

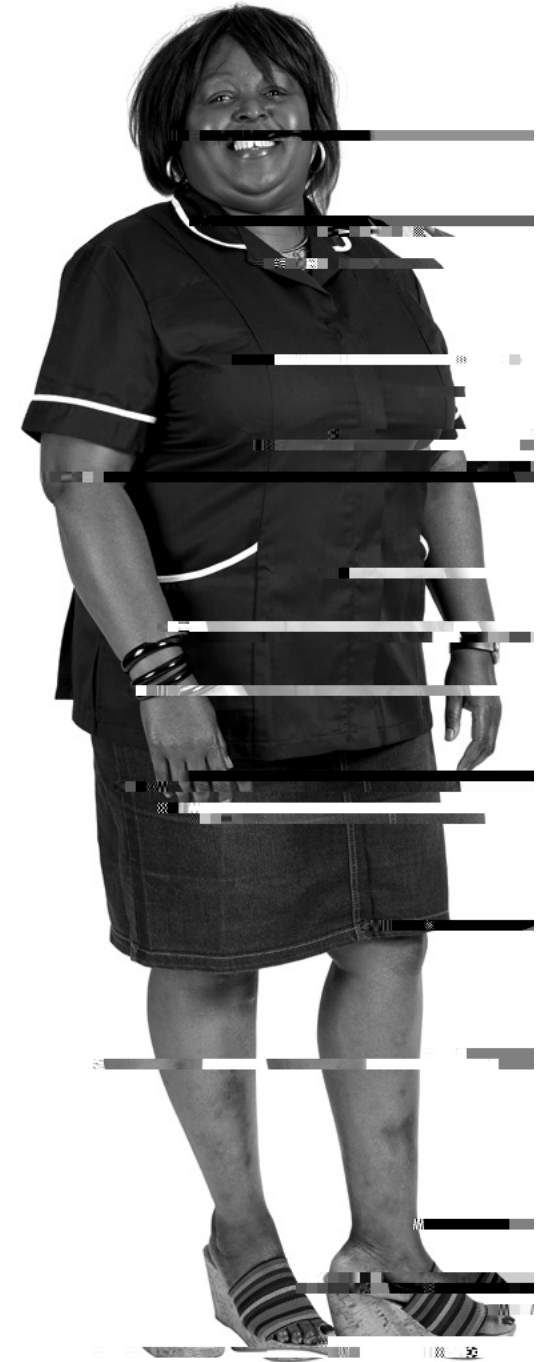
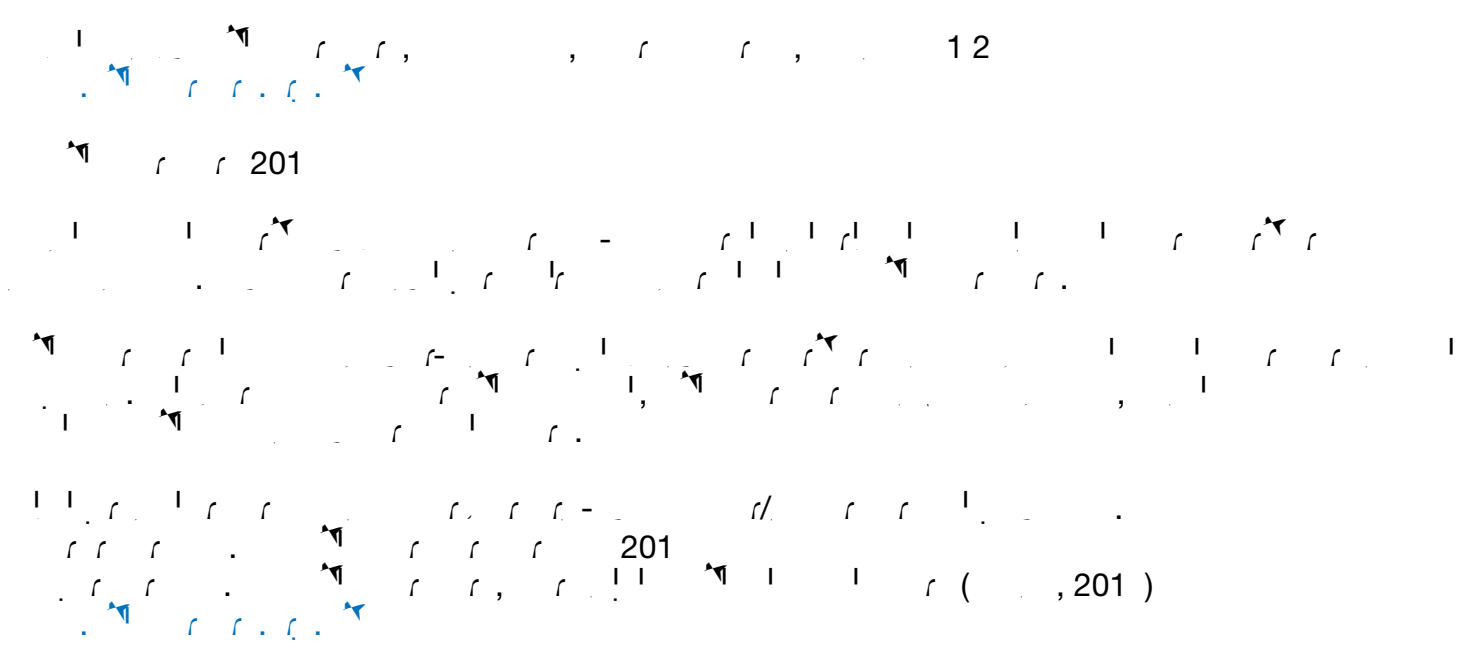
Core digital skills

