

# Transforming social care: Adopting the right tech

**Gavin Bashar, UK & Ireland Managing Director**

Pressures already in the system, and projections of rising demand for services from an ageing population, means technology will need to play an increasingly important role in helping to expand capacity in the care system to meet these growing challenges.

Gavin Bashar, UK&I MD at [Tunstall Healthcare](#), discusses how technology can help local authorities and social care providers transform adult social care services.

## **Enabling the right systems and solutions**

Using the right digital solutions can enable systems and processes to be streamlined effectively in several areas. This includes access and assessment, data and GDPR, and integration with partner systems.

Technology can enable easy-to-access services, and efficient assessment and referral processes that help citizens receive the support they need quickly and easily. It can also help people to remain more independent for longer, and empower them to manage their health at home.

Considering how technology solutions will operate with those of local strategic partners is important. Integrated Care Systems can play a key role in this coordination and should be at the forefront of strategic planning, together with effective co-commissioning strategies across health and social care alike.

## **Ensuring the right devices work in citizens' homes**

There is massive potential for infrastructure improvements to enable technology to enhance services. It is important that councils and social care providers are fully cognisant of the possible impact that the ongoing national upgrade of our communications infrastructure may have on local households as the digital rollout reaches their area.

Of significant concern are vulnerable citizens currently receiving technology services that are required to be connected to monitoring centres using their existing phone line. Contingencies should be evaluated and implemented to prevent citizens experiencing disruption to their service.

## **Embedding change**

Embedding technology in any strategy for change is likely to deliver the best route over time to enhance the capacity of adult social care. As such, we should be thinking now about where technologies could reduce future pressures, and help to address workforce challenges.

For the benefits to be fully realised, it is important that technology suppliers, social care providers and local authorities collaborate effectively and co-creatively, to ensure that we all understand the ultimate aim in using technology. This needs effective communications between all parties, including with citizens and their families.