

Digital Excellence in Care (DEC) Framework – Highlight Report

May 2026

A joint initiative

Sona.

 **nourish**



CARE ENGLAND
The voice of care

Voluntary
Organisations
Disability Group


 **iris
care**
group

 **Digital
Care Hub**

PRIVATE AND CONFIDENTIAL

A vision for digital care

Technology should enable people to live more independent, fulfilled and safer lives with support that is personalised, joined up, and responsive to what matters to them.



People have choice, control, and confidence in their own lives



Providers move from reactive to proactive, using data to act earlier



Commissioners shift to outcomes-based partnerships



The system is less fragmented & more able to demonstrate impact



Future

Digital Excellence in Care – Principles and Approach

The cost of care is prohibitive and no single organisation is big enough to solve it alone. We are working together as a sector to build a collaborative framework that works for everyone, because the better we all become with digital, the better we are together.

People First

Technology serves people, not the other way around

Supplier Agnostic

Working in collaboration with key sector suppliers but driven by providers

Outcomes Over Outputs

What changes in someone's life matters most

Interoperability by Default Systems and data must work together across organisations and sectors

Safety, Privacy and Ethics

Non-negotiable foundations

Co-Production

Designed with the people who use and deliver care

Supplier-agnostic deliverables



Co-produced Framework Report

A sector led and co-produced report outlining the findings of this initiative



Data Requirements Library

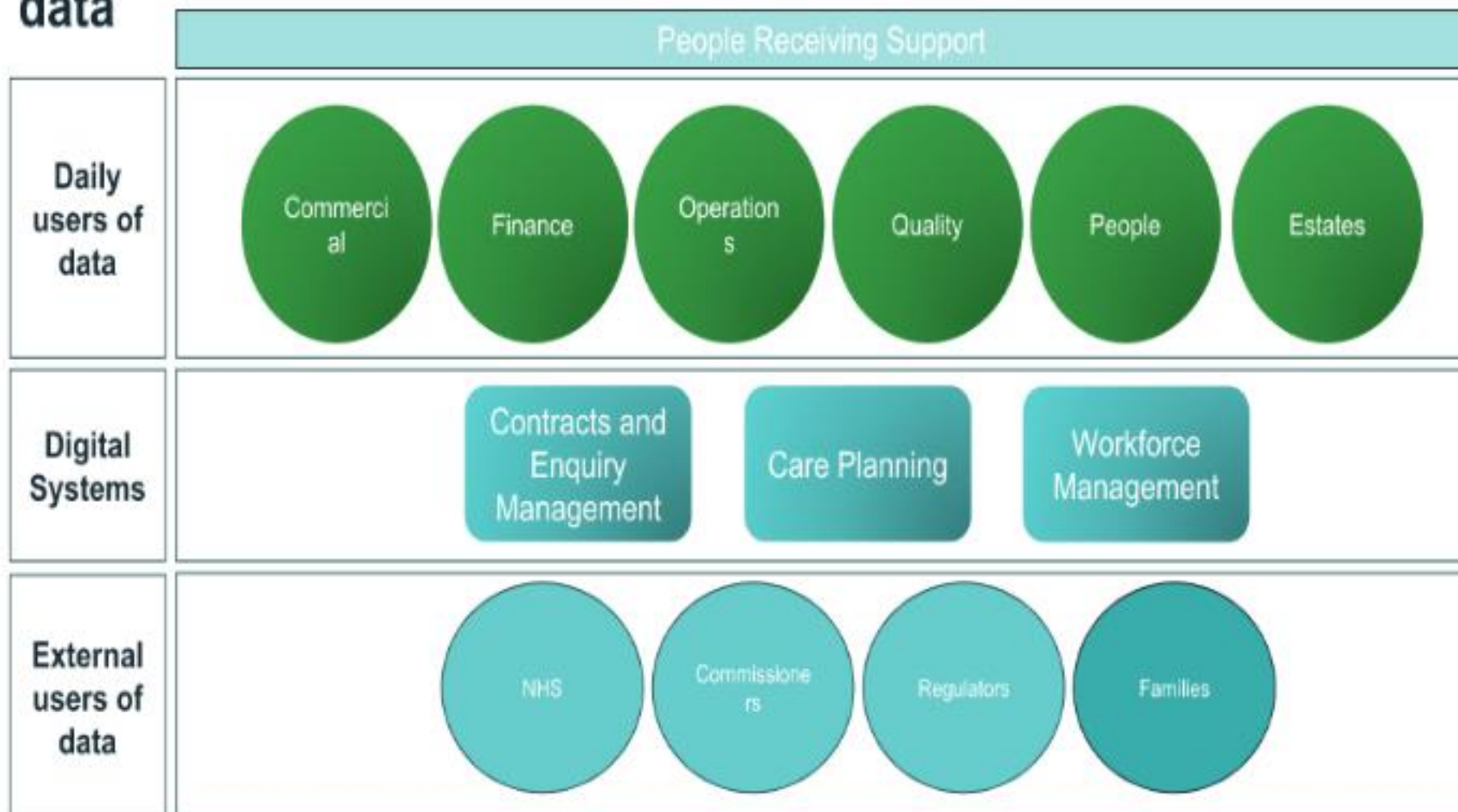
A complete index of data requirements across social care