in social care

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Core digital skills in social care



Introduction

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Why do people working in social care need core digital skills?

People working in social care need core digital skills to be able to use digital tools and services to support their work. This includes using computers, tablets, and smartphones to access and manage information, communicate with colleagues and service users, and deliver services. Core digital skills are essential for social care workers to be effective in their roles and to ensure the safety and well-being of the people they care for.

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www.skillsforcare.org.uk/learningtechnologies

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Sheldon Carolan, MacIntyre

Changing customer expectations

...

Opportunities for new types of services/diversification of services

...

Core digital skills are important for:

Organisations -

For employees -

For people who use care and support services -

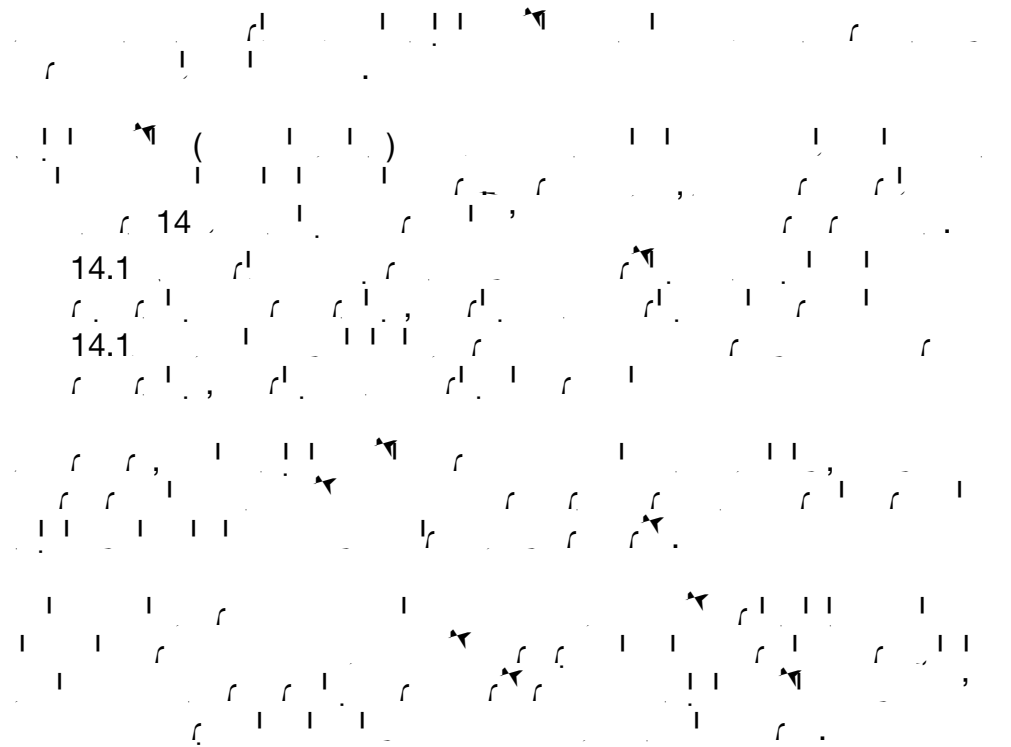
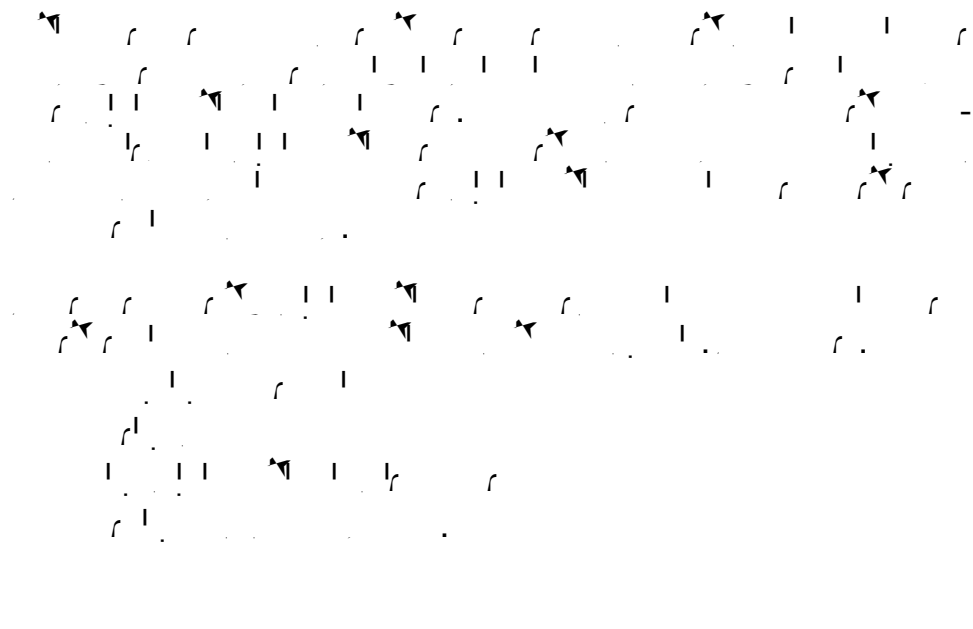


