or disability?
- To your general health and wellbeing?
- To your family and friends?
- To the people who support you?
- How do you think this could be improved?
- INTERVIEWER ONLY ASK IF APPROPRIATE (DO NOT ASK IF YOU FEEL THIS COULD UPSET THE PARTICIPANT): Has the technology impacted on the amount of face-to-face contacts you have, or on feelings of isolation or loneliness?

Is there any care technology in your home that you bought or were bought for you, or are available in your accommodation but that are not being used?
- IF YES What are they? Why is that?

INTERVIEWER, PLEASE ASK THE FOLLOWING QUESTIONS ABOUT THE MAIN/BROAD TYPES OF CARE TECH NOT USED (WHETHER OR NOT THEY HAVE IT).
- IF PARTICIPANT USES NO CARE TECH AT ALL, YOU DON'T NEED TO ASK ABOUT EACH MAIN/BROAD TYPE OF CARE TECH BUT CAN FOCUS THE DISCUSSION ON WHY THEY DON'T USE ANY CARE TECH
- IF PARTICIPANT USES SOME TYPES OF CARE TECH BUT NOT OTHERS, THE DISCUSSION SHOULD BE FOCUSED ON THE CARE TECH NOT USED

Why do you not use this type of technology?
- PROBE: Awareness, availability, costs, lack of confidence/digital skills to install/use it, unsure where to buy it from or what companies provide it, no need for it etc

How do you think this type of technology could help you?
- What benefits do you think it would have?
- Would there be any drawbacks?

Would you have any concerns about using this type of technology to help meet your care and support needs?
- PROBE: impact on existing support package, data protection/privacy, wasting money, too complicated to use, lack of digital skills/confidence…

- PROBE FULLY Any other concerns?

What support do you think you would need to start using technology to help meet your care needs?
- PROBE: Training, funding to purchase tech, information about what is available and the benefits of technology, better digital skills/confidence.

<div style="background:gray">Carers, care workers and technology (5 mins)</div>

Now I would like to talk about the people who support and help you. This may include care staff, a care worker or personal assistant you employ, friends/family members….
INTERVIEWER: when asking questions in this section please note which type of help and support they are referring to, ask them to distinguish between help from care and support workers vs family/ friends.

Thinking about the people who help and support you, do you get support from them to use digital technology?
- In what ways do they help you? E.g. using tech, buying tech, setting tech up in your home
- PROBE AROUND DIFFERENT EXAMPLES: tech to meet your care needs (e.g. personal alarms) vs. general tech you use in your day to day life (e.g. smartphone or computer).
- Thinking of the support you receive to help you use digital technology, what has the impact been? Has it made more feel more independent and/or less reliant on other forms of support e.g. from a carer? IF PARTICIPANT RECEIVES SUPPORT FROM A PAID OR UNPAID CARER, ASK What about the person or people who support you   , has your use of technology had any impact on them?

How do you think they find using digital technology?
RECAP TECHNOLOGY DISCUSSED ALREADY
- PROBE AROUND DIFFERENT EXAMPLES: tech to meet your care needs (e.g. personal alarms) vs. general tech you use in your day to day life (e.g. smartphone or computer).
- How confident would you say they are using digital technology? What makes you say that?
- How would you describe their ability to work with digital technology?

If you had a question about using digital technology, who would you go to?
- What sources of information or advice would you use (if any)?
- Would you ask the person who helps you with your care and support needs? Why/ why not?
- Have you asked them about this in the past? What was your experience of this?

How knowledgeable do you think the people who support you   are about the different technologies that may be available to support your needs?
- Why do you say that?
- Do they talk to you about different technology that might help you? Please tell me more
- Do you know where do they go for information and advice about different types of technology if they needed to?

IF   CARE AND SUPPORT WORKER HELP
- Do your care and support workers use technology when delivering your care, e.g. to organise or plan your care or to record their visits?
- How do you feel about them using this type of technology?
- What benefits, if any, does it bring to you? What about any disadvantages? (E.g. isolation, loneliness, loss of face-to-face contact.)

(INTERVIEWER PLEASE LISTEN OUT FOR WHETHER THEY THINK TECH MAKES CARE MORE EFFICIENT AND GIVES MORE TIME FOR CARING OR WHETHER IT TAKES MORE TIME AND MAKES THE CARE LESS PERSONAL.)

Future use of technology (15 mins)

There is a variety of care technology available to help support people who have care needs. As previously mentioned, this includes personal alarms, sensors to monitor movements, audio or motion sensor technology, audio assistants, wearable technology (smartwatch), and online platforms to manage and monitor your health and wellbeing.

Thinking about the next 2-3 years….

What type of technology do you think you might use, if any?
- IF NONE, ASK Why is that? Any other reasons?
- Why do you think you will use that?
- What benefits do you think it will have for you?

IF PARTICIPANT CANNOT ANSWER QUESTIONS ABOVE OR KNOWS NOTHING ABOUT CARE TECH SOLUTIONS, SHOW ONE OF THE VIGNETES BEFORE ASKING THE QUESTIONS BELOW.

What support would you need to access this technology?
- PROBE: Funding, information, product reviews
- What other types of support would you like to see?

Who do you think should provide this support?
- PROBE: Government, local authorities, care providers, charities
- Why do you think that organisation should provide support?

KEY QUESTION: More generally, how would you feel about using (more) digital technology to help meet your care needs and promote your independence?
- Is that something you would consider?
- Why/why not? Would you have any (other) concerns?

INTERVIEWER SHARE CASE STUDIES/VIGNETTES SHOWING EXAMPLES OF HOW CARE TECH CAN SUPPORT PEOPLE. CHOOSE VIGNETTES BASED ON PREVIOUS RESPONSES I.E. NO NEED TO SHOW VIGNETTES ABOUT CARE TECH THE PARTICIPANT IS ALREADY USING.

Having looked at these examples of care technology, how have your views changed if at all?
- Why/why not?

Thank and close (2 minutes)

In summary, thinking about the discussion we've had today: what are the two most important things for NHSX to consider when thinking about how to use digital technology to help people with care and support needs?

Is there anything else you would like to add before we finish?

THANK AND CLOSE

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

5 Unpaid Carers

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5.1   Discussion Guide: Unpaid carers

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Introduction (5 minutes)
INTERVIEWER PLEASE MAKE SURE YOU COVER ALL THE POINTS IN THIS SECTION TO SEEK INFORMED CONSENT FROM THE PARTICIPANT ▪ Introduce self, Ipsos MORI/IPC, purpose of discussion: - NHSX, a joint unit of the Department of Health and Social Care and NHS England responsible for driving the digital transformation of care would like to explore the experiences of people who provide care and support to their family, relatives or friends needs and how this may be used in the future to help them and the people they care for. This includes general use and comfort with digital technology such as laptops, tablets (iPads), audio assistants etc; experiences and views of using technology to assist with care and support; perceptions of the digital skills of care workers; and how technology could be used in the future and priority areas for the social care sector. ▪ Role of Ipsos MORI/IPC – independent research organisation, here to gather your opinions. ▪ Confidentiality – reassure participant that all responses are anonymous and confidential unless they say something that indicates they or someone else is at risk of harm; personal information about individual participants will not be passed on to NHSX. Ipsos MORI are an independent research company who strictly adhere to the MRS Code of Conduct. IPC abides to Oxford Brookes University Code of Practice for Research Ethics Involving Human Participants (https://www.brookes.ac.uk/research/research-ethics-statement/ ▪ Interview length – typically 45 minutes to 1 hour depending on what they have to say. ▪ Explain that the participant has the right to stop the interview at any time (without having to give a reason), and that if there are any questions they do not want to answer they can just say so and we'll move on to the next one. ▪ Permission to record – for analysis and transcription. Confirm consent to participate once audio recording. ▪ Any questions before beginning?
About you (5 mins)

Before we begin it would be good to know a little about you.
 	
Could you tell me a bit about you and the person you support?
  - What's your relationship with them? E.g. family member, relative, a close friend, a neighbour
  - How long have you been helping them with their care and support needs?
  - Do you live with the person you support? IF NO How far away do you live from them? How often do you visit them?

- IF PARTICIPANT IS OF WORKING AGE, ASK Are you working? Full-time or part-time?
- Anything else you may want to share about your situation as a carer?

Caring for a family member, relative or friend (10 mins)

Today, we would like to talk about the help and support you provide to a family member, relative or friend, as well as the digital technology you may use now or in the future to support you as a carer.

What types of things do you help them with?

You don't need to be too specific here.

- PROBE: Personal care, looking after the home, cooking and cleaning, going out, shopping, keeping safe around their home and in the local area, taking them to health appointments etc.

Where do you go to get information and advice about care and support services?

- PROBE: Local charity, local authority, websites (which ones?), helpline (which one?), friends/family, faith or community group, care workers etc
- How does this vary according to the advice you are looking for?
- What format is this information and advice usually provided? E.g. Leaflets, online, over the phone etc
- Can you remember where you went to for information and advice when you first became a carer?
- If PARTICIPANT IS IN WORK, ASK Do you get any support or signposting from your employer with regard to your caring responsibilities?

Thinking about the information and advice you may receive about care and support, what organisations are you or have you been directed to?

- PROBE: local authority, charities for further information, other care organisations, charities providing care and support services, faith or community groups
- How helpful do you find this?
- What kind of information and advice was provided?

General use and comfort with digital technology (10 mins)

If we could now move on to think about digital technology and how you might use this…

By digital technology I'm talking about desktop computers, laptops, audio assistants (Amazon Alexa or Google Home), smartphones (iPhone or Samsung), mobile tablets (iPad), mobile apps and online platforms, video conferencing software (Zoom) etc

What type of digital technology do you use, if any?
- PROBE: desktop computer, laptop, audio assistants (Amazon Alexa or Google Home), smartphone (iPhone or Samsung), mobile tablet (iPad), mobile apps and online platforms, video conferencing software (Zoom) etc
- Does the person you provide support and care for use any of these technologies?

IF THE PARTICIPANT USES DIGITAL TECHNOLOGY/CERTAIN TYPES OF TECHNOLOGY

What do you use this technology for?
- PROBE: staying in contact with friends and family, ordering food or groceries, paying bills, social media, reading/finding out about the news, games and puzzles, work, listening to music, reading, other hobbies etc
- Arranging or attending health appointments

- Communicating with the people you help and support
- Communicating with others involved in the care of the person you support
- Finding care and support options for family/relatives/friends, booking or arranging care and support for family/relatives/friends
- Would you say that these uses of technology are related to the care and support you provide, or would you use the technology anyway?

Overall, how do you find using technology like…LIST TECH MENTIONED?
INTERVIEWER DISCUSS EACH TYPE FO TECH USED
- What is good about it? What makes it easy to use?
- Why do you say that?
- What difficulties do you have using this technology, if any?

Overall, how comfortable would you say you are using technology?
- Why do you say that?
- How has this changed over time? Have you always been comfortable/uncomfortable with technology?

How has the COVID-19 pandemic changed your use of technology, if at all?
- PROBE: use the same type of technology more often, use different types of technology now, no change compared to before the pandemic

IF THEY DO NOT USE TECHNOLOGY / CERTAIN TYPES OF TECHNOLGOY

Why do you not use technology like TYPES OF TECH NOT USED?
- PROBE: Unsure how to use it, the cost it too much, don't see the benefits of using it

DO NOT ASK IF THEY DON'T SEE THE BENEFITS OF DIGITAL TECH: What would help you use technology such as TYPES OF TECH NOT USED?
- How would this help you adopt this type of technology?

<div style="background:#808080; color:white; padding:4px;">Use of technology designed to enable care and support independence (20-25 mins)</div>

I'd now like to move on to think about any technology you or the person you support might use to help meet their care needs.

Are you aware of any care technology that can help people with care and support needs?
- What else are you aware of?

There are a range of technologies available to help people with care and support needs and the family members/friends supporting them. For example, personal alarms, devices that provide a reminder to do something (e.g. take medication, get dressed and ready), movement/motion sensors, health and wellbeing apps, voice operated doors or curtains, apps to help manage care services.

What type of technology, if any, do you or the person you care for use to help with their care and support needs?
- PROBE: personal alarm, devices that provide a reminder to take medication, movement/motion sensors, health and wellbeing apps, voice operated doors or curtains, apps to help you manage your care
- FOR EACH TYPE OF CARE TECH USED: Could you tell me a bit more about how this technology is used? Who uses it in practice – is it you, the person you support, a care worker, someone else, many of these people?
- What prompted the use of this technology? Where did you get information advice about this technology (if any)?

THERE ARE 6 TYPES OF TECH LISTED ABOVE. CHOOSE 3 OF THEM AND ASK THE FOLLOWING QUESTIONS ABOUT EACH OF THESE THREE TYPES OF CARE TECH. PLEASE NOTE, SOME QUESTIONS ARE FOR USERS OF THE TECH SELECTED AND OTHERS ARE FOR NON USERS. START WITH NON USERS FIRST SO THAT THEIR RESPONSES DO NOT GET INFLUENCED BY THE EXPERIENCE OF USERS.

QUESTIONS FOR NON USERS OF THE TYPE OF TECH CARE SELECTED FOR DISCUSSION (WHETHER OR NOT THEY HAVE IT)

Why do you not use this type of technology?
- PROBE: Awareness, availability, costs, lack of confidence/digital skills to install/use it, unsure where to buy it from or what companies provide it, no need for it etc

How do you think this type of technology could help carers or the people they support?
- What benefits do you think it would have?
- Would there be any drawbacks?

Would you have any concerns about using this type of technology to help meet someone's care and support needs?
- PROBE: impact on existing support package, data protection/privacy, wasting money, too complicated to use, lack of digital skills/confidence…
- PROBE FULLY Any other concerns?

QUESTIONS FOR USERS
How were you made aware of this technology?
- PROBE: care staff suggested it, other friends/family/carer suggested it, the person I care for suggested it, saw an advert, local authority suggested it, care provider/supported housing suggested it, voluntary sector or community organisation suggested it, was already set up in their extra care housing, supported living scheme etc
- And why did you or the person you care for decide to buy it/use it?
- PROBE: had clear benefits, friends convinced me, local authority/care provider funded it/ provided it

KEY QUESTION What do you think are the benefits of this technology for people who provide care and support to a family member or friend?
- Management of the persons care and support needs
- Reassurance and peace of mind for carers
- Free carer's time to do other things
- Access to information about the person's care needs and the care they receive
- Communication with care staff / care provider
- Carer's general health, mental health and wellbeing

What do you think are benefits of this technology for people with care and support needs?
- The care and support they receive
- Their independence
- The management of their health conditions or disability
- Their general health and wellbeing

KEY QUESTION What drawbacks, if any, do you think this technology has for people who provide care and support to a family member or friend?
- Having to learn digital skills to use it
- Requires wifi or a good mobile connection, requires carer to have a smart phone
- Management of the persons care and support needs

- Carer's time to do other things
- Information about the care needs of the person they support, and the care they receive
- Communication with care staff / care provider
- Carer's general health, mental health and well being

What drawbacks, if any, do you think this technology has for people with care and support needs?
- Having to learn digital skills to use it
- Requires wifi or a good mobile connection
- Requires them to have a smart phone, wear the tech etc
- The care and support they receive
- Their independence
- Management of their health conditions or disability
- Their general health and wellbeing
- How do you think this could be improved?

ASK ALL
Is there any care technology you have bought or that the person you care for has that are not being used?
- IF YES What are they? Why is that?

ASK ALL, KEY QUESTION
What support do you think carers would need to start using technology to help meet the care needs of the person they support?
- PROBE: Training, funding to purchase tech or pay for wifi, information about what is available and the benefits of technology, better digital skills/confidence.

Care workers and technology (15 mins)

ASK IF THE PERSON THEY CARE FOR ALSO RECEIVES FORMAL CARE SERVICES (i.e. PAID CARE)
Now I would like to talk about the social care staff who support the person you care for or may do so in the future.

Thinking about the social care staff, do you or the person you care for get support from them to use digital technology?
- In what ways do they help you? E.g. using tech, choosing and buying tech, setting tech up in the home
- How often do they discuss using technology?
- PROBE AROUND DIFFERENT EXAMPLES: tech to meet your care needs (e.g. personal alarms) vs. general tech for day to day life (e.g. smartphone or computer).

How do you think social care staff find using digital technology?
RECAP TECHNOLOGY DISCUSSED ALREADY
- PROBE AROUND DIFFERENT EXAMPLES: tech to meet care needs (e.g. personal alarms) vs. general tech for day to day life (e.g. smartphone or computer).
- How confident would you say they are using digital technology? What makes you say that?
- How would you describe their ability to work with digital technology?

If you had a question about using digital technology, who would you go to?
- Why this person? Have you asked them about this in the past? What was your experience of this?

How knowledgeable do you think social care staff are about the different technologies that may be available to support your needs as a carer?
- Why do you say that?
- Do they talk to you about different technology that might help you? Please tell me more

IF HAS CARE AND SUPPORT WORKER HELP
- Do your care and support workers use technology when delivering care, e.g. to organise or plan the care for the person you support, or to record their visits?
- How do you feel about them using this type of technology?
- What benefits, if any, does it bring to you? What about any disadvantages?

LISTEN OUT FOR WHETHER THEY THINK TECH MAKES CARE MORE EFFICIENT AND GIVES MORE TIME FOR CARING OR WHETHER IT TAKES MORE TIME AND MAKES THE CARE LESS PERSONAL.

Future use of technology (15 mins)

There is a variety of care technology available to help support people who have care needs and the people who help care for them. As previously mentioned, this includes personal alarms, sensors to monitor movements, audio or motion sensor technology, audio assistants, wearable technology (smartwatch), and online platforms to manage and monitor your health and wellbeing.

Thinking about the next 2-3 years….

What type of care technology do you think you or the person you care for might use, if any?
- IF NONE, ASK Why is that? Any other reasons?
- Why do you think you will use that?
- What benefits do you think it will have for you and the person you care for?

IF PARTICIPANTS CANNOT ANSWER QUESTIONS ABOVE OR KNOWS NOTHING ABOUT CARE TECH SOLUTIONS, SHOW ONE OF THE VIGNETTES BEFORE ASKING THE QUESTIONS BELOW.

What support would you need to access this technology?
- PROBE: Funding, information, product reviews
- What other types of support would you like to see?
- What support do you think the person you care for would need?

Who do you think should provide this support?
- PROBE: Government, local authorities, care providers, charities
- Why do you think that organisation should provide support?

KEY QUESTION: More generally, how would you feel about using (more) digital technology to help meet 1) your needs as a carer; and 2) the care and support needs of the person you care for?
- Is that something you would consider?
- Why/why not? Would you have any (other) concerns?
- What benefits would this have for you? Would there be any drawbacks for you?

MODERATOR SHARE CASE STUDIES/VIGNETTES ON SCREEN AND TALK THROUGH

Having looked at these examples of care technology, how have your views changed if at all?
- Why/why not?

- Would you consider purchasing technology like this? Why/Why not?

Thank and close (2 minutes)

In summary, thinking about the discussion we've had today: what are the two most important things for NHSX to consider when thinking about how to use digital technology to help carers and people with care and support needs?

Is there anything else you would like to add before we finish?

THANK AND CLOSE

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

5.2   Vignettes: Used for people with care and support needs and unpaid carers

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People with care and support needs

Learning disability / working age person with care and support needs

Ayesha lives in Essex; she is 35 years old. Ayesha has down's syndrome and lives in supported housing with other people with a learning disability. Living in supported housing means she can get help from support workers with things like cleaning, cooking, shopping and other activities. Ayesha's mum, dad and brother also visit her once a week and help her with these activities.

Although Ayesha likes where she lives, she would like to do more things for herself without the help of support staff or her family.

To help with this, Ayesha and her support staff have downloaded an app on her smartphone which teaches her independent living skills through video instructions. Although they found using it a little difficult at first, over time they got used to the app. Together they go through each activity and the app breaks down tasks like cooking a meal or doing the laundry into small steps. The visual aids help Ayesha to learn and remember the steps.

Over time Ayesha learns how to do each task by herself and her confidence improves. This means support staff can spend more time taking her out. It also frees up Ayesha's time with her family to do things they enjoy together.

Domiciliary care

Femi lives in Birmingham; he is 70 years old. Over the past few years Femi's health has got worse and he needs care workers to visit him during the day and sometimes he needs night care. This usually means a care worker staying in his home each night to help him if needs it. However, Femi doesn't feel comfortable with the care staff staying in his home at night, so he has decided to try a new type of support.

This support works by placing monitors around his home to monitor his movement and activity. For example, the technology knows when he gets out of bed, open or closes doors, and can monitor his breathing and heart rate.

At night, Femi's data is monitored by the care team in an office in Birmingham close to where he lives. Software will alert care staff if he needs help. Femi has a mobile tablet the care team can contact him on if needs help, or they can contact him using a voice call, to check how he is and whether he needs support staff to visit him. Femi hasn't used a mobile tablet before and finds it difficult to use at times, but with help from his care workers he is getting used to it.

Carers and people with care and support needs

Older people and carers

David lives in Manchester; he is 76 years old. He lives on his own after his wife passed away a few years ago. His family visit him regularly and as he's got older, they have started to help him with his weekly shopping and getting around the local area. A month ago, David fell on the path in his garden and hurt his hip. He wasn't able to get up from his fall and it was only when his son came to visit a few hours later that an ambulance was called.

David stayed in hospital for a short time and is now back home and feeling better. After talking to his son, he has decided to buy a wristband to alert his family if he has another fall.

The wristband works by collecting data about his movements, sleep patterns, heart and breathing rate, and balance. This information then feeds into software which can identify if he's fallen. If David falls, his son will also receive an alert via an app on his phone.

David had to get used to wearing the wristband all the time – during the first few days he used to take it out at night or while having a shower, as if it was a watch, which triggered an alert.

Now that David remembers that he should wear the wristband at all time, this technology means that David's son can call for help and come to his dad's house as soon as he needs it. It also reduces the worry David and his family might feel about him living on his own.

Carers

Keeping in contact - carers

Shelia's mum has dementia and lives in a care home. Shelia has recently moved home and is now too far away to visit her mum every weekend.

To help keep in contact the care home has suggested that Shelia uses an app on her smartphone where care staff can post photos and daily updates about her mum, for example what activities she's done that day and what she's eaten for lunch and dinner. They can also post information about her mum's health and care. At first Shelia needed time to get used to the different options available on the app. After a bit of trial and error she now knows how to use the functions of the app that she needs. The app gives Shelia reassurance that her mum is well taken care of and it makes it much easier to keep in touch with her.

Managing time and care – carers

Ibrahim is 45 years old and lives in Derby. Over the past few years his mum has started to need help with things like cooking, cleaning, bathing and getting around the local area. Recently, his mum's health has got worse and Ibrahim has found it difficult to support her and balance his time between work and family.

When looking online for help with caring, Ibrahim found a platform which offers several services to support carers like him. For example, he can access articles and links with advice and the contact details for care groups in his area. Through the platform he can also keep a diary to track events and thoughts so he can see when he is feeling overwhelmed. The platform also lets Ibrahim keep a To Do list of his tasks and makes suggestions about how to use his time. Although the number of services offered on the app is confusing at first, after using it for a few weeks Ibrahim finds that it helps him manage his time better and means he feels less stressed and overwhelmed.

Managing care from another location – carers not living with the person they care for

Jodie is 50 and lives in Cheltenham. Her dad Paul, lives in Bristol which is about an hour's drive. As Paul has got older his health has got worse and he's needed more help from Jodie with things like cleaning and going shopping. Sometimes when she calls her dad to check on him, he doesn't answer the phone which makes her worried in case something bad has happened to him.

However, he usually doesn't answer the phone because he can't hear the ringing. To help reduce Jodie's worry and so she doesn't need to drive a long way to check on him unnecessarily, Jodie and her dad have decided to get him a personal alarm. This alarm means that if he falls over or is in some sort of difficulty he can press the alarm and a central team will contact Jodie and the relevant services for help.

Although at first Paul was sceptical about wearing a personal alarm, over time, he has found it reassuring knowing that he would get help quickly if he needed it. The personal alarm has also helped reduce Jodie's worry and anxiety.

6 Care providers (Technology review)

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6.1 Telephone questionnaire: Care providers (Technology review)

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GREEN text denotes script routing and scripter instructions.

READ OUT means the answer will be read out by the interviewers – DO NOT PROMPT means the interviewer will ask the question, but not read out any of the answer codes, and will then select the most appropriate answers.

SINGLE CODE means that participants can only select one answer option – MULTICODE means the participants can select more than one answer.

