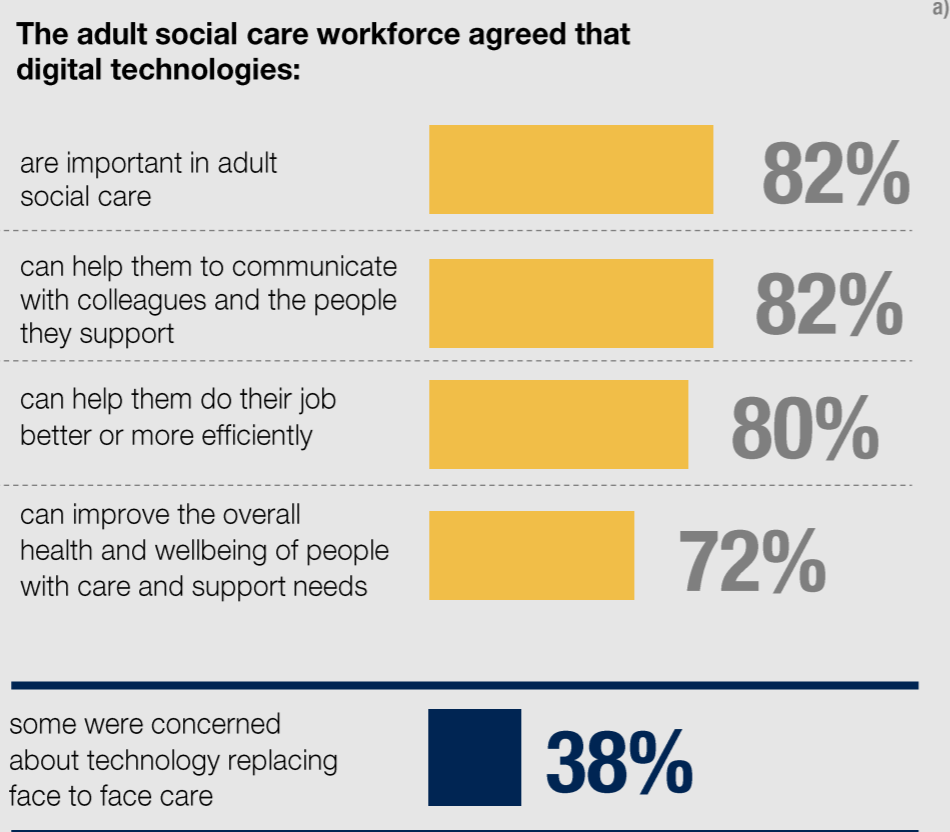


DIGITAL SKILLS REVIEW

A snapshot of a review of digital skills and capabilities 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](#).

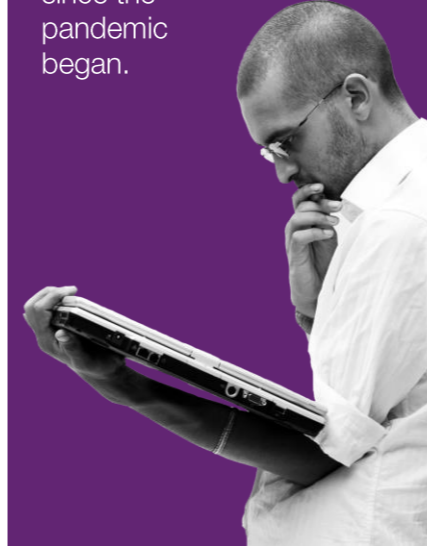
IMPACTS OF DIGITAL TECHNOLOGY: VIEWS FROM THE ADULT SOCIAL CARE WORKFORCE

Many adult social care workers were positive about technology.

