ASC tech review NHSX

T1	Table 1	ROLE. What is your role in your organisation?	Base : All Respondents
T2	Table 2	ROLE. What is your role in your organisation?	Base : All Respondents
T3	Table 3	ROLE. What is your role in your organisation?	Base : All Respondents
T4	Table 4	PROV_SET. Which of the following services does your organisation provide?	Base : All Respondents
T5	Table 5	PROV_SET. Which of the following services does your organisation provide?	Base : All Respondents
T6	Table 6	PROV_SET. Which of the following services does your organisation provide?	Base : All Respondents
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T10	Table 10	PROV_SET. Which of the following services does your organisation provide?	Base : Participants who provide more than one care service
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T14	Table 14	PROV_EMP. How many people are currently employed, either permanently or temporarily across all sites that make up your organisation?	Base : Participants whose main service is Care homes (with or without nursing), Domiciliary care, Extra care housing or supported living
T15	Table 15	PROV_EMP. How many people are currently employed, either permanently or temporarily across all sites that make up your organisation?	Base : Participants whose main service is Care homes (with or without nursing), Domiciliary care, Extra care housing or supported living
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T19	Table 19	PROV_AGE. In your MAIN_SERVICE who does your organisation provide care services for?	Base : Participants who provide Care home services (with or without nursing), Domiciliary care services, Extra care housing services, Shared lives and Supported Living Services.
T20	Table 20	PROV_AGE. In your MAIN_SERVICE who does your organisation provide care services for?	Base : Participants who provide Care home services (with or without nursing), Domiciliary care services, Extra care housing services, Shared lives and Supported Living Services.
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T23	Table 23	PROV_CON. Thinking about people of working age in your MAIN_SERVICE, who do you provide care for in this service?	Base : Participants who provide care services for working age people (18-64 year olds)
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T31	Table 31	DIG_SYS. Thinking about your organisation, please say whether information tends to be stored and managed using digital systems, paper systems or using both types of system. By 'digital system', we mean where information is stored electronically such as on a computer...	Base : All Respondents
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T51	Table 51	DIG_MAT_USE_B. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?	Base : All Respondents
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T58	Table 58	DIG_MAT_USE_D. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?	Base : All Respondents
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T69	Table 69	DIG_MAT_POLA. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T70	Table 70	DIG_MAT_POLB. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T71	Table 71	DIG_MAT_POLB. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T72	Table 72	DIG_MAT_POLB. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T73	Table 73	DIG_MAT_POLC. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T74	Table 74	DIG_MAT_POLC. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T75	Table 75	DIG_MAT_POLC. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T76	Table 76	DIG_MAT_POLD. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T77	Table 77	DIG_MAT_POLD. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T78	Table 78	DIG_MAT_POLD. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T79	Table 79	DIG_MAT_POLE. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T80	Table 80	DIG_MAT_POLE. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T81	Table 81	DIG_MAT_POLE. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T82	Table 82	DIG_MAT_POLF. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T83	Table 83	DIG_MAT_POLF. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T84	Table 84	DIG_MAT_POLF. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T85	Table 85	DIG_MAT_POLG. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T86	Table 86	DIG_MAT_POLG. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T87	Table 87	DIG_MAT_POLG. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T88	Table 88	DIG_MAT_POLH. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T89	Table 89	DIG_MAT_POLH. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T90	Table 90	DIG_MAT_POLH. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T91	Table 91	DIG_MAT_POLI. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T92	Table 92	DIG_MAT_POLI. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
T93	Table 93	DIG_MAT_POLI. Does your organisation have any of the following policies or procedures in place?	Base : All Respondents
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T98	Table 98	TECH_APP_PLAT. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.	Base : Participants whose organisation has an expert level digital maturity
T99	Table 99	TECH_APP_PLAT. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.	Base : Participants whose organisation has an expert level digital maturity
T100	Table 100	TECH_APP_PLAT. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.	Base : Participants whose organisation has an expert level digital maturity
