



THE FUTURE OF CARE
C/O SCOTTISH CARE
PRESTWICK
SCOTLAND
KA9

IS THE CARE
TECHNOLOGIST THE
FUTURE OF AGED
SOCIAL CARE?



Ageing Better. (2022). Age Positive Image Library [Online]



WHAT DOES OLDER AGE LOOK LIKE?

HOW WE IMAGINE
OLDER AGE IMPACTS
ON HOW WE DESIGN
AND PROVIDE FOR IT

Olivia





Olivia

EXPECTATIONS ARE
CHANGING....

NHS & SOCIAL CARE
ARE 75 YEARS OLD

GLOBALLY
2023, 1:11 over 65
by 2050, 1:4 over 65

UN projection





SCOTLAND

Health inequalities worsened in last 10 years

20 year gap between years of good health in most and least deprived areas, 48.2 years and 72.3 years respectively

Source:
Public Health Scotland, 2023



Unpaid carers

1 million people in Scotland are unpaid carers

1 in 4 over the age of 50



MIXED ECONOMY

Source – Scottish Social Services
Sector Report on 2021 Workforce
Data 30th August 2022

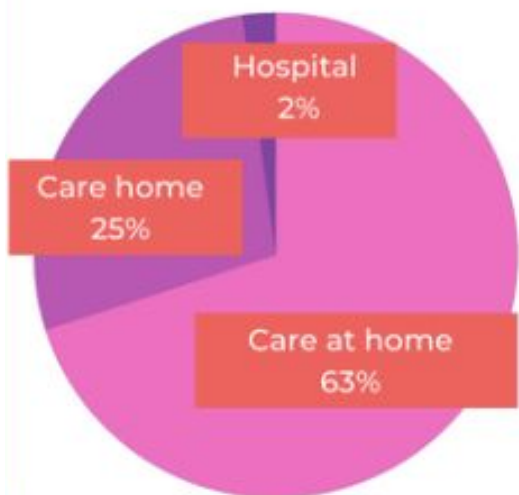
Figure 5: Map of Scotland with local authority areas coloured by largest employer type, 2021



Employer Type

- Public
- Private
- Voluntary

DID YOU KNOW?



The majority of people in Scotland over 18 with long term care needs receive care at home, in comparison to care homes & hospitals.



DID YOU KNOW?

91,810

estimated amount people of any age who receive homecare in Scotland.

This means that

2%

of Scotland's population receive homecare.



NHS in Scotland 2022, Audit Scotland, 23rd February 2023

Workforce capacity is
the biggest risk to NHS
recovery

There's been a 17 per cent rise in
people who can't leave hospital
because often the social care they
need is not available

351 local people in
Dumfries & Galloway
awaiting 3222 hours of
assessed social care at
home, as of 27th Feb 2023

A BURNING PLATFORM.... UNMET NEED+ RECRUITMENT & RETENTION



A photograph of several dandelion seed heads on thin stems, arranged on a white rectangular background that is tilted slightly to the right. The seed heads are in various stages of blowing, with some showing more dispersed seeds than others.

DOING THINGS
DIFFERENTLY

OUR APPROACH -

the Design Council's Framework for Innovation

Put people first.

Start with an understanding of the people using the service, their needs, strengths and aspirations.

Communicate visually + inclusively.

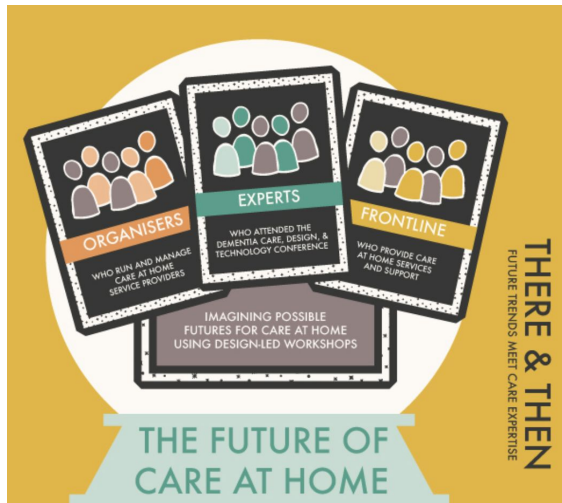
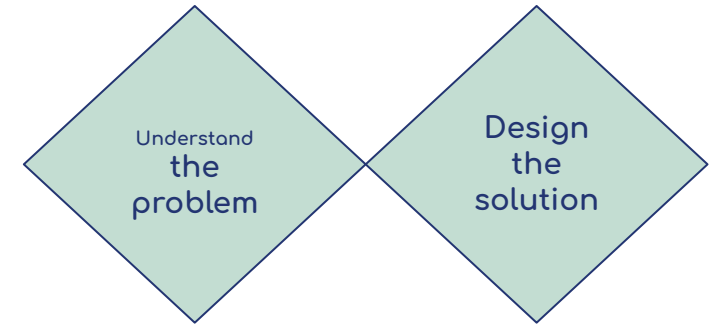
Help people gain a shared understanding of the problem and ideas.

