

Digital Capabilities Review

Overview of attitudes and use

- employee confidence is high in completing basic digital tasks



- Most ASC employees use digital devices (88% use smartphones outside of work and 82% use smartphones at work)
- Confidence is a barrier to engagement with digital technology and older employees are less confident
- High staff turnover may affect employee confidence and capability

Digital tasks and devices in the workplace

- employee confidence is high, but use is low



- eMAR, haptic technology, robotic technology and voice operated technology are rarely used by ASC employees
- Accessing salaries and expenses is the most common digital activity for ASC employees (68%)
- Some employees rely on using their own digital devices at work (40% use their own phones)

Digital working

- digital communication is prevalent and confidence is high



- Most ASC employees are happy to use new technology in their job if it is explained to them (52%) – but 10% are not
- 54% of employees have access to the internet at work all the time whilst 67% use it every day at work
- Local authority employees are slightly less confident in using digital technology
- 76% have the technology they need to communicate digitally

Data Systems Information

- mix of digital and non-digital systems



- 55% of ASC employees use a mix of paper and digital systems at work
- Employers perceive administrative and management staff to be more digitally competent with data and systems
- ASC employees are least confident at managing records and financial accounts (32%)
- Knowledge on information sharing is good but there is scope for improvement

Impact of Covid-19

- improved digital skills and increased use post-pandemic



- Employers perceive that digital skills have increased to a greater extent, since the pandemic, than employees
- A quarter of employees say their digital skills have not increased since the pandemic. This is more likely amongst older employees

Digital and care

- low use of digital technology in the provision of care



- Almost three quarters of employees agree that digital technologies have a positive impact in Adult Social Care
- Employers are consistently more likely to report that staff use different types of technologies
- Almost two thirds of employers (65%) look for ways to use new technology to improve care delivery

Learning and Development

- one quarter have not received adequate digital training



- Almost a quarter of new ASC employees (up to one year's experience) report inadequate digital training
- One quarter of ASC employees have not had any support or training related to digital skills in the last year
- Employees are more confident than employers in their ability to access training through online learning and resources

Barriers to learning

- local authority employees face more barriers to digital learning than others



- Employees report an interplay of barriers to training to developing digital skills
- Barriers include a lack of knowledge on training availability (23%) and training not being offered (22%)
- Local authority employees face more barriers to learning and development
- Employers don't always have a good understanding of employee digital skills needs and gaps