T101	Table 101	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Software or app development	Base : Participants whose organisation has an expert level digital maturity
T102	Table 102	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Software or app development	Base : Participants whose organisation has an expert level digital maturity
T103	Table 103	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Software or app development	Base : Participants whose organisation has an expert level digital maturity
T104	Table 104	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? IT systems management	Base : Participants whose organisation has an expert level digital maturity
T105	Table 105	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? IT systems management	Base : Participants whose organisation has an expert level digital maturity
T106	Table 106	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? IT systems management	Base : Participants whose organisation has an expert level digital maturity
T107	Table 107	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Data analytics	Base : Participants whose organisation has an expert level digital maturity
T108	Table 108	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Data analytics	Base : Participants whose organisation has an expert level digital maturity
T109	Table 109	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Data analytics	Base : Participants whose organisation has an expert level digital maturity
T110	Table 110	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Business intelligence and insight	Base : Participants whose organisation has an expert level digital maturity
T111	Table 111	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Business intelligence and insight	Base : Participants whose organisation has an expert level digital maturity
T112	Table 112	TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Business intelligence and insight	Base : Participants whose organisation has an expert level digital maturity
T113	Table 113	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has led to improved staff productivity	Base : Participants who are using consumer technology and apps
T114	Table 114	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has led to improved staff productivity	Base : Participants who are using consumer technology and apps
T115	Table 115	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has led to improved staff productivity	Base : Participants who are using consumer technology and apps
T116	Table 116	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has enabled staff to spend more time delivering care	Base : Participants who are using consumer technology and apps
T117	Table 117	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has enabled staff to spend more time delivering care	Base : Participants who are using consumer technology and apps
T118	Table 118	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has enabled staff to spend more time delivering care	Base : Participants who are using consumer technology and apps
T119	Table 119	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements REMOVED - 05/21 - This technology has had a positive impact on staff...	Base : Participants who are using consumer technology and apps
T120	Table 120	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements REMOVED - 05/21 - This technology has had a positive impact on staff...	Base : Participants who are using consumer technology and apps
T121	Table 121	IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements REMOVED - 05/21 - This technology has had a positive impact on staff...	Base : Participants who are using consumer technology and apps
T122	Table 122	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff...	Base : Participants who are using business support or care management systems
T123	Table 123	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff...	Base : Participants who are using business support or care management systems
T124	Table 124	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff...	Base : Participants who are using business support or care management systems
T125	Table 125	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend...	Base : Participants who are using business support or care management systems
T126	Table 126	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend...	Base : Participants who are using business support or care management systems
T127	Table 127	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend...	Base : Participants who are using business support or care management systems
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T129	Table 129	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has...	Base : Participants who are using business support or care management systems
T130	Table 130	IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has...	Base : Participants who are using business support or care management systems
T131	Table 131	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity	Base : Participants who are using support and monitoring technology
T132	Table 132	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity	Base : Participants who are using support and monitoring technology
T133	Table 133	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity	Base : Participants who are using support and monitoring technology
T134	Table 134	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more...	Base : Participants who are using support and monitoring technology
