

# Executive Summary

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## Overview

Technology has the potential to improve lives, time and money. Harnessing and sharing data, digital and technology in health & social care can deliver substantial gains for patients service users, staff, and wider society through improved care, better outcomes, higher productivity, lower costs, and new jobs.

To develop a tech focused approach, the role of Care Technologist has been created to work with services, homes, and individuals. The Care Technologist gets to know people providing and drawing on care and creates technology options as part of person-led care planning and support, enabling better outcomes for the individual.

The Care Technologist role specialises in facilitating the interactions between a wide range of technologies, people accessing care and support, and the wider care team to provide meaningful and personalised support.

## Care Technologist

The aim of this role is to provide a member of staff with the remit and ability to understand how technology can be used to support person-led care, to work with services, homes, and individuals. To do this it will be key that the Care Technologist gets to know those providing and accessing care and creates individual care plans that includes the technology identified to help improve their lives.

A 9-month Test of Change in has been followed by a 12-month trial to demonstrate that the Care Technologist role could work in different service areas and geographical locations, namely Aberdeen, East Ayrshire, and Glasgow.

## Impact

Social value can be measured through the quantification of relative importance that people place on the changes they experience in their lives, through changes in wellbeing. This value can be captured and presented in different ways, including market value. It is important to recognise that social value places focus on understanding need and change from a person-centred perspective, specifically those affected by an organisations' work and services.

At its most basic level, social value is about understanding, planning, delivering, and evaluating services and impacts to learn and provide more effective social outcomes. It should be remembered that everything done within a social care setting has a social value, and by understanding the impact of that work, even better outcomes can be identified.

HACT's social value approach has been developed around the consideration of long term impact, and the conditions which affect personal capabilities, quality of relationships and sense of purpose in people's lives. Our extensive research shows that this is experienced and best understood through changes in wellbeing, which is a multifaceted term that encompasses an individual's state of wellness relating to their comfort, health and happiness.

The activities and support enabled by the Care Technologist role enabled impact to individuals, to organisations providing the support, and to wider society.

HACT carried out an indicative assessment on the Care Technologist pilot which showed significant social impact created from activities across 5 case study examples which showed an average Social Return on Investment (SROI) of more than **1:4**.

## Implementation

HACT believes that real impact is achieved where the outcomes delivered by an organisation or in a project directly meet the needs of people in that area. Therefore, it is important to align the activities and social impact aims to ensure that stakeholder needs play a key role in the theory of change that is being implemented. This will enable greater learning, decision making, budgeting and delivering of new services.

The key benefits outlined in the Care Technologist business case support improvements for individual, organisational, and wider society. Looking at the examples through the Digital Hub and the TECH programme there is real evidence that this can be scaled up to provide not only an increased reach in terms of number, but a greater impact in terms of social value and efficiency savings.

Care Technologists in the pilot worked with c. 20 Care at Home service users, and from the evidence of the pilot and the learnings outlined above which contributed to the SROI of more than 1:4.

The aim of scaling up would be that an effective Care Technologist could support over 40 care at home referrals. Delivering this in accordance with HACT's golden thread of social value in a person-led approach, delivering support, activities and outcomes directly in line with an individuals' needs, provides a significant SROI projection of **1:8**.

### **Key recommendations include:**

- HACT recommends that to achieve real scaling up of the Care Technologist role should involve national and cross sector working where possible
- Social care providers should use a more comprehensive evaluation than purely a traditional economic assessment for any tech implementation.
- Implementing approaches that support consistent data collection and analysis and providing guidance to any tech or delivery partners to collate all data in a consistent format