Case studies

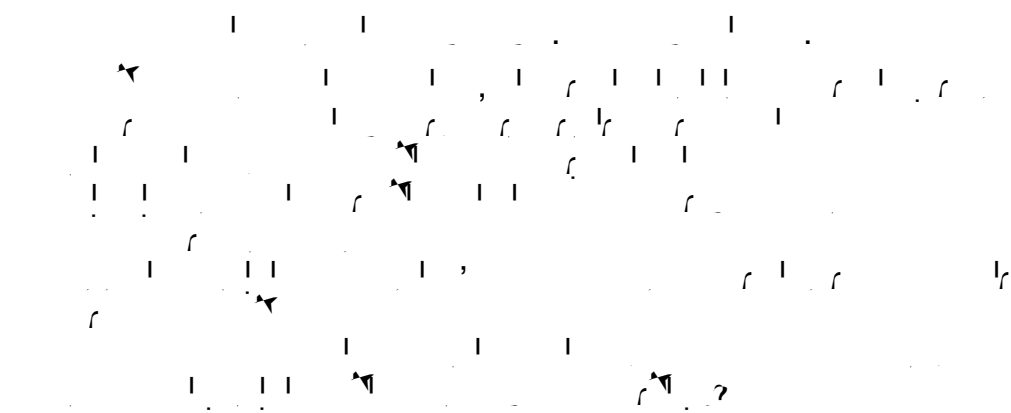
1. The first case study is about a company that has been successful in the market for many years. It has a strong reputation and a loyal customer base. The company has a clear vision and a strong mission statement. It has a well-defined strategy and a clear focus on its core business. The company has a strong financial position and a high level of profitability. It has a strong leadership team and a clear organizational structure. The company has a strong culture and a high level of employee engagement. The company has a strong commitment to social responsibility and environmental sustainability. The company has a strong track record of innovation and growth. The company has a strong presence in the market and a high level of brand awareness. The company has a strong competitive advantage and a high level of market share. The company has a strong reputation for quality and reliability. The company has a strong customer service and a high level of customer satisfaction. The company has a strong focus on research and development and a high level of technological innovation. The company has a strong commitment to ethical business practices and a high level of transparency. The company has a strong track record of successful partnerships and collaborations. The company has a strong focus on employee development and a high level of training and development. The company has a strong commitment to diversity and inclusion and a high level of employee diversity. The company has a strong focus on community engagement and a high level of social impact. The company has a strong track record of successful acquisitions and mergers. The company has a strong focus on operational efficiency and a high level of cost control. The company has a strong commitment to environmental sustainability and a high level of green initiatives. The company has a strong focus on digital transformation and a high level of technological adoption. The company has a strong track record of successful market expansion and a high level of international presence. The company has a strong focus on customer experience and a high level of personalization. The company has a strong commitment to data privacy and a high level of security. The company has a strong focus on innovation and a high level of research and development. The company has a strong track record of successful product launches and a high level of market penetration. The company has a strong focus on customer loyalty and a high level of repeat business. The company has a strong commitment to ethical business practices and a high level of transparency. The company has a strong track record of successful partnerships and collaborations. The company has a strong focus on employee development and a high level of training and development. The company has a strong commitment to diversity and inclusion and a high level of employee diversity. The company has a strong focus on community engagement and a high level of social impact. The company has a strong track record of successful acquisitions and mergers. The company has a strong focus on operational efficiency and a high level of cost control. The company has a strong commitment to environmental sustainability and a high level of green initiatives. The company has a strong focus on digital transformation and a high level of technological adoption. The company has a strong track record of successful market expansion and a high level of international presence. The company has a strong focus on customer experience and a high level of personalization. The company has a strong commitment to data privacy and a high level of security. The company has a strong focus on innovation and a high level of research and development. The company has a strong track record of successful product launches and a high level of market penetration. The company has a strong focus on customer loyalty and a high level of repeat business.