T135	Table 135	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more...	Base : Participants who are using support and monitoring technology
T136	Table 136	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more...	Base : Participants who are using support and monitoring technology
T137	Table 137	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive...	Base : Participants who are using support and monitoring technology
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T139	Table 139	IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive...	Base : Participants who are using support and monitoring technology
T140	Table 140	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people	Base : Participants who are using consumer technology and apps
T141	Table 141	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people	Base : Participants who are using consumer technology and apps
T142	Table 142	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people	Base : Participants who are using consumer technology and apps
T143	Table 143	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people...	Base : Participants who are using consumer technology and apps
T144	Table 144	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people...	Base : Participants who are using consumer technology and apps
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T146	Table 146	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing...	Base : Participants who are using consumer technology and apps
T147	Table 147	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing...	Base : Participants who are using consumer technology and apps
T148	Table 148	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing...	Base : Participants who are using consumer technology and apps
T149	Table 149	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using consumer technology and apps
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T151	Table 151	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using consumer technology and apps
T152	Table 152	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can...	Base : Participants who are using consumer technology and apps
T153	Table 153	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can...	Base : Participants who are using consumer technology and apps
T154	Table 154	OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can...	Base : Participants who are using consumer technology and apps
T155	Table 155	OUTCOME_CTA. SUMMARY TABLE : Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ...	Base : Participants who are using consumer technology and apps
T156	Table 156	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered...	Base : Participants who are using business support or care management systems
T157	Table 157	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered...	Base : Participants who are using business support or care management systems
T158	Table 158	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered...	Base : Participants who are using business support or care management systems
T159	Table 159	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes...	Base : Participants who are using business support or care management systems
T160	Table 160	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes...	Base : Participants who are using business support or care management systems
T161	Table 161	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes...	Base : Participants who are using business support or care management systems
T162	Table 162	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the...	Base : Participants who are using business support or care management systems
T163	Table 163	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the...	Base : Participants who are using business support or care management systems
T164	Table 164	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the...	Base : Participants who are using business support or care management systems
T165	Table 165	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using business support or care management systems
T166	Table 166	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using business support or care management systems
T167	Table 167	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using business support or care management systems
T168	Table 168	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost...	Base : Participants who are using business support or care management systems
T169	Table 169	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost...	Base : Participants who are using business support or care management systems
T170	Table 170	OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost...	Base : Participants who are using business support or care management systems
T171	Table 171	OUTCOME_BUSSUP. SUMMARY TABLE: Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ...	Base : Participants who are using business support or care management systems
T172	Table 172	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people...	Base : Participants who are using support and monitoring technology
T173	Table 173	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people...	Base : Participants who are using support and monitoring technology
T174	Table 174	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people...	Base : Participants who are using support and monitoring technology
T175	Table 175	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing...	Base : Participants who are using support and monitoring technology
