

## COVID-19 rapid care technology deployment tool Executive summary for councillors and directors of adult social care

The [Care and Health Improvement Programme](#) is launching an online tool that has been developed rapidly to support adult social care teams seeking to use and deploy care technology at pace as part of their COVID-19 response. It has been developed in partnership with [RETHINK Partners](#) and informed by engagement with councils, many of which are already introducing new solutions quickly.

As we are finding in many aspects of our lives, in the current circumstances, technology is playing a crucial role in sustaining and enhancing important activities in a way that helps keep people safe, well and connected. The challenges that can make adoption and spread of care technology within adult social care complex have not gone away – but the appetite and imperative have never been stronger.

This tool offers practical support for those using care technology locally as part of their adult social care COVID-19 response and includes around 30 contributions from councils across the country.

It is intended to be an aide and enabler to help councils make decisions quickly and mobilise interventions safely. The first part identifies **key challenges**; the second part, the **mobilisation guide**, provides a framework that councils can use to support deployment. In the coming weeks the tool will be supplemented by **practical case studies** from the sector.

The key challenges, identified through engagement with those leading care technology responses to COVID-19 in councils as well as industry experts include:

- reduced care capacity
- reduced service offers
- increased demand for community care and support post-hospital discharge
- COVID-19 “hot-spots” (particularly care home settings)
- continuity of existing telecare services and the ability to supply care technology in the current conditions
- focus on recovery
- digital exclusion of vulnerable residents, service users and care workers
- impact on carers and families.

For each challenge, the tool considers the underlying causes and their impact as well as potential care technology responses. Councils should be able to identify their areas of priority and see practical guidance on how different care technology approaches may support.

Some councils have or are already mobilising care technology interventions at pace and scale in response to COVID-19. We will continue to learn from their journeys by sharing practical examples and local learning.

Our intention is that the tool will support councils to make effective, confident and impactful care technology decisions which have immediate and sustainable benefits for residents, service users, care providers, staff and partners.

Councillors and directors of adult social care are encouraged to share the tool with relevant adult social care teams.

For more adult social care COVID-19 advice and support, please visit [here](#).