

Engagement Guide

Introduction

Thank you for agreeing to help facilitate and support the engagement on the Care Homes Digital Action Plan. The engagement process aims to allow the wider care home community – those living, working in and connecting with care homes – to have the opportunity to contribute to the action plan and shape the priorities for the future of digital approaches in care homes across Scotland.

The aim of the online engagement session is to share the key areas of the action plan, identify gaps and areas of priority, and provide an opportunity for wider partners and communities to share their expertise and perspectives on the plan, as well as highlight any other current work that is ongoing or planned.



Supporting wider engagement on the plan

We would appreciate your support in engaging your wider networks, partners and stakeholders on the action plan via an online engagement session to:

- Introduce the aim of the action plan and provide an overview of the engagement process
- Support participants to familiarise themselves with the functionality in Teams or the software you are using to conduct the engagement (e.g. chat function, mute/unmute, camera and raise hand)
- Introduce participants to the aim of the engagement session and timings for each element of discussion

- Invite participants to introduce themselves so everyone can get to know each other - Name, their relationship to care homes and which area of Scotland they are from.
- Guide participants through the engagement process using the engagement materials provided through sharing your screen.
- Support the sharing of ideas, experiences and priorities that participants are comfortable to share.
- Monitor the chat box should any enablers/challenges/support requests be recorded there or any questions that have been raised.
- Try to remain neutral in the conversation.
- Capturing the key points from the conversation in note form using the template provided to share back with the Digital Approaches in Care Homes group.
- Thank all participants for their involvement and provide a point of contact/information on

Engagement materials

We have developed a 2 PDF documents that can be used to guide the engagement and support participant discussion on each element of the action plan. These documents should be shared with participants ahead of the session and then can also be shared on screen to guide the conversation. The first PDF - 'Digital Approaches Care Homes-Draft Action Plan - is the full draft version of the Care Homes Digital Action Plan. The second PDF – 'Care Homes Digital Action Plan – Engagement Slides' - contains a set of slides that can be used to support discussion. We have also included a feedback comments form where you can capture key points from the conversation to share back with the Digital Approaches in Care Homes group by 30th October.

Session Flow

We have developed the following outline timings for the 90 minute session:

- Introducing the digital action plan and engagement process (10 mins)
- Participant introductions (10 mins)
- Discussion 1: Digital Foundations (20 mins)
- Discussion 2: Digital Services (20 mins)
- Discussion 3: Digital Leadership and skills (20 mins)
- Thanks and next steps: (10 mins)

Session Working Script

- Introducing the digital action plan and engagement process

[Slide 1] Thank you for joining this session on the digital action plan for care homes. The Digital Action Plan is for all care homes, all sectors, all care groups – supporting delivery of wider Scottish Government work on care homes. It aims to meet immediate priorities arising from Covid-19 and set out a longer term agenda, taking into account the emerging priorities and pressures on care home teams and providers. The action plan is shaped by and consistent with the National Health and Social Care Standards and recognises the range and variety of care homes and providers and their varying needs. A key aim of the action plan is to support a person-centred approach, informed by the needs and with equality of access for different residents, and to do this through co-design and co-production with the care home community and stakeholders.

[Slide 2] The engagement process aims to allow the wider care home community – those living, working in and connecting with care homes – to have the opportunity to contribute to the action plan and shape the priorities for the future of digital approaches in care homes across Scotland.

Our organisation [your details here] has been invited to support engagement on the action plan to ensure this reflects the current activity, developments and key priorities of all stakeholders in the care home community going forward.

A number of sessions are being organised by different organisations across Scotland and there is also an opportunity to review the strategy online. If you know others who may wish to contribute please make them aware of this option. Today I will be capturing the conversation and feeding this back to the Digital Approaches in Care Homes working group. The outputs of all the conversations and online engagement will then be used to inform the final version of the action plan and this will be presented during a webinar session in early November – information about the date of the webinar will be shared on the following website: <https://tec.scot/digital-approaches-in-care-homes/>

The aim of this online engagement session is to allow you to review the content of the action plan, contribute your ideas and highlight current or planned work, and identify any gaps in future priorities. During the session there will be three 20 minute discussions on each element of the action plan – Digital Foundations, Digital Services and Digital Leadership and Skills. I will provide an overview of each element as we go through.

Does anyone have any questions about the plan for today before we do introductions?

- Participant introductions

Invite participants to introduce themselves so everyone can get to know each other - Name, their relationship to care homes and which area of Scotland they are from.

- Software check

Is everyone comfortable using this software [Teams/Zoom/other platform]. Just a reminder that during the discussion it would be helpful if everyone could mute themselves if you are

not speaking. There is also a chat function option if you would like to make any comments there.

[Slide 3] Here is an overview of the three key areas of the digital action plan. You will hopefully also have had the chance to review the specific activities that are included in the full draft version of the action plan that was shared with you ahead of this session.

- Discussion 1: Digital Foundations (20 mins)

[Slide 4] The first area of the action plan is Digital Foundations. [see slide for objectives]

Question 1: What are your aspirations for digital foundations in care homes?

Question 2: Thinking about the content already included in the action plan - What other areas of work are currently ongoing related to digital foundations that should be included in the action plan? Are there any examples of good practice (including international examples) that would be useful to consider in the action plan?

Question 3: What are the key priorities for digital foundations? Is there anything missing?

- Discussion 2: Digital Services (20 mins)

[Slide 5] The second area of the action plan is Digital Services. [see slide for objectives]

Question 1: What are your aspirations for digital services in care homes?

Question 2: Thinking about the content already included in the action plan - What other areas of work are currently ongoing related to digital services that should be included in the action plan? Are there any examples of good practice (including international examples) that would be useful to consider in the action plan?

Question 3: What are the key priorities for digital services? Is there anything missing?

- Discussion 3: Digital Leadership and skills (20 mins)

[Slide 6] The final area of the action plan is Digital Leadership and Skills. [see slide for objectives]

Question 1: What are your aspirations for digital leadership and skills in care homes?

Question 2: Thinking about the content already included in the action plan - What other areas of work are currently ongoing related to digital leadership and skills that should be included in the action plan? Are there any examples of good practice (including international examples) that would be useful to consider in the action plan?

Question 3: What are the key priorities for digital leadership and skills? Is there anything missing?

- Thanks and next steps: (10 mins)

[Slide 7] Thank you for your involvement in the online engagement session today. I will collate all of the comments from the discussion and feedback to the Digital Approaches in Care Homes working group. If you know of anyone else who would like to contribute to the

action plan there is also the survey option that I mentioned earlier available on the website: <https://tec.scot/digital-approaches-in-care-homes/>. Details of this and also of how to keep up to date with the developments of the action plan are included in the Action Plan materials that I shared with you via email.

Session close.

Thank you very much for supporting the engagement process. We really appreciate your involvement in helping us ensure a wide and meaningful engagement on the action plan. If you could please share any feedback you capture in the feedback comments form and send this to the following email address by 30th October we would be very grateful:

nss.tec@nhs.scot

The Digital Approaches in Care Homes Team



Digital Health
& Care Scotland