INTRODUCTION AND CONFIDENTIALITY

INTRO_1

Good morning / afternoon / evening. My name is …… from Ipsos MORI, the market and opinion research organisation, and we are carrying out a short survey on behalf of NHSX, the tech arm of the Department of Health and Social Care, and NHS England, to explore the use of care technology by social care providers. The research is endorsed by the Local Government Association and ADASS.

The survey will take around **20 minutes** to complete. Would you be willing to take part?

4. Yes - now

5. Yes – later (TELEPHONE TEAM TO BOOK APPOINTMENT)

6. No – someone else in organisation will be better suited (TELEPHONE TEAM TO ARRANGE TO SPEAK TO APPROPRIATE PERSON)

7.   No – refusal – THANK AND CLOSE

ASK ALL WHO SELECT CODE 3 AT INTRO_1

INTRO_2

Q. Would you be willing to put us in touch with a colleague who could answer survey questions on the use of digital technology in your organisation overall?

1. Yes – COLLECT NAME, EMAIL ADDRESS AND TELEPHONE NUMBER/ASK TO BE PUT THROUGH/IF NOT AVAILBLE SEND INFORMATION EMAIL

2. No – THANK AND CLOSE

Before we begin, I'd like to inform you that Ipsos MORI is a member of the Market Research Society. All information that you give us will be treated in the strictest confidence and your identity will not be passed on to a third party or connected to your answers in any way.

We follow strict quality control procedures and record calls for this purpose - audio files are destroyed within three months.

This call may be monitored as part of our quality control procedures.

The privacy notice for this research can be accessed at: TO ADD LINK.

As there is relatively little known about the type of technology care providers are using and how this varies in some part of this survey, we may ask you the same question for different types of technology. Throughout we will make it clear which types of technology we are talking about. Also, in this survey when we refer to technology, we would like to talk about the **<u>digital</u>** technology you use.

<u>PARTICIPANT CHECK</u>

In order to answer some of the questions in our survey, we need to speak to someone who has an overall view of the technology being used in their organisation and decisions which may be made about its use in the future.

ASK ALL

INTRO_3

Q. Before we begin, can I ask if you feel you're able to answer survey questions about the use of technology on behalf of your organisation overall?

SINGLE CODE.

1. Yes, I can answer survey questions on behalf of my organisation overall

2. No, I cannot

ASK ALL WHO SELECT CODE 1 AT INTRO_3

ROLE

Q. What is your role in your organisation?

READ OUT. SINGLE CODE

1. Chief executive or managing director

2. Registered/ assistant registered manager

3. Finance manager

4. Operations manager

5. IT or technology manager

6. Research and development manager

7. Other role – please write in (SPECIFY)

ASK ALL WHO SELECT CODE 2 AT INTRO_3

INTRO_4

Q. Would you be willing to put us in touch with a colleague who could answer survey questions on the use of digital technology in your organisation overall?

1. Yes – COLLECT NAME, EMAIL ADDRESS AND TELEPHONE NUMBER/ASK TO BE PUT THROUGH/SEND INFORMATION EMAIL

2. No – THANK AND CLOSE

TIMING POINT 1

CARE PROVIDER INFORMATION

The first few questions are about the type of services your organisation offers, the people you provide care for, how people fund their care, and other information about your organisation.

ASK ALL

PROV SET

Q. Which of the following services does your organisation provide?

READ OUT. MULTICODE.

1. Care home services <u>with</u> nursing

2. Care home services <u>without</u> nursing

3. Domiciliary care services

4. Extra care housing services

5. Shared lives

6. Supported living services

7. Day care services – THANK AND CLOSE IF THIS IS THE ONLY CODE CHOSEN

8. Other – please write in (SPECIFY)

9. None of these – THANK AND CLOSE.

ASK ALL WHO SELECT MORE THAN ONE CODE AT PROV_SET

PROV SET_MAIN

Q. Thinking about the services your organisation provides, which is the main service you provide?

READ OUT. SINGLE CODE.

SCRIPTER: BRING FORWARD SERVICE AS CODES e.g. 'Care home service with nursing' or 'Shared lives' etc.

1. <<TEXTFILL>>

2. We provide these care services equally

3. Don't know – DO NOT READ OUT.

IF CODE 2 OR 3 AT PROV SET_MAIN SELECTED PLEASE RANDOMLY ASSIGN A MAIN SERVICE.

Thank you, when answering questions in this survey we may ask you about 'the main service you provide. We would like you to think about <<TEXTFILL of PROVSET >>.

ASK ALL

SCRIPTER: PLEASE ADD TEXT FILL BASED ON MAIN SERVICE SELECTED AT PROVSET or PROV_SET_MAIN or randomly assigned main setting. SEE TEXTFILL TO USE BELOW. Note a singular version of each should also be created

- Care homes with nursing

- Care homes without nursing

- Domiciliary care branch offices

- Extra care settings

- Shared lives schemes

- Supported living schemes

ASK ALL WHOSE MAIN SERVICE IS CARE HOME (WITH OR WITHOUT NURSING), DOMICILIARY CARE, EXTRA CARE HOUSING OR SUPPORTED LIVING SCHEME (SINGLE ANSWER AT PROV_SET=1-4 or 6 OR PROV SET_MAIN=1-4 or 6 OR Randomly assigned setting is 1-4, 6)

PROV_SET_NUM

Q. How many <<SERVICE TEXTFILL>> in England does your organisation run?

DO NOT PROMPT. INTERVIEWER TO CODE BASED ON ANSWER PROVIDED

1. We only have one care setting/scheme in England

2. 2-5

3. 6-9

4. 10-49

5. 50+

6. Don't know

ASK ALL CARE HOME (WITH OR WITHOUT NURSING), DOMICILIARY CARE, EXTRA CARE HOUSING OR SUPPORTED LIVING SCHEME (SINGLE ANSWER AT PROV_SET=1-4 or 6 OR PROV SET_MAIN=1-4 or 6 OR Randomly assigned service is 1-4, 6)

PROV_EMP

Q. How many people are currently employed, either permanently or temporarily, [TEXT SUB IF CODE 1 at PROV_SET_NUM: in/ IF CODE 2-5 at PROV_SET_NUM: across all sites that make up] your organisation?

INTERVIEWER READ OUT: If you are not sure, please give your best estimate.
DO NOT PROMPT. INTERVIEWER TO CODE BASED ON ANSWER PROVIDED

6. 1-9

7. 10-49

8. 50-249

9. 250+

10. Don't know

ASK ALL WHOSE MAIN SERVICE IS SHARED LIVES SERVICES

(SINGLE ANSWER AT PROV_SET=5 OR PROV SET_MAIN=5OR Randomly assigned service is 5)

SL_EMP

Q. How many home carers and home sharers do you have on your books, either permanently or temporarily (including agency staff), in your <SERVICE TEXTFILL>>?

DO NOT PROMPT. INTERVIEWER TO CODE BASED ON ANSWER PROVIDED

1. 1-9

2. 10-49

3. 50-249

4. 250+

5. Don't know

ASK ALL WHO SELECT CODES 1-6 AT PROV_SET

PROV_AGE

Q. In your << SERVICE TEXTFILL >> who does your organisation provide care services for?

READ OUT. MULTICODE

1. People who are working age e.g. 18-64 years old

2. People aged 65 or over

3. Don't know – SINGLE CODE

ASK ALL WHO SELECT CODE 1 AT PROV_AGE

PROV_CON

Q. Thinking about people of working age in your << SERVICE TEXTFILL >>, who do you provide care for in this service?

READ OUT. MULTICODE.

1. People with a learning disability and/or autism

2. People with a mental health condition

3. People with a physical disability

4. People with a sensory impairment

5. Other – please write in (SPECIFY)

6. None of these –THANK AND CLOSE

ASK ALL WHO SELECT CODE 2 AT PROV_AGE. LOOP FOR EACH SERVICE SELECTED

PROV_OLD

Q. Thinking about older people in your << SETTING TEXTFILL>>, who do you provide care for in this service?

READ OUT. MULTICODE.

1. Older people <u>with</u> dementia diagnosis

2. Older people <u>without</u> dementia diagnosis

3. Other – please write in (SPECIFY)

4. None of these

ASK ALL

PROV_FUND

Q. Thinking about the << SERVICE TEXTFILL singular>> services you provide, how are these services paid for?

READ OUT. MULTICODE.

1. Self-funded by users of the service fully or partially

2. Funded by a local authority fully or partially

3. Funded by a local authority with private top up for additional services

4. Don't know – DO NOT READ OUT. SINGLE CODE.

TIMING POINT 2

USE OF TECHNOLOGY

The next few questions are about the type of systems you use, and the type of technology currently used in your organisation. This includes the technology you use to support your business activities and the technology you use to support the delivery of care.

ASK ALL

DIG_SYS

Q. Thinking about your organisation, please say whether information tends to be stored and managed using digital systems, paper systems or using both types of system.

By 'digital system', we mean where information is stored electronically such as on a computer or tablet.

SINGLE CODE

5. Mainly digital systems

6. Mainly paper systems

7. Both digital and paper

8. Don't know

ASK ALL

TECH_EQUIP

Q. Does your organisation use or have access to, any of the following technology?

READ OUT. MULTICODE

1. Wi-Fi, broadband or other methods of connecting to the internet

2. Laptop (PC/Apple, including netbooks)

3. Desktop Personal Computer (e.g. PC, Mac or other type of computer)

4. Mobile tablets (e.g. iPads)

5. Smartphones (e.g. iPhone, Samsung or Blackberry)

6. Don't know – DO NOT READ OUT

ASK ALL

TECH_BUSMAN

Q. Thinking about your organisation and the <<SERVICE TEXTFILL>> it provides, which of the following technology, if any, is used to support its <u>business and day to day management activities?</u>

READ OUT. MULTICODE.

1. Smartwatches (e.g. Garmin, FitBit, Apple Watch) [CTA]

2. Audio assistants (e.g. Amazon Alexa or Google Home) [CTA]

3. Video conferencing software (e.g. Zoom or MS Teams) [CTA]

4. Financial accounting software (QuickBooks, Sage) [BSCMS]

5. HR management software [BSCMS]

6. Digital care rostering or care management system [BSCMS]

7. Digital care records or planning system [BSCMS]

8. Electronic medication administration record (eMAR) [BSCMS]

9. Other – please write in (SPECIFY) [AT]

10. Don't know – SINGLE CODE

11. None of these – SINGLE CODE

ASK ALL

TECH_CARE

Q. Thinking about your organisation and the <<SERVICE TEXTFILL>> it provides, which of the following technology, if any, is used to <u>support the delivery of care</u>?

READ OUT. MULTICODE.

1. Personal alarms [SMS]

2. Monitoring equipment with sensors [SMS]

3. Voice operated or remote-controlled technology (e.g. voice operated doors or curtains) [SMS]

4. Customer facing apps or platforms to help users keep updated with care [SMS]

5. Robotic technology (e.g. robotic walkers) [AT]

6. Virtual reality applications [AT]

7. Sensory technology which recreates physical feelings using haptic technology [AT]

8. Audio assistants (e.g. Amazon Alexa or Google Home) [CTA]

9. Video conferencing software (e.g. Zoom or MS Teams) [CTA]

10. Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training). [CTA]

11. Smartwatches (e.g. Garmin, FitBit, Apple Watch) [CTA]

12. Other – please write in (SPECIFY) [AT]

13. Don't know – SINGLE CODE

14. None of these – SINGLE CODE

ASK ALL WHO OFFER DOMICILIARY CARE SERVICES (SINGLE ANSWER AT PROV_SET=3 OR PROV SET_MAIN=3 OR Randomly assigned service is 3) AND SELECT CODES 1-9 AT TECH_BUSMAN AND/OR 1-12 AT TECH_CARE

TECH_CONNECT

Q. Thinking about your staff who visit people in their home and the technology they use, are they able to connect to the internet using a reliable mobile connection for example, by using 4G or 5G?

SINGLE CODE

1. Yes

2. No

3. Don't know

4. Not applicable

ASK ALL

DIG_MAT_SUM

Q. Thinking about your organisation, how digitally mature would you say it is?

By digitally mature, we mean how able your organisation is to adopt, implement and manage new technology.

READ OUT. SINGLE CODE.

1. Expert

2. Developing

3. Novice

4. Don't know

ASK ALL

DIG_MAT_USE

Q. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

READ OUT STATEMENTS. SINGLE CODE.

    A. There is strong leadership in technology planning

    B. There are strong governance and project management processes in place to ensure new technologies are implemented

    C. Staff have the relevant skills and knowledge to assess and commission technology solutions

    D. My organisation uses technology to support collaboration and efficient working

    E. My organisation uses digital technology to support the care provided

    1. Strongly agree

    2. Tend to agree

    3. Neither agree nor disagree

    4. Tend to disagree

    5. Strongly disagree

    6. Don't know

    7. Not applicable

ASK ALL

DIG_MAT_POL

Q. Does your organisation have any of the following policies or procedures in place?

READ OUT. SINGLE CODE. INTERVIEWER ONLY READ OUT EXPLANATION IN BRACKETS IF NEEDED

    A. Personal data protection policy (states how your organisation protects personal data)

    B. A privacy notice (outlines how your organisation complies with GDPR data processing principles)

    C. Data/records retention policy (outlines your organisation protocols for retaining information)

    D. Data subject consent form (a form for recording data subject consent)

    E. Template data processing agreement (this is a standard agreement which may be entered into with partner organisations or suppliers)

    F. Training or information for staff on data protection and data security issues

    G. Cyber Essential or other nationally recognised certification

    H. Data security policies related to mobile working

    I. Other Information Governance (IG) policies or procedures

    1. Yes

    2. No

3. Don't know

DIG_MAT_DSPT

Q. Has your organisation completed the NHS Digital Data Security and Protection Toolkit (DSPT)?

SINGLE CODE

1. Yes

2. No

3. Don't know

TECH_APP_PLAT

Q. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.

SINGLE CODE.

1. Yes

2. No

3. Don't know

TECH_STAFF

Q. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis?

READ OUT. SINGLE CODE

A. Software or app development

B. IT systems management

C. Data analytics

D. Business Intelligence and Insight

1. Yes

2. No

3. Don't know

TIMING POINT 3

<u>IMPACT OF TECHNOLOGY</u>

The next few questions are about the impact of the digital technology used in your organisation.

STAFF

IMPACT_INTRO

The first questions are about impacts on staff. Please think about all staff working for your organisation whether administrative or involved in delivery of care. For different questions or categories, you may think about types of staff depending on the technology and impact being considered.

The first questions are about impacts on staff. Please think about all staff working for your organisation whether administrative or involved in the delivery of care. You will be asked about the impact on home carers or sharers separately.

IMPACT_CTA

Q. Thinking about the staff working in <<SERVICE TEXTFILL>> in your organisation and the <u>consumer technology or apps they use</u>, to what extent do you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By consumer technology or apps we mean <<TECHNOLOGY CODES 1-3 AT TECH_BUSMAN OR CODES 8-11 AT TECH_CARE SELECTED>>.

A. This technology has led to improved staff productivity

B. This technology has enabled staff to spend more time delivering care – DO NOT SHOW THIS STATEMENT FOR SHARED LIVES (CODE 5 AT PROV_SET/ PROV_SET_MAIN)

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

ASK ALL WHO SELECTED CODES 4-11 AT TECH_BUSMAN

IMPACT_BUSSUP

Q. Thinking about the staff working in <<SERVICE TEXTFILL>> in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By business support or care management systems we mean <<TECHNOLOGY CODES 4-11 AT TECH_BUSMAN >>.

READ OUT. SINGLE CODE

A. This type of technology has led to improved staff productivity

B. This type of technology has enabled staff to spend more time delivering care – DO NOT SHOW THIS STATEMENT FOR SHARED LIVES (CODE 5 AT PROV_SET/PROV_SET_MAIN, RANDOM)

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

ASK ALL WHO SELECTED CODES 1-4 AT TECH_CARE

IMPACT_SUPMON

Q. Thinking about the staff working in <<SERVICE TEXTFILL>> in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By support and monitoring technology we mean <<TECHNOLOGY CODES 1-4 AT TECH_CARE SELECTED>>.

READ OUT. SINGLE CODE

A. This type of technology has led to improved staff productivity

B. This type of technology has enabled staff to spend more time delivering care – DO NOT SHOW THIS STATEMENT FOR SHARED LIVES (CODE 5 AT PROV_SET/ PROV_SET_MAIN)

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

DELIVERY OF CARE AND SERVICE USERS

ASK ALL WHO SELECTED CODES 1-3 AT TECH_BUSMAN OR CODES 8-11 AT TECH_CARE

OUTCOME_CTA

Q. Thinking about care in <<SERVICE TEXTFILL>> in your organisation and the <u>consumer technology or apps</u> you use, to what extent would do you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By consumer technology or apps we mean <<TECHNOLOGY CODES 1-3 AT TECH_BUSMAN OR CODES 8-11 AT TECH_CARE SELECTED>>.

READ OUT. SINGLE CODE

This technology has…

A. Improved the quality of care delivered to people who use our services

B. Improved the health outcomes or wellbeing of people who use our services

C. Improved access to or choice of care

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

ASK ALL WHO SELECTED CODES 4-11 AT TECH_BUSMAN

OUTCOME_BUSSUP

Q. Thinking about care in <<SERVICE TEXTFILL>> in your organisation and the <u>business support or care management systems</u> you use, to what extent would do you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By business support or care management systems we mean <<TECHNOLOGY CODES 4-11 AT TECH_BUSMAN>>.

READ OUT. SINGLE CODE

This technology has…

A. Improved the quality of care delivered to people who use our services

B. Improved the health outcomes or wellbeing of people who use our services

C. Improved access to or choice of care

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

OUTCOME_SUPMON

Q. **Thinking about care in <<SERVICE TEXTFILL>> in your organisation and the <u>support and monitoring technology</u> you use, to what extent would do you agree or disagree with the following statements?**

INTERVIEWER EXPLAIN IF NECESSARY: By support and monitoring technology we mean <<TECHNOLOGY CODES 1-4 AT TECH_CARE>>.

READ OUT. SINGLE CODE

This technology has…

A. Improved the quality of care delivered to people who use our services

B. Improved the health outcomes or wellbeing of people who use our services

C. Improved access to or choice of care

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

6. Don't know

FAMILY/CARERS

CARER_CTA

Q. [IF NOT SHARED LIVES]: Many service users have family or friends who provide support and care to them. Thinking about these carers] [IF SHARED LIVES: Thinking about home carers and home sharers] and the <u>consumer technology and apps</u> used, to what extent would you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By consumer technology and apps we mean <<TECHNOLOGY CODES 1-3 AT TECH_BUSMAN AND CODES 8-11 AT TECH_CARE>>.

READ OUT. SINGLE CODE

    A. The technology we use, or offer has reduced the burden of care on carers

    B. The technology we use, or offer has improved the overall wellbeing of carers

    1. Strongly agree

    2. Tend to agree

    3. Neither agree nor disagree

    4. Tend to disagree

    5. Strongly disagree

    6. Don't know

ASK ALL WHO SELECTED CODES 1-4 AT TECH_CARE

OUTCOME_SUPMON

Q. Many service users have family or friends who provide support and care to them. Thinking about these carers and the <u>support and monitoring technology</u> you use, to what extent would you agree or disagree with the following statements?

INTERVIEWER EXPLAIN IF NECESSARY: By support and monitoring technology we mean <<TECHNOLOGY CODES 1-4 AT TECH_CARE>>.

READ OUT. SINGLE CODE

    A. The technology we use, or offer has reduced the burden of care on carers

    B. The technology we use, or offer has improved the overall wellbeing of carers

    1. Strongly agree

    2. Tend to agree

    3. Neither agree nor disagree

    4. Tend to disagree

    5. Strongly disagree

    6. Don't know

COSTS AND PRODUCTIVITY

ASK ALL WHO SELECTED CODES 1-3 AT TECH_BUSMAN OR CODES 8-11 AT TECH_CARE

COSTS_CTA

Q. Thinking about the impact of <u>consumer technology and apps</u> on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

INTERVIEWER EXPLAIN IF NECESSARY: By consumer technology and apps we mean <<TECHNOLOGY CODES 1-3 AT TECH_BUSMAN AND 8-11 AT TECH_CARE >>.

READ OUT. SINGLE CODE

1. The cost of technology is recouped in improved productivity immediately.

2. Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through improved productivity.

3. The use of technology is a cost which is not recouped financially by us but brings other benefits to us

4. Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us

5. These statements do not describe the relationship between costs and productivity in my organisation – DO NOT READ OUT

6. Don't know – DO NOT READ OUT

ASK ALL WHO SELECTED CODES 4-11 AT TECH_BUSMAN

COSTS_BUSSUP

Q. Thinking about the impact of <u>business support and care management software</u> on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

INTERVIEWER EXPLAIN IF NECESSARY: By business support and care management software we mean <<TECHNOLOGY CODES 4-11 AT TECH_BUSMAN>>.

READ OUT IF NECESSARY. CODES ARE THE SAME AS FOR PREVIOUS QUESTION IF ASKED. SINGLE CODE

1. The cost of technology is recouped in improved productivity immediately.

2. Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through improved productivity.

3. The use of technology is a cost which is not recouped financially by us but brings other benefits to us

4. Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us

5. These statements do not describe the relationship between costs and productivity in my organisation – DO NOT READ OUT

6. Don't know – DO NOT READ OUT

ASK ALL WHO SELECTED CODES 1-4 AT TECH_CARE

COSTS_SUPMON

Q. Thinking about the impact of <u>monitoring and support technology</u> on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

INTERVIEWER EXPLAIN IF NECESSARY: By <u>monitoring and support technology</u> we mean <<TECHNOLOGY CODES 1-4 AT TECH_CARE>>.

READ OUT IF NECESSARY. CODES ARE THE SAME AS FOR PREVIOUS QUESTION IF ASKED. SINGLE CODE

1. The cost of technology is recouped in improved productivity immediately.

2. Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through improved productivity.

3. The use of technology is a cost which is not recouped financially by us but brings other benefits to us

4. Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us

5. These statements do not describe the relationship between costs and productivity in my organisation – DO NOT READ OUT

6. Don't know – DO NOT READ OUT

TIMING POINT 4

BARRIERS TO ACCESSING AND USING CARE TECHNOLOGY

The next few questions are about the barriers to accessing and using care technology.

ASK ALL WHO DID NOT SELECT ANY OF CODES 1-3 AT TECH_BUSMAN AND DID NOT SELECT ANY OF CODES 8-11 AT TECH_CARE

NOTUSE_CTA

Q. Thinking about <u>consumer technology and apps</u>, why does your organisation not use this type of technology at the moment?

INTERVIEWER EXPLAIN IF NECESSARY: Consumer technology and apps includes examples such as videoconferencing like Zoom, mobile tablets, audio assistants, mobile apps for health and fitness.

DO NOT READ OUT BUT PROBE FULLY. What else? Any other reason? MULTICODE

1. We are unsure what benefits the technology would bring to the organisation

2. We have prioritised investing in other types of technology

3. Investing in technology generally is not a priority for the organisation

4. We do not have the budget to invest in this type of technology

5. People who use our services would be reluctant to use this type of technology

6. Staff working in the organisation would be reluctant to use this type of technology

7. Staff working in the organisation do not have the required skills to use this type of technology

8. This type of technology is not relevant to our business

9. Other – please write in (SPECIFY)

10. Don't know – SINGLE CODE

NOTUSE_BUSSUP

Q. Thinking about <u>business and care management technology</u>, why does your organisation not use this type of technology at the moment?

INTERVIEWER EXPLAIN IF NECESSARY: **Business and care management technology** includes examples such as Financial accounting software, Rostering software, Digital care records or planning systems and Electronic medication administration record (eMAR)

DO NOT READ OUT BUT PROBE FULLY. What else? Any other reason? MULTICODE

1. We are unsure what benefits the technology would bring to the organisation

2. We have prioritised investing in other types of technology

3. Investing in technology generally is not a priority for the organisation

4. We do not have the budget to invest in this type of technology

5. People who use our services would be reluctant to use this type of technology

6. Staff working in the organisation would be reluctant to use this type of technology

7. Staff working in the organisation do not have the required skills to use this type of technology

8. This type of technology is not relevant to our business

9. Other – please write in (SPECIFY)

10. Don't know – SINGLE CODE

NOTUSE_SUPMON

Q. Thinking about <u>support and monitoring technology</u>, why does your organisation not use this type of technology at the moment?

INTERVIEWER EXPLAIN IF NECESSARY: **Support and monitoring technology** includes examples such as Personal alarms, Monitoring equipment with sensors or Voice operated or remote-controlled technology.