T176	Table 176	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing...	Base : Participants who are using support and monitoring technology
T177	Table 177	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing...	Base : Participants who are using support and monitoring technology
T178	Table 178	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing...	Base : Participants who are using support and monitoring technology
T179	Table 179	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing...	Base : Participants who are using support and monitoring technology
T180	Table 180	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing...	Base : Participants who are using support and monitoring technology
T181	Table 181	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using support and monitoring technology
T182	Table 182	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using support and monitoring technology
T183	Table 183	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care	Base : Participants who are using support and monitoring technology
T184	Table 184	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which...	Base : Participants who are using support and monitoring technology
T185	Table 185	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which...	Base : Participants who are using support and monitoring technology
T186	Table 186	OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which...	Base : Participants who are using support and monitoring technology
T187	Table 187	OUTCOME_SUPMON. SUMMARY TABLE: Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ...	Base : Participants who are using support and monitoring technology
T188	Table 188	CARER_CTA. Many service users have family or friends who provide support and care to them. Thinking about these carers/ Thinking about home carers and home sharers and the consumer technology and apps used, to what extent would you agree or disagree with the...	Base : Participants who are using consumer technology and apps
T189	Table 189	CARER_CTA. Many service users have family or friends who provide support and care to them. Thinking about these carers/ Thinking about home carers and home sharers and the consumer technology and apps used, to what extent would you agree or disagree with the...	Base : Participants who are using consumer technology and apps
T190	Table 190	CARER_CTA. Many service users have family or friends who provide support and care to them. Thinking about these carers/ Thinking about home carers and home sharers and the consumer technology and apps used, to what extent would you agree or disagree with the...	Base : Participants who are using consumer technology and apps
T191	Table 191	CARER_CTA. [£CARER_CTA_TXTSUB.response.Label] and the consumer technology and apps used, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers	Base : Participants who are using consumer technology and apps
T192	Table 192	CARER_CTA. [£CARER_CTA_TXTSUB.response.Label] and the consumer technology and apps used, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers	Base : Participants who are using consumer technology and apps
T193	Table 193	CARER_CTA. [£CARER_CTA_TXTSUB.response.Label] and the consumer technology and apps used, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers	Base : Participants who are using consumer technology and apps
T197	Table 197	CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology...	Base : Participants who are using support and monitoring technology
T198	Table 198	CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology...	Base : Participants who are using support and monitoring technology
T199	Table 199	CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology...	Base : Participants who are using support and monitoring technology
T200	Table 200	CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology...	Base : Participants who are using support and monitoring technology
T201	Table 201	CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology...	Base : Participants who are using support and monitoring technology
T202	Table 202	CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology...	Base : Participants who are using support and monitoring technology
T206	Table 206	COSTS_CTA. Thinking about the impact of consumer technology and apps on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using consumer technology and apps
T207	Table 207	COSTS_CTA. Thinking about the impact of consumer technology and apps on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using consumer technology and apps
T208	Table 208	COSTS_CTA. Thinking about the impact of consumer technology and apps on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using consumer technology and apps
T209	Table 209	COSTS_BUSSUP. Thinking about the impact of business support and care management software on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using business support or care management systems
T210	Table 210	COSTS_BUSSUP. Thinking about the impact of business support and care management software on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using business support or care management systems
T211	Table 211	COSTS_BUSSUP. Thinking about the impact of business support and care management software on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using business support or care management systems
T212	Table 212	COSTS_SUPMON. Thinking about the impact of monitoring and support technology on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using support and monitoring technology
