

The impact of digital systems on care teams

Using technology to solve the retention crisis



Foreword

I founded Log my Care with the mission to make technology more accessible to everybody in the social care sector. Six years later and we're doing just that by supporting over 1,000 care providers with our digital care management platform. Research consistently shows that digitalisation brings significant benefits to care providers, saving time on administrative tasks, as well as providing managers with crucial oversight and identifying risks before they escalate into incidents.

Although transitioning from paper-based systems to digital can be challenging, care providers have the skills and resources necessary to successfully make this transition. The NHS may have taken over a decade to adopt digital records in GP surgeries, but care providers have the opportunity to achieve this in just two years and make a significant positive impact on the lives of the people they support.

The care sector has always faced pressure, but with 70% of digital transformation initiatives failing, it's clear that we need to listen to the care providers who are undergoing this process. We must work together to break down barriers, unlock the benefits and make technology as accessible as possible for everyone in the sector. At Log my Care, we are committed to supporting care providers on their digital journey, and our research report on the impact of digital systems on care teams aims to shed light on the challenges and opportunities that arise with digitalisation in the care sector.

I would like to express my gratitude to all the care providers who have shared their insights and experiences for this research report. Your valuable input will help us understand the current landscape and identify ways to improve digital adoption in the care sector. Together, we can work towards a future where digital tools are readily available, easy to implement and bring tangible benefits to care teams, the people they support and their families.



Sam Hussain

Founder and CEO, Log my Care

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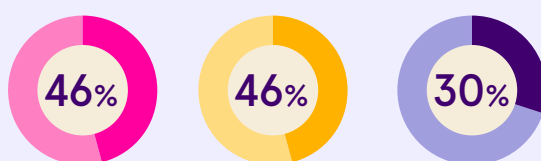
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Executive summary

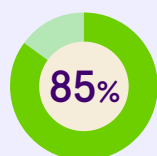
The digital landscape of the care sector in the UK is rapidly evolving, with increased focus on digitalisation and adoption of digital tools to improve care delivery.

We teamed up with **Grey Matter Learning** and **FaultFixers** in December 2022 to dig deeper into the impact digital systems have on care teams and the people they support. The data from over 4,000 responses from carers, managers, owners and CEOs was analysed by independent research consultant, Alex Kharchenko.

Although there may be still some hesitation to go digital, care providers are transitioning and care teams are comfortable with the process:

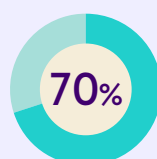


Care compliance software (46%) and care planning software (46%) are the most commonly used digital tools in care services, with e-learning software (30%) close behind.



Most care service staff rate themselves as having moderate to high digital skills, with 85% of respondents selecting ratings between 6 and 10 on a scale of 1 to 10.

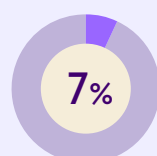
Access to devices and training time needed for effective digital adoption varies significantly. This can result in disparities in employee retention and digital readiness among care providers:



Mobile phones and desktops are the most common devices provided to care teams to access digital tools, with 70% of respondents reporting having access to these technologies.

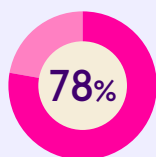


Hardware provision varies among different care types, with supported living services having the highest percentage of mobile phone provision and learning disability services having the highest percentage of no devices provided.

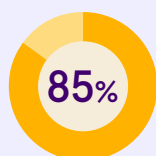


Training on new software or digital processes is not given adequate time, with only 7% of respondents reporting spending 20 or more hours per month on training. This highlights the need for care services to prioritise staff training to improve skills, technology adoption and staff retention.

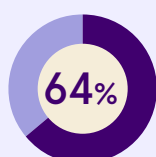
Care teams feel digital tools have a positive impact on productivity, work-life balance, wellbeing and employee recognition:



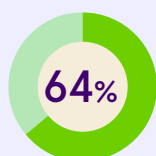
The majority of respondents rated their existing digital systems as at least moderately supportive of remote work, with responses of 7-10 selected by 78% of respondents. This indicates that many care teams perceive their digital systems as enabling remote work to a considerable extent.



On a 10-point scale, an impressive 85% of respondents rated their productivity as 7 or higher after embracing digital tools.

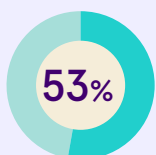


64% of respondents said that implementing digital tools had a positive impact on employee wellbeing. The adoption of digital tools is viewed as a positive step towards improving employee wellbeing, with consistent responses across different care types.

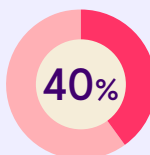
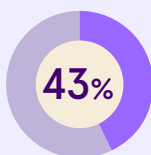


A resounding 64% of respondents reported a positive impact on employee recognition with the implementation of digital tools.

What's next for care providers and digitalisation:



When asked about their planned budget allocations for digital tools in 2023, the majority of respondents (53%) revealed that 5-20% of their care service's budget would be dedicated to implementing new software or digital processes.



43% of respondents expressed interest in investing in care compliance software, closely followed by care planning software at 40%.

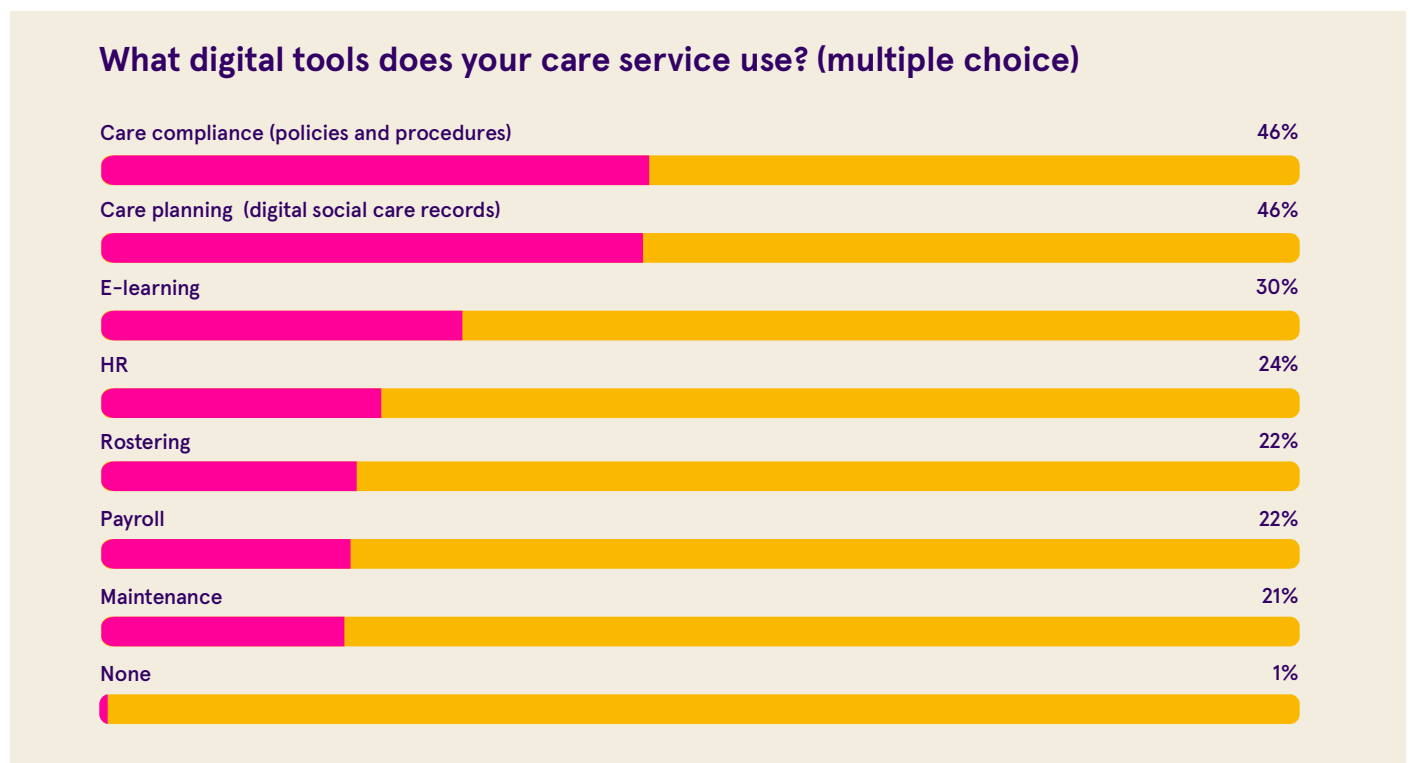
The adoption of digital systems can help care providers address the recruitment crisis — enabling them to empower their teams, offer them the work-life balance they desire and support person-centred care delivery.