Collaborate + co-create.

Work together and get inspired by what others are doing.

Iterate, iterate, iterate.

Do this to spot errors early, avoid risk and build confidence in your ideas.



.....what we did

The Care Technologist

Specialising in facilitating the interactions between assistive technology, people drawing on care and support, and the wider care team in order to provide meaningful and personalised support.

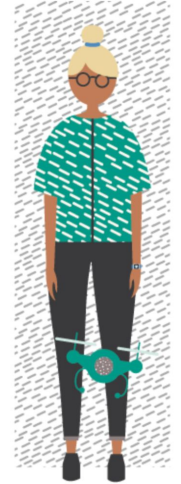
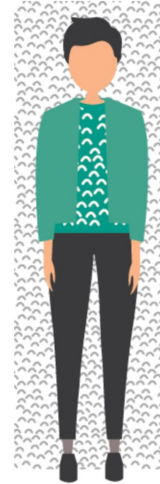
Care Connector

Specialising in facilitating meaningful relationships - both physical and digital - for people drawing on care and support at home and supports service users to work toward their aspirations and goals.


Care Navigator

Specialising in coordinating the multidisciplinary care team through gathering, making sense of and organising different flows of data in order to provide responsive, personalised and relationship-based care at home.

FUTURE WORKFORCE ROLES



.....what happened



CARE
TECHNOLOGIST

specialises in facilitating the interactions between assistive technology, people receiving care, and the wider care team in order to provide meaningful and personalised support.



CARE
CONNECTOR

specialises in facilitating meaningful relationships - both physical and digital - for people receiving care at home and supports clients to work towards their aspirations and goals.

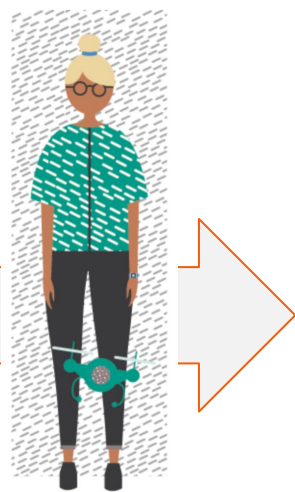
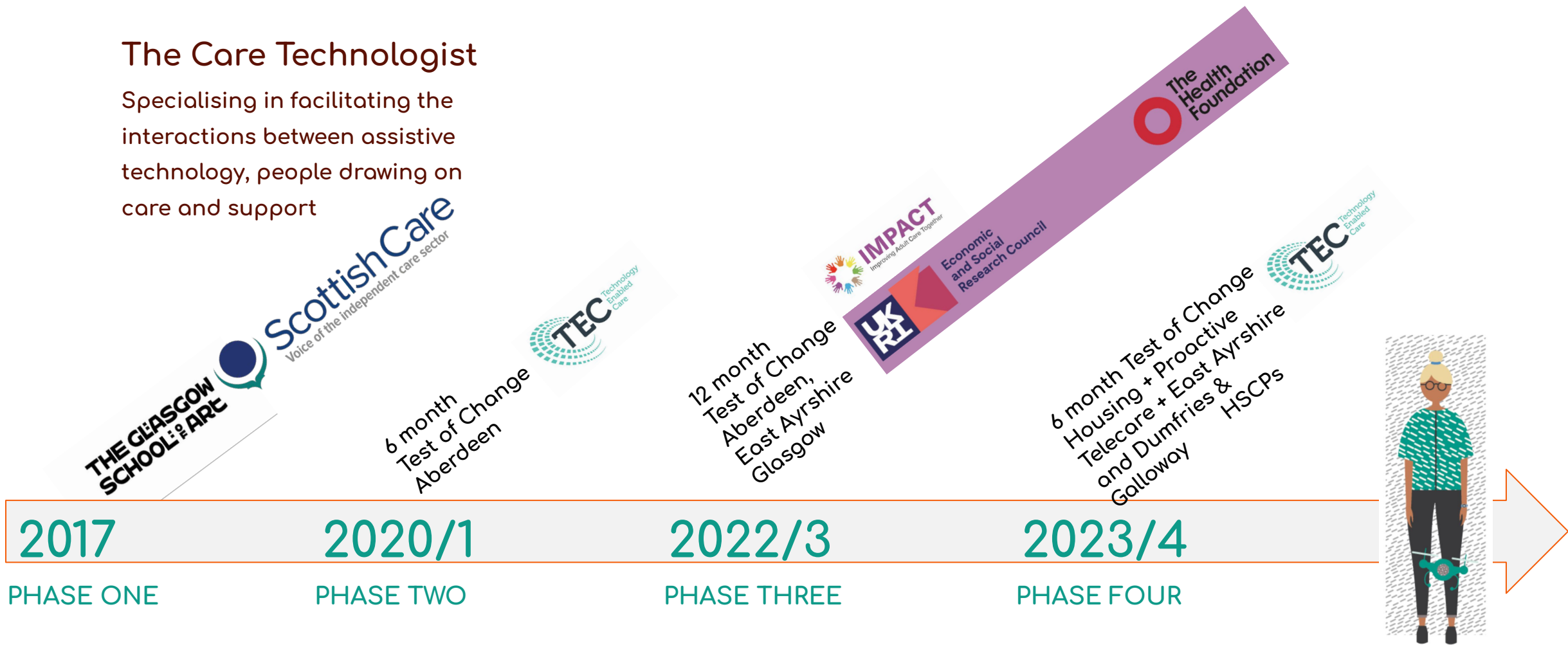