T213	Table 213	COSTS_SUPMON. Thinking about the impact of monitoring and support technology on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using support and monitoring technology
T214	Table 214	COSTS_SUPMON. Thinking about the impact of monitoring and support technology on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?	Base : Participants who are using support and monitoring technology
T215	Table 215	NOTUSE_CTA. Thinking about consumer technology and apps , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using consumer technology or apps and provide a reason
T216	Table 216	NOTUSE_CTA. Thinking about consumer technology and apps , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using consumer technology or apps and provide a reason
T217	Table 217	NOTUSE_CTA. Thinking about consumer technology and apps , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using consumer technology or apps and provide a reason
T218	Table 218	NOTUSE_BUSSUP. Thinking about business and care management technology , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using business support or care management systems and provide a reason
T219	Table 219	NOTUSE_BUSSUP. Thinking about business and care management technology , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using business support or care management systems and provide a reason
T220	Table 220	NOTUSE_BUSSUP. Thinking about business and care management technology , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using business support or care management systems and provide a reason
T221	Table 221	NOTUSE_SUPMON. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using support and monitoring technology and provide a reason
T222	Table 222	NOTUSE_SUPMON. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using support and monitoring technology and provide a reason
T223	Table 223	NOTUSE_SUPMON. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?	Base : Participants who are not using support and monitoring technology and provide a reason
T224	Table 224	NOTUSE. SUMMARY TABLE:	Base : Participants who are not using consumer technology or apps/business support or care management systems/support and monitoring technology and provide a reason
T225	Table 225	BARRIER_CTA. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology and apps for this service?	Base : Participants who are not using consumer technology or apps
T226	Table 226	BARRIER_CTA. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology and apps for this service?	Base : Participants who are not using consumer technology or apps
T227	Table 227	BARRIER_CTA. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology and apps for this service?	Base : Participants who are not using consumer technology or apps
T228	Table 228	BARRIER_BUSSUP. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology for this service?	Base : Participants who are not using business support or care management systems
T229	Table 229	BARRIER_BUSSUP. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology for this service?	Base : Participants who are not using business support or care management systems
T230	Table 230	BARRIER_BUSSUP. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology for this service?	Base : Participants who are not using business support or care management systems
T231	Table 231	BARRIER_SUPMON. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?	Base : Participants who are not using support and monitoring technology
T232	Table 232	BARRIER_SUPMON. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?	Base : Participants who are not using support and monitoring technology
T233	Table 233	BARRIER_SUPMON. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?	Base : Participants who are not using support and monitoring technology
T234	Table 234	BARRIER. SUMMARY TABLE	Base : Participants who are not using consumer technology or apps
T235	Table 235	COVID_CHANGE. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?	Base : All Respondents
T236	Table 236	COVID_CHANGE. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?	Base : All Respondents
T237	Table 237	COVID_CHANGE. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?	Base : All Respondents
T238	Table 238	COVID_NEW. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T239	Table 239	COVID_NEW. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T240	Table 240	COVID_NEW. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T241	Table 241	COVID_MORE. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T242	Table 242	COVID_MORE. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T243	Table 243	COVID_MORE. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T244	Table 244	COVID_LESS	Base : All Respondents
T245	Table 245	COVID_LESS	Base : All Respondents
T246	Table 246	COVID_LESS	Base : All Respondents
T247	Table 247	COVID_CONT. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T248	Table 248	COVID_CONT. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T249	Table 249	COVID_CONT. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?	Base : Participants who are using more technology since the COVID-19 pandemic
T250	Table 250	FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which...	Base : All Respondents
T251	Table 251	FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which...	Base : All Respondents
T252	Table 252	FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which...	Base : All Respondents
T253	Table 253	FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?	Base : Participants who may use more than one type of digital technology in the next five years