The current digital landscape of the care sector in the UK

The **People at the Heart of Care**¹ white paper, published in December 2021, set an ambitious target for the digitalisation of social care, pledging £150 million in funding and aiming to increase digital social care record uptake among CQC registered providers from 40% to 80% by March 2024. Since then, the government has spent nearly £50 million on digitalisation and **care provider uptake of digital social care records has risen to approximately 50%**².

When we speak to care providers about some of the barriers they face when implementing a digital system, the same challenges come up again and again – a lack of resources, a fear of change among staff and the risk of it all going wrong. To combat these fears, we wanted to dive into the digital landscape of the UK care sector – where on the digitalisation journey are we and how do frontline staff really feel about the digital systems they use.

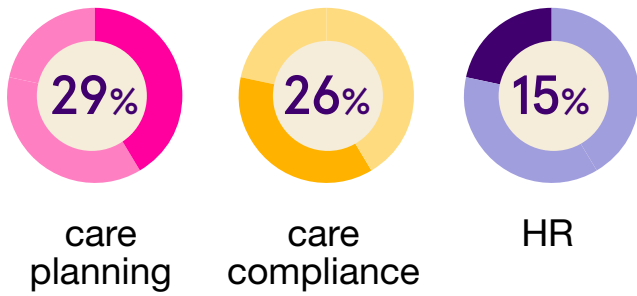
What digital systems are care services already using?



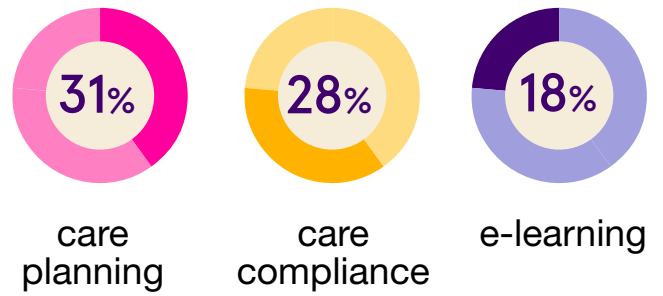
Going digital is firmly on the care sector’s agenda, although there is still some hesitation. When asked what digital tools they were already using, care compliance software and care planning software were the most commonly used digital tools in care services. E-learning software is also relatively common, suggesting that care services may be investing in digital training and development opportunities for their staff.

