

# Understand your digital potential



We're developing a digital potential tool to help organisations and individuals learn more about their digital readiness and confidence.

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We're developing a **digital potential tool** to help organisations and individuals learn more about their digital readiness and confidence.

We're supporting social care organisations and their staff to better understand their digital potential.

To do this, we've created the **digital potential tool**, which will help give you a more complete picture of your own and your organisation's current digital skills and capabilities.

The tool will also provide a snapshot of the situation across Wales, which we'll share in a national report in 2025.

## Why are we doing this work?

Knowing more about your workforce's digital confidence can help make sure you're ready to make the most of existing and new technologies, develop innovative new ways of working, and lead to better outcomes for people who use care and support

We've teamed up with [Basis](#) to develop the digital potential tool to better understand the digital readiness of the workforce and organisations across social care in Wales.

Our aim is to help people and organisations make informed decisions and take action to develop their digital confidence, improving outcomes for people who use care and support.

We want to find out where gaps exist, so we and our partners can offer the right support and training to develop a digitally confident workforce. We also want to

promote the digital innovation that's already happening in social care.

This will help make sure organisations can effectively use technology to deliver better services.

The **digital potential tool** has been developed to help organisations and individuals learn more about their digital readiness and confidence, empowering them to make informed decisions about how to improve their digital capabilities and outcomes.

## **Why should you use our digital potential tool?**

### **As an individual**

By using the digital potential tool, you'll gain a better understanding of your current digital skills and capabilities.

The tool will also direct you to useful resources and training to support your digital learning journey.

Knowing more about your own digital capabilities and how to access relevant resources and training will help you to make the most of digital technologies in your role.

### **As an organisation**

The digital potential tool and the resources it highlights will allow your organisation to:

- find out where support and training is needed to address digital skills gaps
- understand the digital capabilities of social care staff across the organisation

- make more informed decisions around the use of assistive technology to support improved outcomes for people who use care and support
- assess whether your digital infrastructure is fit for purpose.

By using the tool, you'll help us get a clearer understanding of the digital readiness of the workforce and organisations across social care in Wales. We'll use this to inform our work with partners around funding, resourcing and training decisions, helping people who work in social care to improve their digital confidence and skills.

## **Join our pilot group**

We need your help to make sure the tool truly benefits people who work in social care and helps you better understand how to develop your digital readiness and confidence.

We're currently recruiting service providers across Wales to join our pilot group and provide feedback, shaping the future of the digital potential tool.

If you'd like to join the pilot group, please email [digital@socialcare.wales](mailto:digital@socialcare.wales).

By joining the group, you'll:

- contribute to an important project that will shape the digital landscape of social care in Wales
- connect with professionals working in social care
- be able to share your experiences to help shape a valuable tool for yourself, your organisation, and social care more widely

- be among the first in Wales to use the tool and gain insights into your organisation's digital maturity and literacy.

### **What to expect as a pilot group member**

We'll meet every two weeks from September to December 2024, and at least once a month from January to March 2025.

Meeting days and times will be finalised and shared two weeks in advance. Each session will last 30 to 45 minutes.

Your role will be to join our sessions, provide feedback, and help us refine the tool to meet social care's needs.

If you're unable to attend, we'll share progress with you and gather your feedback through other channels like text, phone or email.

## **Be among the first to use the finished tool**

Over the coming months we'll be developing the tool ready to be rolled out in January 2025.

[Sign up to our waiting list](#) so that we can let you know when the tool is available. Don't miss out on the opportunity to improve your understanding of your own and your organisation's digital potential.

Join the list by [filling in this form](#). We'll be in touch to let you know when the tool will be launched.

We'll also share some useful information about how you and your organisation can get the most value from the tool.

You can opt out of this communication at any point by emailing us at [digital@socialcare.wales](mailto:digital@socialcare.wales).

## **Tell others about the tool**

Tell other providers about the tool so that together we can help people who work in social care make more informed decisions and improve outcomes for people in Wales.

The more people that use the tool, the more informed we'll be as a nation about what support is needed to improve the digital readiness and confidence of the social care workforce and organisations in Wales.

With your help, this will improve:

- the ability of leaders to make strategic decisions and allocate resources more effectively
- our understanding of the development needs and skills gaps in the workforce
- the ability of organisations to test innovative digital solutions
- collaboration and holistic support
- equal access to opportunities and support using digital resources
- the ability of the workforce to practice more personalised care under increasing pressures and expectations.

Get in touch

If you'd like to know more about this project, or get involved in the work, please contact [digital@socialcare.wales](mailto:digital@socialcare.wales).

This work was previously known as the 'digital maturity and literacy assessment'.