DO NOT READ OUT BUT PROBE FULLY. What else? Any other reason? MULTICODE

1. We are unsure what benefits the technology would bring to the organisation

2. We have prioritised investing in other types of technology

3. Investing in technology generally is not a priority for the organisation

4. We do not have the budget to invest in this type of technology

5. People who use our services would be reluctant to use this type of technology

6. Staff working in the organisation would be reluctant to use this type of technology

7. Staff working in the organisation do not have the required skills to use this type of technology

8. This type of technology is not relevant to our business

9. Other – please write in (SPECIFY)

10. Don't know – SINGLE CODE

ASK ALL WHO DID NOT SELECT ANY OF CODES 1-3 AT TECH_BUSMAN AND DID NOT SELECT ANY OF CODES 8-11 AT TECH_CARE

BARRIER_CTA

Q. Thinking about <<SERVICE TEXTFILL>>, what are the main barriers to accessing and using <u>consumer technology and apps</u> for this service?

READ OUT. PARTICIPANT TO ONLY SELECT UP TO THREE CODES

1. Poor business case for investment

2. Current budget pressures in the organisation

3. Lack of awareness about what digital technology is available

4. Risks to data security/compliance with GDPR

5. Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)

6. Lack of time to focus on the developments needed

7. Lack of strategic leadership

8. Care staff lack the required digital skills

9. Reluctance among service users

10. This type of technology is difficult to use

11. This type of technology is perceived as irrelevant for providing care services

12. Other – please write in (SPECIFY)

13. There are no barriers to accessing and using digital technology – SINGLE CODE

14. Don't know – SINGLE CODE

ASK ALL WHO DID NOT SELECT CODES 4-8 AT TECH_BUSMAN

BARRIER_BUSSUP

Q. Thinking about <<SERVICE TEXTFILL>>, what are the main barriers to accessing and using <u>business and care management technology</u> for this service?

READ OUT IF NECESSARY. CODES ARE THE SAME AS FOR PREVIOUS QUESTION IF ASKED. PARTICIPANT TO ONLY SELECT UP TO THREE CODES

1. Poor business case for investment

2. Current budget pressures in the organisation

3. Lack of awareness about what digital technology is available

4. Risks to data security/compliance with GDPR

5. Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)

6. Lack of time to focus on the developments needed

7. Lack of strategic leadership

8. Care staff lack the required digital skills

9. Reluctance among service users

10. This type of technology is difficult to use

11. This type of technology is perceived as irrelevant for providing care services

12. Other – please write in (SPECIFY)

13. There are no barriers to accessing and using digital technology – SINGLE CODE

14. Don't know – SINGLE CODE

ASK ALL WHO DID NOT SELECT CODES 1-4 AT TECH_CARE

BARRIER_SUPMON

Q. Thinking about <<SERVICE TEXTFILL>>, what are the main barriers to accessing and using support and monitoring technology for this service?

READ OUT. PARTICIPANT TO ONLY SELECT UP TO THREE CODES

1. Poor business case for investment

2. Current budget pressures in the organisation

3. Lack of awareness about what digital technology is available

4. Risks to data security/compliance with GDPR

5. Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)

6. Lack of time to focus on the developments needed

7. Lack of strategic leadership

8. Care staff lack the required digital skills

9. Reluctance among service users

10. This type of technology is difficult to use

11. This type of technology is perceived as irrelevant for providing care services

12. Other – please write in (SPECIFY)

13. There are no barriers to accessing and using digital technology – SINGLE CODE

14. Don't know – SINGLE CODE

TIMING POINT 5

IMPACT OF COVID-19 ON USE OF DIGITAL TECHNOLOGY

The next few questions are about the impact of COVID-19 on the use of digital technology in your organisation.

COVID_CHANGE

Q. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?

READ OUT. SINGLE CODE.

1. Since the COVID-19 pandemic we make greater use of technology in our organisation
2. We use technology to the same extent as before in our organisation
3. Since the COVID-19 pandemic we make less use of technology in our organisation
4. Don't know

ASK ALL WHO SELECT CODE 1 AT COVID_CHANGE

COVID_NEW

Q. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?

READ OUT. SINGLE CODE

- BRING FORWARD CODES SELECTED AT TECH_BUSMAN AND TECH_CARE

ASK ALL WHO SELECT CODE 1 AT COVID_CHANGE

COVID_MORE

Q. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?

READ OUT. SINGLE CODE

- BRING FORWARD CODES SELECTED AT TECH_BUSMAN AND TECH_CARE

ASK ALL WHO SELECT CODE 1 AT COVID_CHANGE

COVID_CONT

Q. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?

READ OUT. SINGLE CODE

1. Yes
2. No
3. Don't know

ASK ALL WHO SELECT CODE 3 AT COVID_CHANGE

COVID_LESS

Q. Could you tell me why your organisation has been using less technology since the COVID-19 pandemic?

- OPEN ENDED

COVID_STOP

Q. Could you tell me why you think your organisation will not continue to use technology in the same way it has during the COVID-19 pandemic?

OPEN ENDED

TIMING POINT 6
<u>FUTURE USE OF TECHNOLOGY</u>

The next few questions are about the digital technology your organisation might use in the future.

ASK ALL

FUT_TECH

Q. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver?

Please think about broad types you are not currently using or specific new technologies in these groups which you may implement.

READ OUT. MULTICODE

1. Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)

2. Business support and care management software (accounting software, rostering software, scheduling software)

3. Support and monitoring technology (personal alarms, sensors for monitoring, voice-operated curtains and doors)

4. Advanced technology (e.g. robotics and augmented reality)

5. Other – please write in (SPECIFY)

6. Don't know – SINGLE CODE

7. None of these – SINGLE CODE

IF MORE THAN ONE CODE SELECTED AT FUT_TECH

FUT_TECH_PRI

Q. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority? Please choose one type of technology if appropriate.

READ OUT. MULTICODE

- SCRIPTER BRING FORWARD CODES SELECTED AT FUT_TECH

- Don't know – SINGLE CODE

- None of these – SINGLE CODE

ASK ALL WHO SELECTED ONE CODE 1-4 AT FUT_TECH OR THE ONE SELECTED AT FUT_TECH_PRI. USE THE FOLLOWING SHORT WORDING FOR THE TYPE OF TECHNOLOGY TO INSERT IN THE QUESTION WORDING:

1. Consumer technology and apps

2. Business support and care management software

3. Support and monitoring technology

4. Advanced technology

FUT_USER

Q. Thinking about <<TYPE OF TECHNOLOGY SELECTED AT FUT_TECH OR AT FUT_TECH_PRI>> your organisation may use in the future, who do you think the main users will be?

READ OUT. MULTICODE

1. Staff delivering care

2. Managerial and administrative staff

3. Service users

4. Carers of service users

5. Home carers (SHARED LIVES ONLY)

6. Home sharers (SHARED LIVES ONLY)

7. Don't know – SINGLE CODE

ASK ALL WHO SELECTED ONE CODES 1-4 AT FUT_TECH OR THE ONE SELECTED AT FUT_TECH_PRI.

FUT_BEN

Q. What benefits, if any, do you think <<TYPE OF TECHNOLOGY SELECTED AT FUT_TECH OR AT FUT_TECH_PRI>> would have for your organisation and its users?

READ OUT. MULTICODE

1. Improve quality of care provided to the people who use our services

2. Improve staff productivity

3. Improve staff job satisfaction

4. Improve the health outcomes or wellbeing of people who use our services

5. Improve the quality of life for carers

6. Improve the information people who use our services can access

7. Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)

8. Cost savings

9. Other – please write in (SPECIFY)

10. None (SPONTANEOUS, DO NOT READ OUT)

11. Don't know – SINGLE CODE

ASK ALL

FUT_BARR

Q. Thinking about implementing digital technology in your organisation over the next five years, what barriers, if any, do you think your organisation will face implementing this technology?

READ OUT. MULTICODE

1. Poor business case for investment

2. Current budget pressures in the organisation

3. Lack of awareness about what digital technology is available

4. Risks to data security/compliance with GDPR

5. Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)

6. Lack of time to focus on the developments needed

7. Lack of strategic leadership

8. Lack of knowledge around change management

9. Lack of skills and knowledge to implement digital technologies

10. Care staff lack the required digital skills

11. Reluctance among service users

12. Other – please write in (SPECIFY)

13. There are no barriers to accessing and using digital technology – SINGLE CODE

14. Don't know – SINGLE CODE

ASK ALL

FUT_SUPP

Q. What support do you think you will need to overcome the barriers of implementing digital technology?

READ OUT. MULTICODE

1. Improvement in our technology infrastructure through investment in broadband and Wi-Fi

2. Upskilling of the workforce

3. Help to understand the different digital technologies available in the market

4. Help to develop a business case for investment

5. Support within my organisation to have time to review investment in digital technology

6. Advisory or consultancy services to help us decide what technology we should use

7. Support to improve project management and change management processes

8. Greater availability of funding to invest in digital technologies

9. I do not feel my organisation requires support to overcome these barriers – SINGLE CODE

10. Other – please write in (SPECIFY)

11. Don't know – SINGLE CODE

ASK ALL

FUT_DRIVE

Q. Thinking about technological innovation and change, who in your organisation will drive this forward and play a role in deciding the technology you use in the future?

READ OUT. MULTICODE.

1. Senior leaders and managers

2. Staff providing care

3. People who pay for the care services my organisation provides

4. Carers of the people who use our services

5. We are open to suggestions from all people involved in our organisation

6. Don't know

7. None of these, digital technology is not a priority for my organisation

CASE STUDIES

ASK ALL

CASE_EXAMP

Q. Are you aware of any good examples where digital technology has been successfully implemented in adult social care that would make a good case study?

SINGLE CODE

1. Yes

2. No

3. Don't know

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_DETAIL

Q. Could you tell me about this example?

- OPEN ENDED

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_ORG

Q. Would you be willing to put us in touch with the organisation(s) involved?

SINGLE CODE

1. Yes

2. No

3. Don't know

ASK ALL WHO SELECT CODE 1 AT CASE_ORG

CASE_CONTACT

Q. Could I please take your contact details?

A member of the research team will contact you to discuss the case study in more detail in the near future.

- COLLECT NAME, EMAIL ADDRESS AND TELEPHONE NUMBER

RE-CONTACT

Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic, including research with staff who provide social care services about their use of technology.

ASK ALL WHO SELECT CODE 2 AT CASE_ORG

RE-CONTACT

Q. Would you be willing to provide your contact details so they can contact you within the next 12 months for this purpose?

SINGLE CODE

1. Yes – COLLECT CONTACT DETAILS – NAME, EMAIL ADDRESS AND TELEPHONE NUMBER

2. No

6.2   Discussion guide: Care providers (Technology review)

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INTERVIEWER PLEASE MAKE SURE YOU COVER ALL THE POINTS IN THIS SECTION TO SEEK INFORMED CONSENT FROM THE PARTICIPANT AS THERE IS NO CONSENT FORM.

- Thank participant for taking part and introduce self / Ipsos MORI (working in partnership with IPC).

- Explain purpose of interview –   NHSX, the tech arm of the Department of Health and Social Care, and NHS England would like to explore use of digital technology by adult social care providers. This includes the technology currently used; the benefits and drawbacks of this technology; the impact of the COVID-19 pandemic on technology use; barriers to use of technology and how these can be overcome; and what technology may be used in the future. This research will be used to inform future NHSX policy and to help them identify how they can best support the sector to make the most of technology.

- This research is endorsed by ADASS and the Local Government Association

- Confidentiality – reassure participant that all responses are anonymous and confidential; information about individual cases will not be passed on to NHSX unless they give express permission. Ipsos MORI are an independent research company who strictly adhere to the MRS Code of Conduct. IPC abides to Oxford Brookes University Code of Practice for Research Ethics Involving Human Participants (https://www.brookes.ac.uk/research/research-ethics-statement/

- Interview length – typically 45 minutes to 1 hour depending on what they have to say.

- Explain that the participant has the right to stop the interview at any time (without having to give a reason), and that if there are any questions they do not want to answer they can just say so and we'll move on to the next one.

- Permission to record – for analysis and transcription. Confirm consent to participate once audio recording.

- Any questions before beginning?

To begin, could you tell me a little bit about your role and your organisation?
-    PROBE: Job title, previous experience, location – regional provider or national?
-    What are your day-to-day responsibilities?
-    What involvement do you have around decisions to use technology in your organisation?

What type of care services does your organisation provide? CHECK THE SAMPLE INFO YOU HAVE
-    PROBE: care home services with nursing, care home services without nursing, domiciliary care services, extra care housing services, shared lives, supported living services, community-based services for people with a learning disability, other types
-    IF MORE THAN ONE CARE SETTING: What is the main care service your organisation provides?

Are your care services aimed at specific groups of people? IF YES **Who are they for? CHECK THE INFO YOU HAVE ABOUT THE PROVIDER**
- PROBE: Older people with dementia, older people without dementia, people with a physical disability, people with a sensory impairment, people with a learning disability or autism, younger adults…

How do most people pay for the care and support services you provide?
- PROBE: self-funded by users/their family fully or partially, funded by a local authority fully or partially, funded by a local authority with private top up for additional services

IF CARE HOME, EXTRA CARE HOUSINGS OR SUPPORTTED LIVING: **How many care settings does your organisation manage?**
- Are they all located in the same region of England?

IF DOMICILARY SERVICE OR SHARED LIVES: **How many people does your organisation employ? Please include both permanent and temporary staff, if any (**INTERVIEWER PLEASE NOTE, THIS DOES NOT NEED TO BE 100% ACCURATE, WE ARE JUST TRYING TO GET A SENSE OF THE SIZE OF THEIR ORGANISATION.)

Current use of technology (12 mins)

If we could now move on to discuss the different types of digital technology your organisation may be using…

Does your organisation have access to…

- Broadband and/or Wi-Fi or other methods of connecting to the internet such as 3G/4G/5G – STATE WHICH IF KNOWN
- IF YES, how reliable is your internet connection? (e.g. do you have reliable connectivity across your service; partial access/internet not available in some rooms; occasional speed/connection issues; poor connection that drops out regularly).
- IF NO, what is the reason?
- Hardware (e.g. laptop, desktop, tablets, smartphone) – STATE WHICH IF KNOWN. IF YES, ASK Does your company provide company devices only, require staff to use their own devices for work purposes, or a mixture of both?
- IF YES, is this hardware suitable for the needs of your service (e.g. does the hardware run the software you need it to; are your computers/devices fast enough; do you have access to enough laptops/devices for the needs of your service?)
- IF NO, what is the reason?

What other types of digital technology does your organisation use to support its business and day-to-day activities?

- PROBE: smartwatches, audio assistants (e.g. Amazon Alexa), video meeting software (e.g. Zoom, MS Teams etc), communication software (e.g. WhatsApp), financial accounting software, staff management software (e.g. digital HR system, online recruitment), online training or eLearning, rostering software or other care scheduling software, digital care management system, electronic medication administration record (eMAR)

What type of digital technology does your organisation use to support the delivery of care at the frontline?

- PROBE: Personal alarms, monitoring equipment with sensors, apps to organise the delivery of care (e.g. Supercarers, Elder, TrustonTap), robotic technology (e.g. voice operated doors or curtain or robotic walkers), virtual reality applications, haptic

technology, audio assistants, video conferencing software, health and wellbeing apps (e.g. for reminders, nutrition, exercise, reminiscence, life planning etc)

INTERVIEWER PLEASE MAKE A NOTE OF TYPE OF TECH USED/NOT USED USING THE CLASSIFICATION BELOW, YOU WILL NEED IT FOR THE FOLLOW UP QUESTIONS AND FOR THE SECTION ON BARRIERS TO ACCESSING AND USING TECH

Consumer tech and apps (CTA) = smartwatches, audio assistants, video conferencing software,

Business support and care management systems (BSCMS)= financial accounting software, HR management software, eLearning, rostering software, care scheduling software, digital case management, electronic medication administration record (eMAR)

Support and monitoring systems (SMS) = Personal alarms, monitoring equipment with sensors

Advanced technology (AT)= robotic technology (e.g. voice operated doors or curtain or robotic walkers), virtual reality applications, haptic technology

Health and wellbeing apps (HWA) = apps for reminders, nutrition, exercise, reminiscence, life planning etc

FOR EACH OF THE ABOVE TYPE THAT ARE USED, ASK: How long has your organisation been using this type of technology? Why did you initially adopt it? What difference has this type of technology made to your organisation? (TOP LEVEL VIEWS ARE ENOUGH, THERE IS A MORE DETAILED SECTION ON IMPACT LATER)

How does your organisation protect the data of people who use its services?

- What policies and procedures do you have in place?
- PROBE: personal data protection policy, privacy notice, data retention policy, data subject consent form, template data processing agreement, training for staff on data protection and security issues
- What cyber security do you have in place? E.g. Anti virus, firewall.
- How do you securely transfer information to other organisations? E.g. NHSmail, other external platforms

KEY QUESTIONS (INTERVIEWERS, PLEASE MAKE SURE YOU ASK THESE)

How well placed do you feel your organisation is to adopt, implement and manage new technology? IF NOT SURE ASK Well placed, not well placed, average?

- What makes you say that?
- PROBE: procedure and policies in place, attitudes/competency of leadership, examples of successful adoption.
- Where does the impetus to adopt new technology come from in your organisation?
- What, if any, external support is available to you in implementing new technology

What are your main motivations for adopting or implementing new technology?

Has your organisation itself developed any internal mobile apps or digital platforms to support its business activities or to support the delivery of care?

- Could you tell me a bit more about it and how it was developed?
- Do you have any employees working in software or app development, IT system management or data analysis? What value to they add to your organisation?

IF DIFFERENT TYPES OF CARE SETTING WITHIN THE ORGANISATION: **How does the availability of digital technology differ across the different types of care settings your organisation manages?**

IF MORE THAN ONE CARE SETTING: **How does the availability of digital technology differ across the care settings your organisation manages?**

- Why does it differ? What has your organisation done to ensure a consistent approach?

How does use of digital technology differ across staff providing care in your organisation? IF ORGANISATION HAS MORE THAN ONE TYPE OF SETTING (E.G. CARE HOMES AND SOME SUPPORTED LIVING HOUSING), ASK THEM TO THINK ABOUT THE MAIN ONE WHEN ANSWERING

- Why does this differ?
- Have staff found it difficult to adopt new technology? How did you overcome this?

How does the availability of digital technology for people's care needs differ for people with different types of care needs? IF ORGANISATION HAS MORE THAN ONE TYPE OF SETTING, ASK THEM TO THINK ABOUT THE MAIN ONE WHEN ANSWERING

- Why does this differ?
- Are there particular types of care needs where it is more difficult to use technology? Which types of care needs? Why is this?
- Are there age patterns in the willingness or ability to use technology?

How does the availability of digital technology for people's care needs differ for people with different funding arrangements?

- Why does this differ?

Impact of technology (15 mins)

I'd now like to talk a bit more about the impact digital technology has had on your organisation.

Staff providing care

THE QUESTIONS IN THE REST OF THIS SECTION SHOULD IDEALLY BE ASKED FOR EACH TECHNOLOGY USED. HOWEVER, IF THE PARTICIPANT FINDS THIS LEVEL OF DETAIL DIFFICULT, THEY CAN GIVE A MORE AGREGATE RESPONSE, BASED ON THE TECH THEY USE IN GENERAL.

Thinking about the different types of technology your organisation uses, how has technology changed the way staff providing care in your organisation work? IF UNSURE, ADD for example, has it impacted on their productivity, meant less paperwork, staff spending more time delivering care?
- Has it impacted on their job satisfaction? (important to probe on this as removed from survey questionnaire)
- How quickly did you notice this change? Did it take time to embed?
- How does this vary by the different types of technology you use, was the impact different? Why?

Delivery of care and people in receipt of care and support services

How has technology changed the quality of care delivered to people who use your organisation's services?
- PROBE: negative impact, no change, positive impact
- IF IMPACT, ASK In what ways has it changed the quality of care? Speedier or more timely consultation/diagnosis or medical treatment, speedier or easier admission of people into the service, better coordination of care around the person's needs? What else?
- How quickly did you notice this change? Did it take time to embed?
- How does this vary by type of technology you use?

How has the technology you use changed the health and wellbeing outcomes of the people who use your services?
- PROBE: Negative impact, no change, positive impact
- IF IMPACT, ASK In what ways has it changed the health and wellbeing of people who use your services? PROBE e.g. Better able to connect with other people, Less isolated or lonely, Feel more in control of their support, Are in less pain or able to move more freely, They feel safer? What else?
- Probe on distinction between health outcomes and wellbeing impacts if relevant
- Probe on impacts related to independence
- How quickly did you see this change?
- How has this changed their overall wellbeing?
- How does this vary by the different type of technology you use? Why?

How has the technology you use changed the cost of care?
- PROBE: resulted in cost saving passed on to those paying for care, we offset costs against the cost of technology, resulted in cost savings we offset against greater costs elsewhere in the organisation
- How does this vary by the different type of technology you use? Why?

<u>Family carers</u>

How has technology changed the role of family (unpaid) carers in relation to the people who use your services?
- PROBE: reduced the burden of care, more time for themselves, greater wellbeing; better able to keep in touch, know more about the care the person has received, or be reassured about their loved one
- How does this vary for the different types of technology you use? Why?
- How quickly did you notice this change? Did it take time to embed?

<u>Costs and productivity</u>

Overall, how would you describe the relationship between the cost of technology, productivity and staff time in your organisation?
- How does this vary for the different types of technology you use? Why?
- PROBE: costs are recouped in productivity and staff time savings; technology brings other benefits which are not financial
- What time period is appropriate to see the impact technology has on business costs?

Barriers to accessing and using technology (10 mins)

I'd now like to move on to some of the barriers to purchasing, implementing and using digital technology in your organisation.

Thinking about the different types of technology you use in your organisation, and of those you do not use….

ASK IF SOME TECH TYPES (CTA, SMS, BSCMS, AT) ARE NOT USED BASED ON EARLIER RESPONSES: Why does your organisation not use [INSERT AS NECESSARY] business or care management/ consumer/ support or monitoring/advanced technology? FOR EACH TECH TYPE NOT USED, ASK What are the barriers to you using these?

When considering what type of digital technology to purchase, what barriers has your organisation faced?
- PROBE: Unclear on the business case for investment, lack of money to invest, unaware what technology is available and how useful it will be, lack of infrastructure e.g. Wi-Fi, leadership unsure on benefits, potential risks to data/cyber security

How did you overcome these barriers?
- What work arounds did you identify? How did this process work? Are you aware of / accessed any tech support specifically for care providers?

Once you had decided what digital technology you would like to purchase, what barriers have you faced implementing it?
- PROBE: Lack of infrastructure to support it (Wi-Fi etc), risk to data security, lack of relevant skills within the organisation to manage its implementation

How did you overcome these barriers?
- What work arounds did you identify? How did this process work?

What barriers have you faced using the digital technology once it has been implemented?
- Care staff lack the required skill, lack of confidence, lack of time to learn how to use it in the correct way, reluctance among service users,

How did you overcome these barriers?
- What work arounds did you identify? How did this process work?

Thinking about the future, what support would help your organisation overcome some of the barriers you have mentioned?
PROBE: Upskilling of the workforce, help to develop a business case, data on the possible return on investment, information to understand the different technology available, support to improve project management and change processes, greater availability of funding
Where do you think this support should come from?

Impact of COVID-19 on use of technology (5 mins)

Thinking about the past year and the COVID-19 pandemic…

How has the pandemic changed your organisations use of digital technology, if at all?
- Is your organisation making greater use of certain types of tech you already had? Which ones? e.g. video conferencing software or mobile tablets
- Has your organisation started using types of tech they were not using before, or purchased new technology?

IF USING MORE TECHNOLOGY OR PURCHASED NEW TECHNOLOGY, ASK
What types of technology have you used or purchased in the COVID-19 pandemic which you were not using before?
- PROBE USING THE TECH CLASSIFICATION. CHECK IF PROVIDER STARTED USING A NEW TYPE OF TECH SINCE THE PANDEMIC STARTED.

Consumer tech and apps (CTA) = smartwatches, audio assistants, video conferencing software

Business support and care management systems (BSCMS)= financial accounting software, HR management software, eLearning, rostering software, care scheduling software, digital case management, electronic medication administration record (eMAR)

Support and monitoring systems (SMS) = Personal alarms, monitoring equipment with sensors

Advanced technology (AT)= robotic technology (e.g. voice operated doors or curtain or robotic walkers), virtual reality applications, haptic technology

Health and wellbeing apps (HWA) = apps for reminders, nutrition, exercise, reminiscence, life planning etc

Going forwards, will your organisation continue to use any digital technology that was introduced during the pandemic?
- Why do you say that?

Future technology use (5-8 mins)

Looking to the future…

What type of digital technology, if any, will your organisation implement in the next five years?
- PROBE: Hardware upgrades (laptops, tablets), Wi-Fi and internet connectivity, apps, consumer technology, business support software, monitoring and alarm systems, care management and planning software, robotics and voice automated technology
- Why do you think you will implement this technology in particular?
- Who will the main users of this technology be?