Digital tools by service type

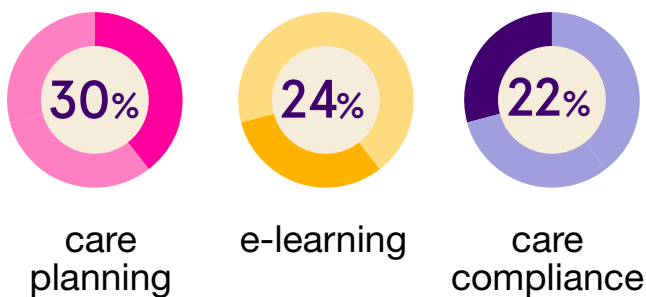
• Domiciliary care



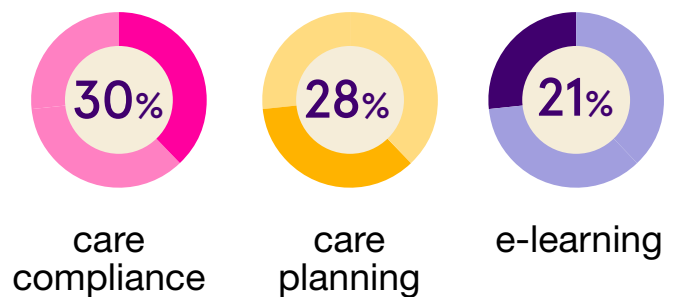
• Live-in care



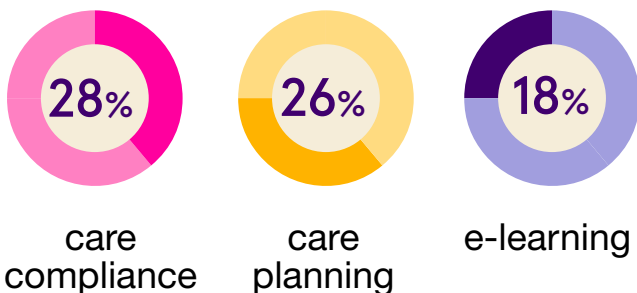
• Learning disabilities services



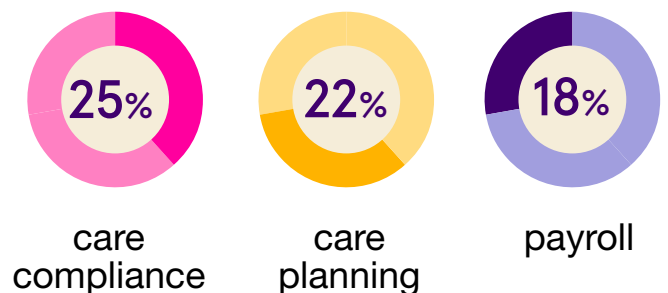
• Mental health



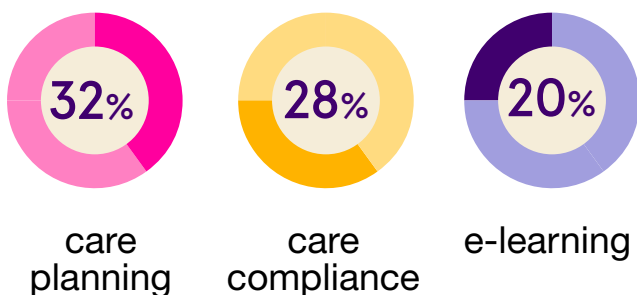
• Nursing homes



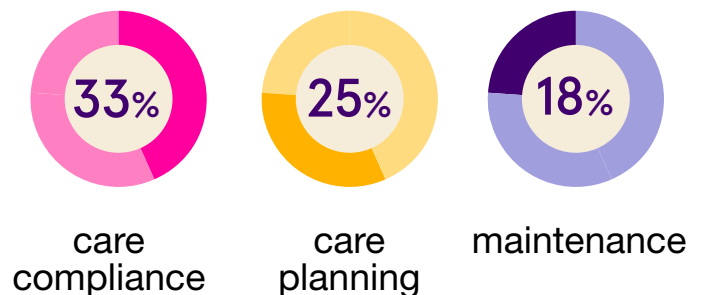
• Personal health budgets



• Residential care

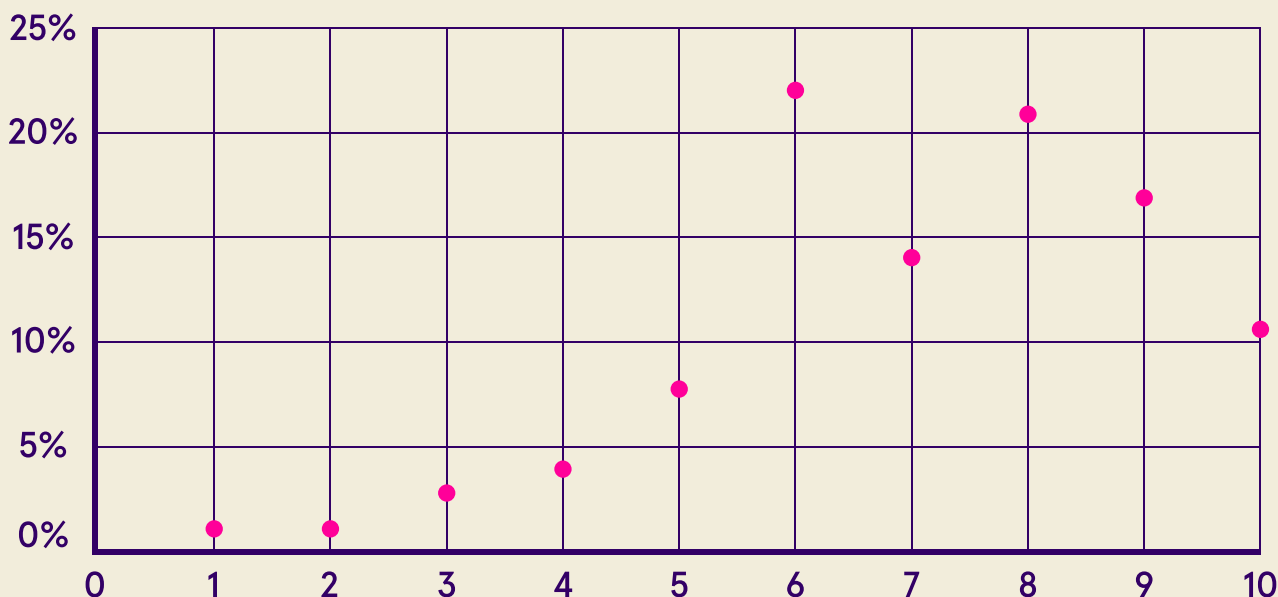


• Supported living services



How skilled are staff at using digital systems?

How skilled are the staff at your care service at using digital tools?



“Most respondents rated their carers as having at least moderate digital skills”

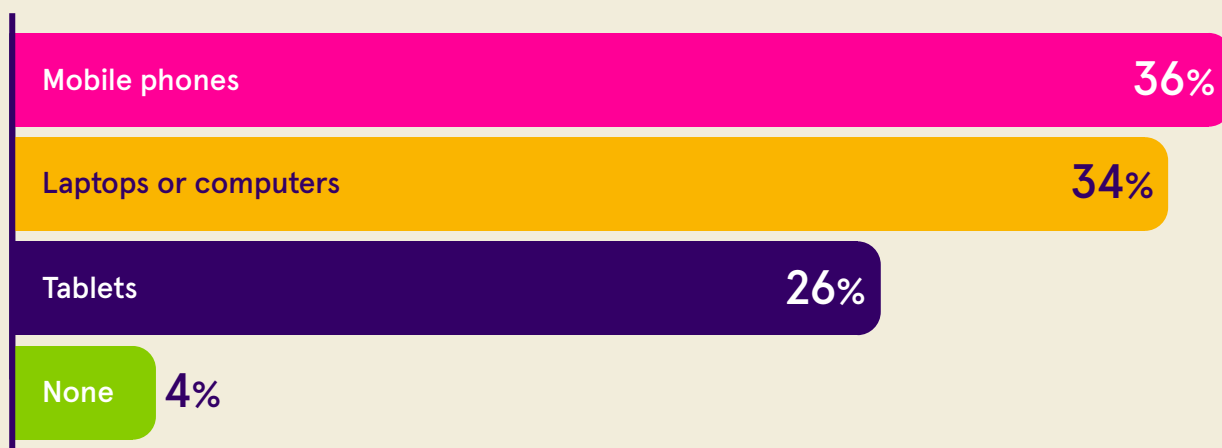
The biggest barrier care providers think they’ll face when going digital is resistance from their teams. However, most survey respondents rated their care service staff as having at least moderate digital skills. On a scale of 1 to 10, 85% of respondents selected ratings between 6 and 10.

The least common responses were 1 and 2, selected by only 1% of respondents each.

There’s not a huge difference in the distribution of digital skills across different care types. However, supported living services have the highest percentage of staff that rate themselves as “very skilled” (20%) and learning disability services have the highest percentage of staff (19%) that rate themselves as “not skilled” at using digital tools. The most common rating across all care service types is 6 out of 10, indicating that a majority of staff consider themselves to have moderate digital skills.

What devices are aiding care delivery?

What devices are provided for staff at your care service?



70%
of respondents
reporting having
access to these
technologies.

We asked what devices care services were supplying to help care teams access digital systems. Mobile phones and desktops were the most common devices provided, with nearly 70% of respondents reporting having access to these technologies.

It's interesting to note that even though there were variations among different care service types, the majority of respondents in each category had access to mobile phones, desktops or tablets.

Notably, respondents in supported living services reported the highest percentage of having mobile phones provided to them, with 39% of them having this option. On the other hand, those in learning disabilities services reported the highest percentage of not having any devices provided to them, at 4%.

While devices are indeed becoming more prevalent in care settings, not everyone has equal access to aid care delivery.

Can technology solve the staff retention crisis? How care teams really feel about digital systems.

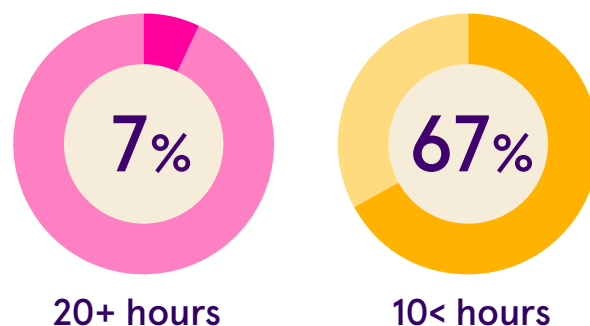
According to [the Skills for Care report, the state of the adult social care sector and workforce in England](#)³, the number of vacancies for social care positions increased by 55,000 (52%) to 165,000 vacant posts between 2021 and 2022. However, turnover rates are not a problem for everyone in the sector.

