



CASPA Meeting Notes

Date: 3rd September 2019

Location: IoD, London

Present: DSC: www.digitalsocialcare.co.uk
Vic Rayner, Claire Sutton, Katie Thorn
CASPA: Simon Papworth, Jonathan Papworth, Robin Batchelor

Subject:

Meeting between CASPA and Digital Social Care (DSC) to discuss where each parties messaging and goals can be brought in line with the common objective of increasing the adoption of digital solutions in the social care sector.

Agenda & Minutes:

1. **Establish the goals of DSC**
 - a. DSC want to see more digital solutions being used by social care providers
 - b. DSC is not focusing on any particular process area, rather the sector as a whole
2. **Confirm several key messages that both CASPA and DSC could use that do not conflict**
 - a. “Digital technology can be an enabler”
 - b. DSC and CASPA to enable social care providers to have more confidence when moving over to digital systems
 - i. DSC would like to promote successful implementations to build this confidence;
 - ii. **MEMBER ACTION REQUIRED:** If any members are willing to share videos and/or short (up to 500 words) testimonials from successful digital



implementations, then DSC will add them to the DSC website. Please contact katie@digitalsocialcare.co.uk.

- c. “Digital systems being part of evidencing excellent care”
 - d. An agreement could not yet be reached on the CAPSA key message (i.e. “paper is not safe anymore”). However, it was agreed it should be possible to ensure DSC’s message does not contradict this.
- 3. Explore areas of concern for care providers moving to digital solutions**
- a. Several concerns were raised by DSC that were slowing down the adoption of digital systems:
 - i. For there to be some common minimum safeguards if a systems supplier suddenly ceases to exist;
 - ii. To reduce the number of failed implementations of digital systems;
 - iii. To help ensure that the first digital experience of a social care provider is a positive one.
- 4. Any other business**
- a. The NHS Data Security and Protection Toolkit compliance was of increasing importance to social care providers
 - i. DSC sees the promotion of NHS Mail as an important productivity aid for social care;
 - ii. DSC would like to be able to evidence the growth in digital adoption and possibly provide the sector with estimated financial and quality benefits for going digital.
 - iii. Would adopting a compliance process like NHS DCB09 – a clinical safety officer improve care providers adoption of Digital solutions?

END OF MEETING



Additional comments from Simon Papworth (CASPA):

In my opinion, DSC wanting to provide accurate data for the adoption of digital systems is a huge opportunity for all of us to make more sales. A Government-funded (via NHS Digital) part of the National Care Providers Alliance could show that there was a 10% increase in the past 12 months in the adoption of digital systems. This then equates to fewer falls resulting in emergency admissions, thousands less NHS nurse hours wasted due to NHS Mail, X% reduction in staff turnover due to more favourable rostering options, fewer deaths as a result of out of date or missing information, a quicker release from hospital due to more agile social care providers etc.