FOR EACH TYPE OF TECHNOLOGY DISCUSSED

What benefits will this technology bring to:
- Staff providing care
- People who use your care services
- Family and carers of people who use your care services
- Your organisation overall

FOR EACH TYPE OF TECHNOLOGY DISCUSSED

What barriers will you face implementing this technology?
- PROBE: business case for investment, lack of funding, organisational culture, other priorities areas, data security concerns, reluctance to use technology among people using our services

Thinking about the barriers you may face; what type of support do you think you will need to overcome them?
- PROBE: Help to improve IT infrastructure, upskilling of the workforce, support to understand what's available in the marketplace, advisory or consultancy services to help shape your decisions

IF THEY ARE NOT PLANNING TO IMPLEMENT ANY TECHNOLOGY IN THE NEXT FIVE YEARS

Why do you think you will not implement any new digital technology in the next five years?
- PROBE: other priority areas e.g. recruitment of staff, maintaining care standards, lack of funding

What support would you need to allow you to focus on implementing technology in the future?

Case studies (3 minutes)

As part of this research we also want to identify examples of best practice or scenarios where useful lessons could be learnt that we can use as case studies.

Can you think of any good examples where digital technology has been successfully implemented in adult social care (or otherwise), that would make a good case study?

Would you be willing to put in touch with the organisation and/or people involved?

INTERVIEWER: TAKE DOWN CONTACT DETAILS

Close (2 minutes)

In summary, thinking about the discussion we've had today:

Is there anything else you would like to add before we finish?

THANK AND CLOSE

INCENTIVE: As you may remember Ipsos MORI will make a charity donation of £50 on your behalf, as a thank you for your contribution to the research.

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

7 Local Authorities

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7.1 Questionnaire: Local Authorities

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GREEN text denotes script routing, headings for sections and scripter instructions.
SINGLE CODE/ SCO means that participants can only select one answer option – MULTICODE means the participants can select more than one answer.
REVERSE or ROTATE means different participants will be given the answer options in different orders. This helps avoid participants choosing answers just because they are offered first, for example.
SCRIPTER: We would like two links (URLS) for the questionnaire:
Main link:
L and D link:
Although the links look like two separate surveys they will actually lead to the same questionnaire and routing and wording within it will give them the right questions.

INTRODUCTION AND CONFIDENTIALITY
This survey is being conducted by Ipsos MORI on behalf of NHSX, the tech arm of the Department of Health and Social Care, and NHS England, to explore the use of care technology and digital skills within adult social care. The research is endorsed by the ADASS Executive Council, and we are working together with the LGA.
Ipsos MORI is an independent research organisation bound by the Data Protection Act 2018, the General Data Protection Regulation 2018 and the Market Research Society Code of Conduct. Your participation will be strictly confidential.
All of the information that you provide will be treated in the strictest confidence and we will not identify you or your organisation in the reporting of the results. You can access the privacy notice, which outlines further information about how we will use the data from the survey, at ADD PRIVACY POLICY LINK
The survey should take no more than 20 minutes to complete, depending on your answers. You can choose to exit the survey at any point and are under no obligation to respond. Would you be willing to take part?
1. Yes
2. No – refusal – THANK AND CLOSE

Background questions – individual and LA:

ASK ALL
ROLE
Q. Which of the following options best describes your role within your organisation?
MULTICODE
1. Adult social care senior management
2. Adult social care commissioning
3. Social work role
4. Communications role
5. IT or infrastructure role
6. Digital innovation role
7. Business management role
8. Performance management role
9. Learning and development role
10. Other role
11. Prefer not to say SCO ROUTE TO DIGI_SKILLGAP_MAN

IF SELECT CODE 9 AND AT LEAST ONE OTHER CODE 1-10 at ROLE
ROLE_LD
Q. You said your role involves learning and development alongside other aspects, which of the following best describes your work in learning and development?
SINGLE CODE ONLY
1. I mostly work in learning and development
2. I mostly work in roles outside of learning and development
3. My roles involve learning and development equally alongside other roles
4. Prefer not to say

Derived variable
TCH_DS_TYPE
1 Tech only (CODES 1-8 OR 10 BUT <u>NOT</u> CODE 9 at QROLE or QROLE_LD=2)
2 Tech and digital skills (IF MORE THAN ONE CODE 1-10 INCLUDING CODE 9 at QROLE AND QROLE_LD=3 or 4)
3 Digital Skills (CODE 9 <u>ONLY</u> at QROLE or CODE 9 AND 1-10 at QROLE and QROLE_LD=1) ROUTE OUT TO THE L AND D ONLY SECTIONS.

Tech only (**TCH_DS_TYPE=1)** will get all except L and D module
Tech and digital skills (**TCH_DS_TYPE=2)** will get all except Future Tech module
Digital Skills only (**TCH_DS_TYPE=3)** will be routed to the L and D sections

SHOW ALL
<u>PARTICIPANT CHECK</u>

SHOW IF TCH_DS_TYPE=1 (Tech only)
In order to answer the questions in our survey, we need to speak to someone who has an overall view of the types of digital technology being used within adult social care services in your organisation and by other organisations providing care and support in the local authority area. We will also ask about decisions which may be made about the use of technology in the future.
SHOW IF TCH_DS_TYPE=2 (Tech and digital skills)
In order to answer the questions in our survey, we need to speak to someone who has an overall view of the types of digital technology being used within adult social care services in your organisation and by other organisations providing care and support in the local authority area. We will also ask about decisions which may be made about the use of technology in the future. There are also questions about digital capabilities, inclusion and learning and development in your organisation and area.

SHOW IF TCH_DS_TYPE=3 (Digital skills only)
In order to answer the questions in our survey, we need to speak to someone who has an overall view of digital capabilities, inclusion and learning and development within adult social care services in your organisation and by other organisations providing care and support in the local authority area.

SHOW ALL
For some questions it may be necessary to speak to a colleague. If that is the case, the answers already given can be saved and you, or a colleague, will be able to rejoin the questionnaire using the link provided. **Please bear in mind that all answers already provided will be visible to colleagues who you share the link with.**
In this questionnaire when we use the term 'organisation' we mean your adult social care department and the staff working in it. Where we refer to local authority area in a more general way this refers to the geographical area of your local authority and the people and organisations living and working in it.

The focus is on adult social care, not children's services. Please think about adult services when answering the questions.

ASK IF TCH_DS_TYPE =1 or 2
RESPONSE_1_TECH
Q. Would you be able to answer survey questions about the use of digital technology in adult social care in your local authority (within your organisation and in the local authority area)?
SINGLE CODE
1. Yes, I can answer survey questions about this (consulting colleagues where needed)
2. No, I cannot THANK AND CLOSE

ASK IF TCH_DS_TYPE = 2 or 3
RESPONSE_1_SKILL
Q. Would you be able to answer survey questions about the digital skills and capability in adult social care in your local authority (within your organisation and in the local authority area)?
SINGLE CODE
1. Yes, I can answer survey questions about this (consulting colleagues where needed)
2. No, I cannot THANK AND CLOSE

ASK If refusal/ Cannot answer (RESPONSE_1=2)
RESPONSE_2
If you are not able to respond to these questions yourself is there someone else in your organisation who would be able to? If possible, please pass the link to them as we are keen to receive a response from as many local authorities as possible. We are also keen to receive responses on both technology and skills from each local authority so more than one person can complete the link – one to cover technology and one to cover skills.

It may be that the views of several people are needed to answer the questions. It is possible to answer some questions and then return to the questionnaire if you reach a question you are not able to answer.

If nobody in your organisation will be able to respond it would be very helpful to know the reasons for this.

TEXTBOX 200 words

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ROLE_TECH_CARE_1
Q. In your role do you have any responsibility for the adoption of technology for adult social care within your organisation?
SCO
1. Yes – it is a key part of my role
2. Yes – to some extent
3. No
4. Prefer not to say

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ROLE_TECH_CARE_2
Q. In your role do you have any responsibility for encouraging or supporting the adoption of technology for adult social care among the organisations you commission?
SCO
1. Yes – it is a key part of my role
2. Yes – to some extent
3. No
4. Prefer not to say

Background questions – LA commissioning process:

Adult social care within the LA:
ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_DIGCHAMP
Q.Does your organisation have a digital lead/champion for adult social care?
SCO
1. Yes, that is my role
2. Yes, someone else holds that role
3. No
4. Don't know

ASK if has digital lead/ champion (ORG_DIGCHAMP=1 or 2)
ORG_DIGCHAMP_INV
Q. What does the digital lead/champion role involve?

TEXTBOX 200 words

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_BUDGET
Q.Does your organisation have a dedicated budget for technology roll out in adult social care?
Multicode
1. Yes – for local authority provided services or activities within the organisation
2. Yes – to support technology roll out in other organisations or the wider community
3. No SCO
4. Don't know SCO

IF YES (Code 1 or 2) at ORG_BUDGET
ORG_BUDGET_COV
Q.And what does the budget cover?
MULTICODE OK
1. Investment in underlying systems or infrastructure (e.g. connectivity or interoperability)
2. Investment in business or administrative systems related to adult social care in your organisation (e.g. care planning or HR systems)
3. Investment in technology for the delivery of care by local authority staff (e.g. hardware or apps)
4. Investment in learning and development about digital skills for local authority staff
5. Investment in technology for organisations delivering adult social care services in your local authority area
6. Investment in learning and development about digital skills for organisations delivering adult social care services in your local authority area
7. Investment in partnership activities related to technology in adult social care in your local authority area (e.g. with NHS organisations or local community or voluntary sector organisations)
8. Investment in research about or evaluation of technology use in adult social care
9. Investment for digital inclusion among those with care and support needs and their carers e.g. digital skills or equipment
10. Other – please write in (SPECIFY)
11. Don't know SCO

IF YES (code 1 or 2) at ORG_BUDGET
ORG_BUDGET_RUN
Q.How long does the dedicated budget for technology rollout run for?
SCO
1. Under a year
2. Annual budget
3. Two years
4. Three year
5. Four years

6. Five years
7. More than five years
8. Other time period (PLEASE WRITE IN)
9. Don't know

ASK IF NO DEDICATED BUDGET (ORG BUDGET=3)
ORG_TECH_PLAN

Q.Does your organisation have robust financial plans for investment in technology roll out in adult social care over the next two to three years?
SCO

1. Yes
2. No, we have no financial plans for investment in this
3. No, we have financial plans but they are not robust
4. Don't know

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_MAT_TECH

Q. Thinking about your organisation, how digitally mature would you say it is? By digitally mature, we mean how able your organisation is to adopt, implement and manage new technology.
SCO

1. Expert
2. Developing
3. Novice
4. Don't know

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_MAT_ASSESS

Q. Has your organisation completed the Local Government Association (LGA) Social Care Digital Maturity Self-Assessment (DMA)?
SCO

1. Yes
2. No
3. Don't know

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_STATE

Q. Thinking about the digital maturity of your organisation, to what extent do you agree or disagree with each of the following statements?
For this question, please consider the situation and implementation in the adult social care department, even if the procedures, policies or leadership come from outside that department.
SCO for each statement
REVERSE ANSWER SCALE

A. There is strong leadership in digital technology planning in my organisation
B. There are strong governance and project management processes in place to ensure new digital technologies are implemented in my organisation
C. Management and commissioning staff in my organisation have the relevant skills and knowledge to assess and commission digital technology solutions
D. Frontline staff in my organisation have the relevant skills and knowledge to suggest digital technology solutions to meet the needs of individuals in their care
E. My organisation uses digital technology to support collaboration and efficient working across the organisation or with partners
F. My organisation uses digital technology to support the care provided to people with care and support needs and their unpaid carers
G. There is a digital strategy or vision for social care in the organisation

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Don't know
7. Not applicable

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_CARE_PROCED
Q. Does your organisation have requirements for care or care technology providers you commission to have each of the following policies or procedures in place?
SCO for each statement
A. Personal data protection policy (states how your organisation protects data)
B. A privacy notice (outlines how your organisation complies with GDPR data processing principles)
C. Data/records retention policy (outlines your organisation protocols for retaining information)
D. Data subject consent form (a form for recording data subject consent)
E. Template data processing agreement (this is a standard agreement which may be entered into with partner organisations or suppliers)
F. Training or information for staff on data protection and data security issues
G. Data security and protection toolkit (NHS Digital)
H. Cyber Essential or other nationally recognised certification
I. Data security policies related to mobile working
J. Other Information Governance (IG) requirements (SPECIFY)

1. Yes
2. No
3. Don't know

If Other (CODE 1 at J), at ORG_CARE_PROCED, ask ORG_CARE_OTH
ORG_CARE _OTH
Q. Please describe those other Information Governance **requirements**
PROVIDE OPEN WRITE-IN (200 words)

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_CARE_ELEC
Q. Does your organisation have requirements for domiciliary care providers you commission to use Electronic call monitoring in their provision of services?
SCO
1. Yes
2. No
3. Don't know

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
ORG_RESDOM
Q. Which, if any of the following does your organisation have requirements for residential or domiciliary care providers you commission to use in their provision of services?
MULTICODE
1. HR management software [BSCMS]
2. Rostering software [BSCMS]
3. Care scheduling software [BSCMS]
4. Digital case management system [BSCMS]
5. Digital care records system [BSCMS]
6. Digital care planning system [BSCMS]
7. Electronic medication administration record (eMAR) [BSCMS]
8. NHSmail [BSCMS]

9. Video conferencing software (e.g. Zoom or MS Teams) [CTA]
10. Other requirements (**NO** WRITE IN HERE, SEE BELOW) [AT]
11. None of these SCO
12. Don't know SCO

If Other (CODE 10), at ORG_RESDOM, ask ORG_RESDOM_REQ
ORG_RESDOM_REQ
Q. Please describe those requirements
PROVIDE OPEN WRITE-IN (200 words)

Use of technology within adult social care:

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
TECH_STAFFSERV
Q. Which of the following technology, if any, is used by <u>frontline local authority staff</u> (including first contact staff, brokers, social workers, occupational therapists and LA employed direct care staff) to manage and administer adult social care services?
MULTICODE.
1. Rostering software [BSCMS]
2. Care scheduling software [BSCMS]
3. Digital care management system [BSCMS]
4. NHSmail [BSCMS]
5. Mobile tablets (e.g. iPads) [CTA]
6. Smartphones (e.g. iPhone or Samsung) [CTA]
7. Video conferencing software (e.g. Zoom or MS Teams) [CTA]
8. Other – please write in (SPECIFY) [AT]
9. Don't know – SCO
10. None of these – SCO

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
TECH_LOCATSTAFF
Q.In which of the following locations are your frontline staff able to use technology to manage and administer adult social care services?
MULTICODE OK ROTATE CODES 1-3
1. When working from home
2. When out in the local authority area
3. In the office/ workplace
4. Other – please write in
5. Don't know SCO

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
TECH_FUNDCARE
Q. Thinking about technology used within adult social care, which of the following does your organisation <u>directly provide or fund</u> for adults with social care needs or their unpaid carers?
MULTICODE.
1. Personal alarms [SMT]
2. Monitoring equipment with sensors [SMT]
3. Voice operated or remote-controlled technology (e.g. voice operated doors or curtains) [SMT]
4. Robotic technology (e.g. robotic walkers) [AT]
5. Virtual reality applications [AT]
6. Sensory technology which recreates physical feelings using haptic technology [AT]
7. Website or App connecting those who need care and support services with those who provide them (e.g. Supercarers, Elder, Trustontap, My home touch) [OCS]
8. Audio assistants (e.g. Amazon Alexa or Google Home) [CTA]

9. Video conferencing software (e.g. Zoom or MS Teams) [CTA]
10. Health and wellbeing apps (e.g. for medication reminders, care plans, nutrition, exercise, life planning, reminiscence, or other brain training) [CTA]
11. Mobile tablets (e.g. iPads) [CTA]
12. Smartphones (e.g. iPhone or Samsung) [CTA]
13. Smartwatches (e.g. Garmin, FitBit, Apple Watch) [CTA]
14. Other – please write in (SPECIFY) [AT]
15. None of these SCO
16. Don't know SCO

ASK ALL TECH (TCH_DS_TYPE=1 or 2)
TECH_PROVNEED
Q.Still thinking about technology used within adult social care, for which of the following does your organisation <u>provide information, advice or sign-posting</u> for adults with social care needs or their unpaid carers?
> **MULTICODE.**
1. Personal alarms [SMT]
2. Monitoring equipment with sensors [SMT]
3. Voice operated or remote-controlled technology (e.g. voice operated doors or curtains) [SMT]
4. Robotic technology (e.g. robotic walkers) [AT]
5. Virtual reality applications [AT]
6. Sensory technology which recreates physical feelings using haptic technology [AT]
7. Website or App connecting those who need care and support services with those who provide them (e.g. Supercarers, Elder, Trustontap, My home touch) [OCS]
8. Audio assistants (e.g. Amazon Alexa or Google Home) [CTA]
9. Video conferencing software (e.g. Zoom or MS Teams) [CTA]
10. Health and wellbeing apps (e.g. for medication reminders, care plans, nutrition, exercise, life planning, reminiscence, or other brain training) [CTA]
11. Mobile tablets (e.g. iPads) [CTA]
12. Smartphones (e.g. iPhone or Samsung) [CTA]
13. Smartwatches (e.g. Garmin, FitBit, Apple Watch) [CTA]
14. Other – please write in (SPECIFY)
15. None of these SCO
16. Don't know SCO

<u>Attitudes towards technology used within adult social care:</u>
ASK EACH QU FOR THE FOUR TYPES ROUTED FROM THE QUESTIONS ABOVE

- **Consumer technology or apps - CTA**
- **Business support or care management systems - BSCMS**
- **Support and monitoring technology - SMT**
- **Advanced and other technology – AT**

If TECH_STAFFSERV=1 to 8 (Any use of tech by frontline staff)

ATT_BENMAN_1
Q. Which benefits, if any, result from the use of technology by <u>frontline local authority staff</u> (including first contact staff, brokers, social workers, occupational therapists and LA employed direct care staff) to <u>manage and administer </u>adult social care services?

Please think about these types of technology which are used by staff:
TEXTFILL HERE using codes mentioned at TECH_STAFFSERV 1-8
MULTICODE OK
1. Improved staff productivity
2. Enables staff to spend more time delivering care
3. A positive impact on staff job satisfaction

4. Improved contact and engagement with colleagues and team working
5. The quality of care delivered to people
6. The health and wellbeing outcomes of people with care and support needs
7. Reduction in the burden of care on unpaid carers
8. Improved the overall health and wellbeing of unpaid carers
9. Cost savings which are used to offset the costs of technology.
10. Cost savings which we use to meet budget savings targets
11. Other
12. None of these **SCO**

ASK ATT_BENMAN_2 IF ANY BENEFITS AT ATT_BENMAN_1 (CODE 1-10)
ATT_ BENMAN_2
Q. Thinking about the benefit/benefits you just mentioned, how does the use of technology by <u>frontline local authority</u> staff (INFO BUTTON: including first contact staff, brokers, social workers, occupational therapists and LA employed direct care staff) <u>to manage and administer</u> adult social care services achieve this/these benefit/s?
MULTICODE OK

1. Increased choice
2. Increase in independence/ sense of control/ability to remain at home
3. Reduced accidents and falls in the home
4. Self care requires less intervention from outside sources
5. Speedier or easier admission of people into a care service
6. Speedier or more timely consultation, diagnosis or medical treatment
7. Better communication between services involved through information and data sharing
8. Better co-ordination of care around the person's needs
9. Better infection control by minimising contact with other professionals e.g. agency staff, GPs, District Nurses etc (especially those with multiple contacts)
10. Divert or delay access to more expensive NHS care
11. Improved or changed delivery of care by e.g. virtual monitoring by remote devices rather than care visits (meds prompts, lunchtime checks etc)
12. Less time spent by the frontline staff on 'administration' processes e.g. phone calls or periods spent travelling to meetings etc.
13. Other
14. None of these **SCO**

If TECH_FUNDCARE =CODES 1 to 6 or TECH_PROVNEED CODES =1 to 6 (Any sensing or monitoring tech or advanced tech directly provided or signposted)
ATT_BENSUP_1
Q. Which benefits, if any, result from the use of <u>support and monitoring technology which helps with care</u>?
Please think about these types of technology which you provide, fund or signpost:
TEXTFILL HERE List of selected tech (1-6) from TECH_FUNDCARE and codes 1-6 TECH_PROVNEED
MULTICODE OK
1. Improved staff productivity
2. Enables staff to spend more time delivering care
3. A positive impact on staff job satisfaction
4. The quality of care delivered to people
5. The health and wellbeing outcomes of people with care and support needs
6. Reduction in the burden of care on unpaid carers
7. Improved the overall health and wellbeing of unpaid carers
8. Cost savings which are used to offset the costs of technology
9. Cost savings which we use to meet budget savings targets
10. Other
11. None of these **SCO**

ASK ATT_BENSUP_2 IF ANY BENEFITS HIGHLIGHTED AT ATT_BENSUP_1 (CODE 1-10)
ATT_BENSUP_2

Q. Thinking about the benefit/benefits you just mentioned, how does the use of support and monitoring technology which helps with care achieve this/these benefit/s?