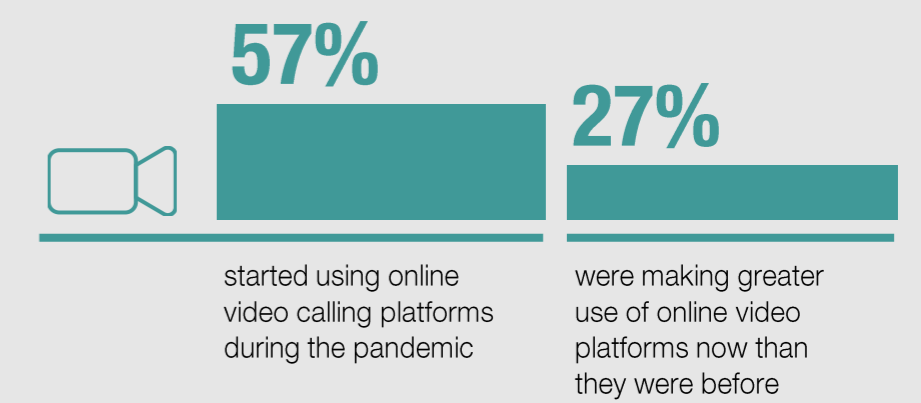


IMPACT OF COVID-19 ON USE OF TECHNOLOGY

Most participants said they use more technology since the pandemic began.

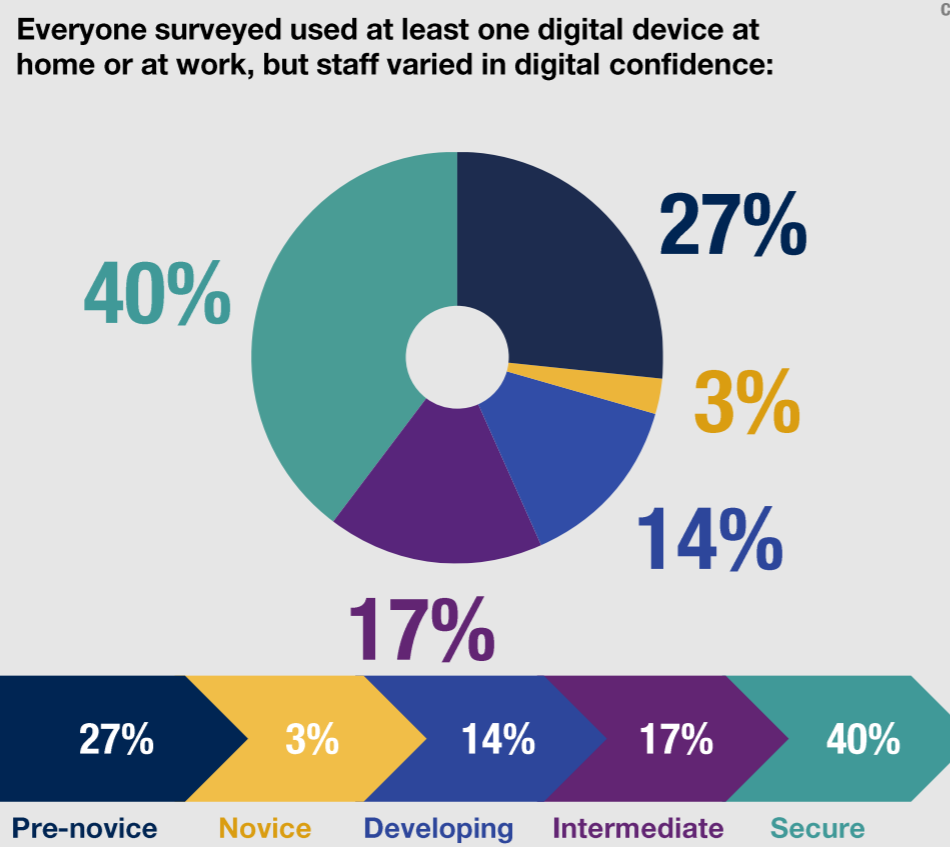


Overall 68% said there was now greater use of technology in their workplace. This included:



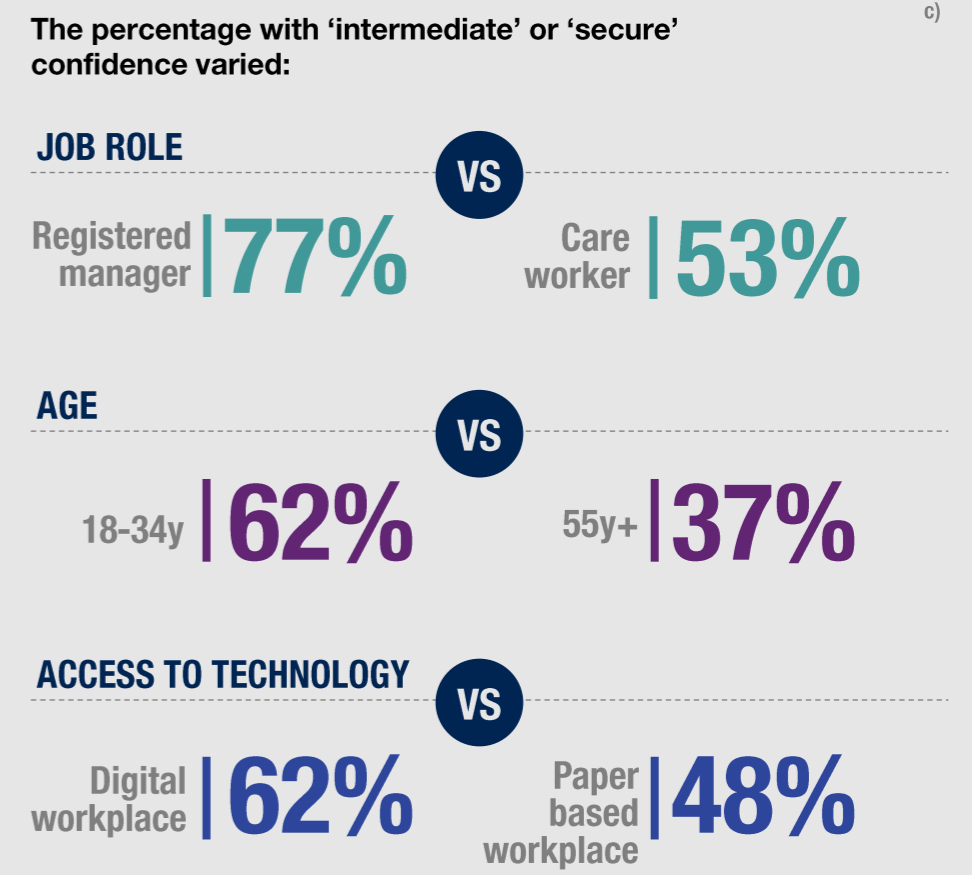
DIGITAL CONFIDENCE AMONG THE WORKFORCE

None of the adult social care workforce were totally digitally excluded.



