Technology to Care

IMPLEMENTATION PLAN
to Embed Electronic Assistive Technology (eAT) in Social Care

THE VISION

By 2019, individuals will be supported by a confident, knowledgeable and skilled social care workforce, working creatively with Electronic Assistive Technology to support their well-being, choice and independence.

Introduction

This implementation plan should be read in conjunction with *Technology to Care: A Workforce Learning Strategy to Embed Electronic Assistive Technology (eAT) in Social Care*[1]. The recommendations set out in the strategy form the basis of the implementation plan, which sets out a series of operational objectives with related actions or activities for different stakeholders.

Many of the objectives in the implementation plan refer to 'eAT Knowledge and Skills Sets'. These were developed alongside the strategy and are set out in the document *Technology to Care: Knowledge and Skills Sets to Embed Electronic Assistive Technology (eAT) in Social Care*[2]. Definitions of other terms used in the plan are included in the strategy document.

Together these documents are designed to support employers as they address the workforce implications of the increasing and enduring use of eAT in social care. The documents are available with an additional toolkit of resources at www.technologytocare.org.uk. The toolkit includes an action planning template for use alongside the implementation plan to enable employers, manufacturers, awarding organisations and other stakeholders to develop their own plans to meet the objectives and thereby together build a workforce that will reflect the ambitious vision set out in the strategy and repeated at the head of this plan.

Note on the Skills for Care and Development partnership

Skills for Care and Development (SfC&D) is the Sector Skills Council for those working in social work and social care for adults, children and young people, and for those working in early years, children and young people's services. SfC&D works as a partnership to fulfil its remit across the UK, the partner agencies being:

- Care Council for Wales (CCWales) **www.ccwales.org.uk**
- Northern Ireland Social Care Council (NISCC) **www.niscc.info**
- Scottish Social Services Council (SSSC) **www.sssc.uk.com**
- Skills for Care (England) (SfC) **www.skillsforcare.org.uk**
- Skills for Care and Development (SfC&D) **www.skillsforcareanddevelopment.org.uk**

The SfC&D partnership represents more than 60,000 employers with a workforce of over 1.87 million.

1   *Technology to Care: A Workforce Learning Strategy to Embed Electronic Assistive Technology(eAT) in Social Care* (SfC&D 2014).
2   *Technology to Care: Knowledge and Skills Sets to Embed Electronic Assistive Technology(eAT) in Social Care* (SfC&D 2014).

KEY OBJECTIVE 1 – With the embedding of eAT in working practices, individuals who use eAT will be supported by a skilled and knowledgeable workforce.

Ref	Operational Objective	How	Who
1.1	Employers ensure that skills and knowledge for eAT are integrated in their systems and processes that guide service delivery	Promote the eAT *Knowledge and Skills Sets* to employers for consideration of how eAT can be included/integrated in all their relevant systems, policies and procedures	SfC&D partnership AT Champions
		Ensure that eAT is addressed and referenced throughout service systems, policies and procedures, and that specific policies and procedures to underpin the safe and effective use of eAT with individuals are put in place	Employers
		Develop clear step by step checklists for the use and day to day maintenance of specific eAT devices, including guidance on how and when additional advice and support needs to be accessed	Employers
1.2	Employers ensure that learning needs in relation to supporting the use of eAT are identified and addressed for individual workers and for the workforce as a whole	Include eAT in job descriptions for all job roles where eAT is, or could be, used to support the independence and well-being of individuals	Employers
		Include in the service's induction processes the theme of 'confidence with technology'[3]; the benefits of eAT in the lives of individuals; and awareness of what eAT is in use or may be used by individuals they will support	Employers
		Ensure that discussion of eAT-related activities and learning needs are included in supervision and appraisal processes	Employers
		Support workers to access suitable learning opportunities to meet individual and workforce learning needs	Employers
1.3	Employers promote to their workforce the positive contribution eAT can make to the independence, well-being, lifestyle and opportunities of individuals, by developing and/or making available inspiring case studies to raise the confidence of employees in eAT	Work with individuals and carers to develop case studies, video clips etc to be shared within and beyond an organisation as resources to illustrate how eAT can enhance and transform the lives of individuals and carers	Employers

3   *Technology to Care: Knowledge and Skills Sets to Embed Electronic Assistive Technology(eAT) in Social Care* (SfC&D 2014). eAT KS 1 Confidence with Technology

KEY OBJECTIVE 2: Opportunities for high quality learning and career progression that address eAT are widely available and promoted as a fundamental part of service delivery and development

Ref	Operational Objective	How	Who
2.1	The eAT *Knowledge and Skills Sets* become the foundation for learning and development activities relating to eAT	Promote the eAT *Knowledge and Skills Sets* to employers, eAT suppliers/ manufacturers and other training providers Use the eAT *Knowledge and Skills Sets* to design learning and development activities	SfC&D partnership AT Champions Employers, Suppliers/ manufacturers of eAT products and services Other training and education providers
2.2	When purchasing products and services from manufacturers, trainers and eAT providers, employers ensure that learning activities are mapped to the knowledge and skills sets and meet learners' needs for all practical and ethical aspects of supporting individuals to use eAT.	Ensure that contracts for eAT products and services include information on how any related learning activities map to the eAT *Knowledge and Skills Sets* Strive to meet the eAT *Knowledge and Skills Sets* and explore possible mechanisms for a sector 'quality mark' for training and development in relation to eAT.	Employers Suppliers/manufacturers of eAT products and services Other training and education providers
2.3	Suppliers/manufacturers of eAT products and services consider workforce learning needs in relation to their technology provision and the eAT	Promote and make available the eAT Knowledge & Skills Sets and the Learning Strategy to eAT suppliers/ manufacturers through workshops, one to one meetings, webinars, conferences, seminars, etc Work together to develop quality measures for training provided to the social care workforce	SfC&D partnership AT Champions Suppliers/manufacturers of eAT products and services Other training and education providers
2.4	The SfC&D partner agency in each nation ensures that eAT is considered for inclusion when national induction frameworks are next reviewed	Consult with sector to inform and support the inclusion of eAT awareness into national induction frameworks Consult with sector to agree a form of words for an induction standard on eAT and confidence with technology	SfC&D partnership SfC&D partnership AT Champions Employers

Ref	Operational Objective	How	Who
2.5	The SfC&D partner agency in each nation clarifies how eAT maps onto their career pathways, continuing professional development and progression routes	Review current career pathways for social care workers to ensure eAT maps into career pathways and job roles ensuring that it is appropriate and relevant to the individuals being supported	SfC&D partnership
		Consult with the sector to ensure the inclusion of eAT learning activities within guidance on post-registration learning and other continuing professional development	SfC&D partnership AT Champions Employers

KEY OBJECTIVE 3: Standards and qualifications for the sector reflect eAT as a fundamental part of service delivery and development

Ref	Operational Objective	How	Who
3.1	eAT National Occupational Standards (NOS) are developed to ensure eAT is recognised as an area of competence and embedded in practice	Review existing NOS for the sector and develop new NOS where required to reflect eAT requirements for the social care workforce, building on the eAT *Knowledge and Skills Sets*	SfC&D partnership
		Work together to agree content for inclusion in NOS	SfC&D partnership AT Champions Employers
3.2	Gaps in accredited qualifications and learning in relation to eAT are addressed at all levels	Support relevant awarding organisations to identify and address gaps in accredited qualifications	SfC&D partnership
		Ensure that eAT-related qualifications are included in the QCF and SCQF as well as in HE provision	Awarding Organisations
		Inform social care sector of eAT-related qualifications	Awarding Organisations Learning providers

www.technologytocare.org.uk