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Digitally Integrated Community Care: Enhancing Outcomes, Coordination, and System Efficiency

Executive Summary

Expanding digital integration across all community care services presents a transformative opportunity to modernise the way care is coordinated and delivered.

The vibrancy of the social care software market, underpinned by assured suppliers and ongoing innovation, provides a strong foundation for delivering scalable, interoperable solutions that meet the sector's unique needs. This includes the wide variety of delivery models across providers. This diversity, which is often misunderstood outside the sector, is well-supported by software and tailored to accommodate everything from small, family-run, single-location providers to complex, multi-site, mixed provision, care groups.

Most social care systems already meet clinical record-keeping standards, with strong governance, access control, and interoperability. By aligning these services around shared digital records and real-time coordination, we can benchmark nationally, reduce hospital pressures, and deliver improved, person-centred outcomes. Extending this model into community care builds on the proven model of joint working between the Department for Health and Social Care (DHSC), NHS Transformation Directorate, care providers, and CASPA—demonstrating that collaborative delivery is both effective and efficient.

As a first step, the Social Care Interoperability Platform (SCIP) could be extended to create a National Care Information Service to build on the foundations laid by the DSCR programme. This would enable rapid integration across community services using software already proven to meet the diverse and complex needs of the social care sector.

1. National Benchmarking to Drive Quality and Insight

With a common digital infrastructure across community services, we can collect consistent, structured data at scale. This allows for national benchmarking across multiple service domains:

- Community hospital discharge times and readmission rates.
- Response times for urgent community response and out-of-hours care.
- Equipment and adaptation timelines.
- Uptake and impact of preventive long term care services such as falls prevention, and palliative care.

By enabling local, regional, and national comparisons, we can facilitate the creation of a continuous improvement loop,driven by shared insights and real-world outcomes.

2. Reducing Hospital Pressure through Integrated Community Services

Digitally enabled coordination allows services to work together as integrated neighbourhood teams. This in turn would benefit:

- Domiciliary care teams and intermediate care services who could work seamlessly with district nurses and physiotherapists to accelerate discharge, recovery and enable escalation across different parts of the system.
- Community pharmacies and GPs, together with patient, family and care teams who could jointly manage medicines reconciliation and avoid preventable medication-related admissions.
- Mental health teams and psychological wellbeing services who could triage faster and reduce crisis escalations.
- Meals on wheels, day care, and respite which would support independence, reducing emergency pressures.

By distributing care more evenly across community assets, we reduce demand on acute beds and primary care and enable a more preventative, home-first model. This aligns with the government's vision to shift healthcare from hospital to neighbourhood settings.

3. Improved System Efficiency and Better Outcomes for People

An integrated digital view across community care enables:

- Faster, safer decision-making across teams
- Clearer accountability and fewer delays in multi-disciplinary responses
- Reduced duplication and paperwork between services
- Greater visibility of what matters most to individuals and families, supporting holistic outcomes

This helps to ensure services operate more efficiently, boost staffs' confidence and retention and allows people to receive timely, coordinated, and personalised support.

CASPA's Recommendations

Building on the work done in digitising Social Care in the UK, integrating care across the full spectrum of community services is a logical and deliverable next step. A significant part of the underlying infrastructure is available and compliant, and the benefits span the full ecosystem of health and social care.

Following this, CASPA have outlined the following recommendations:

1. **Establish a social care-led entity to host the National Care Information Service (Social Care Interoperability Platform (SCIP),** with formal backing and mandate from DHSC.
2. **Agree the initial use case for shared information.** The possibilities on data sharing use cases are endless and so clarity on what the first use case would be is needed. As an example, the first case could be around improving transfer of care and its associated benefits for people drawing on such care.
3. **Roll out National Care Information Service across the country** and use this as a means to benchmark nationally and create a unified view of the National provision of Care Services.
4. **Redesign Care provider buy-in and community care pathways**: Funding for pathway redesign, co-produced with community care stakeholders, would include workforce training and role evolution, enabling care workers and nurses to operate as part of digitally-enabled neighbourhood teams, to deliver on the full prevention benefits.
5. **Ongoing DSCR funding, IT support and DHSC mandating for Assured Suppliers** - This level of community redesign is only going to be truly possible if care providers

continue to adopt assured systems with the capability to integrate and standardise information captured. With mandating of assured systems, community care interoperability will be fully future proofed.

CASPA is ready to support the coordination of this work, ensuring our members' voices are heard early and that key risks and opportunities are addressed proactively.

Case Examples

Through their partnerships with care providers, CASPA members are already delivering measurable benefits to the NHS — benefits that have the potential to be scaled significantly to transform community healthcare delivery.

1. **Digital First Healthcare:** Europe's largest digital-first home healthcare provider and a key user of CASPA member technologies, operates at a capacity equivalent to 50 hospitals. Working with numerous Integrated Care Systems, they deliver nursing, care, and telehealth services directly to patients in their own homes.

   Powered by a combination of proprietary systems and CASPA member innovations, their AI software is being deployed nationally to identify early signs of seasonal illnesses such as COVID-19, flu, RSV, and norovirus. This proactive approach enables NHS and care teams to intervene earlier — reducing hospital admissions, easing pressure on frontline services, and significantly lowering the workload for community healthcare professionals.

2. **Remote Monitoring:** A CASPA Remote Patient Monitoring supplier to the NHS is already integrated into digital social care records. This seamless integration allows for vital, real-time data sharing between care providers and NHS primary or community care teams — streamlining workflows, enhancing clinical decision-making, and reducing duplicative tasks.

3. **EMAR:** Similarly, EMAR systems provided by a CASPA member are now fully integrated across pharmacy records, primary care systems, and digital social care platforms. This level of interoperability enables community teams to access up-to-date medication and allergen information instantly. The result is fewer

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administrative errors, improved medication safety, and a smoother, more coordinated care experience for patients and healthcare staff alike.

By advancing interoperability and intelligent data sharing, CASPA members are directly supporting the NHS's efforts to modernise community care — reducing the operational burden on staff and enabling more efficient, patient-focused services.

Links:

- https://www.gov.uk/government/news/4d-tech-to-prevent-falls-to-be-rolled-out-in-social-care-settings
- https://www.england.nhs.uk/2025/03/nationwide-roll-out-of-artificial-intelligence-tool-that-predicts-falls-and-viruses/

About CASPA

The Care Software Providers Association (CASPA) is an independent association representing the views and interests of social care software providers. CASPA was founded with a mission to improve the lives of those receiving and providing social care by promoting the use of digital technologies in the social care space to improve and bolster the quality of care delivered.

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