T254	Table 254	FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?	Base : Participants who may use more than one type of digital technology in the next five years
T255	Table 255	FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?	Base : Participants who may use more than one type of digital technology in the next five years
T256	Table 256	FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?	Base : All Respondents
T257	Table 257	FUT_USER. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T258	Table 258	FUT_USER. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T259	Table 259	FUT_USER. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T260	Table 260	FUT_USER. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T261	Table 261	FUT_USER. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T262	Table 262	FUT_USER. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T263	Table 263	FUT_USER. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T264	Table 264	FUT_USER. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T265	Table 265	FUT_USER. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T266	Table 266	FUT_USER. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T267	Table 267	FUT_USER. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
T268	Table 268	FUT_USER. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?	Base : Participants who may use technology in the next five years
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T271	Table 271	FUT_BEN. What benefits, if any, do you think Consumer technology and apps would have for your organisation and its users?	Base : Participants who may use technology in the next five years
T272	Table 272	FUT_BEN. What benefits, if any, do you think Consumer technology and apps would have for your organisation and its users?	Base : Participants who may use technology in the next five years

5570	Table 2.F.1	1127_QB01 What benefits, if any, do you think Business support and management software would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5571	Table 2.F.1	1127_QB01 What benefits, if any, do you think Business support and management software would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5572	Table 2.F.1	1127_QB01 What benefits, if any, do you think Business support and management software would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5573	Table 2.F.1	1127_QB01 What benefits, if any, do you think Support and monitoring technology would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5574	Table 2.F.1	1127_QB01 What benefits, if any, do you think Support and monitoring technology would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5575	Table 2.F.1	1127_QB01 What benefits, if any, do you think Support and monitoring technology would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5576	Table 2.F.1	1127_QB01 What benefits, if any, do you think Advanced AI technology would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5577	Table 2.F.1	1127_QB01 What benefits, if any, do you think Advanced AI technology would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5578	Table 2.F.1	1127_QB01 What benefits, if any, do you think Advanced AI technology would have for your organization and its users?	Basic Participant who may not be holding a 1-5 in the next few years
5579	Table 2.F.1	1127_QB01 SUMMARY TABLE	Basic Participant who may not be holding a 1-5 in the next few years
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5581	Table 2.F.2	1127_QB02 Thinking about implementing digital technology in your organization over the next five years, what barriers, if any, do you think your organization will face implementing this technology?	Basic All Respondents
5582	Table 2.F.2	1127_QB02 Thinking about implementing digital technology in your organization over the next five years, what barriers, if any, do you think your organization will face implementing this technology?	Basic All Respondents
5583	Table 2.F.2	1127_QB02 SUMMARY TABLE	Basic All Respondents
5584	Table 2.F.3	1127_QB03 What support do you think you will need to overcome the barriers of implementing digital technology?	Basic All Respondents
5585	Table 2.F.3	1127_QB03 What support do you think you will need to overcome the barriers of implementing digital technology?	Basic All Respondents
5586	Table 2.F.3	1127_QB03 What support do you think you will need to overcome the barriers of implementing digital technology?	Basic All Respondents
5587	Table 2.F.3	1127_QB03 SUMMARY TABLE	Basic All Respondents
5588	Table 2.F.4	1127_QB04 Thinking about technological innovation and change, when in your organization will these first-hand employees, robots or bots first be affected by this technology, you or a n/a this force?	Basic All Respondents
5589	Table 2.F.4	1127_QB04 Thinking about technological innovation and change, when in your organization will these first-hand employees, robots or bots first be affected by this technology, you or a n/a this force?	Basic All Respondents
5590	Table 2.F.4	1127_QB04 Thinking about technological innovation and change, when in your organization will these first-hand employees, robots or bots first be affected by this technology, you or a n/a this force?	Basic All Respondents
5591	Table 2.F.4	1127_QB04 SUMMARY TABLE	Basic All Respondents
5592	Table 2.F.5	1128_QB1AB Are you aware of any good examples where digital technology has been successfully implemented to assist control and safety? Select a given case study?	Basic All Respondents