Around 20% of independent sector establishments (with 50 or more staff) had a turnover rate below 10%. Some of the traits they attributed to their success at retaining staff were:

- Investing in learning and development.
- Embedding the values of the organisation.
- Celebrating the achievements of both the organisation and the individual.
- Involving colleagues in decision-making.

Do care teams have the support required for successful digital adoption?

When it comes to training care teams on new software or digital processes:

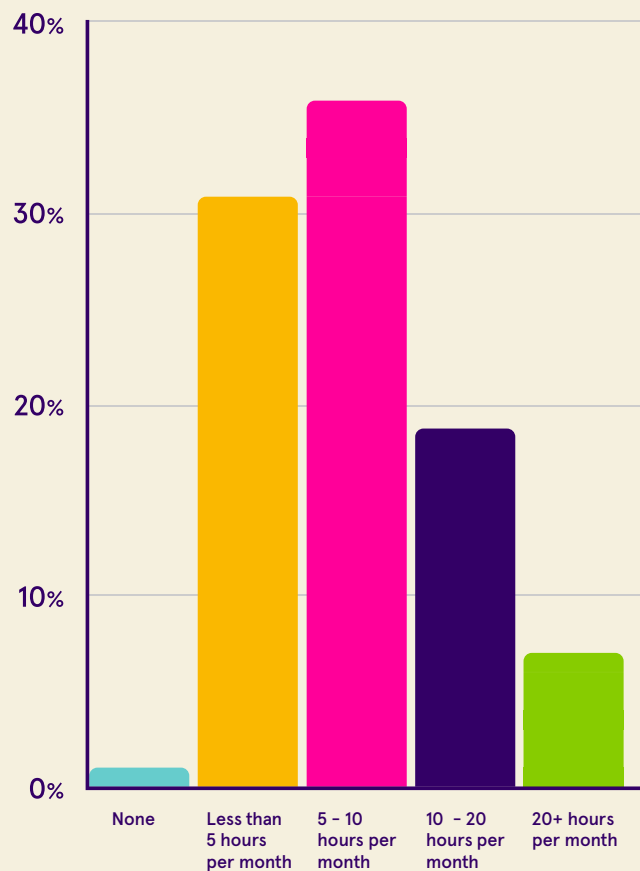


Only a small proportion of respondents (7%) reported spending 20 or more hours per month on training.

The majority (67%) of respondents reported spending less than 10 hours per month on training.

This highlights a huge discrepancy in care services' approach to training, giving those that allocate sufficient time for it a competitive edge when it comes to staff skills, technology adoption and staff retention.

How many hours every month do each of your team members spend doing software training?

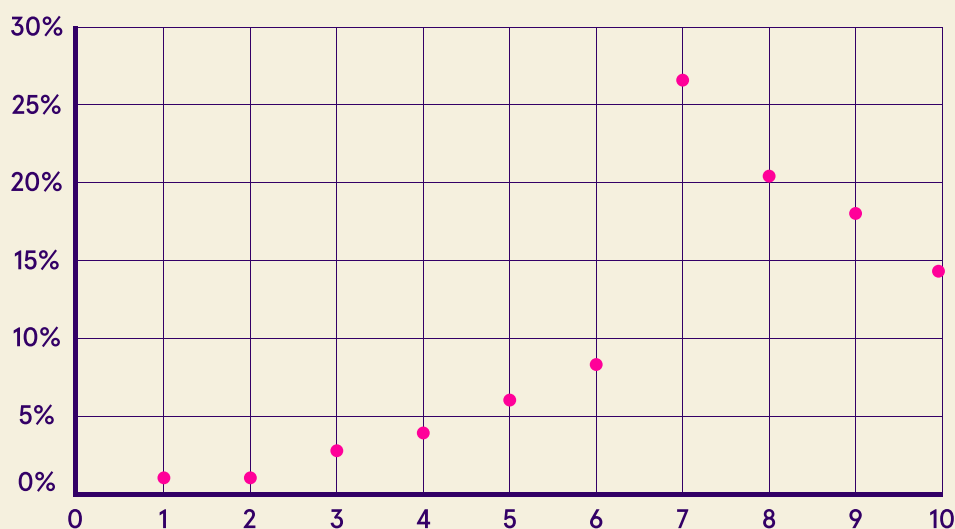


Dedicating time to staff training, can help care services stand out in a recruitment crisis. A 2021 survey by PwC⁴ found that 67% of UK workers are ready to learn new skills to remain employable in the future. This tallies with an American study by Gallup⁵ that found that nearly two-thirds of workers believe employer-provided upskilling is very important to evaluating a job, whether it is a potential new job (65%) or their current job (61%).

These findings suggest that while some care services may be investing in staff training on digital systems, there is still room for improvement. Care providers need to ensure adequate training and development opportunities are available to effectively adopt and utilise new technologies. Proper training and support can play a crucial role in addressing the recruitment crisis and maximising the benefits of digitalisation for care delivery.

Can digitalisation give care teams the work-life balance they desire?

How strongly do you feel your existing digital systems support your staff to work remotely?



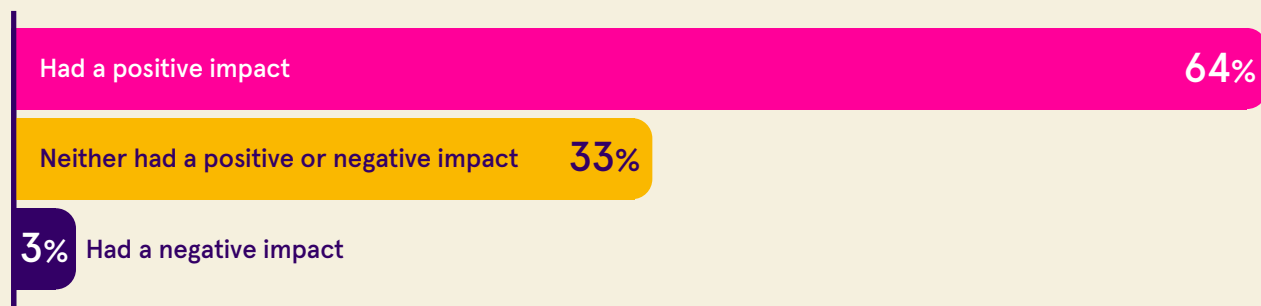
According to [research from the Office of National Statistics](#)⁶, more than three-quarters of home and hybrid workers reported improved work life balance. Remote working is a highly sought-after perk for employees, but it can be challenging to manage in the social care sector. When asked to rate how strongly they felt digital systems supported remote working on a scale of 1-10, the most common response was 7 (27%), followed by 8 (20%) and 9 (18%). The least common responses were 1 and 2, selected by only 1% of respondents each.

Encouragingly, the majority of respondents rated their existing digital systems as at least moderately supportive of remote work, with responses of 7-10 selected by 78% of respondents. This indicates that many care teams perceive their digital systems as enabling remote work to a considerable extent.