MULTICODE OK
1. Increased choice
2. Increase in independence/ sense of control/ ability to remain at home
3. Reduced accidents and falls in the home
4. Self care requires less intervention from outside sources
5. Speedier or easier admission of people into a care service
6. Speedier or more timely consultation, diagnosis or medical treatment
7. Better co-ordination of care around the person's needs
8. Better infection control by minimising contact with other professionals e.g. agency staff, GPs, District Nurses etc (especially those with multiple contacts)
9. Divert or delay access to more expensive NHS care
10. Improved or changed delivery of care by e.g. virtual monitoring by remote devices rather than care visits (meds prompts, lunchtime checks etc)
11. Less time spent by frontline staff on 'administration' processes e.g. phone calls or periods spent travelling to meetings etc.
12. Improved communication or better able to connect with people
13. Other (SPECIFY)
14. None of these **SCO**

ASK ATT_BENSUP3 IF NO BENEFITS HIGHLIGHTED AT ATT_BENSUP_1 (CODE 11)
ATT_BENSUP_3

Q. How, if at all, does the use of support and monitoring technology in adult social care benefit adults with care and support needs or their unpaid carers?
MULTICODE OK
1. Increased choice
2. Increase in independence/ sense of control/ ability to remain at home
3. Reduced accidents and falls in the home
4. Speedier or easier admission into services
5. Speedier or more timely consultation, diagnosis or medical treatment
6. Better co-ordination of care around the person's needs
7. Less time repeating story to different people involved in their care
8. Other
9. None of these **SCO**

If TECH_FUNDCARE=7-13 or TECH_PROVNEED=7-13 (Any consumer tech directly provided or signposted)
ATT_BENCON_1

Q. Which benefits if any, result from the use of consumer technology or apps which help with care?
Please think about these types of technology which you provide, fund or signpost:
TEXFILL HERE - List any items 7-13 from **TECH_FUNDCARE or TECH_PROVNEED**
MULTICODE OK
1. Improved staff productivity
2. Enables staff to spend more time delivering care
3. A positive impact on staff job satisfaction
4. Improved contact and engagement with colleagues and team working
5. The quality of care delivered to people
6. The health and wellbeing outcomes of people with care and support needs
7. Reduction in the burden of care on unpaid carers
8. Improved the overall health and wellbeing of carers

9. Cost savings which are used to offset the costs of technology.
10. Cost savings which we use to meet budget savings targets
11. Other
12. None of these **SCO**

ASK ATT_BENCON_2 IF ANY BENEFITS HIGHLIGHTED AT ATT_BENCON_1 (CODE 1-10)
ATT_BENCON_2
Q. Thinking about the benefit/benefits you just mentioned, how does the use of <u>consumer technology or apps which help with care</u> achieve this/these benefit/s?
MULTICODE OK
1. Increased choice
2. Increase in independence/ sense of control/ ability to remain at home
3. Reduced accidents and falls in the home
4. Self care requires less intervention from outside sources
5. Speedier or easier admission of people into a care service
6. Speedier or more timely consultation, diagnosis or medical treatment
7. Better communication between services involved through information and data sharing
8. Better co-ordination of care around the person's needs
9. Better infection control by minimising contact with other professionals e.g. agency staff, GPs, District Nurses etc (especially those with multiple contacts)
10. Divert or delay access to more expensive NHS care
11. Improved or changed delivery of care by e.g. virtual monitoring by remote devices rather than care visits (meds prompts, lunchtime checks etc)
12. Less time spent by the frontline staff on 'administration' processes e.g. phone calls or periods spent travelling to meetings etc.
13. Other
14. None of these **SCO**

ASK ATTBENCON_3 IF NO BENEFITS HIGHLIGHTED AT ATT_BENCON_1 (CODE 11)
ATT_BENCON_3
Q. How, if at all, does the use of <u>consumer technology or apps which help with care</u> benefit adults with care and support needs or their unpaid carers?
MULTICODE OK
1. Increased choice
2. Increase in independence/ sense of control/ ability to remain at home
3. Reduced accidents and falls in the home
4. Speedier or easier admission into services
5. Speedier or more timely consultation, diagnosis or medical treatment
6. Better co-ordination of care around the person's needs
7. Less time repeating story to different people involved in their care
8. Other
9. None of these **SCO**

ASK THOSE WHO SAY NO BENEFITS AT EACH OF THE THREE QUESTIONS (ATT_BENMAN_1, ATT_BENSUP_1, ATT_BENCON_1)
ATT_POSTECH
Q. Why do you think your organisation has not experienced any positive impacts or benefits as a result of using these technologies?
MULTICODE OK
1. We are too early in implementation to see any benefits
2. Roll out has not been consistent or widespread enough
3. LA frontline staff lack the required digital skills
4. LA frontline staff lack the required confidence
5. Care and support staff in other organisations do not have the skills or confidence to support the effective use of the technology
6. Lack of digital skills or confidence among people with care and support needs or their carers
7. Reluctance among people with care and support needs or their carers to use technology in care

8. We do not have in place monitoring tools to measure benefits
9. Other – please write in (SPECIFY)
10. Don't know – SCO

Route based on answers to TECH_STAFFSERV about tech used CODES 1-8
ATT_BARMAN
Q. Which of the following, if any, are barriers to the use of tech by <u>LA frontline staff</u> (INFO: including first contact staff, brokers, social workers, occupational therapists and LA employed direct care staff) <u>to manage and administer</u> adult social care services in your local authority area?
MULTICODE OK
1.   Poor business case for investment
2. Current/ ongoing benefits analysis not completed
3. Current budget pressures in the organisation
4. Lack of awareness about available digital technology and potential uses
5. Risks to data security/compliance with GDPR
6. Lack of infrastructure (e.g. broadband connectivity, wifi)
7. Lack of time to focus on the developments needed
8. Lack of strategic leadership within the LA
9. LA frontline staff lack the required digital skills
10. LA frontline staff lack the required confidence
11. Other areas are a greater priority for investment
12. Lack of digital skills or confidence among people with care and support needs or their carers
13. Reluctance among people with care and support needs or their carers to use technology in care
14. Lack of technology providers offering solutions in this area
15. Other – please write in (SPECIFY)
16. There are no barriers to accessing and using digital technology – SINGLE CODE
17. Don't know – SINGLE CODE

If TECH_FUNDCARE =CODES 1 to 6 or TECH_PROVNEED CODES =1 to 6 (Any sensing or monitoring tech or advanced tech directly provided or signposted)
ATT_BARSUP
Q. Which of the following, if any, are barriers to the use of <u>support and monitoring tech provided or signposted</u> to adults with care and support needs and their unpaid carers in your local authority area?
MULTICODE OK
1. Poor business case for investment
2. Current/ ongoing benefits analysis not completed
3. Current budget pressures in the organisation
4. Lack of awareness about available digital technology and potential uses
5. Risks to data security/compliance with GDPR
6. Lack of infrastructure (e.g. broadband connectivity, wifi)
7. Lack of time to focus on the developments needed
8. Lack of strategic leadership within the LA
9. LA frontline staff lack the required digital skills
10. LA frontline staff lack the required confidence
11. Other areas are a greater priority for investment
12. Lack of digital skills or confidence among people with care and support needs or their carers
13. Reluctance among people with care and support needs or their carers to use technology in care
14. Lack of technology providers offering solutions in this area
15. Other – please write in (SPECIFY)
16. There are no barriers to accessing and using digital technology – SINGLE CODE
17. Don't know – SINGLE CODE

If TECH_FUNDCARE=7-13 or TECH_PROVNEED=7-13 (Any consumer tech directly provided or signposted)
ATT_BARCON
Q. Which of the following, if any, are barriers to the use of <u>consumer technology or apps provided or signposted</u> to adults with care and support needs and their unpaid carers in your local authority area?
MULTICODE OK
1. Poor business case for investment
2. Current/ ongoing benefits analysis not completed
3. Current budget pressures in the organisation
4. Lack of awareness about available digital technology and potential uses
5. Risks to data security/compliance with GDPR
6. Lack of infrastructure (e.g. broadband connectivity, wifi)
7. Lack of time to focus on the developments needed
8. Lack of strategic leadership within the LA
9. LA frontline staff lack the required digital skills
10. LA frontline staff lack the required confidence
11. Other areas are a greater priority for investment
12. Lack of digital skills or confidence among people with care and support needs or their carers
13. Reluctance among people with care and support needs or their carers to use technology in care
14. Lack of technology providers offering solutions in this area
15. Other – please write in (SPECIFY)
16. There are no barriers to accessing and using digital technology – SINGLE CODE
17. Don't know – SINGLE CODE

IF CODE 1-14 AT ATT_BARMAN, ATT_BARSUP, ATT_BARCON,
ATT_INDBAR
Q.With which organisations or individuals would you say the barriers primarily lie?
MULTICODE OK
1. With the underlying infrastructure in this area
2. Within the local authority which commissions or funds services
3. Among care providers (care homes or domiciliary care providers)
4. Among day centres and other unregulated provision
5. Among volunteers providing care and support
6. Among people with care and support needs
7. Among unpaid carers and family members
8. Among technology suppliers
9. A mix of the above DO NOT ROTATE
10. Other WRITE IN
11. None of these SCO
12. Don't know SCO
13. Prefer not to say SCO

Digital maturity in the workforce
The next questions focus on the digital skills of the care staff in your organisation as well as the adult social care sector in organisations you commission in your local authority area.

ASK ALL
DIGI_SKILLGAP_MAN
Q. In your opinion, thinking about the <u>digital skills</u> of those in your organisation who <u>manage adult social care services or lead frontline care staff</u> are there gaps in any of the following areas…?
MULTI CODE
1. Assessing and commissioning digital solutions for care planning and delivery
2. Staying abreast of developments in digital care planning and delivery technology
3. Handling and managing digital care planning and delivery systems

4. Setting up and maintaining data security of digital care planning and delivery systems
5. Understanding the ethics of using digital technology and the associated data
6. Appropriate use of digital technology in a care situation
7. Making effective use of the data generated by digital care planning and delivery technology
8. Leading and supporting staff in the adoption of digital technology
9. Promoting a workplace culture that is open to new working practices
10. Other (PLEASE SPECIFY)
11. None of these
12. Don't know

ASK ALL
DIGI_SKILLGAP_FRONT
Q. In your opinion, thinking about the <u>digital skills of frontline care staff working in your organisation</u> (including first contact staff, brokers, social workers, occupational therapists and LA employed direct care staff) are there gaps in any of the following areas…?
MULTI CODE

1. Operating digital devices as part of their job
2. Accessing or navigating the internet
3. Operating safely and legally online
4. Using the internet for professional communication and information gathering
5. Using digital administration/planning systems to handle and manage information
6. Complying with data protection legislation in the digital sphere
7. Understanding how to share personal information outside the organisation in line with GDPR
8. Understanding the ethics of using digital technology and the associated data
9. Supporting care recipients in their use of digital technology
10. Other (please specify)
11. None of these
12. Don't know

ASK ALL
DIG_SKILLGAP_COMM
Q. In which <u>adult social care provider services which you commission</u> in your local authority area would you say there are the greatest gaps in the digital skills or capabilities of frontline care staff?
MULTICODE

1. Care home services (with nursing)
2. Care home services (without nursing)
3. Domiciliary care services
4. Extra care housing services
5. Shared lives
6. Supported living services
7. Day care services
8. Other – please write in (SPECIFY)
9. None of these
10. Don't know

Changes in the use of technology and need for digital skills since March 2020:

The next few questions are about the impact of COVID-19 on the use of digital technology in your organisation.
ASK ALL
DIG_COVID

Q. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of digital technology?
SINGLE CODE.
1. Since the COVID-19 pandemic we make greater use of digital technology in our organisation
2. We use digital technology to the same extent as before in our organisation
3. Since the COVID-19 pandemic we make less use of digital technology in our organisation
4. Don't know

ASK ALL WHO SELECT CODE 1 AT **DIG_COVID**
DIG_COVID_NEW
Q. What types of new digital technology has your organisation started using which were not used at all before the COVID-19 pandemic?
MULTICODE OK
BRING FORWARD CODES SELECTED AT TECH_STAFFSERV, TECH_FUNDCARE, TECH_PROVNEED
Don't know

-

ASK ALL WHO SELECT CODE 1 AT **DIG_COVID**
DIG_COVID_MORE
Q. What type of existing digital technology has your organisation made greater use of than before the COVID-19 pandemic?
MULTICODE OK
- BRING FORWARD CODES SELECTED AT TECH_STAFFSERV, TECH_FUNDCARE, TECH_PROVNEED
- **Don't know**
-

ASK ALL WHO SELECT CODE 1 AT **DIG_COVID**
DIG_COVID_FUT
Q. Thinking about the future, do you think your organisation will continue to use digital technology in the same way it has during the COVID-19 pandemic?
SINGLE CODE
1. Yes
2. No
3. Don't know

ASK ALL WHO SELECT CODE 3 AT **DIG_COVID**
DIG_COVID_LESS
Q. What are the reasons why your organisation has been using less digital technology since the COVID-19 pandemic?
- OPEN ENDED
Don't know

ASK ALL WHO SELECT CODE 2 AT **DIG_COVID_FUT**
DIG_COVID_NOT
Q. What are the reasons why your organisation will not continue to use digital technology in the same way it has during the COVID-19 pandemic?
- OPEN ENDED
Don't know

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
The next few questions are about the impact of COVID-19 on digital skills in the frontline adult social care workforce working for your organisation.

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)

DIG_COVIDSKILL_1
Q. Has the COVID-19 pandemic changed the types of digital skills needed by frontline care staff working for your organisation?

1. Yes
2. No
3. Don't know

ASK ALL WHO SELECT CODE 1 AT DIG_COVIDSKILL_1
DIG_COVIDSKILL_2
Q. Thinking about the future, do you think frontline care staff working for your organisation will continue to use the digital skills required during the COVID-19 pandemic?
SINGLE CODE

1. Yes
2. No
3. Don't know

Learning and development of staff [SKILLS REVIEW ONLY]

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_STRAT
Q. Does your organisation have a learning and development plan or strategy in place to develop the digital skills or capabilities of frontline care staff working in your organisation (INFO BUTTON: including first contact staff, brokers, social workers and occupational therapists)?
SINGLE CODE

1. Yes
2. No
3. Don't know

IF YES (CODE 1) at LEARN_STRAT
LEARN_STRATUP
Q. How often is this learning and development plan or strategy updated?
SINGLE CODE

1. More than once a year
2. Approximately once a year
3. Less than once a year
4. Don't know

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_BUDDEV
Q. Does your local authority have a dedicated budget for developing digital skills or capabilities among frontline care staff working for your organisation?
SINGLE CODE ONLY

1. Yes
2. No
3. Don't know

IF LEARN_BUDDEV=CODE 1
LEARN_BUDSIZE
What is the size of the dedicated budget for developing digital skills or capabilities among frontline care staff this year?
SPACE FOR 6 digits
1. Don't know
2. Prefer not to say

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_PROV_REQ
Q. Thinking about the care provider organisations which you commission or fund in your local authority area, does your organisation work with providers to understand their requirements for digital skills or capabilities learning and development? This could be directly with individual providers or through a local Provider Association or Care Provider Forum.
1. Yes – just to identify and understand the needs
2. Yes – and we work with them to meet those needs
3. No
4. Don't know
5. Prefer not to say

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_STAFFDEV
Q. Over the past 12 months has your organisation arranged or funded any of the following learning and development on digital skills or capabilities for frontline care staff working for your organisation?
MULTICODE
1. Formal training delivered by an external provider
2. Formal training delivered by those working in your organisation
3. Self-directed training programmes from an external provider
4. Self-directed training programmes within the organisation
5. Peer-to-peer networks across organisations
6. Peer-to-peer networks within the organisation

7. Digital Champion support from an external provider or partner
8. Digital Champion support within the organisation
9. E-resources for staff to access from an external provider
10. E-resources for staff to access within the organisation
11. Other
12. Don't know single code
13. None of these

ASK ALL WHO CODE 1 at **LEARN_STAFFDEV** – FORMAL TRAINING DELIVERED BY AN EXTERNAL PROVIDER
LEARN_TRAINPROV
Q.Has any of this training for frontline staff in your organisation been delivered by digital technology providers?
1. Yes
2. No
3. Don't know

ASK ALL WHO CODE 1 at **LEARN_STAFFDEV** – FORMAL TRAINING DELIVERED BY AN EXTERNAL PROVIDER
LEARN_RATEDEV
Q. Generally speaking, how would you rate each of the following for externally supplied learning and development to develop digital skills or capabilities of your organisation's frontline care staff
A availability of externally supplied digital skills or capability learning and development
B quality of externally supplied digital skills or capability learning and development
SINGLE CODE
1. Very good
2. Good
3. Neither good nor poor
4. Poor
5. Very poor

6. OR don't know/ not commissioned by this local authority

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
IF ANY L&D IN LAST 12 MONTHS code 1-11 at LEARN_STAFFDEV
LEARN_OFFQUAL
Q. Does your organisation offer digital skills or capabilities training for your frontline care staff that leads to a formal qualification or CPD credits?
SINGLE CODE
1. Yes
2. No
3. Don't know

ASK IF ANY L&D FOR STAFF DIRECTLY DELIVERING CARE code 1-11 at LEARN STAFFDEV
LEARN_DEVFOC
Q. Which, if any, of the following has the learning and development for your organisation's frontline staff focused on over the past 12 months?
MULTICODE
ROTATE

1. Using or learning about specific types of technology, such as assistive care technology or digital devices used as part of their job
2. Using the internet for professional communication and information gathering
3. Using standard software packages (e.g. for word processing, data analysis, presentations)
4. Using digital technology to meet and collaborate with colleagues
5. Knowledge around digital care management and/ or care planning
6. Using digital systems to plan or report own work (including synchronising own device data with employer's systems)
7. Using digital systems to access and/or submit information (e.g. regarding salary, expenses, holiday, work absences)
8. Understanding and complying with data protection legislation in the digital sphere
9. Understanding the potential for digital care technology in care settings and how this varies by type of care recipient
10. How to support care recipients in their use of digital technology to support their care needs
11. Other (please specify)

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_NEEDEV
Q. Thinking specifically about your organisation's frontline care staff, which, if any, of the following skills are in greatest need of further development? Please choose up to three.
ALLOW UP TO THREE
MULTICODE
ROTATE

1. Using or learning about specific types of technology, such as assistive care technology or digital devices used as part of their job
2. Using the internet for professional communication and information gathering
3. Using standard software packages (e.g. for word processing, data analysis, presentations)
4. Using digital technology to meet and collaborate with colleagues
5. Knowledge around digital case management and/ or care planning
6. Using digital systems to plan or report own work (including synchronising own device data with employer's systems)
7. Using digital systems to access and/or submit information (e.g. regarding salary, expenses, holiday, work absences)
8. Understanding and complying with data protection legislation in the digital sphere

9. Understanding the potential for digital care technology in care settings and how this varies by type of care recipient
10. How to support care recipients in their use of digital technology to support their care needs
11. Other (please specify)
12. (SINGLE CODE) None of these

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_BARSKILL
Q. What barriers, if any, have prevented your local authority from providing more learning and development on digital skills and capabilities for your frontline care staff over the last 12 months?
MULTI CODE
1. Lack of leadership in digital skills development within the organisation
2. Lack of digital leadership skills among frontline staff working in leadership roles
3. Lack of funding for digital skills development within the local authority
4. Lack of knowledge about training opportunities and/or suitable courses
5. Lack of understanding of what digital skills or capabilities are required
6. External courses are too expensive
7. Staff are too busy to undertake training/development in skills or capabilities
8. Staff are reluctant to learn new digital skills or capabilities
9. Staff are too busy to train others (peer-to-peer training)
10. Staff are fully proficient in the digital skills they need for their jobs
11. A lack of appropriate training / qualifications in the subject areas we need
12. Difficulty finding training providers who can deliver training where or when we want it
13. Learning and development on digital skills and capabilities is not seen as a priority
14. Lack of resources or leadership for social care learning and development
15. Other – please write in (SPECIFY)
16. There are no barriers to providing more learning and development on digital capabilities – SINGLE CODE
17. Don't know – SINGLE CODE

ASK IF TCH_DS_TYPE=2 or 3 (Tech and L and D or L and D mainly)
LEARN_SKILLFUT
Q. Through which of the following routes do you think learning and development on digital skills or capabilities for frontline staff in your organisation would be best delivered in the future?
MULTI CODE
1. Formal training delivered by an external provider [HOVEROVER FOR FORMAL TRAINING: This is training provided on a course whether in person or online]
2. Formal training delivered by those working in your organisation
3. Self-directed training programmes from an external provider [HOVEROVER FOR FORMAL TRAINING: This is training provided on a course whether in person or online]
4. Self-directed training programmes within the organisation
5. Peer-to-peer networks across organisations
6. Peer-to-peer networks within the organisation

7. Digital Champion support from an external provider or partner [HOVEROVER FOR DIGITAL CHAMPION: Digital Champions provide digital support to their colleagues and people who need care and support]
8. Digital Champion support within the organisation
9. E-resources or other online resources [HOVEROVER: e.g. articles, videos, professional forums, activities and tools accessible online] for staff to access from a trusted adult social care sector organisation
10. E-resources or other online resources [HOVEROVER: e.g. articles, videos, professional forums, activities and tools accessible online] for staff to access from from a government branded platform in partnership with the adult social care sector

11. E-resources or other online resources [HOVEROVER: e.g. articles, videos, professional forums, activities and tools accessible online] for staff to access provided by the organisation
12. Informal training from a colleague
13. NHS Digital Academy programmes
14. Other activity (please specify)
15. None of these

REVERSE ANSWER SCALE BUT MAKE IT THE SAME AS PREVIOUS AGREE/DISAGREE FOR EACH PARTICIPANT
LEARN_STAT
Q. To what extent do you agree or disagree with the following statements?
ROTATE STATEMENTS
   a) This organisation promotes lifelong learning for all frontline staff
   b) This organisation is committed to the development of digital skills in frontline adult social care staff
   c) Digital skills training should be mandatory for frontline adult social care staff
   d) There is a lack of providers offering the types of digital skills training that our staff need
   e) Digital skills development is a priority among frontline staff
   f) Frontline staff lack the time to develop digital skills
   g) Frontline staff are encouraged and supported to develop digital confidence in their job roles
   h) When recruiting new frontline staff, an assessment is made of their digital capability against the requirements of their job
   i) We plan learning and development to reflect the changing needs of the frontline workforce
   j) This organisation promotes the benefits of digital technology and digital skills to frontline staff
   k) This organisation finds ways to reward the continuous professional development of frontline staff

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree

Future use of technology used within adult social care:
The next few questions are about the digital technology your organisation might use in the future.

ASK IF TCH_DS_TYPE=1 (Tech only)
FUTURE_DIG_MAN
Q. In the next five years what new types of digital technology do you think your organisation may adopt for use by your frontline adult social care staff to support management and administration of care services?
Please think about broad types you are not currently using or specific new technologies in these groups which you may implement. MULTICODE. ROTATE CODES 1-5
   1. Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)
   2. Business support and care management software (accounting software, rostering software, scheduling software)
   3. Support and monitoring technology (personal alarms, sensors for monitoring, voice-operated curtains and doors)
   4. Advanced technology (e.g. robotics, augmented reality, IoT, AI)
   5. Data use, data sharing, data management and analytics
   6. Online e-brokerage or self-assessment solutions

7. Technology that supports effective mobile and remote working
8. Other – please write in (SPECIFY)
9. Don't know – SINGLE CODE
10. None of these – SINGLE CODE

FUTURE_DIG_PROVSIGN

Q. In the next five years what new types of digital technology do you think your organisation may adopt for direct <u>provision or signposting to those with adult social care and support needs and their unpaid carers</u> in your local authority area?
. MULTICODE. ROTATE CODES 1-5
  1. Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)
  2. Business support and care management software (accounting software, rostering software, scheduling software)
  3. Support and monitoring technology (personal alarms, sensors for monitoring, voice-operated curtains and doors)
  4. Advanced technology (e.g. robotics, augmented reality, IoT, AI)
  5. Data use, data sharing, data management and analytics
  6. Online e-brokerage or self-assessment solutions
  7. Technology that supports effective mobile and remote working
  8. Other – please write in (SPECIFY)
  9. Don't know – SINGLE CODE
  10. None of these – SINGLE CODE

IF THREE OR MORE CODES SELECTED AT FUTURE_DIG_MAN

FUTURE_ADOPPRI

Q. Thinking about the types of digital technology you may adopt in the next five years, which will be your top priority? Please choose up to two types of technology if appropriate.
MULTICODE up to TWO
  - SCRIPTER BRING FORWARD CODES SELECTED AT FUTURE_DIG_MAN
  - Don't know – SINGLE CODE
  - None of these – SINGLE CODE

ASK ALL WHO SELECTED CODES 1-8 AT FUTURE_DIG_MAN OR THE CODES SELECTED AT FUTURE_ADOPPRI. IF ONE OR TWO RESPONSES AT FUTURE_DIG_MAN LOOP USE THOSE CODES. IF THREE OR MORE RESPONSES AT FUTURE_DIG_MAN USE THE ONE OR TWO CODES GIVEN AT FUTURE_ADOPPR.
LOOP FOR EACH CODE -THERE WILL ONLY BE A MAXIMUM OF TWO LOOPS.
FUTURE_USER
Q. Thinking about <<TEXTFILL TYPE OF TECHNOLOGY SELECTED AT FUTURE_DIG_MAN **1-8 OR AT** FUTURE_ADOPPRI **>> your organisation may use, provide or signpost in the future, who do you think the main users will be?**
MULTICODE
  1. LA frontline staff delivering care
  2. Care provider staff delivering care
  3. Managerial and administrative staff in local authority
  4. Managerial and administrative staff in care providers
  5. IT or data specialist staff in local authority
  6. Adults with social care needs
  7. Carers of adults with social care needs
  8. Don't know – SINGLE CODE

FUTURE_BENEFIT

Q. What benefits, if any, do you think <<TEXTFILL TYPE OF TECHNOLOGY FUTURE_DIG_MAN **1-8 OR AT** FUTURE_ADOPPRI **>> would have for the people for whom the local authority funds or providers care?**
MULTICODE ROTATE CODES 1-8

1. Improve quality of care provided to the people who use our services
2. Improve staff productivity
3. Improve staff job satisfaction
4. Improve the overall health and wellbeing of people who use our care services
5. Improve the quality of life for carers
6. Cost savings which we can pass on to those paying for their care
7. Cost savings which we could use to meet budget savings targets
8. Other – please write in (SPECIFY)
9. Don't know – SINGLE CODE

FUTURE_IMPBAR

Q. Thinking about implementing <<TEXTFILL TYPE OF TECHNOLOGY FUTURE_DIG_MAN **1-8 OR AT** FUTURE_ADOPPRI **>> in your organisation over the next five years, what barriers, if any, do you think your organisation will face implementing this technology?**
MULTICODE.