5593	Table 2.F.5	1128_QB1AB Are you aware of any good examples where digital technology has been successfully implemented to assist control and safety? Select a given case study?	Basic All Respondents
5594	Table 2.F.5	1128_QB1AB Are you aware of any good examples where digital technology has been successfully implemented to assist control and safety? Select a given case study?	Basic All Respondents
5595	Table 2.F.5	1128_QB1AB SUMMARY TABLE	Basic All Respondents
5596	Table 2.F.6	1128_QB1BC Would you be willing to join or in touch with the organisation(s) involved?	Basic Participants willing to join or in touch with successful organisations
5597	Table 2.F.6	1128_QB1BC Would you be willing to join or in touch with the organisation(s) involved?	Basic Participants willing to join or in touch with successful organisations
5598	Table 2.F.6	1128_QB1BC Would you be willing to join or in touch with the organisation(s) involved?	Basic Participants willing to join or in touch with successful organisations
5599	Table 2.F.6	1128_QB1BC SUMMARY TABLE	Basic Participants who have agreed to be co-contacted
5600	Table 2.F.7	1128_QB1DE Would you be willing each time to contact you in the future to share your views on the topic, including towards with CAM? with private contact are website about their current technology Would you be willing to provide your contact details so they can contact	Basic Participants who have agreed to be co-contacted
5601	Table 2.F.7	1128_QB1DE Would you be willing each time to contact you in the future to share your views on the topic, including towards with CAM? with private contact are website about their current technology Would you be willing to provide your contact details so they can contact	Basic Participants who have agreed to be co-contacted
5602	Table 2.F.7	1128_QB1DE Would you be willing each time to contact you in the future to share your views on the topic, including towards with CAM? with private contact are website about their current technology Would you be willing to provide your contact details so they can contact	Basic Participants who have agreed to be co-contacted
5603	Table 2.F.7	1128_QB1DE SUMMARY TABLE	Basic Participants who have agreed to be co-contacted

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Table 1

ROLE. What is your role in your organisation?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Chief executive or managing director	**180**	59	100	11	14	23	26	37	25	35	35	132	26	12	121	45	184
	30% a	22%	36% Za	28%	30%	33%	26%	35%	38%	26%	27%	31%	22%	33%	32%	25%	30%
Registered/ assistant registered manager	**248**	126	105	9	11	26	47	45	24	52	53	185	46	9	169	62	254
	41% denp	48% Zbde	38%	22%	22%	38%	46%	43%	37%	38%	41%	43% Zn	38%	24%	44% Zp	34%	42%
Finance manager	**11**	1	7	4	4	-	2	1	-	5	3	6	-	5	4	6	10
	2% ao	*	2% a	9% Zab	8% Za	-	2%	1%	-	3%	2%	1%	-	13% Zlm	1%	3%	2%
Operations manager	**65**	25	30	7	7	8	12	12	2	12	19	45	13	4	40	22	64
	11% i	9%	11%	18%	15%	12%	12%	12%	4%	9%	15% i	10%	11%	10%	10%	12%	11%
IT or technology manager	**7**	1	3	2	2	-	1	1	-	4	1	5	2	-	3	3	6
	1%	*	1%	5% Za	5% Za	-	1%	1%	-	3%	1%	1%	2%	-	1%	2%	1%
Research and development manager	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other role please write in (SPECIFY)	**97**	52	33	7	10	12	14	9	14	29	19	55	32	7	45	44	90
	16% bhlo	20% Zb	12%	18%	21%	17%	14%	9%	21% h	21% h	15%	13%	27% Zl	19%	12%	24% Zoq	15%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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19 Nov 2021
Table 2

ROLE. What is your role in your organisation?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Chief executive or managing director	**180**	119	148	177	81	81	83	64	133	123	126	54	57	7	116	184
	30%	32%	29%	30%	31%	31%	31%	30%	30%	30%	29%	32%	37% Zn	24%	27%	30%
Registered/ assistant registered manager	**248**	141	218	247	107	98	100	84	185	178	172	73	53	12	182	254
	41%	38%	43% Za	41% a	41%	37%	38%	39%	42%	43% ef	40%	43%	34%	39%	43%	42%
Finance manager	**11**	9	9	11	6	4	7	5	5	4	7	4	4	-	8	10
	2% i	2%	2%	2%	2%	2%	2% i	2%	1%	1%	2%	3%	2%	-	2%	2%
Operations manager	**65**	41	52	63	25	34	34	29	44	41	45	18	12	2	51	64
	11%	11%	10%	11%	10%	13% d	13% d	14% dhi	10%	10%	10%	10%	8%	6%	12%	11%
IT or technology manager	**7**	7	5	7	4	6	3	3	5	3	5	1	4	-	3	6
	1%	2%	1%	1%	2%	2% i	1%	2%	1%	1%	1%	1%	2%	-	1%	1%
Research and development manager	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other role please write in (SPECIFY)	**97**	55	82	94	41	41	38	28	71	61	77	19	25	9	62	90
	16% k	15%	16%	16%	15%	15%	14%	13%	16%	15%	18%	11%	16%	31%	15%	15%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 3

ROLE. What is your role in your organisation?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Chief executive or managing director	**180**	38	109	27	180	159	170	133	21	84	61	142	39	184
	30% b	54% Zbc	27%	27%	30%	31%	31%	29%	32%	27%	35%	29%	34%	30%
Registered/ assistant registered manager	**248**	18	169	47	248	199	219	180	23	124	78	198	45	254
	41% aef	25%	41% a	46% a	41% ef	39%	39%	40%	35%	40%	45%	41%	40%	42%
Finance manager	**11**	1	8	1	11	10	10	9	-	3	4	8	3	10
	2%	1%	2%	1%	2%	2%	2%	2%	-	1%	3%	2%	3%	2%
Operations manager	**65**	6	49	10	65	58	61	52	10	42	13	50	15	64
	11%	8%	12%	10%	11%	11%	11%	11%	15%	14% Zj	7%	10%	13%	11%
IT or technology manager	**7**	4	3	-	7	6	6	4	-	5	1	4	2	6
	1%	5% Zbc	1%	-	1%	1%	1%	1%	-	1%	1%	1%	2%	1%
Research and development manager	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other role please write in (SPECIFY)	**97**	5	70	16	97	79	91	78	12	51	16	86	10	90