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What are the core digital skills needed for social care?

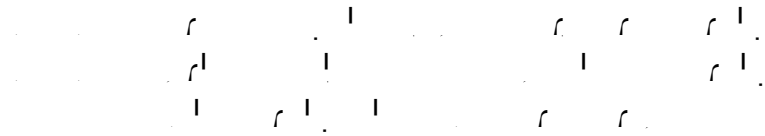


How to use the core digital skills model



Learning and development

Example core digital skills and knowledge for people working in social care



Area	Skills and Knowledge
1. Digital Literacy	Basic computer skills, internet navigation, email use, social media awareness
2. Data Management	Understanding of data collection, storage, and analysis; use of spreadsheets
3. Communication	Effective written and verbal communication; use of digital communication tools
4. Problem Solving	Ability to identify and solve digital issues; troubleshooting skills
5. Security and Privacy	Understanding of data protection laws; secure handling of information

Using digital skills in direct care

Example core digital skills and knowledge for people working in social care

- Understand and use digital devices and applications
- Use digital tools to communicate and collaborate
- Use digital tools to manage and share information
- Use digital tools to support learning and development
- Use digital tools to support health and safety
- Use digital tools to support equality and diversity
- Use digital tools to support the environment
- Use digital tools to support the economy
- Use digital tools to support the community
- Use digital tools to support the individual
- Use digital tools to support the organisation
- Use digital tools to support the sector
- Use digital tools to support the nation
- Use digital tools to support the world

Managing information

Example core digital skills and knowledge for people working in social care

1. Accessing and using digital services
2. Understanding digital security and data protection
3. Using digital communication tools
4. Managing digital information and records
5. Understanding digital accessibility
6. Using digital tools for reporting and documentation
7. Understanding digital privacy and consent
8. Using digital tools for risk management
9. Understanding digital fraud and scam prevention
10. Using digital tools for safeguarding

Example tasks for organisations

1. Implementing digital security measures
2. Ensuring digital accessibility
3. Managing digital information and records
4. Using digital communication tools
5. Understanding digital privacy and consent
6. Using digital tools for reporting and documentation
7. Understanding digital fraud and scam prevention
8. Using digital tools for safeguarding
9. Ensuring digital data protection
10. Implementing digital risk management

Why are these skills, knowledge and tasks needed in social care?

1. To ensure digital security and data protection
2. To ensure digital accessibility
3. To manage digital information and records
4. To use digital communication tools
5. To understand digital privacy and consent
6. To use digital tools for reporting and documentation
7. To understand digital fraud and scam prevention
8. To use digital tools for safeguarding
9. To ensure digital data protection
10. To implement digital risk management



Useful links for learning on each of the domains