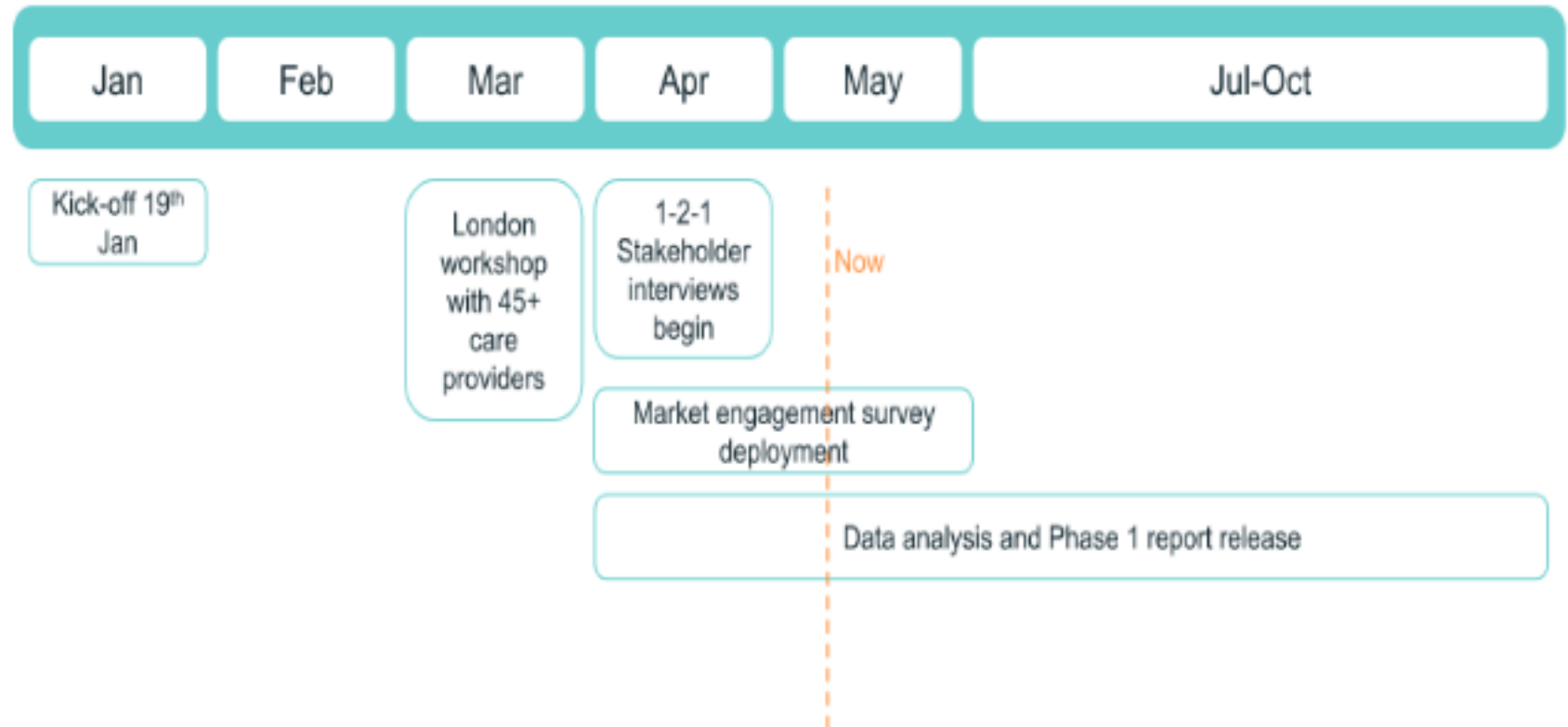
Roadmap

A published roadmap for technology suppliers

Focusing on users of data



What have we done so far?



What do we still have to do?

Stakeholder
Validation
(Surveys,
Interviews,
Workshops,
Events)

Validation
against
TLAP,
Good Lives
Framework
and other
sector work

Learning
Disabilities
England
Consultation

Supplier
Validation
Surveys

Market
Research



Initial Findings

Top-ranked priorities Stakeholder workshop, March 2026 (London)

Families

Daily Wellbeing & Care Updates

People Supported

I am supported to be an active citizen

Finance

Reconciliation of
Commissioned vs
Delivered vs Billed
Hours

Local Authorities

Contract Monitoring &
KPI Compliance

People

Recruitment Pipeline &
Vacancy Management

CQC

Medication Safety &
MAR Documentation

Quality

Regulatory Compliance
& Monitoring

Commercial

Local Authority returns
and Compliance
Reporting

Estates

Planned preventative
maintenance and
Compliance

Operations

Staffing Level
Compliance & Safe
Staffing Checks

Stakeholder Interviews – People & Quality

“Quality systems shouldn’t be built around compliance”

Requirement: Staff pulse checks in staff rostering apps

Requirement:
Integrations between rostering platforms and care planning systems to allow for sharing of needs

Sickness absence & return-to-work reporting is a high priority
- Day 1 statutory sick pay now in effect.

Better insights, reporting and automation is required for the People function.

Initial interviews highlight the benefits of richer data sharing between People and Quality. Improved understanding of needs, skills, outlook and goals could reduce staff churn and improve care delivery.

Digital Excellence in Care Steering Group



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Do you want to get
involved?