While many care teams perceive their existing digital systems as supportive of remote work, there appears to be a variation across different care types. Investing in digital solutions that effectively facilitate remote work can be a valuable strategy for improving work-life balance for care teams, enhancing employee satisfaction and ultimately benefiting the overall quality of care provided to service users.

Caring about carers: can digital systems support employee wellbeing?

Has implementing digital tools negatively/positively impacted employee wellbeing?



Amidst the ongoing challenges faced by health and social care workers, the wellbeing of care teams has emerged as a critical concern. [A survey conducted on behalf of the Health Foundation in July 2020⁷](#), found that four out of five carers felt more “tense, uneasy or worried,” because of their jobs, than before the pandemic. [According to research from Florence⁸](#), 43% of health and social care workers are considering a job change due to the pressures of their current job and nearly a fifth are planning to leave the industry completely but can digital systems help them to stay?

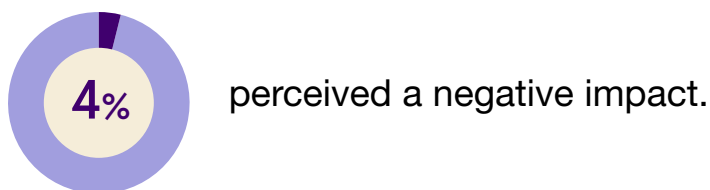
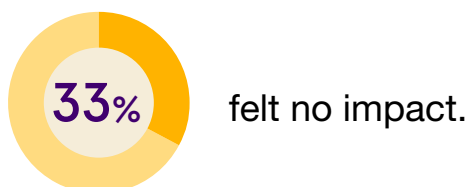
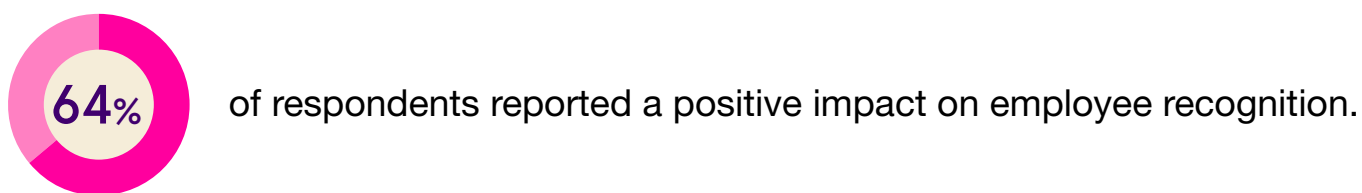
The adoption of digital tools is generally viewed as a positive step towards improving employee wellbeing, with consistent responses across different care types. When we asked how the implementation of digital systems had impacted employee wellbeing, 64% of respondents said that implementing digital tools had a positive impact on employee wellbeing, while 33% said that there was no impact, and only 3% said that it had a negative impact.

These insights highlight the potential of digital systems as a valuable resource to support the wellbeing of care teams. It’s clear that finding ways to leverage technology can help create a more positive and sustainable work environment for those who tirelessly care for others.

Employee recognition: can technology help us celebrate success?

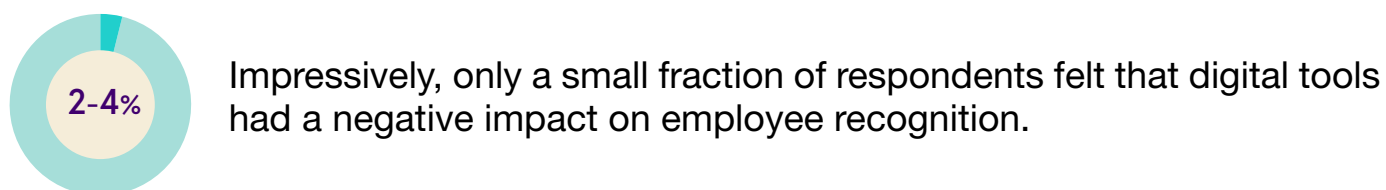
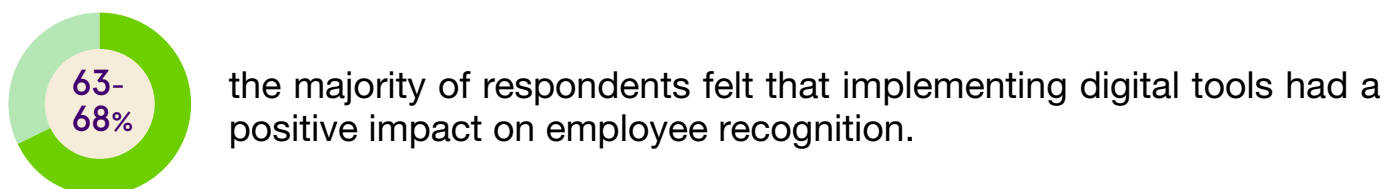
Recognising the outstanding contributions of care teams is crucial in fostering a positive work environment. But can digital tools play a role in helping providers acknowledge and celebrate their star workers?

Based on our survey data:



These findings indicate that, on the whole, employees believe that digital tools have positively influenced their recognition in the workplace.

Delving deeper into the results, we found that across all care service types:

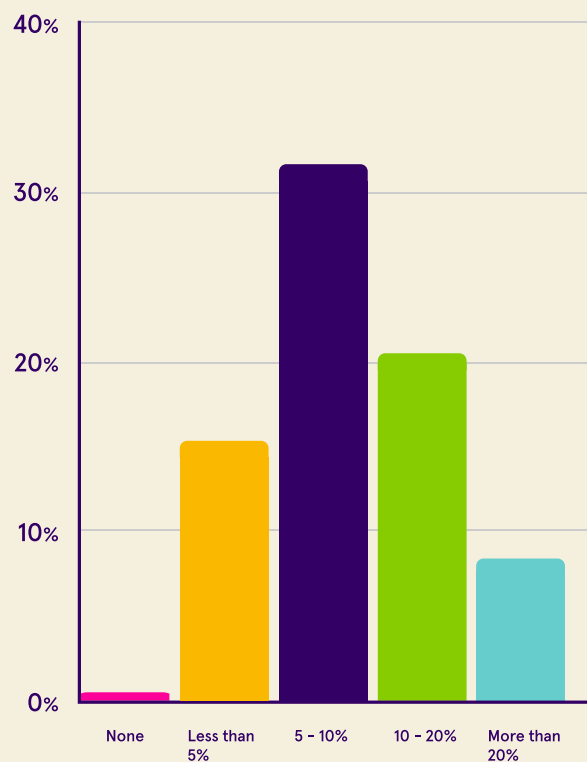


Let's harness the power of technology to foster a culture of appreciation and celebration for our dedicated care providers.

Invest for the future: unlocking the potential of technology in care

Care providers budget allocations for technological advancements

What budget will go towards digital systems in 2023?