CARE
NAVIGATOR

specialises in coordinating the team of carers in order to gather, make sense of, and organize different flows of data to provide responsive personalised, and relationship-based care at home.

The Care Technologist

Specialising in facilitating the interactions between assistive technology, people drawing on care and support



.....what happened

The Care Technologist

Specialising in facilitating the interactions between assistive technology, people drawing on care and support

.....enables greater independence, flexibility and choice for service users as a result of care and support needs being assessed and delivered *differently*.





- Conversation about what's important
- Tech and digital as a choice
- Optimising existing tech
- Layering in new tech
- Bringing tech together in recipes e.g. morning routine; medication reminders; home automation; environmental monitoring; use AI and data analytics



CASE STUDIES

CASE STUDIES





PICK A
**FUTURE STAFF
CARD**



**REVIEW PURPOSE,
KEY SKILLS, TASKS
OF THE ROLE.**



**ARE THERE
ANY GAPS?**

**WHAT DO
YOU LIKE?**



**WHAT DO
YOU DISLIKE?**

**MAKE YOUR
OWN FUTURE
JOB ROLE**

CONSIDER:

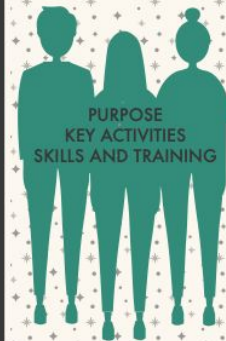
WHAT SKILLS AND
RESOURCES DO
YOU NEED?

HOW DO YOU
MOVE AROUND?

WHAT TOOLS
DO YOU USE?

WHERE AND HOW
DO YOU WORK?

WHO DO YOU
WORK WITH?



**PURPOSE
KEY ACTIVITIES
SKILLS AND TRAINING**

There are mixed, often low levels of digital literacy in the front line roles.

Attitudes to technology are mixed with some concerned that technology will replace jobs.

Embedding the Care Technologist in the multidisciplinary team is challenging and takes time.

Workforce churn diminishes the ability to establish workplace Digital Champions to support the transformation.

challenges



Most independent homecare providers are SMEs and struggle to have an equal voice in health and social care partnerships.

Lack of parity with roles in health and a career structure.

Complex commissioning landscape.

Complexity of accessing Self Directed Support.

Enabling the delivery of care and support in remote and rural areas where there is a limited workforce to draw on, and in areas of deprivation where demand for care packages is high.

Potential to reduce hours of unmet assessed need and support prevention, early intervention and reablement.

Helps service providers to work with digital, data and technology.

Supports digital skills and confidence in the workforce.

Some benefits were seen around the growing need for mental health support in the community, which technology helped with and could relieve carer burden to some extent too.

Unintended consequences

Choice, flexibility and greater control for service users as part of a human rights-based model of care.

Attracting a more diverse workforce, potentially adjusting gender balance – currently 77% of care at home workforce is female.

Sustainable services and businesses, less vulnerable to workforce shortages, energy price increases etc.

benefits



POSTCARDS FROM THE FUTURE

for a sustainable model of integrated care



EVERYONE CAN
BENEFIT FROM
TECHNOLOGY & HAS
ACCESS TO A SKILLED
PRACTITIONER WHO
CAN HELP



INTEGRATED
HEALTH & SOCIAL CARE
TEAMS USE DIGITAL,
DATA & TECHNOLOGY
TO GET CARE & SUPPORT
RIGHT FOR EVERYONE



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ScottishCare
INDEPENDENT
SCHOOLS
THE CLASSROOM
SCHOOL CARE

PICK A
FUTURE STAFF CARD

REVIEW PURPOSE, KEY SKILLS, TASKS OF THE ROLE.

ARE THERE ANY GAPS?

WHAT DO YOU LIKE?

WHAT DO YOU DISLIKE?

MAKE YOUR OWN FUTURE JOB ROLE

CONSIDER:

WHAT SKILLS AND RESOURCES DO YOU NEED?

WHAT TOOLS DO YOU USE?

WHERE AND HOW DO YOU WORK?

HOW DO YOU MOVE AROUND?

WHO DO YOU WORK WITH?

PURPOSE
 KEY ACTIVITIES
 SKILLS AND TRAINING

DO YOU WANT
TO DO THINGS
DIFFERENTLY?

GET IN TOUCH

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