1. Poor business case for investment
2. Current/ ongoing benefits analysis not completed
3. Current budget pressures in the organisation
4. Lack of awareness about available digital technology and potential uses
5. Risks to data security/compliance with GDPR
6. Lack of infrastructure (e.g. broadband connectivity, wifi)
7. Lack of time to focus on the developments needed
8. Lack of strategic leadership
9. Care staff lack the required digital skills
10. Other areas are a greater priority for investment
11. Lack of digital skills or confidence among people with care and support needs or their carers
12. Reluctance among people with care and support needs or their carers to use technology in care
13. Other – please write in (SPECIFY)
14. There are no barriers to accessing and using digital technology – SINGLE CODE
15. Don't know – SINGLE CODE

ASK IF TCH_DS_TYPE=1 (Tech only)
FUTURE_OVERBAR

Q. What support do you think your organisation will need to overcome the barriers of implementing digital technology in adult social care?
MULTICODE

1. Improvement in our technology infrastructure through investment in broadband and WiFi
2. Upskilling of the organisation's workforce
3. Upskilling of the wider care workforce
4. Help to understand the different digital technologies available in the market
5. More evidence of effectiveness of technology

6. Help to develop a business case for investment
7. Support within my organisation to have time to review investment in digital technology
8. Advisory or consultancy services to help us decide what technology we should use
9. Greater availability of funding to invest in digital technologies
10. I do not feel my organisation requires support to overcome these barriers – SINGLE CODE
11. Other – please write in (SPECIFY)
12. Don't know – SINGLE CODE

ASK IF TCH_DS_TYPE=1 (Tech only)
FUTURE_SUPIMP
Q. Which of the following types of support, if any, are offered by the LA to local providers and individuals to overcome the barriers to implementing digital technology?
MULTICODE
1. Improvement in technology infrastructure through investment in broadband and WiFi
2. Upskilling of the organisation's workforce
3. Upskilling of the wider care workforce
4. Help to understand the different digital technologies available in the market
5. More evidence of effectiveness of technology
6. Help to develop a business case for investment
7. Advisory or consultancy services to help them decide what technology they should use
8. Greater availability of funding to invest in digital technologies
9. Other – please write in (SPECIFY)
10. None of these
11. Don't know – SINGLE CODE

ASK ALL
INPUT_HELP
Q. In completing this online survey, did you answer all of the questions yourself or did you do so with the help or input of any colleagues?
SINGLE CODE
1. I completed the survey myself
2. I completed the survey with the help of a colleague/s
3. Prefer not to say

CASE STUDIES
ASK ALL
CASE_EXAMP
Q. Are you aware of any good examples, within your local authority, where digital technology has been successfully implemented in adult social care that would make a good case study?
SINGLE CODE
1. Yes
2. No
3. Don't know

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_DETAIL
Q. Could you tell me about this example?
- OPEN ENDED

- Prefer not to say

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_ORG
Q. Would you be willing to put us in touch with the organisation(s) involved?

1. Yes
2. No ROUTE TO RECONTACT
3. Don't know ROUTE TO RECONTACT

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_CONTACT
Q. Could I please take your contact details?
A member of the research team will contact you to discuss the case study in more detail in the near future.
- COLLECT NAME, EMAIL ADDRESS AND TELEPHONE NUMBER

RE-CONTACT
ASK ALL WHO SELECT CODE 2 AT CASE_EXAMP

RE-CONTACT
Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic, including research with staff who commission, manage or provide technology related to adult social care services.

Q. Would you be willing to provide your contact details so they can contact you within the next 12 months for this purpose?
SINGLE CODE
1. Yes – COLLECT CONTACT DETAILS – NAME, EMAIL ADDRESS AND TELEPHONE NUMBER
2. No

THANK AND CLOSE

7.2 Discussion Guide: Local Authorities

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1. Introduction (2 minutes)

- Thank participant for taking part and introduce self

- **Explain purpose of interview** – NHSX would like to explore how Local Authorities Adult Social Care Departments are supporting and commissioning for the wider adoption and scalability of digital technology across the adult social care sector. This includes the technology currently used or promoted; the benefits and drawbacks of this technology; current levels of digital skills in the sector; the impact of the COVID-19 pandemic on technology use; barriers to use of technology and how these can be overcome; current provision and outcomes of training available; what technology may be used in the future and understanding future need for digital skills in the sector.

- This review will also consider the approach undertaken by the Local Authority Adult Social Care Department to support the local social care workforce in the use of digital technology and what are the barriers to supporting the workforce further. This includes the subject of digital capability, skills and learning and development.

- This research will be used to inform future NHSX policy and to help them identify how they can best support the sector to make the most of technology. The review outcomes will also be considered by NHSX in supporting any bid in the next Spending Round to

secure funding for wider adoption and scalability of digital technology across the adult social care sector

▪ This research is endorsed by ADASS and LGA, as well by other national representative bodies for tech suppliers, care providers and people/carers with social care needs.

▪ The analysis will not be used to rank the performance of local authority activity, but rather to support learning across the sector and to inform NHSX policy.

▪ **Confidentiality** – reassure participant that all responses are anonymous and confidential; information about individual cases will not be passed on to NHSX unless they give express permission. IPC is part of Oxford Brookes University

▪ The Privacy Notice for this research is available (offer to email if not received)

▪ **Interview length** – typically at least 90 minutes depending on what they have to say.

▪ **Permission to record** – for analysis and transcription. Confirm consent to participate once audio recording.

▪ Any questions before beginning?

2. About the Local Authority Adult Social Care Department (10 mins)

To begin, could you tell me a little bit about your roles and your organisation?
- **PROBE:** discuss
    - Job title, previous experience?
    - What are your day-to-day responsibilities?
    - What involvement do you have around decisions to support or commission the deployment and scalability of digital technology across your local adult social care market?
    - What involvement do you have around digital skills, capabilities and learning and development?

How mature is your approach to using and commissioning the use of digital technology to meet care and support needs?
- **PROBE:** How would you define digital maturity? What would you include?

IF ASKED/ NOT CLEAR ABOUT DIGITAL MATURITY:
By digital maturity, we mean how able your organisation is to adopt, implement and manage new technology.

- **PROBE:** Have you undertaken any recent activities to assess your Department's digital maturity, and if so, what is the outcome?
  Possible tools include:
    - LGA Digital Maturity Assessment
    - LGA Care Tech Tool
    - Local Framework / Self-Assessment

- **PROBE:** Are there any improvement / action plans to improve level of assessed digital maturity?

- **PROBE:** If no evaluation recently undertaken, what is your view of your Department's current digital maturity?

Remind the interviewees of the key components of digital maturity:
  - There is strong leadership in digital technology planning (such as Digital Champions /Digital Strategies /Dedicated Budgets)
  - There are strong governance and project management processes in place to ensure new digital technologies are implemented
  - Staff have the relevant digital skills and confidence
  - Digital technology supports collaboration and efficient working
  - Digital technology supports the care provided to people and their carers

- **PROBE:** Are there any action plans to improve your Department's level of digital maturity (even if no evaluation recently undertaken) - and if so, what are these?

3. National Support Offers (5 Mins)

Has your Adult Social Care (ASC) Department participated in any national programmes supporting the adoption and scalability of digital technology?

- **PROBE:** Check whether the ASC has been involved in any national programmes such as;
  - LGA/ NHS Digital Social Care digital innovation programme
  - LGA/ NHS Digital Social Care Digital Innovation Accelerator (SCDIA)
  - NHS Digital Social Care Digital Pathfinders
  - NHS Digital Social Care Demonstrator Programme
  - NHSX Innovation Collaborative

IF YES: What has been the benefit of your participation in any national programmes?

- **PROBE:** What benefits have been realized? - to cover
  - Financial Savings
  - Improved Productivity
  - improved outcomes and quality

If not engaging with national programmes, was there a reason for this?

- **PROBE:** Check reasons, such as;
  - Awareness and leadership commitment
  - Capacity & Investment
  - Competing Priorities
  - Relevance

- **PROBE:** Are there any incentives that would encourage your future participation? such as;
  - Financial / Productivity incentives
  - Policy and Practice incentives

Has your ASC Department benefited from national programmes even if not participated?
- **PROBE:** What benefits have been realized? - to cover
  - Financial Savings
  - Improved Productivity
  - improved outcomes and quality

4. Frontline LA Staff and Digital Technology (10 Mins)

Frontline professional staff employed by the ASC department play a key role in how digital technology can potentially support people in improved health and wellbeing outcomes, as well as contributing to more effective and efficient ways of working.

This section explores how the ASC Department is responding to these opportunities and any challenges….

Frontline staff employed by the ASC Department includes Social Workers, Occupational Therapists, First Contact Staff and Brokers

What arrangements do you have in place to support frontline staff you employ to work digitally?

- **PROBE:** What proportion of your frontline staff are currently working digitally?
  - SWs
  - OTs
  - First Contact Staff
  - Brokers

- **PROBE:** What proportion of frontline staff are currently working digitally in the following settings? (please describe for each different type of frontline staff)
  - Working from home
  - When out in the local authority area
  - In the office/ workplace

- **PROBE:** What do they use?
  - Care / Case Management Systems
  - Digital care records system
  - Digital care planning system
  - Contract and Commissioning Monitoring Systems (such as Care Scheduling / Rostering systems)
  - Finance Management Systems
  - Performance and Data Management Systems

What impact does working digitally have on your frontline staff?

- **PROBE:** What are the advantages of LA frontline staff working digitally to both the Adult Social Care Department and to the Independent Care Providers you commission or fund?
  Impact may be described as;
  - Financial Savings
  - Improved Productivity
  - Improved Outcomes for people with care and support needs and their carers
  - Improved quality of services and support being delivered

- **PROBE:** What are the barriers to supporting LA Frontline Staff working digitally? Issues to be covered can include:
  - Digital inclusion / connectivity / digital literacy
  - Lack of technical awareness/ digital leadership
  - Resistance to change
  - No relevant technology available
  - Lack of business case to invest / Budget Pressures
  - Competing priorities
  - Data and cyber security concerns

- **PROBE:** How can these barriers be overcome - what have you done to support workarounds?

Are there any plans to increase, decrease or maintain current proportions of frontline professional staff working using digital technology over the next 3 years?

- **PROBE:** Do you have any plans to increase the number of frontline staff working digitally - and if so what are these?
- How do you intend to do this?

5. Information, Advice and Guidance and Digital Technology (20 Mins)

Local Authorities have a duty under the Care Act 2014 to provide Information, Advice and Guidance (IAG) to local people to support their improved health and wellbeing outcomes. Digital Technology can significantly contribute to these improved outcomes.

How do you support local people select and access digital technology to meet their health and wellbeing outcomes?
NOTE THAT DIRECTLY COMMISSIONED TECH WILL BE COVERED IN LATER SECTION 7

- **PROBE:** Do your IAG services promote Digital Technology to local people (and please describe how)?

- **PROBE:** Is Digital Technology actively promoted as the **default** solution to meeting health and wellbeing outcomes?

- **PROBE:** What types of digital technology are promoted?
  - **Consumer tech and apps** = CTA
    - Audio assistants (e.g. Amazon Alexa or Google Home)
    - Video conferencing software (e.g. Zoom or MS Teams)
    - Mobile health apps (e.g. exercise, brain training)
    - Mobile tablets (e.g. iPads)
    - Smartphones (e.g. iPhone or Samsung)
    - Smartwatches (e.g. Garmin, FitBit, Apple Watch)

  - **Support and monitoring systems** = SMS
    - Personal alarms
    - Monitoring equipment with sensors
    - Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)
    - Customer facing apps or platforms to help users keep updated with care

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  - **Advanced technology** = AT
    - Robotic technology (e.g. robotic walkers)
    - Virtual reality applications
    - Sensory technology which recreates physical feelings using haptic technology

- **PROBE:** Who does your IAG services work with?
  - Do you have a preferred list of Technology Suppliers and Devices?
  - How do you select & review types of digital technology and suppliers being promoted?

What are the barriers and incentives to your IAG services promoting digital solutions to meet care and support needs?

- **PROBE:** What are the advantages of your IAG promoting digital solutions to the ASC Department, the care providers you commission or fund, and people with care and support needs and their carers?
  Impacts to cover include;
    - Financial savings
    - Productivity gains
    - Improved outcomes and quality of care

- **PROBE:** Do you track IAG activity and impact of interventions - what are the key messages from these?

- **PROBE:** What are the barriers to your IAG services promoting digital solutions?
  Barriers to include
    - Digital inclusion / connectivity / digital literacy
    - Lack of technical awareness/ digital leadership
    - Lack of digital skills or confidence among people with care and support needs or their carers
    - Reluctance among people with care and support needs or their carers to use technology in care
    - No relevant technology available
    - Lack of business case to invest / Budget Pressures
    - Competing priorities
    - Data and cyber security concerns
    - Workforce retention and recruitment pressures

- **PROBE:** How can these barriers be overcome - what have you done to support workarounds?

6. IAG Services provided by a third party (If applicable)

Some Local Authorities direct local people to IAG services provided by a third party-usually run by the Voluntary and Community Sector (VCS) or Social Prescriber Organisations. This support may include specific IAG relating to the selection and access of digital technology to meet improved health and wellbeing outcomes.

What role do VCS and Social Prescriber organisations play in the dissemination and rollout of care technologies locally?

- **PROBE:** Does your IAG services direct people to local VCS and Social Prescriber organisations regarding inquiries about digital technology to meet health and wellbeing outcomes?
    - Is the service local, regional or nationally based?
    - Is there a contract for this relationship (and explore details)?

- **PROBE:** What digital technology solutions are being promoted?
    - Is Digital Technology actively promoted as the default solution to meeting health and wellbeing outcomes?
    - What types of digital technology are promoted (see previous list)?
        - Consumer tech and apps = CTA
        - Support and monitoring systems = SMS
        - Advanced technology = AT

- **PROBE:** Who does the local VCS/Social Prescriber work with?

○ Is there a preferred list of Technology Suppliers and Devices?
○ How are different digital technology and suppliers selected and reviewed?

What do you think are the barriers and incentives to local VCS/ Social Prescribers promoting digital solutions to support local people?

- **PROBE:** What are the advantages of your local VCS/ Social Prescribers promoting digital solutions to the ASC Department, the care providers you commission or fund, and people with care and support needs and their carers?
    ○ Financial savings
    ○ Productivity gains
    ○ Improved outcomes and quality of care

- **PROBE:** Do you track IAG activity and impact of interventions - what are the key messages from these?

- **PROBE:** What are the barriers to your local VCS/ Social Prescribers supporting the use of digital technology?
    ○ Digital inclusion / connectivity / digital literacy
    ○ Lack of technical awareness/ digital leadership
    ○ Lack of digital skills or confidence among people with care and support needs or their carers
    ○ Reluctance among people with care and support needs or their carers to use technology in care
    ○ No relevant technology available
    ○ Lack of business case to invest /Budget Pressures
    ○ Competing priorities
    ○ Data and cyber security concerns
    ○ Workforce recruitment and retention pressures

- **PROBE:** How can these barriers be overcome - what have you done to support workarounds?

7.	**Digital Technology and the Local Independent Care Provider Market (15 mins)**

This section examines commissioner / provider relationships and how the Adult Social Care Department / wider Local Authority supports local independent care providers in the adoption and scalability of digital technology to meet improved health and wellbeing outcomes for local people and their carers.

Do you have any specific requirements relating to the use of digital technology by local independent care providers you either commission or work with- and what are the consequences of these requirements?

- **PROBE:** Cover the following themes:
    ○ Protection, retention, processing and security of personal and corporate data
    ○ Compliance with national standards such as Data Security and Protection Toolkit /Cyber Essentials / GDPR
    ○ (Mandated) Use of digital systems - such as monitoring and scheduling home care visits, administration of medication, care planning and case management

- Completion of TSA Quality Standards

- **PROBE:** Do these requirements impact upon the potential use of digital technology by local independent care providers?

- **PROBE:** Are there any barriers that limit the extent to which local independent care providers comply with any requirements?

- **PROBE:** How can these barriers be overcome to support local independent care provider's compliance with these requirements - what have you done to support workarounds?

How mature do you think local independent care providers are in the use of digital technology and how has this impacted upon the adoption and scalability of digital technology locally?

- **PROBE:** What is your view of the local independent care provider market's digital maturity?
  Remind the interviewees of the key components of digital maturity:
  - There is strong leadership in digital technology planning (such as Digital Champions/ Digital strategies /Dedicated budgets)
  - There are strong governance and project management processes in place to ensure new digital technologies are implemented
  - Staff have the relevant digital skills and confidence
  - Digital technology supports collaboration and efficient working
  - Digital technology supports the care provided to people and their carers

- **PROBE:** Are there any action plans to improve the level of digital maturity across your local independent care provider market - and if so, what role does your Adult Social Care Department take?

- **PROBE:** If you do provide support to enhance digital maturity of your local independent care provider market, do you work with local independent care providers separately or through a Forum / Provider Association?

Do you provide any specific support to enhance the level of digital skills and confidence of staff working for local independent care providers?

- **PROBE:** Does your organisation provide any learning and development opportunities to develop the digital skills or capabilities of the local independent care provider market? Explore;
  - Budget allocated to learning and development
  - Frequency of provision
  - Who provided the L&D support? (inhouse./ external)

- **PROBE:** What is the format of this learning and development?
  - Formal training courses/ online support / peer to peer networking ?

- **PROBE:** What is the content of this learning and development?
  - Using specific types of technology/ using standard software packages/ complying with data protection legislation?

- **PROBE:** How successful is any support / intervention you provide in enhancing the digital maturity of your local independent care provider market?
  Check the following themes:
  - Digital leadership
  - Governance and project management

- ○ Staff digital skills and confidence
- ○ Collaborative and efficient working
- ○ Meeting care and support needs of local people and their carers

How would you rate the availability and quality of externally funded digital skills learning and development support for local care providers?

What types of Digital Technology do you directly provide or fund / commission for people with social care needs or their unpaid carers?

- o **PROBE:** What types of digital technology are promoted?
  - ○ Consumer Tech and Apps
    - ■ Audio assistants (e.g. Amazon Alexa or Google Home)
    - ■ Video conferencing software (e.g. Zoom or MS Teams)
    - ■ Mobile health apps (e.g. exercise, brain training)
    - ■ Mobile tablets (e.g. iPads)
    - ■ Smartphones (e.g. iPhone or Samsung)
    - ■ Smartwatches (e.g. Garmin, FitBit, Apple Watch)

  - ○ Support and Monitoring Systems
    - ■ Personal alarms
    - ■ Monitoring equipment with sensors
    - ■ Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)
    - ■ Customer facing apps or platforms to help users keep updated with care

  - ○ Advanced Technology
    - ■ Robotic technology (e.g. robotic walkers)
    - ■ Virtual reality applications
    - ■ Sensory technology which recreates physical feelings using haptic technology

If Digital Technologies are not being used by your services or the services you commission / fund - what are the reasons for this and how can these be overcome?

- o **PROBE:** Explore potential reasons such as:
  - ○ Poor business case for investment
  - ○ Assessment of business case ongoing
  - ○ Current budget pressures in the organisation
  - ○ Lack of awareness about available digital technology and potential uses
  - ○ Risks to data security/compliance with GDPR
  - ○ Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)
  - ○ Lack of time to focus on the developments needed
  - ○ Lack of strategic leadership
    Frontline staff lack the required digital skills and confidence
  - ○ Other areas are a greater priority for investment
  - ○ Lack of digital skills or confidence among people with care and support needs or their carers
  - ○ Reluctance among people with care and support needs or their carers to use technology in care
  - ○ Lack of technology providers offering relevant solutions
  - ○ Workforce recruitment and retention pressures

- o **PROBE:** How can these barriers be overcome - what have you done to support workarounds?

What do you consider are the benefits that can be / are being realized by the types of digital technology either being used or funded by your Adult Social Care Department?

- o **PROBE:** Explore the following potential benefits
    - ○ Improved staff productivity
    - ○ Enables staff to spend more time delivering care
    - ○ A positive impact on staff job satisfaction
    - ○ The quality of care delivered to people
    - ○ The health and wellbeing outcomes of people with care and support needs
    - ○ Reduction in the burden of care on unpaid carers
    - ○ Improved the overall health and wellbeing of unpaid carers
    - ○ Cost savings which are used to offset the costs of technology.
    - ○ Cost savings which are used to meet budget savings targets

- o **PROBE:** Do you undertake analysis of the activity data and intelligence generated by the digital technology systems you use / commission or fund?

- o **PROBE:** How quickly did these benefits take to be realized?

- o **PROBE:** Where are the benefits being realized (i.e. reduced NHS activity?)

- o **PROBE:** Are there any measures / metrics to validate and monitor benefits?

If Digital Technologies are not delivering benefits, what are the reasons for this and how can these be overcome?

- o **PROBE:** Explore potential reasons such as:
    - ○ Too early in implementation to see any benefits
    - ○ Roll out has not been consistent or widespread enough
    - ○ Frontline staff lack the required digital skills /confidence to support the effective use of the technology
    - ○ Reluctance among people with care and support needs or their carers

- o **PROBE:** How can these barriers to realizing benefits be overcome- what have you done to support workarounds?

8. Working with Technology Providers (10 mins)

Key to Adult Social Care Departments supporting the wider adoption and scalability of digital technology to meet improved health and wellbeing outcomes, improve quality and efficiency of service delivery, is the need for closer working with technology providers.

Do you work with Technology Providers to support the wider use of digital technology?

- o **PROBE:** Who do you work with?

- o **PROBE:** What is the relationship with any Technology Provider you are working with?
    Explore:
    - ○ Spot / Long Term Contract / Partnership
    - ○ Level of investment
    - ○ Technical advice and system support
    - ○ Co-Designing and implementing inhouse digital technology systems
    - ○ Implementing external digital technology systems

- ○ Managing and delivering Digital based services

Are there any barriers to working more closely with Technology Providers and how can these be overcome?
- o **PROBE:** Explore potential reasons such as:
  - ○ Poor business case for investment
  - ○ Assessment of business case ongoing
  - ○ Budget pressures
  - ○ Lack of awareness about available digital technology and potential uses
  - ○ Risks to data security/compliance with GDPR
  - ○ Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)
  - ○ Lack of time to focus on the developments needed
  - ○ Lack of strategic leadership
  - ○ Frontline staff lack the required digital skills and confidence
  - ○ Workforce recruitment and retention pressures
  - ○ Other areas are a greater priority for investment
  - o Lack of digital skills or confidence among people with care and support needs or their carers
  - o Reluctance among people with care and support needs or their carers to use technology in care
  - ○ Lack of technology providers offering relevant solutions
  - ○ Bureaucratic procurement and commissioning processes

- o **PROBE:** How can these barriers be overcome - what have you done to support workarounds?

| **9.** | **Working with people with care and support needs (5 minutes)** |

Please describe any arrangements you have to engage and design digital technology solutions to meet improved health and wellbeing outcomes in partnership with people with care and support needs (including their carers?)

- o **PROBE:** How do you engage local people with care and support needs, if at all?

- o **PROBE:** Are there any barriers to be overcome in working in partnership with local people - what have you done to support workarounds?

- o **PROBE:** please describe any successes in working in partnership with local people with care and support needs

| **10.** | **Future technology use (5 mins)** |

Looking to the future…

What types of digital technology, if any, will your Adult Social Care Department either implement to <u>further</u> support frontline staff or commission / fund to <u>further</u> support local independent care providers   in the next five years?

- **PROBE:** check do you have a vision about the potential of digital technology to meet the challenges and opportunities facing social care over the next 5 years. Is this ambitious?

- **PROBE:** check what types of digital technology (including hardware) will be required in the next 5 years?
    - Hardware - such as Smart Phones /Laptops etc
    - Consumer Tech and Apps (see previous list)
    - Support and Monitoring Systems
    - Advanced Technology
    - Business Support and Care Management Systems

- **PROBE:** What benefits will this technology bring to:
    - Local people with care and support needs - and their carers
    - Your Adult Social Care Department and your frontline staff
      Local Independent Care Providers and their staff

What barriers do you think you will face in either implementing or commissioning / funding this technology over the next five years?

- **PROBE:** Explore reasons such as
    - Business Case for investment
    - Funding pressures
    - Organisational culture and Leadership
    - Staff skills and digital confidence
    - Workforce recruitment and retention pressures
    - Other priority areas
    - Reluctance to use technology among people using care and support services due to lack of digital skills and confidence

- **PROBE:** How can these barriers be overcome?
    - Actions by your Adult Social Care Department
    - National / Regional Support offers
    - Changes to policy / funding

How will the skills of the Adult Social Care workforce need to develop over the next five years in order to use and implement these technologies?

11.	Case studies (5 minutes)

As part of this research we also want to identify examples of best practice or scenarios where useful lessons could be learnt that we can use as case studies.

Can you think of any good examples where digital technology has been successfully implemented in adult social care, that would make a good case study?

Would you be willing to put us in touch with the organisation and/or people involved?

INTERVIEWER: TAKE DOWN CONTACT DETAILS

12.	Close (2 minutes)

In summary, thinking about the discussion we've had today:

Is there anything else you would like to add before we finish?

THANK AND CLOSE

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

8 Technology Suppliers

Back to Contents

GREEN text denotes script routing, headings for sections and scripter instructions.

SINGLE CODE means that participants can only select one answer option – MULTICODE means the participants can select more than one answer.

REVERSE or ROTATE means different participants will be given the answer options in different orders. This helps avoid participants choosing answers just because they are offered first, for example.

8.1 Online Survey: Technology Suppliers

INTRODUCTION

Ipsos MORI is conducting this short survey on behalf of NHSX to explore the use of digital technology in adult social care. NHSX is a joint unit of NHS England and the Department of Health and Social Care, which supports local NHS and care organisations to digitise their services, connect the health and care system through technology and transform the way care is arranged and delivered.