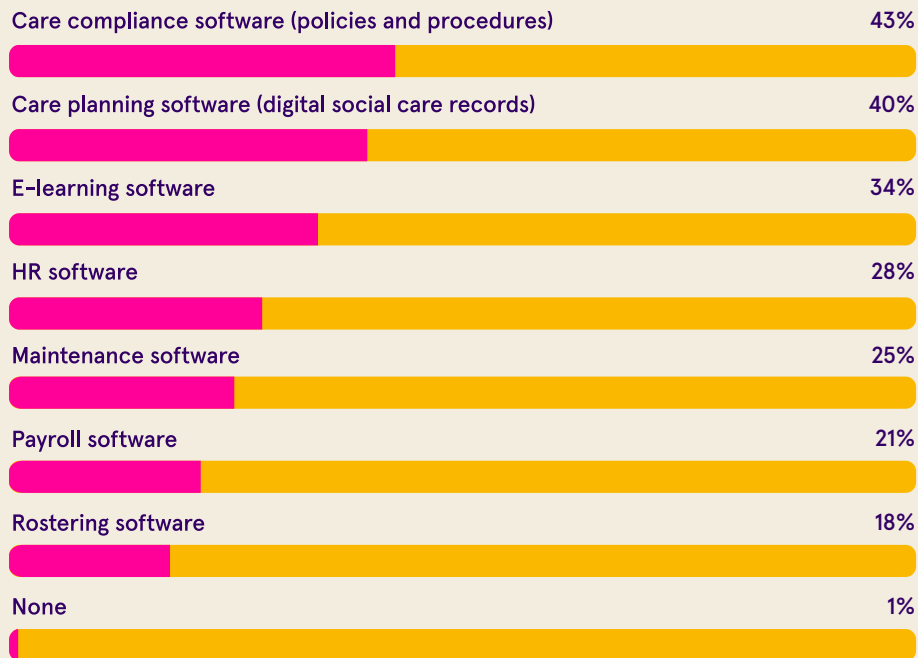


When asked about their planned budget allocations for digital tools in 2023, a significant portion of respondents (32%) revealed that 5-10% of their care service's budget would be dedicated to implementing new software or digital processes. Another 21% reported allocating 10-20% of their budget for this purpose.

A small proportion of respondents (1%) stated that their care service would not allocate any budget towards implementing new software or digital processes in 2023, which may indicate varying perspectives on the value of investing in digital tools or financial constraints.

What's next: the digital tools care services plan to invest in

What digital tools would you consider investing in next? (multiple choice)



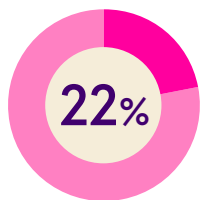
When asked about their plans for future digital tool investments, the majority of respondents (43%) expressed interest in care compliance software, closely followed by care planning software at 40%. In contrast, rostering software was the least popular option, selected by 18% of respondents. Only 1% of respondents chose "None" as an option, indicating that the vast majority were interested in investing in at least one type of digital tool.

For those unable to invest, [the UK government is providing £25 million in funding](#) to encourage 80% of CQC care providers to adopt a digital social care record system by March 2024.

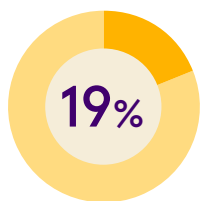
These findings highlight the strong demand for digital tools related to care management and compliance, with a clear emphasis on maintaining and organising digital records. Additionally, e-learning software and HR software were also popular choices, indicating a focus on training and employee management.

Overall, the data suggests that investing in digital tools can provide significant benefits for care providers, particularly in terms of compliance and care management. Embracing these tools will help organisations stay ahead of the curve and navigate the evolving landscape of care provision with greater efficiency and effectiveness.

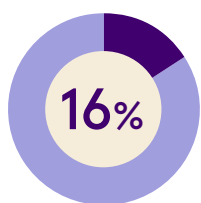
Digital tools to invest in by service type



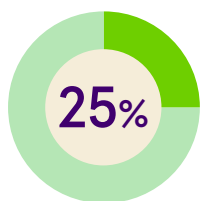
Domiciliary care providers are the most likely to consider investing in e-learning (22%).



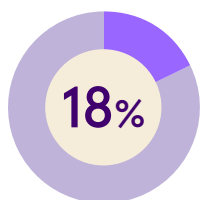
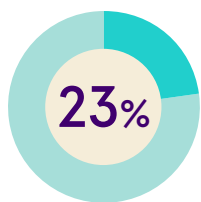
Live-in care providers are the most likely to consider investing in maintenance (19%).



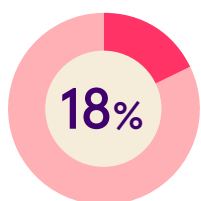
Learning disabilities care providers are the most likely to consider investing in payroll (16%).



Mental health care providers are the most likely to consider investing in care compliance (25%) and care planning (23%).



Nursing home providers are the most likely to consider investing in HR (18%).



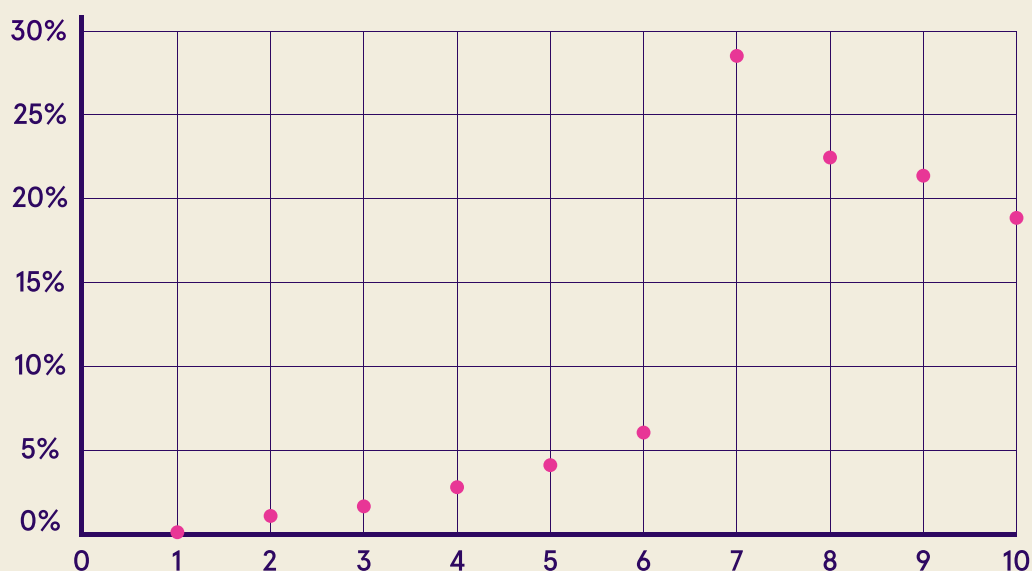
Personal health budget providers are the most likely to consider investing in rostering (18%).

The opportunity: supporting the care sector's digital journey

What impact have the introduction of digital tools had on your employee productivity?