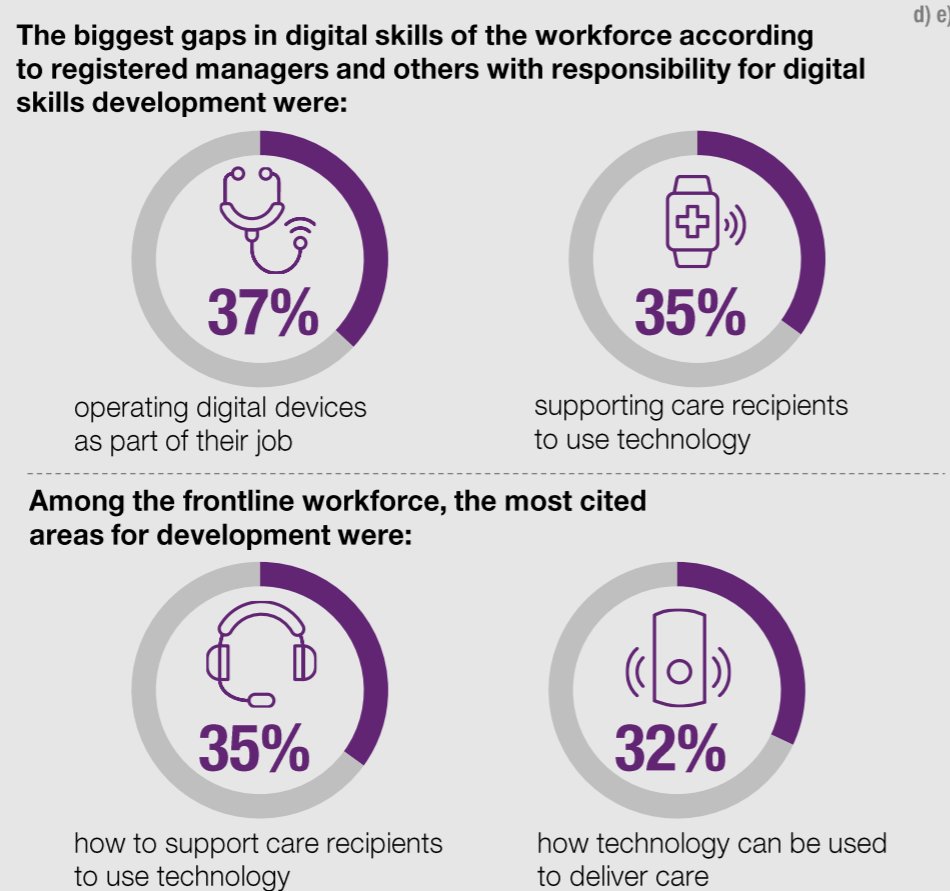
DIFFERENCES IN DIGITAL CONFIDENCE

There were key differences in confidence by role, age, and access to digital technology.



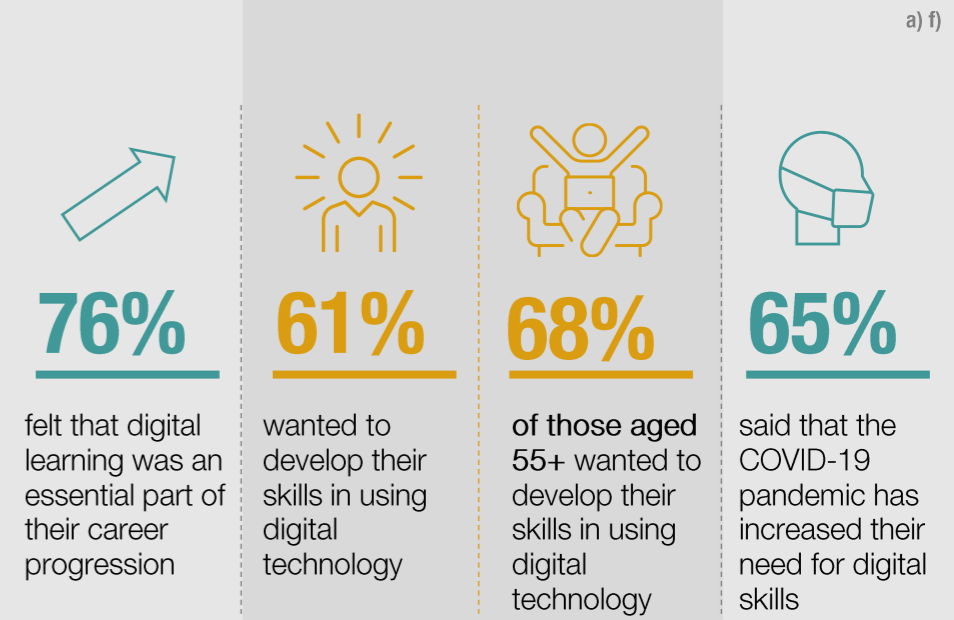
AREAS FOR SKILLS DEVELOPMENT: THE VIEWS FROM THE MANAGERS & THE WIDER WORKFORCE

There were perceived gaps in digital skills among the adult social care workforce.