We are approaching senior leaders within technology companies who have responsibility for deciding which type of health conditions, social care needs, care providers or people who need care and support they design their products for, the markets they target and how they reach their potential customers.

The survey will take around 15 minutes to complete, and the results will be used to provide both measurement and understanding of technology currently used within adult social care, and the barriers to adopting and developing technological solutions.

By adult social care we mean personal and other care and support services provided to adults living in their own homes, residential or nursing homes, or in supported housing settings.

By continuing with this survey, you consent to taking part in this research

ASK ALL

INTRO_1

Q. Before we begin, can I ask if you feel you will be able to answer survey questions about the digital technology developed for adult social care on behalf of your company?
SINGLE CODE

1. Yes, I can answer survey questions on behalf of my company

2. No, I cannot – THANK AND CLOSE

ASK IF INTRO_1=2

INTRO_2

Q. If you have a colleague who you feel could answer questions about the digital technology developed for adult social care on behalf of your company, please pass the survey link on to them

BACKGROUND – PARTICIPANT

The first few questions are about your role and responsibilities in your company…

ASK ALL
ROLE
Q. Which of the following best describes your role within your company?
SINGLE CODE

1. Chief Executive or Managing Director

2. Software or Product Development Lead

3. Operations Lead

4. Business Development or Marketing Lead

5. Technology or Infrastructure Lead

6. Research and Development Lead

7. Manufacturing Lead

8. Other role

9. Prefer not to say

ASK ALL
ROLE_TECH
Q. How does your role relate to digital technology used within adult social care?
MULTICODE

1. Design and development of products or software

2. Marketing of products or software

3. Strategy and client engagement

4. Implementation of technology

5. Other

6. Prefer not to say

ASK ALL WHO SELECT CODES 2, 3, 4, 5, 6 AT ROLE_TECH

ROLE_DESIGN
Q. Would you say the design and development of technology for adult social care is a key part of your role?
SINGLE CODE

1. Yes – it is a key part of my role

2. Yes – to some extent

3. No

4. Prefer not to say

BACKGROUND – COMPANY

The following questions are about the size of your company and how it is involved in technology for the adult social care sector.

ASK ALL
COMP_TIME
Q. Was your company established…?
SINGLE CODE

1. Within the last year

2. More than 1, up to 5 years ago

3. More than 5, up to 10 years ago

4. More than 10, up to 20 years ago

5. More than 20 years ago

6. Don't know

7. Prefer not to say

ASK ALL
COMP_SC_TIME
Q. How long has your company been developing or providing technology for the adult social care sector?
SINGLE CODE

1. Within the last year

2. More than 1, up to 5 years ago

3. More than 5, up to 10 years ago

4. More than 10, up to 20 years ago

5. More than 20 years ago

6. Don't know

7. Prefer not to say

ASK ALL
COMP_EMP
Q. How many people does your company currently employ, either permanently or temporarily, including yourself?
SINGLE CODE

1. Under 10

2. 10-29

3. 30–49

4. 50–249

5. 250–999

6. 1,000 or more

7. Don't know

8. Prefer not to say

COMP_BASE
Q. Where is your company based?
SINGLE CODE
1. England

2. Wales

3. Scotland

4. Northern Ireland

5. We are a global company and operate in multiple countries

6. Other

7. Prefer not to say

COMP_MAIN_CUST
Q. Where are your main customers based?
MULTICODE
1. United Kingdom

2. Europe

3. North America

4. South America

5. Asia

6. Africa

7. We operate in multiple markets around the world

8. Other

9. Prefer not to say

COMP_TYPE
Q. From the list below, please select the statements which best describe the type of company it is?
MULTICODE
1. Developer or manufacturer of digital alarms, monitors, sensors, call systems, or remote-controlled devices for adult social care

2. Developer or manufacturer of Internet of Things (IoT) products or other advanced technology for adult social care (e.g. a network of devices connected to a hub that can analyse and act on the responses or haptic technology)

3. Developer of software, platforms and apps for adult social care management, delivery or social care data analytics

4. Supplier or installer of technology for adult social care which has been developed or manufactured by others

5. Supplier of services supported by technology in social care (e.g. monitoring and response services)

6. Supplier of eLearning platforms for the adult social care sector

7. Other – please write in (SPECIFY)

8. Prefer not to say – SINGLE CODE

ASK ALL WHO SELECT 1-7 AT COMP_TYPE
COMP_OTHSECT
Q. Do you provide this type of technology for sectors other than adult social care?
SINGLE CODE

1. Yes

2. No

3. Don't know

4. Prefer not to say

ASK ALL WHO SELECT CODE 1 AT COMP_OTHSECT

COMP_WHICHSECT
Q. Which of the following sectors do you also provide technology products for?
MULTICODE

1. Logistics and delivery

2. Catering and hospitality

3. Leisure and tourism

4. Retail

5. Construction and engineering

6. Manufacturing

7. IT, data and network security

8. Financial and accounting

9. Consumer

10. Healthcare

11. Children's social care

12. Other sector

13. Don't know

14. Prefer not to say – SINGLE CODE

ASK ALL WHO SELECT CODE 1 AND/OR 2 AT COMP_TYPE

CUST_HARD_EQUIP
Q. Thinking about the <u>technology, hardware or equipment for adult social care</u> your company provides, which of the following customer groups does your company sell to directly?
MULTICODE

1. Other manufacturers of technology

2. Developers of software, platforms or apps

3. Suppliers of technology to the adult social care sector

4. Organisations offering services supported by technology (e.g. monitoring or response centres)

5. Local authorities

6. NHS organisations, including hospital trusts and GP practices

7. Residential and/or nursing homes

8. Home care or domiciliary care providers

9. Extra care or supported housing providers

10. Personal assistants

11. Other providers of adult social care (e.g. day care settings)

12. Adults with care and support needs

13. Unpaid or family carers of adults with care and support needs

14. Other customer group

ASK ALL WHO SELECT CODE 3 AT COMP_TYPE

CUST_SOFT_APPS
Q. Thinking about the <u>software, online platforms or apps</u> for adult social care your company develops, which of the following customer groups does your company sell to directly?
MULTICODE

1. Manufacturers of technology

2. Other developers of software, platforms or apps

3. Suppliers of technology to the adult social care sector

4. Organisations offering services supported by technology (e.g. monitoring or response centres)

5. Local authorities

6. NHS organisations, including hospital trusts and GP practices

7. Residential and/or nursing homes

8. Home care or domiciliary care providers

9. Extra care or supported housing providers

10. Personal assistants

11. Other providers of adult social care (e.g. day care settings)

12. Adults with care and support needs

13. Unpaid or family carers of adults

14. Other customer group

CUST_SUPPLY
Q. Thinking about the <u>technology for adult social care your company supplies or installs</u>, which of the following customer groups does your company sell to directly?
MULTICODE

1. Other manufacturers of technology

2. Developers of software, platforms or apps

3. Other suppliers of technology to the adult social care sector

4. Organisations offering services supported by technology (e.g. monitoring or response centres)

5. Local authorities

6. NHS organisations, including hospital trusts and GP practices

7. Residential and/or nursing homes

8. Home care or domiciliary care providers

9. Extra care or supported housing providers

10. Personal assistants

11. Other providers of adult social care (e.g. day care settings)

12. Adults with care and support needs

13. Unpaid or family carers of adults

14. Other customer group

CUST_SERVICES
Q. Thinking of your company's <u>services supported by technology</u> for adult social care, which of the following customer groups does your company sell to directly?
MULTICODE

1. Manufacturers of technology (DO NOT SHOW)

2. Developers of software, platforms or apps (DO NOT SHOW)

3. Suppliers of technology to the adult social care sector (DO NOT SHOW)

4. Companies offering services supported by technology (e.g. monitoring or response centres) (DO NOT SHOW)

5. Local authorities

6. NHS organisations, including hospital trusts and GP practices

7. Residential and/or nursing homes

8. Home care or domiciliary care providers

9. Extra care or supported housing providers

10. Personal assistants

11. Other providers of adult social care (e.g. day care settings)

12. Adults with care and support needs

13. Unpaid or family carers of adults

14. Other customer group

ASK ALL WHO SELECT CODE 6 AT COMP_TYPE

CUST_ELEARN
Q. Thinking of your company's <u>eLearning platforms</u> for adult social care, which of the following customer groups does your company sell to directly?
MULTICODE
1. Manufacturers of technology (DO NOT SHOW)

2. Developers of software, platforms or apps (DO NOT SHOW)

3. Suppliers of technology to the adult social care sector (DO NOT SHOW)

4. Companies offering services supported by technology (e.g. monitoring or response centres) (DO NOT SHOW)

5. Local authorities

6. NHS organisations, including hospital trusts and GP practices

7. Residential and/or nursing homes

8. Home care or domiciliary care providers

9. Extra care or supported housing providers

10. Personal assistants

11. Other providers of adult social care (e.g. day care settings)

12. Adults with care and support needs

13. Unpaid or family carers of adults

14. Other customer group

ASK ALL WHO SELECT MORE THAN THREE CODES AT COMP_TYPE

COMP_MAINACT

Q. Thinking about the different activities of your company which would you say is the main type?
SINGLE CODE

1. SCRIPTER BRING FORWARD ALL CODES SELECTED AT **COMP_TYPE**

    92. We do not have a main type of technology; we provide a variety – SINGLE CODE
    93. Don't know – SINGLE CODE _

Thank you, when answering questions in this survey we may ask you about the <<TEXTFILL of COMP_TYPE >>.

Textfills for COMP_TYPE
Development or manufacture of digital alarms, monitors, sensors, call systems, or remote-controlled devices
Development or manufacture of Internet of Things (IoT) products or other advanced technology
Development of software, platforms and apps for care management or care data analytics
Supplying or installing of technology which has been developed or manufactured by others
Supplying services supported by technology
Supplying eLearning platforms

TYPES OF TECHNOLOGY PROVIDED

The following questions ask about different types of technology you may provide to the adult social care sector.

ASK ALL WHO SELECT CODE 3, 4 AND 6 AT COMP_TYPE

TECH_BUSMAN
Q. Which of the following technology, if any, does your company provide to the adult social care sector to support day to day administrative or management activities?
MULTICODE

1. Financial accounting software [BSCMS]

2. HR management software [BSCMS]

3. Rostering software [BSCMS]

4. Care scheduling software [BSCMS]

5. Digital case management system [BSCMS]

6. Digital care records system [BSCMS]

7. Digital care planning system [BSCMS]

8. Electronic medication administration system [BSCMS]

9. eLearning or online training [BSCMS]

10. Other – please write in (SPECIFY) [AT]

11. Don't know – SINGLE CODE

12. None of these – SINGLE CODE

ASK ALL WHO SELECT CODE 1-5 AT COMP_TYPE.

TECH_CARE
Q. Which of the following technology, if any, does your company provide to support the delivery of care in the adult social care sector?
MULTICODE.
1. Personal alarms [SMS]

2. Monitoring equipment with sensors [SMS]

3. Wearable technology [SMS]

4. Voice operated or remote-controlled technology (e.g. voice operated doors or curtains) [SMS]

5. Apps or platforms connecting those who need care and support services with those who need them [CTA]

6. Robotic technology (e.g. robotic walkers) [AT]

7. Virtual reality applications [AT]

8. Sensory technology which recreates physical feelings using haptic technology [AT]

9. Health and wellbeing apps (e.g. for medication reminders, care plans, nutrition, exercise, life planning, reminiscence, or other brain training) [CTA]

10. Other – please write in (SPECIFY) [AT]

11. Don't know – SINGLE CODE

12. None of these – SINGLE CODE

ASK ALL WHO SELECT CODE 1 to 9 AT QTECH_CARE

TYPE_NEEDS
Q. Which types of adults with care and support needs does the technology you develop, manufacture, install or supply support (whether you supply directly to them or their carers or through care providers or other organisations)?
MULTICODE.

1. Working age people (18-64), with a learning disability and/or autism

2. Working age people (18-64), with a mental health problem

3. Working age people (18-64), with a physical disability

4. Working age people (18-64), with a sensory impairment

5. Older people (65+) with dementia

6. Older people (65+) with other disabilities or needs.

7. Other

8. Don't know – SINGLE CODE

ASK ALL WHO SELECT CODE 1-9 AT Q TECH_BUSMAN

AIM_BUSMAN
Q. Thinking about the <u>care management and business systems</u> technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?

Think about tech such as: <<TEXTFILL TYPE OF TECH SELECTED AT TECH_BUSMAN (1-9) AND/OR TECH_CARE>>.

MULTICODE
1. To improve the quality of care delivered to people

2. To improve the health outcomes of people

3. To improve overall wellbeing of people

4. To offer people the chance to lead more independent lives

5. To improve access to or choice of care

6. To prevent or delay the escalation of care needs

7. To prevent medication errors

8. To improve the overall productivity of staff working in adult social care

9. To improve the way services are organised or managed

10. To offer cost savings to social care providers and/or local authorities

11. To offer cost savings to those paying for their care.

12. Other – please write in (SPECIFY)

ASK ALL WHO SELECT CODE 1-4 AT TECH_CARE

AIM_SUPMON

Q. Thinking about the <u>support and monitoring technology</u> that your company provides to the adult social care sector, what are the overall aims of the product(s)?

***Think about tech such as**: <<TEXTFILL TYPE OF TECH SELECTED AT TECH_CARE (1-4)>>.*

MULTICODE

1. To improve the quality of care delivered to people

2. To improve the health outcomes of people

3. To improve overall wellbeing of people

4. To offer people the chance to lead more independent lives

5. To improved access to or choice of care

6. To prevent or delay the escalation of care needs

7. To improve the overall productivity of staff working in adult social care

8. To improve the way services are organised or managed

9. To offer cost savings to social care providers and/or local authorities

10. To offer cost savings to those paying for their care.

11. Other – please write in (SPECIFY)

ASK ALL WHO SELECT CODE 5, 9 AT TECH_CARE

AIM_SOFT_APPS

Q. Thinking about the <u>software or apps</u> that your company provides to the adult social care sector , what are the overall aims of the product(s)?

Think about tech such as*: *<<TEXTFILL TYPE OF TECH SELECTED AT TECH_CARE (5,9) >>.

MULTICODE
1. To improve the quality of care delivered to people

2. To improve the health outcomes of people

3. To improve overall wellbeing of people

4. To offer people the chance to lead more independent lives

5. To improved access to or choice of care

6. To prevent or delay the escalation of care needs

7. To improve the overall productivity of staff working in adult social care

8. To improve the way services are organised or managed

9. To offer cost savings to social care providers and/or local authorities

10. To offer cost savings to those paying for their care

11. Other – please write in (SPECIFY)

ASK ALL WHO SELECT CODE 10 AT TECH_BUSMAN AND/OR CODE 6, 7, 8, 10 AT TECH_CARE

AIM_ADVANCE
Q. Thinking about *the* <u>advanced or other technology</u> *that your company provides to the adult social care sector ,* what are the overall aims of the product(s)?

Think about tech such as*: *<<TEXTFILL TYPE OF TECH SELECTED AT TECH_BUSMAN (10) AND/OR TECH_CARE (6,7,8,10)>>

MULTICODE
1. To improve the quality of care delivered to people

2. To improve the health outcomes of people

3. To improve overall wellbeing of people

4. To offer people the chance to lead more independent lives

5. To improved access to or choice of care

6. To prevent or delay the escalation of care needs

7. To improve the overall productivity of staff working in adult social care

8. To improve the way services are organised or managed

9. To offer cost savings to social care providers and/or local authorities

10. To offer cost savings to those paying for their care.

11. Other – please write in (SPECIFY)

<u>PERCEIVED BARRIERS TO DEVELOP AND SUPPLY CARE TECHNOLOGY</u>

The next few questions are about the barriers to developing technology for the adult social care sector, focussing first on any barriers within your company.

BARR_HARD_EQUIP
Q. Thinking about the <u>technology, hardware or equipment</u> you develop or manufacture for adult social care, what are the main <u>barriers, if any, within your company</u> to developing this technology?
SELECT UP TO THREE CODES

1. Poor business case for investment to support innovation

2. Current budget pressures within the company mean there is limited scope for innovation/development

3. Other areas of our business are a greater priority for investment

4. Lack of awareness within the company of available financial support such as business loans

5. Lack of staff time to focus on the future developments needed

6. Problems recruiting sufficiently skilled staff into our business

7. Problems retaining sufficiently skilled staff in our business

8. Lack of awareness within the company of the requirements from the social care sector

9. Difficulty identifying and reaching customers to find out about their needs

10. Other – please write in (SPECIFY)

11. There are no barriers within my organisation to manufacturing or supplying digital technology – SINGLE CODE

12. Don't know – SINGLE CODE

BARR_SOFT_APPS
Q. Thinking about the <u>software, platforms or apps</u> you develop for adult social care, what are the main <u>barriers, if any, within your company</u> to developing this technology?
SELECT UP TO THREE CODES

1. Poor business case for investment to support innovation

2. Current budget pressures within the company mean there is limited scope for innovation/development

3. Other areas of our business are a greater priority for investment

4. Lack of awareness within the company of available financial support such as business loans

5. Lack of staff time to focus on the developments needed

6. Problems recruiting sufficiently skilled staff into our business

7. Problems retaining sufficiently skilled staff in our business

8. Lack of awareness within the company of the requirements from the social care sector

9. Difficulty identifying and reaching customers to find out about their needs

10. Other – please write in (SPECIFY)

11. There are no barriers within my organisation to developing or supplying digital technology – SINGLE CODE

12. Don't know – SINGLE CODE

ASK ALL WHO SELECT CODE 4 AT COMP_TYPE.

BARR_SUPPLY

Q. Thinking about the <u>technology you supply</u> for adult social care, what are the main <u>barriers, if any, within your company</u> to supplying this technology?
SELECT UP TO THREE CODES

1. Poor business case for investment to support innovation

2. Current budget pressures within the company mean there is limited scope for innovation/ development

3. Other areas of our business are a greater priority for investment

4. Lack of awareness within the company of available financial support such as business loans

5. Lack of staff time to focus on the developments needed

6. Problems recruiting sufficiently skilled staff into our business

7. Problems retaining sufficiently skilled staff in our business

8. Lack of awareness within the company of the requirements from the social care sector

9. Difficulty identifying and reaching customers to find out about their needs

10. Other – please write in (SPECIFY)

11. There are no barriers within my organisation to manufacturing or supplying digital technology – SINGLE CODE

12. Don't know – SINGLE CODE

ASK ALL WHO SELECT CODE 5 AT COMP_TYPE

BARR_SERVICES

Q. Thinking about the <u>services you provide which are supported by technology</u> for adult social care, what are the main <u>barriers, if any, within your company</u> to providing these services?
SELECT UP TO THREE CODES

1. Poor business case for investment to support innovation

2. Current budget pressures within the company mean there is limited scope for innovation/ development

3. Other areas of our business are a greater priority for investment

4. Lack of awareness within the company of available financial support such as business loans

5. Lack of staff time to focus on the developments needed

6. Problems recruiting sufficiently skilled staff into our business

7. Problems retaining sufficiently skilled staff in our business

8. Lack of awareness within the company of the requirements from the social care sector

9. Difficulty identifying and reaching customers to find out about their needs

10. Other – please write in (SPECIFY)

11. There are no barriers within my organisation to manufacturing or supplying digital technology – SINGLE CODE

12. Don't know – SINGLE CODE

ASK ALL
We would now like to think about the different types of technology you provide and any barriers from outside your company to wider scaling and adoption.

ASK ALL WHO SELECT CODE 1-9 AT TECH_BUSMAN

BARR_OUT_BUSMAN
Q. Thinking about <u>care management and business systems</u> technology for adult social care what are the main barriers, if any, <u>outside of your company</u> to <u>scaling and adopting</u> this type of technology?

Think about tech such as: *<<TEXTFILL TYPE OF TECH SELECTED AT TECH_BUSMAN (1-9)>>*,
SELECT UP TO THREE CODES

1. Limited size of the market for adult social care technology and/or fragmentation of the market

2. Competition within the sector between technology companies

3. Lack of support for technology entrepreneurs and start ups

4. Lack of financial support such as business loans for businesses providing technology to the adult social care sector

5. Difficult to reach customers in the adult social care sector to find out about their needs

6. Procurement practices of local authorities and/or care providers

7. Lack of digital leadership and awareness of available technology within local authorities and care providers

8. Lack of funds to invest in technology by local authorities and/or care providers

9. Uncertainty about what benefits digital technology would bring

10. Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)

11. Concerns about safety or quality of care

12. Staff working within adult social care are reluctant to use technology

13. Staff working in the adult social care sector do not have the required skills to use this technology

14. Those who need adult social care do not have the required skills or confidence to use this technology

15. The unpaid carers of those who need adult social care do not have the required skills or confidence to use this technology

16. Data protection regulations (GDPR) and ethical concerns around data sharing

17. Other regulatory barriers – please write in (SPECIFY-DO NOT CODE, FOR INFO ONLY)

18. Other – please write in (SPECIFY)

19. Don't know – SINGLE CODE

ASK ALL WHO SELECT CODE 1-4 AT TECH_CARE

BARR_OUT_SUPMON
Q. Thinking about <u>support and monitoring technology</u> for adult social care, what are the main barriers, if any, <u>outside of your company</u> to <u>scaling and adopting</u> this type of technology?

*Think about tech such as: <<TEXTFILL TYPE OF TECH SELECTED AT TECH_CARE (*1-4)*>>.*
SELECT UP TO THREE CODES
1. Limited size of the market for adult social care technology and/or fragmentation of the market

2. Competition within the sector between technology companies

3. Lack of support for technology entrepreneurs and start ups

4. Lack of financial support such as business loans for businesses providing technology to the adult social care sector

5. Difficult to reach customers in the adult social care sector to find out about their needs

6. Procurement practices of local authorities and/or care providers

7. Lack of digital leadership and awareness of available technology within local authorities and care providers

8. Lack of funds to invest in technology by local authorities and/or care providers

9. Uncertainty about what benefits digital technology would bring

10. Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)

11. Concerns about safety or quality of care

12. Staff working within adult social care are reluctant to use technology

13. Staff working in the adult social care sector do not have the required skills to use this technology

14. Those who need adult social care do not have required skills or confidence to use this technology

15. The unpaid carers of those who need adult social care do not have required skills or confidence to use this technology

16. Data protection regulations (GDPR) and ethical concerns around data sharing

17. Other regulatory barriers – please write in (SPECIFY-DO NOT CODE, FOR INFO ONLY)

18. Other – please write in (SPECIFY)

19. Don't know – SINGLE CODE

BARR_OUT_ADVANCE
Q. Thinking about <u>advanced or other technology</u> for adult social care, what are the main barriers, if any, <u>outside of your company</u> to <u>scaling and adopting</u> this type of technology?

Think about tech such as: <<TEXTFILL TYPE OF TECH SELECTED AT TECH_BUSMAN (10) TECH_CARE (6, 7, 8, 10)>>.
SELECT UP TO THREE CODES

1. Limited size of the market for adult social care technology and/or fragmentation of the market

2. Competition within the sector between technology companies

3. Lack of support for technology entrepreneurs and start ups

4. Lack of financial support such as business loans specifically businesses providing technology to the adult social care sector

5. Difficult to reach customers in the adult social care sector to find out about their needs

6. Procurement practices of local authorities and/or care providers

7. Lack of digital leadership and awareness of available technology within local authorities and care providers

8. Lack of funds to invest in technology by local authorities and/or care providers

9. Uncertainty about what benefits digital technology would bring

10. Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)

11. Concerns about safety or quality of care

12. Staff working within adult social care are reluctant to use technology

13. Staff working in the adult social care sector do not have the required skills to use this technology

14. Those who need adult social care do not have required skills or confidence to use this technology

15. The unpaid carers of those who need adult social care do not have required skills or confidence to use this technology

16. Data protection regulations (GDPR) and ethical concerns around data sharing

17. Other regulatory barriers – please write in (SPECIFY-DO NOT CODE, FOR INFO ONLY)

18. Other – please write in (SPECIFY)

19. Don't know – SINGLE CODE

ENABLERS TO DEVELOP AND SUPPLY CARE TECHNOLOGY

The next few questions are about the enablers which support the development and supply of technology to the adult social care sector.