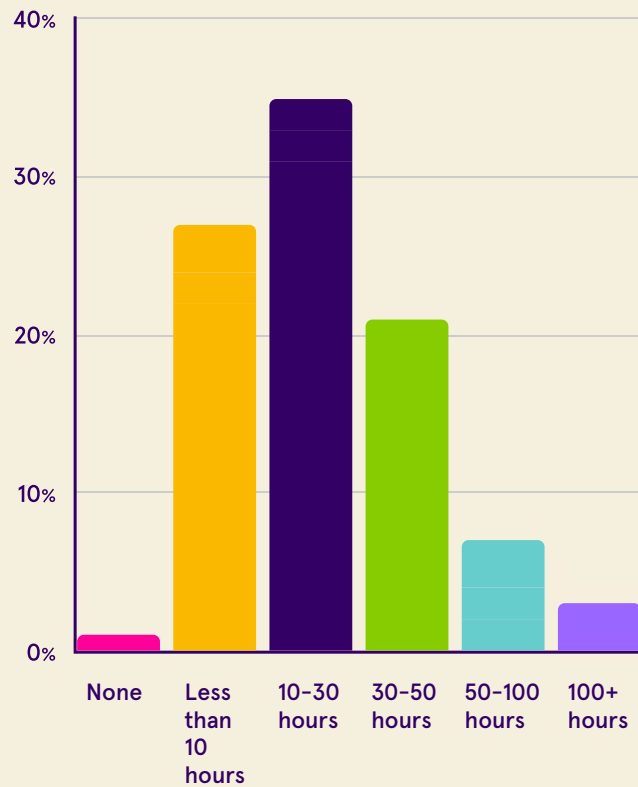
How productive are your team since the introduction of digital tools?



The benefits of going digital in the care sector are crystal clear. Care providers are reporting a boost in employee productivity since the introduction of digital tools. An impressive 64% of respondents felt that digital tools had a positive effect on employee productivity, compared to 33% who felt productivity wasn't affected by the introduction of digital tools.

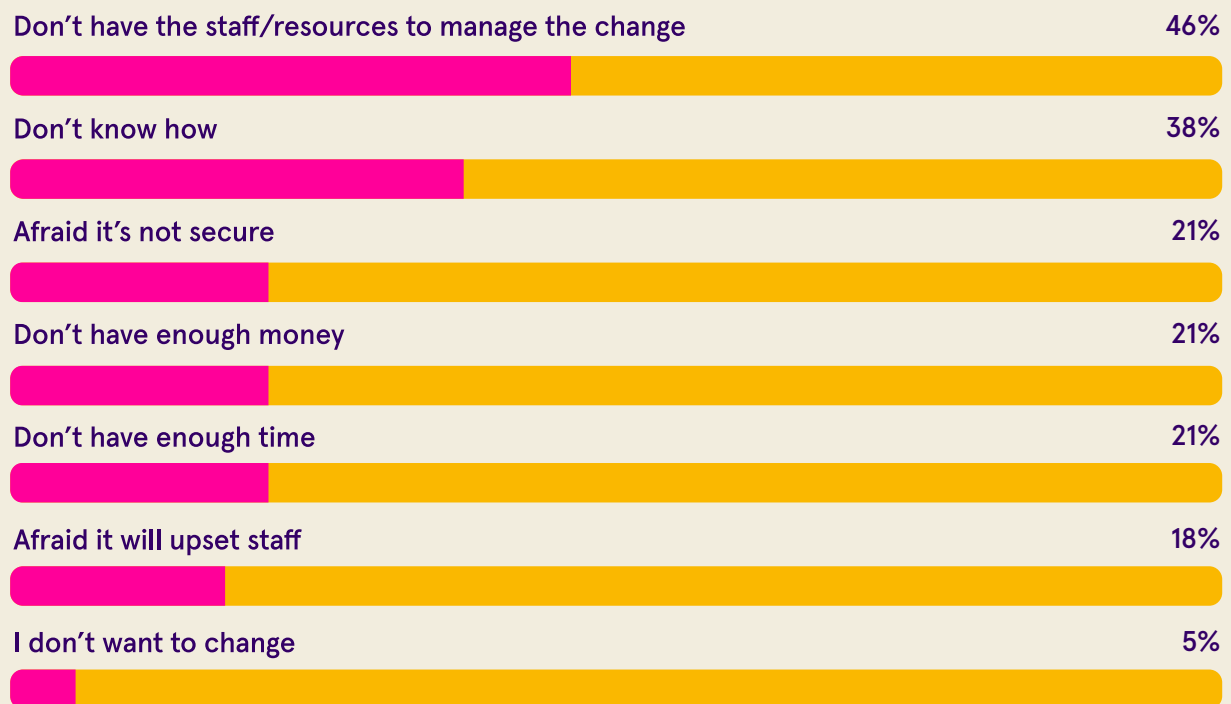
Overall, the introduction of digital tools is reported to have a positive impact on team productivity across all care types, on a 10-point scale, an impressive 85% of respondents rated their productivity as 7 or higher after embracing digital tools. Additionally, the percentage of respondents rating their productivity as 9 or 10 doubled after the introduction of digital tools.

How much time do digital tools save your team each week?



It's not just productivity that's on the rise, 63% of respondents report that digital tools save their team up to 30 hours per week. Impressively, 35% reported saving between 10 and 30 hours, 21% reported saving between 30 and 50 hours, and 7% reported saving between 50 and 100 hours.

If you haven't invested in digital tools, what's stopping you? (multiple choice)



However, there are still some care providers who have not yet embarked on their digital journey. Among the 56 respondents who hadn't started using digital tools, the top reasons for not investing in them include concerns about having enough staff or resources to manage the change (46%), not knowing how to (38%), and worries about security (21%). Other reasons cited were lack of time, money, or fear of upsetting staff.

As the care sector continues to evolve, the potential of digital tools to revolutionise care provision and improve outcomes is undeniable. By addressing concerns and providing adequate support, we can empower care providers to embrace digital transformation and unlock its numerous benefits for the entire sector.

How Log my Care can help

Despite the challenges they're facing, including a lack of resources, staff resistance to change and fear of potential risks, care providers are increasingly adopting digital tools such as care compliance software, care planning software, and e-learning software.

There is an opportunity to help care providers use digital adoption to stand out during the recruitment crisis and use digitalisation to support person-centred care delivery. Moreover, going digital has the potential to offer care teams the work-life balance they desire, as remote working has been shown to improve work-life balance for home and hybrid workers.

Log my Care was founded to make technology accessible to everybody in social care. Our easy-to-use care management platform can help care providers get time back, deliver person-centred care and easily create reports. If time spent on training or onboarding is a worry, we're happy to report that over 70% of carers feel comfortable using our Carer App in less than a week, with absolutely no training.

Designed alongside support workers and service users, Log my Care is the platform of choice for over 1,000 UK providers in learning disability services, elderly care and more.

Our platform gathers insights to help care providers allocate resources and speed up day-to-day tasks, so they can focus on the people they support.

We give care providers the technology to provide outstanding care, through an:

Online dashboard for managers

The Care Office gives a real-time overview of what's happening in the service.

App for carers and support workers

Our Carer App allows care teams to record the care they deliver on the go.

All of our features are designed alongside support workers to improve the experience of care for everybody involved, from care delivery and service efficiency to keeping families and friends in the loop.

For care delivery

Features include:

- Body maps
- Care and support plans
- Consent management, including digital signatures
- COVID monitoring
- Electronic logs
- eMAR
- Emergency admission packs (hospital passports)
- Handovers
- Incident management
- Initial assessments
- Photos
- Risk assessments
- Tasks
- Witnessing

For service efficiency

Features include:

- Alerts and notifications
- Client management
- Multi-site working
- Offline working
- Policy, procedure and document storage
- Read receipts
- Reminders and scheduling
- Reports and charts
- Team management
- Templates
- Time stamps
- Version history

For updating family and friends

Give individuals access to our Family Portal, a personalised timeline that automatically updates from logs and photos, to show what care has been delivered.