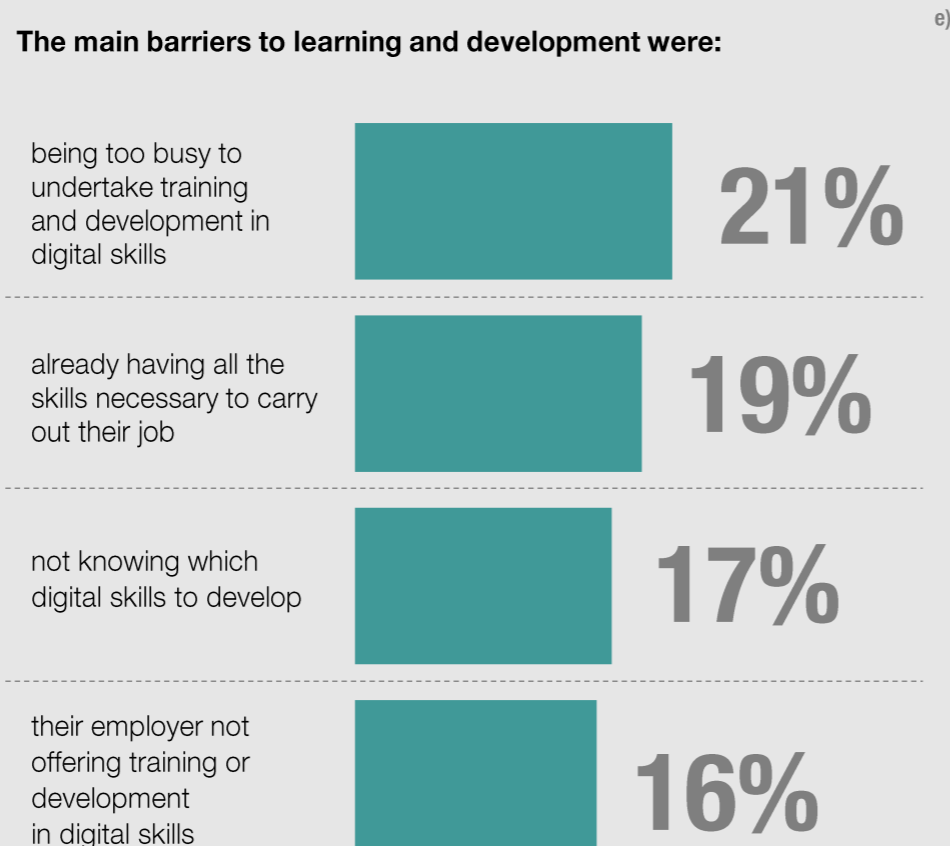
MOTIVATION TO DEVELOP DIGITAL SKILLS

The adult social care workforce felt motivated to develop their digital skills, particularly older workers.



BARRIERS TO DIGITAL SKILLS LEARNING & DEVELOPMENT

A lack of time was the most common barrier to accessing digital skills learning and development in the past year.



DIGITAL LEADERSHIP SKILLS

While many managers were looking for ways to use new technology, some did not know enough about what technology is available.



a) All participants (overall: 2046, 55+ : 456)

b) All participants with greater use of digital technology in the workplace since the COVID-19 pandemic (1657)

c) All participants except those who coded 'Don't know' or 'Not applicable' at specific confidence questions (overall:1906, registered managers:569, care workers: 658, 18-34: 490, 55+: 417, digital: 731, paper: 128)

d) All participants with responsibility for digital skills development in the workplace (1159)

e) All participants with access to digital devices who are not responsible for digital skills development (864)

f) All except registered managers (1446)

g) All participants in a managerial role and/or those with responsibility for digital skills development (1361)

h) All participants who are employed by someone (2001)