ASK ALL
AWARE_PROG

Q. Thinking about programmes to support innovation and development of technology for adult social care, which of the following organisations do you think manage these types of programmes?
MULTICODE

1. Local Government Association

2. NHSX

3. NHS Digital

4. Department of Health and Social Care

5. Academic Institutions

6. ADASS (Association of Directors of Adult Social Services)

7. Digital Social Care

8. National Care Association

9. TSA (TEC Services Association)

10. Other

11. Don't know – SINGLE CODE

ASK ALL
ENABLE_POLICIES

Q. Thinking about current government policies and market conditions, what, if any, are the main enablers for the development and supply of technology for adult social care?
SELECT UP TO THREE

1. Supportive government industrial strategies

2. Government policies related to investment in digital technologies and connectivity

3. Government policies related to entrepreneurs and technology start ups

4. Government policies related to manufacturing

5. Government policies and regulations around tax

6. Government policies related to digital inclusion

7. Educational programmes for the adult social care sector which help develop skills relevant to our business

8. Educational programmes for young people and adults which help develop skills for the future which will be relevant to our business

9. Financial support for the adult social care sector to adopt technology

10. Other support for care providers to adopt technology

11. Other support for local authorities to adopt technology

12. Other – please write in (SPECIFY)

13. There are no enablers – SINGLE CODE

14. Don't know – SINGLE CODE

ENABLE_SUPPORT
Q. Thinking about the next five years, what support would your company like to see to help improve the development and supply of technology for adult social care?
SELECT UP TO THREE CODES

1. Greater availability of funding for research and development

2. Support to access sources of investment

3. Greater focus on skills such as coding among the general population which will be relevant for the future workforce

4. Enhanced interoperability across health and social care systems

5. Greater purchasing confidence within the adult social care market

6. Other – please write in (SPECIFY)

7. Don't know – SINGLE CODE

LEARNING AND DEVELOPMENT

LEARN_RES
What, if any, training courses or learning resources do you provide to the adult social care sector in relation to the technology or services you supply, or more widely?
MULTICODE

1. Live training courses on the specific products (whether in person or by webinar)
2. Online self-led training courses on the specific products
3. Online resources such as handbooks, FAQs, Wikis etc related to the specific products
4. Live training courses on wider digital skills or capabilities (whether in person or by webinar)
5. Online self-led training courses on wider digital skills or capabilities
6. Online resources such as handbooks, FAQs, Wikis etc related to wider digital skills or capabilities
7. Other
8. None
9. Don't know
10. Prefer not to say

LEARN_TYPE
What types of wider digital skills or capabilities are included in the training or resources you provide?
MULTICODE

1. Product or service specific training (not just our own)
2. Hardware related training (e.g. how to use the hardware associated with the service you provide)
3. General basic digital skills (e.g. use of internet, email, office tools)
4. Digital maturity/ data security/ information governance
5. Understanding of digital technology solutions and how to help people identify appropriate solutions to meet their care and support needs
6. How to train others in digital skills
7. Other
8. None of these
9. Don't know

    10. Prefer not to say

LEARN_CUST
Who do you deliver your training or make your learning resources available to?
MULTICODE

1. Other technology suppliers or service providers

2. Local authorities

3. NHS organisations, including hospital trusts and GP practices

4. Residential and/or nursing homes

5. Home care or domiciliary care providers

6. Extra care or supported housing providers

7. Personal assistants

8. Other providers of adult social care (e.g. day care settings)

9. Adults with care and support needs

10. Unpaid or family carers of adults with care and support needs

11. Other

12. None of these

13. Don't know

14. Prefer not to say

IMPACT OF COVID-19

The next few questions are about the impact of the COVID-19 pandemic on your company's business including demand for social are technology and services and plans for the future.

Please bear in mind that the answers you provide will be treated in the strictest confidence and will not be identifiable in any published results or shared with any third party.

ASK ALL
COVID_CUST
Q. Since the beginning of the COVID-19 pandemic in March 2020 how has your company's customer base changed?
SINGLE CODE

1. The number of customers we have has increased

2. The number of customers we have has not changed compared to before the COVID-19 pandemic

3. The number of customers we have has decreased

4. Don't know

5. Prefer not to say

COVID_CHANGE
Q. Since the beginning of the COVID-19 pandemic, has there been a change in the demand for the technology products or services your company provides, whether from new or existing customers?
SINGLE CODE

1. Yes, there has been increased demand

2. Yes, there has been a decrease in demand

3. There has been no change in demand

4. Don't know

5. Prefer not to say

ASK ALL WHO SELECTED CODE 1 AT COVID_CHANGE

COVID__WHAT
Q. Thinking about this increased demand since the beginning of the COVID-19 pandemic, what technology products are your customers purchasing?
MULTICODE

- SCRIPTER BRING FORWARD CODES SELECTED AT TECH_BUSMAN AND/OR TECH_CARE

- Don't know

- Prefer not to say

ASK ALL WHO SELECT TECHNOLOGY CODES ATCOVID_WHAT. LOOP FOR EACH TYPE OF TECHNOLOGY SELECTED

COVID_INCREASE
Q. Why do you think your customers are buying more <<CODES SELECTED AT COVID_WHAT>> than they were before the pandemic?
- OPEN ENDED

- Don't know – SINGLE CODE

- Prefer not to say – SINGLE CODE

ASK ALL WHO SELECT CODE 2 AT COVID19_CHANGE

COVID_DECREASE
Q. Thinking about this decreased demand since the beginning of the COVID-19 pandemic, what technology products are your customers purchasing less?
MULTICODE

- SCRIPTER BRING FORWARD CODES SELECTED AT TECH_BUSMAN AND/OR TECH_CARE

- Don't know

- Prefer not to say

COVID_WHY
Q. Why do you think your customers are buying less <<CODES SELECTED AT COVID_DECREASE>> than they were before the pandemic?
- OPEN ENDED

- Don't know – SINGLE CODE

- Prefer not to say – SINGLE CODE

COVID_PLANS
Q. Has this change in demand changed your company's plans for the development of new technology and services for adult social care?
SINGLE CODE
1. Yes

2. No

3. Don't Know

4. Prefer not to say

COVID_PLANHOW
Q. How have your plans changed and what development are you now planning?
- OPEN ENDED

- Don't know

- Prefer not to say

COVID_CAPACITY
Q. Has the COVID-19 pandemic negatively impacted your company's capacity to deliver technology products and services?
SINGLE CODE

1. Yes, it has had a large impact on our capacity to deliver technology products and services

2. Yes, it has had a small impact on our capacity to deliver technology products and services

3. No, it has not had any impact on our capacity to deliver technology products and services

4. Don't know

5. Prefer not to say

COVID_TURNOVER
Q. Overall, since the beginning of the COVID-19 pandemic, would you say your company's turnover has increased or decreased compared to before the pandemic?
SINGLE CODE

1. The company's turnover has increased

2. The company's turnover has decreased

3. The company's turnover is about the same

4. Don't know

5. Prefer not to say

FUTURE TECHNOLOGY

The next few questions are about the future design and development of technology and services for adult social care.

FUT_FOCUS
Q. In the next five years, what types of technology do you think your company may focus its time and resources on?
MULTICODE

1. Consumer technology and apps (mobile tablets, audio assistants, wearable devices, mobile apps for health and fitness)

2. Business support and care management software (accounting software, rostering software, scheduling software, care planning or medication systems)

3. Support and monitoring technology (personal alarms, sensors for monitoring, voice-operated curtains and doors)

4. Advanced technology (e.g. robotics and augmented reality)

5. Data use, data sharing, data management and analytics

6. Technology that supports effective mobile and remote working

7. Other – please write in (SPECIFY)

8. Don't know – SINGLE CODE

9. None of these – SINGLE CODE

IF MORE THAN THREE CODES SELECTED AT FUT_FOCUS

FUT_PRIORITY

Q. Thinking about the types of digital technology you may develop over the next five years, which will be your top priority? Please choose up to two types of technology if appropriate.

READ OUT. MULTICODE

- SCRIPTER BRING FORWARD CODES SELECTED AT FUT_FOCUS

- Don't know – SINGLE CODE

- None of these – SINGLE CODE

FUT_CUST
Q. What type of customers do you think this technology will be aimed at?
MULTICODE

1. Residential and/or nursing homes

2. Domiciliary care services

3. Extra care housing services and/or specialist retirement housing

4. Shared lives

5. Supported living services

6. Day care services

7. Local authorities

8. Older people who are not using formal care services

9. Family members and carers

10. Other technology suppliers

11. Other

12. Don't know – SINGLE CODE

13. Prefer not to say – SINGLE CODE

FUT_MAINCUST
Q. Thinking about these customers, which do you think will be your main customer?
SINGLE CODE

- SCRIPTER BRING FORWARD CODES SELECTED AT FUT_CUST

- Don't know

- Prefer not to say

ASK ALL
FUT_DECIDE
Q. How does your company decide which types of adult social care technology and customers to focus on in the future?
MULTICODE

1. Needs reported by customer on an ad-hoc basis
2. Competitor analysis
3. Market research

4. End user experience research
5. Collaborations with social care provider organisations
6. Collaborations with local authorities, NHS or government
7. Response to innovation funding calls
8. Personal experience or knowledge of staff
9. Technological innovations in other sectors
10. Other – please write in (SPECIFY)
11. Don't know – SINGLE CODE
12. Prefer not to say – SINGLE CODE

CASE STUDIES

ASK ALL

CASE_EXAMP

Q. Are you aware of any good examples where digital technology has been successfully implemented in adult social care that would make a good case study?

SINGLE CODE

1. Yes

2. No

3. Don't know

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_DETAIL

Q. Could you please describe this example?

- OPEN ENDED (NO CLEANING NEEDED)

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP

CASE_ORG

Q. Would you be willing to put us in touch with the organisation(s) involved?

SINGLE CODE

1. Yes

2. No

3. Don't know

ASK ALL WHO SELECT CODE 1 AT CASE_ORG

CASE_ CONTACT

Q. Could you please enter your contact details?

A member of the research team will contact you to discuss the case study in more detail in the near future.

- COLLECT NAME, EMAIL ADDRESS AND TELEPHONE NUMBER

RE-CONTACT

Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic.

ASK ALL WHO SELECT CODE 2 AT CASE_EXAMP

RECONTACT_1

Q. Would you be willing to provide your contact details so they can contact you within the next 12 months for this purpose? This may be for a follow up depth interview to explore the issues you raise in more detail. [IF LEARN_RES=1-7: This could be about the technology you supply or the learning and development you provide.]

SINGLE CODE

1. Yes – COLLECT CONTACT DETAILS – NAME, EMAIL ADDRESS AND TELEPHONE NUMBER

2. No

ASK ALL WHO SELECT CODE 1 AT CASE_EXAMP AND PROVIDED CONTACT DETAILS AT CASE_CONTACT

RECONTACT_2

Q. Would you be willing for us to use your contact details so we can contact you within the next 12 months for this purpose? This may be for a follow up depth interview to explore the issues you raise in more detail. [IF LEARN_RES=1-7: This could be about the technology you supply or the learning and development you provide.]

SINGLE CODE

1. Yes

2. No

8.2 Discussion Guide: Technology Suppliers

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1. **Introduction (2 minutes)**
▪ Thank participant for taking part and introduce self /IPC (working in partnership with Ipsos MORI).
▪ Explain purpose of interview – we are working on behalf of NHSX, the tech arm of the Department of Health and Social Care, to explore use of digital technology in the adult social care sector. This includes the technology currently used; the impact of the COVID-19 pandemic on technology use; barriers to use of technology and how these can be overcome; and what technology may be used in the future. This research will be used to

inform future NHSX policy and to help them identify how they can best support the sector to make the most of technology.

▪ This research is endorsed by ADASS and the Local Government Association

▪ Confidentiality – reassure participant that all responses are anonymous and confidential; information about individual cases will not be passed on to NHSX unless they give express permission.

▪ Interview length – typically 45 minutes to 1 hour depending on what they have to say.

▪ Permission to record – for analysis and transcription. Confirm consent to participate once audio recording.

▪ Any questions before beginning?

2.   About the tech supplier (5 mins)

To begin, could you tell me a little bit about your role and your organisation?
- PROBE: Job title, previous experience – in the ASC sector other tech firm?
- What are your responsibilities?
- What involvement do you have around decisions to develop or supply technology (to the adult social care sector) in your organisation?

How long has your organisation been going?
- New start up, recent move into this area, established company…
- Also ask how long they've been developing technology-based solutions for adult social care? How did this aspect of their work start?

How many people does your organisation employ? What is its turnover?
(INTERVIEWER PLEASE NOTE, THIS DOES NOT NEED TO BE 100% ACCURATE, WE ARE JUST TRYING TO GET A SENSE OF THE SIZE OF THEIR ORGANISATION.)
- PROBE: is your company expanding?

Do you currently or has your organisation ever received any government funding or other support to help it develop or supply technology specifically for the adult social care sector?
- PROBE: what sort of support, funding, policies or programmes and what effect did that support have?
-
Does your organisation have any links or collaborations with local government, NHS or adult social care providers for the development or implementation of digital technology?
PROBE: What are these and how did they develop?

3. Supply of technology (12 mins)

If we could now move on to discuss the different types of digital technology your organisation is developing or supplying…

What type of tech does your organisation provide? CHECK THE INFO YOU HAVE ABOUT THE SUPPLIER
- PROBE: developer or manufacturer of hardware, software/apps, or advanced tech or supplier/installer of tech, or supplier of services supported by tech. Get detailed description of what they supply.

- PROBE: what sort of software/apps, systems or hardware? Do you install your own tech or others'? Do you purchase others' hardware to connect to your apps or networks etc?
- IF MORE THAN ONE TYPE: What is the main type of tech your organisation provides? INERVIEWER NOTE: Some very large organisations that supply different types of tech you might need to undertake more than one interview with different people responsible for different divisions/types of tech

INTERVIEWER PLEASE MAKE A NOTE OF TYPE OF TECH SUPPLIED USING THE CLASSIFICATION BELOW, YOU WILL NEED IT FOR THE FOLLOW UP QUESTIONS AND FOR THE SECTION ON BARRIERS TO DEVELOPING AND USING TECH

Consumer tech and apps (CTA) = smartwatches, audio assistants, video conferencing software,

Business support and care management systems (BSCMS)= financial accounting software, HR management software, rostering software, care scheduling software, digital case management, electronic medication administration systems, compliance and quality systems

Support and monitoring systems (SMS) = Personal alarms, monitoring equipment with sensors, call systems, wearable tech, voice operated tech

Advanced technology (AT)= robotic technology (e.g. robotic walkers), virtual reality applications, haptic technology

Health and wellbeing apps (HWA) = apps used by people with care and support need for reminders, nutrition, exercise, reminiscence, life planning etc

Platforms or apps to connect (paid) care workers with people with care and support needs or to connect people and carers (OCS)

Online training or eLearning (OTL)

Do you provide this type of technology for sectors other than adult social care?

- PROBE: how important is the adult social care sector to their business. If they sell to other markets – roughly what proportion of their business do they get from the sector? What other sectors do they supply and in which countries?

For your the adult social care sector, who do you sell to?

- PROBE: who do you sell to directly (who buys your stuff)? Manufacturers or developers of tech, suppliers of tech, local authorities, the health service, care providers, people with care and support needs, their carers or family?
- PROBE: do you have a particular market niche e.g. domiciliary care or nursing homes?
- PROBE: who are the end users of your tech or services (whether or not you sell directly to them)? E.g. people with learning disabilities, people with physical disabilities, older people with dementia, care workers/staff, unpaid carers or family members, people who run care businesses

How well placed do you feel the adult care sector is to adopt, implement and manage new technology? IF NOT SURE ASK Well placed, not well placed, average?

- What makes you say that?

- PROBE: expectation of staff or people with care and support needs, attitudes/competency of leadership of care providers, examples of successful adoption, central government policy.
- Where does the impetus to adopt new technology come from in the sector?

THINKING ABOUT THEIR CLIENTS/PEOPLE WHO USE TECH IN THE SECTOR: **How does the use of digital technology differ across the different types of care settings in the sector?** E.g. residential settings or home-based care.

- Why does it differ? How does that affect your business?

Does the use of digital technology for people's care needs differ for people with different types of care needs?

- Why does this differ?
- Are there particular types of care needs where it is more difficult to use technology? Which types of care needs? Why is this?

How does the use of digital technology for people's care needs differ for people with different funding arrangements (e.g. for self-funders)?

MOVE ON IF PARTICIPANT DOES NOT KNOW ABOUT THIS.

- Why does this differ? How does that effect your business?

4. **Impact of technology (10 mins)**

I'd now like to talk a bit more about the impact your digital technology has on your clients.

THE QUESTIONS IN THE REST OF THIS SECTION SHOULD IDEALLY BE ASKED FOR EACH TECHNOLOGY SUPPLIED. HOWEVER, IF THE PARTICIPANT FINDS THIS LEVEL OF DETAIL DIFFICULT (THEY SUPPLY MANY DIFFERENT TYPES), THEY CAN GIVE A MORE AGREGATE RESPONSE, BASED ON THE TECH THEY SUPPLY MOST.

Thinking about the different types of technology your organisation supplies, what benefits do you think it brings? For example, does it improve the productivity of staff because they spend less time on paperwork? Does it improve the quality of care delivered to people? Does it improve people's health or wellbeing? Does it lead to fewer medication errors?
- PROBE: in what ways does it change the quality of care delivered people in receipt of care and support services? Speedier or more timely consultation/diagnosis or medical treatment, speedier or easier admission of people into the service, better coordination of care around the person's needs? What else?
- In what ways does it change the health and wellbeing of people? e.g. Better able to connect with other people, Less isolated or lonely, Feel more in control of their support, Are in less pain or able to move more freely? What else?
- How does it increase people's independence or prevent or delay the escalation of care needs?
- In what way (if any) does it change the way staff providing care work?
- In what way (if any) does it change life for family or unpaid carers?

Costs and productivity

How has the technology you supply changed the cost of care?
- PROBE: has it resulted in cost savings for care providers or local authorities for instance? Why? What evidence is there of these productivity gains or scaled up savings?

- How long would care providers or local authorities have to wait to see benefits, what would be the ratio of investment to savings
- Or technology brings other benefits which are not financial

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5. **Barriers and enablers to accessing and using technology (10 mins)**

I'd now like to move on to some of the barriers to supplying digital technology to the sector.

Thinking about the different types of technology you supply....

What are the barriers to the adult social care sector using more of this type of technology?

PROBE: Lack of money to invest in this type of tech, people are unaware what technology is available or how useful it will be, lack of infrastructure e.g. Wi-Fi, people reluctant to use tech or don't have the skills, people worried about potential risks to data/cyber security, issues with regulations
- What are the specific barriers to local authorities using or funding more tech?
- What are the specific barriers to care providers using more tech?
- What are the specific barriers to people with care and support needs using more tech?
- What do you think the main barriers are and why?

In which organisations or individuals would you say the barriers primarily lie?
PROBE:
- With the underlying infrastructure
- Within central government
- Within the local authorities or health services which commission or fund services
- Among care providers
- Among people with care and support needs
- Among unpaid carers and family members

What barriers are there to you supplying more of this type of technology to the adult social care sector?

PROBE: lack of access to financial support (e.g. business loans), lack of internal staff skills or capacity, lack of knowledge of what the sector wants, difficulty identifying and reaching customers, difficulty engaging with people with care and support to co-design solutions. other areas of our business are a greater priority for investment, can't get parts/manufacturing restrictions
- Ask suppliers to rank top 3 barriers in their opinion

What would you like to see implemented or improved to help the sector overcome the barriers you have identified (for the adult social care sector)?
- PROBE: access to funding for tech, government policies, educational programmes for care staff or general public, support to care providers to set up or use tech
- Is there anything that adult social care sector bodies could do to help?

What would you like to see implemented or improved to help you overcome the barriers you have identified (for tech suppliers)?
- PROBE: government policies, educational programmes for the general public, financial support for tech suppliers, support to tech suppliers to recruit or retain staff
- Is there anything that adult social care sector bodies could do to help?

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6. **Learning and development (5 mins)**

What, if any, training courses or learning resources do you provide to the adult social care sector in relation to the technology or services you supply, or more widely?
Probe on format and whether trainer delivered or self-led.

What types of wider digital skills or capabilities are included in the training or resources you provide?
Probe on whether specific to their products or more general
If more general explore what other topics are covered (e.g. basic digital skills, information governance, how to use tech to meet needs).

Who are your main learners? Which types of organisations and within organisations who?
Are they training IT/ tech staff, managers, frontline care staff, people with care needs?

What are your experiences of providing training? Do customers request the training or do you offer it? Are those you are training equipped for the level of training you offer?

If training turns out to be an important element of their activities ask whether you can rearrange a separate interview on the topic.

7. **Impact of COVID-19 on use of technology (5 mins)**

Thinking about the past year and the COVID-19 pandemic…

How has the pandemic changed the use of digital technology in the adult social care sector, in general?
- Are your clients making greater use of certain types of tech they already had? Which ones? e.g. video conferencing software or mobile tablets
- Have they started using types of tech they were not using before, or purchased new technology?

And thinking about the impact of COVID-19 on your business…

Has there been an impact on your business e.g. have people bought more (or less) tech from you over the last year?
- PROBE: has there been an increase or decrease in demand? If so, for what? Has the company's turnover increased or decreased?
- Has the pandemic affected your client's skills, confidence of behaviour in relation to using tech?

Have there been other impacts on your organisation as a result of the pandemic e.g. has it reduced your capacity to deliver technology products or services?
- Why do you say that?

Going forwards, has the pandemic changed your company's plans for the development of new technology and/or services for adult social care?
- Why do you say that?

8. **Future technology use (5-8 mins)**

Looking to the future…

What type of digital technology, if any, will your organisation move in to in the next five years?
- PROBE: Consumer technology and apps (mobile tablets, audio assistants, wearable devices, mobile apps for health and fitness), business support and care management software (finance or HR software, rostering or scheduling software, care planning or medication systems), support and monitoring systems (alarms, sensors and monitors), IoT, robotics and voice automated technology, online or eLearning
- Why will you focus on this technology in particular (is it based on need as reported by customers, market research, user research)?
- What type of customers do you think this technology will be aimed at?

What do you think will be the main opportunity for supplying technology in the adult social care sector in the future?

Thinking about the barriers you might face; what support would you need to allow you to focus on developing this technology or services in the future?
- PROBE: Help to improve IT infrastructure, upskilling of the care workforce, support for suppliers to understand what's wanted by the sector, advisory or consultancy services to help shape your decisions, advice or support to create more confident purchasers of tech in the adult social care sector?

How do you make decisions about the type of technology or customers to focus on in the future?
- Ad hoc feedback from clients, competitor analysis and market research, user experience research, innovation/development in other sectors such as healthcare

IF THEY ARE NOT PLANNING ANY TECHNOLOGY DEVELOPMENTS IN THE NEXT FIVE YEARS

Why do you think you will not develop any new digital technology in the next five years?

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9. Case studies and learning provider interviews (3 minutes)

As part of this research we also want to identify examples of best practice or scenarios where useful lessons could be learnt that we can use as case studies.

Can you think of any good examples where digital technology has been successfully implemented in adult social care (or otherwise), that would make a good case study?
- Briefly describe

Would you be willing to put in touch with the organisation and/or people involved?

INTERVIEWER: TAKE DOWN CONTACT DETAILS

If participant has mentioned that training is an important part of their activities or refers to training partners.
Would you be able to put us in touch with a colleague/ partner organisation which provides training to the adult social care sector? We are carrying out some interviews on that topic as part of the wider research.

INTERVIEWER: TAKE DOWN CONTACT DETAILS

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10. Close (2 minutes)

In summary, thinking about the discussion we've had today:

Is there anything else you would like to add before we finish?

THANK AND CLOSE

Offer to email them the privacy notice which sets out how their data is used and their legal rights.

Our standards and accreditations

Ipsos MORI's standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.

ISO 20252

This is the international market research specific standard that supersedes BS 7911/MRQSA and incorporates IQCS (Interviewer Quality Control Scheme). It covers the five stages of a Market Research project. Ipsos MORI was the first company in the world to gain this accreditation.

Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos MORI endorses and supports the core MRS brand values of professionalism, research excellence and business effectiveness, and commits to comply with the MRS Code of Conduct throughout the organisation. We were the first company to sign up to the requirements and self-regulation of the MRS Code. More than 350 companies have followed our lead.

ISO 9001

This is the international general company standard with a focus on continual improvement through quality management systems. In 1994, we became one of the early adopters of the ISO 9001 business standard.

ISO 27001

This is the international standard for information security, designed to ensure the selection of adequate and proportionate security controls. Ipsos MORI was the first research company in the UK to be awarded this in August 2008.

The UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA) 2018

Ipsos MORI is required to comply with the UK GDPR and the UK DPA. It covers the processing of personal data and the protection of privacy.

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This is a government-backed scheme and a key deliverable of the UK's National Cyber Security Programme. Ipsos MORI was assessment-validated for Cyber Essentials certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

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Ipsos MORI Public Affairs works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. Combined with our methods and communications expertise, this helps ensure that our research makes a difference for decision makers and communities.

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