Fully customisable, care providers can choose what information is shared, from the types of logs shown to toggling on and off specific features.

Setup and support

We know care providers don't have the time for lengthy training sessions and away days, so we've designed our platform alongside carers to make it intuitive and easy-to-use from day one.

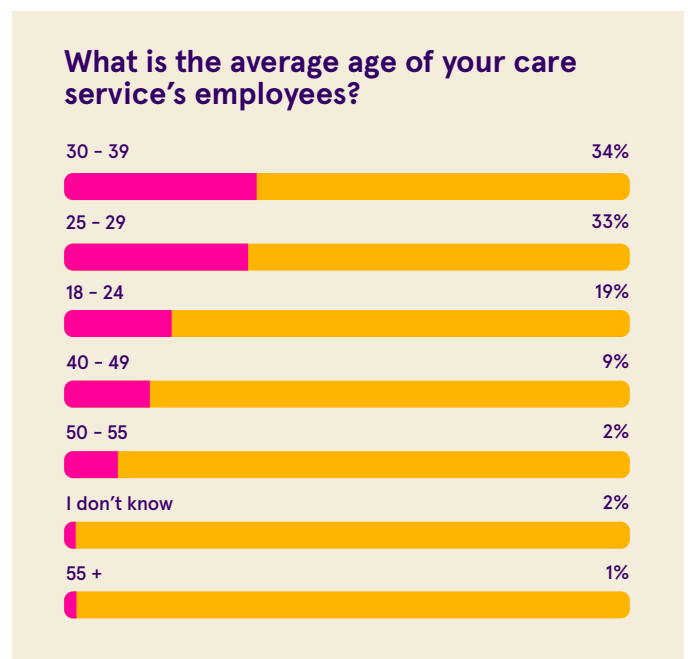
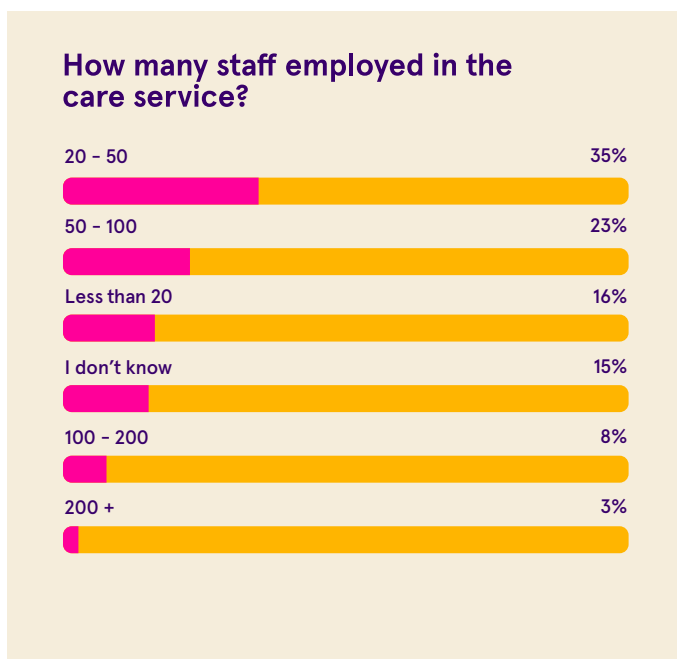
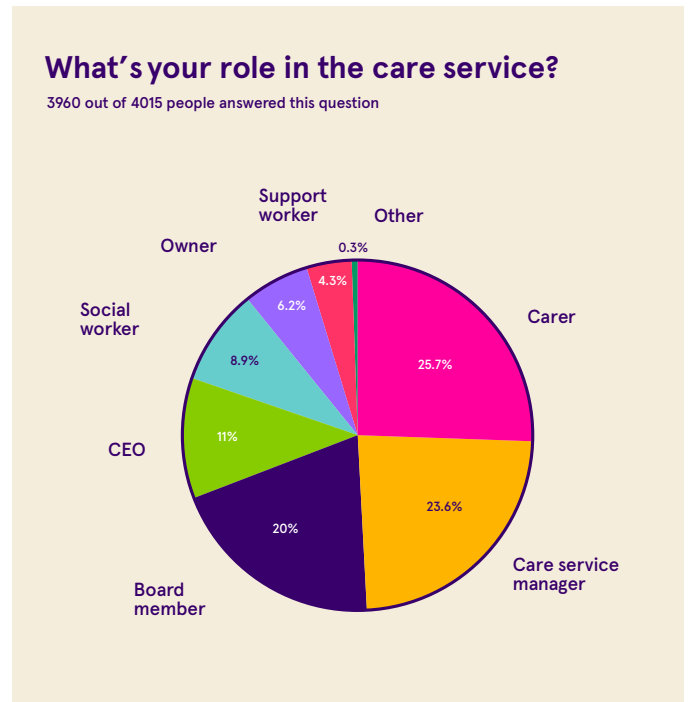
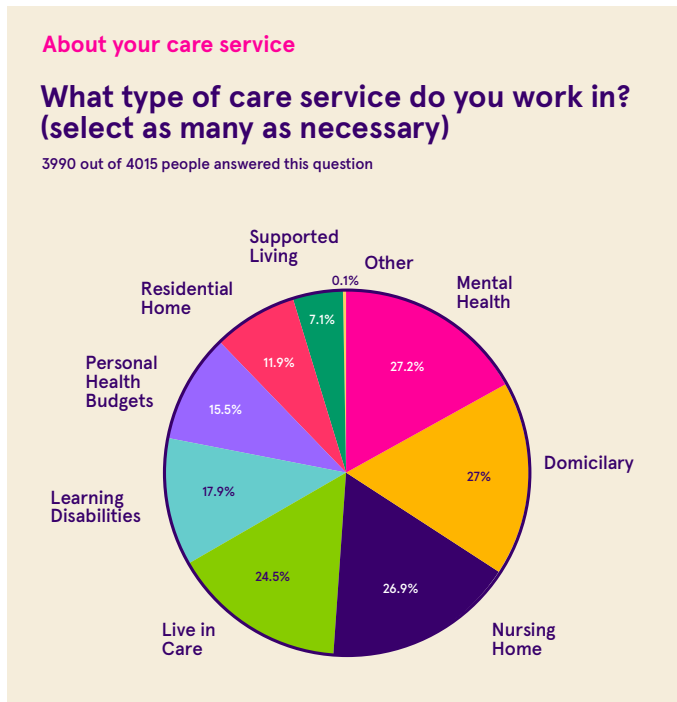
For any help along the way, we have a 24/7 online support hub, filled to the brim with step-by-step guides, videos and frequently asked questions.

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- [⁵] Gallup (2021) **The American Upskilling Study: Empowering Workers for the Jobs of Tomorrow.** Available at: <https://www.gallup.com/analytics/354374/the-american-upskilling-study.aspx>
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Our snapshot of the sector

The survey was distributed widely through social media and online mailing lists, so we can't determine the extent to which it represents the wider population. However, our snapshot of social care is reflective of research that's evaluated the sector as a whole.





Log my Care



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