	16% ajl	7%	17% a	16%	16%	16%	16%	17%	19%	16% j	9%	18% Zl	9%	15%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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19 Nov 2021
Table 4

PROV_SET. Which of the following services does your organisation provide?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Care home services with nursing	**99**	89	6	1	2	10	13	14	10	27	25	60	31	5	44	47	91
	16%	34%	2%	3%	5%	15%	13%	14%	14%	19%	19%	14%	26%	15%	11%	26%	15%
	bdeloo	Zbde											Zl			Zoq	
Care home services without nursing	**232**	196	17	10	12	28	35	39	31	54	45	144	71	10	158	56	237
	38%	75%	6%	25%	26%	40%	34%	38%	46%	39%	34%	34%	59%	27%	41%	31%	39%
	blp	Zbde		b	b								Zln		Zp		
Domiciliary care services	**311**	10	278	11	14	38	59	52	26	67	69	242	35	24	194	96	308
	51%	4%	100%	28%	29%	55%	58%	50%	39%	49%	53%	57%	29%	65%	51%	53%	51%
	adeim		Zade	a	a		i					Zm		m			
Extra care housing services	**14**	2	9	-	3	1	2	2	1	4	4	9	3	1	5	7	13
	2%	1%	3%	-	7%	1%	2%	2%	1%	3%	3%	2%	3%	2%	1%	4%	2%
	ao		a		Za												
Shared lives	**13**	2	6	2	5	1	5	2	1	3	1	5	2	2	5	3	12
	2%	1%	2%	4%	10%	1%	5%	2%	1%	2%	1%	1%	2%	6%	1%	2%	2%
	alo				Zabd									l			
Supported living services	**86**	7	32	41	42	6	21	18	9	19	13	46	22	13	53	25	84
	14%	3%	12%	100%	88%	8%	20%	17%	14%	14%	10%	11%	18%	36%	14%	14%	14%
	al		a	Zabe	Zab		fk						l	Zlm			
Day care services	**45**	14	17	6	6	4	10	6	5	13	8	18	15	5	20	15	42
	7%	5%	6%	15%	13%	6%	10%	5%	7%	10%	6%	4%	12%	12%	5%	8%	7%
	lo			a									l	l			
Other - please write in (SPECIFY)	**24**	5	5	1	1	-	4	6	3	7	4	7	2	2	4	8	24
	4%	2%	2%	2%	2%	-	4%	6%	5%	5%	3%	2%	2%	6%	1%	4%	4%
	abloo							f								o	
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 5

PROV_SET. Which of the following services does your organisation provide?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Care home services with nursing	**99**	50	90	99	30	36	33	24	79	71	79	15	30	9	59	91
	16%	13%	18%	16%	11%	14%	12%	11%	18%	17%	18%	9%	19%	30%	14%	15%
	adfgkn		Za	a					defg	dfg	Zk					
Care home services without nursing	**232**	115	184	232	76	76	51	43	152	141	143	83	44	15	172	237
	38%	31%	36%	39%	29%	29%	19%	20%	34%	34%	33%	49%	28%	51%	41%	39%
	abdefghijl		a	Zab	fg	fg			defg	defg		Zj			Zl	
Domiciliary care services	**311**	228	283	308	174	172	207	169	252	239	248	61	92	8	211	308
	51%	61%	55%	51%	66%	65%	78%	79%	57%	58%	58%	36%	59%	26%	50%	51%
	k	Zbc	Zc		Zhi	Zhi	Zdehi	Zdehi	Z	Z	Zk		Z			
Extra care housing services	**14**	10	11	14	8	8	7	7	10	10	12	2	5	1	7	13
	2%	3%	2%	2%	3%	3%	3%	3%	2%	3%	3%	1%	4%	3%	2%	2%
Shared lives	**13**	11	11	13	9	7	6	7	7	11	10	3	5	-	8	12
	2%	3%	2%	2%	3%	2%	2%	3%	2%	3%	2%	2%	3%	-	2%	2%
										h						
Supported living services	**86**	72	53	86	67	49	44	41	38	33	40	44	21	2	63	84
	14%	19%	10%	14%	25%	19%	17%	19%	9%	8%	9%	26%	13%	6%	15%	14%
	bhij	Zbc		b	Zefghi	Zhi	hi	Zfhi				Zj				
Day care services	**45**	28	35	45	26	18	20	21	28	23	28	16	12	2	31	42
	7%	8%	7%	8%	10%	7%	7%	10%	6%	6%	6%	9%	8%	6%	7%	7%
	i				ehi			efhi								
Other - please write in (SPECIFY)	**24**	10	14	17	9	8	9	10	12	13	11	13	8	2	14	24
	4%	3%	3%	3%	3%	3%	3%	5%	3%	3%	3%	7%	5%	5%	3%	4%
	abchj											Zj				
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 6

PROV_SET. Which of the following services does your organisation provide?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Care home services with nursing	**99**	11	65	20	99	85	94	84	12	68	15	90	8	91
	16% jl	15%	16%	20%	16%	17%	17%	18% Zd	18%	22% Zj	8%	18% Zl	7%	15%
Care home services without nursing	**232**	19	147	51	232	183	212	178	32	129	58	192	36	237
	38% ae	27%	36%	50% Zab	38% e	36%	38% e	39% e	48% e	42%	33%	39%	32%	39%
Domiciliary care services	**311**	48	216	36	311	279	280	223	28	140	104	230	77	308
	51% cik	67% Zbc	53% c	36%	51%	55% Zdfg	50%	49%	43%	45%	60% Zi	47%	68% Zk	51%
Extra care housing services	**14**	-	14	-	14	14	14	14	3	4	3	12	2	13
	2%	-	3% Z	-	2%	3%	2%	3% Zd	4%	1%	2%	2%	2%	2%
Shared lives	**13**	2	9	2	13	11	11	9	3	8	3	9	4	12
	2%	3%	2%	2%	2%	2%	2%	2%	5%	3%	2%	2%	3%	2%
Supported living services	**86**	9	66	9	86	76	84	63	15	36	26	71	14	84
	14%	13%	16% Z	9%	14%	15%	15% Zd	14%	23% Zdg	12%	15%	14%	13%	14%
Day care services	**45**	3	38	3	45	42	43	40	9	27	11	36	10	42
	7% c	5%	9% Zc	3%	7%	8%	8%	9% Zd	13%	9%	7%	7%	8%	7%
Other - please write in (SPECIFY)	**24**	2	17	3	24	23	22	21	2	17	3	19	4	24
	4%	2%	4%	3%	4%	5%	4%	5%	3%	6% j	2%	4%	4%	4%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 7

PROV SET_MAIN. Thinking about the services your organisation provides, which is the main service you provide?

Base : Participants who provide more than one care service

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**132**	43	54	19	22	12	26	26	15	28	25	75	31	11	74	39	132
Weighted Total	**135**	43*	56*	20**	24**	12**	28**	24**	12**	32**	27**	74*	34**	12**	73*	43*	132
Care home services with nursing	**18**	18	-	-	-	3	4	2	2	2	5	9	8	1	5	11	16
	13%	42%	-	-	-	29%	16%	6%	14%	8%	17%	12%	24%	5%	8%	25%	12%
	bo	Zb														Zo	
Care home services without nursing	**20**	20	-	-	-	-	5	5	4	3	4	11	7	1	11	7	21
	15%	46%	-	-	-	-	16%	20%	31%	9%	14%	15%	22%	11%	15%	17%	16%
	b	Zb															
Domiciliary care services	**50**	-	50	-	-	5	13	6	4	13	10	39	7	4	34	15	49
	37%	-	89%	-	-	40%	47%	25%	30%	41%	36%	53%	22%	30%	46%	36%	37%
	a		Za									Z			Z		
Extra care housing services	**1**	-	-	-	1	-	1	-	-	-	-	1	-	-	-	1	1
	1%	-	-	-	5%	-	4%	-	-	-	-	1%	-	-	-	3%	1%
Shared lives	**2**	-	-	-	2	-	1	-	-	1	-	-	-	-	-	-	2
	2%	-	-	-	9%	-	4%	-	-	3%	-	-	-	-	-	-	2%
Supported living services	**14**	-	-	14	14	-	4	7	2	1	1	4	5	5	11	4	14
	11%	-	-	70%	61%	-	13%	29%	13%	4%	3%	6%	15%	39%	14%	9%	11%
	abl																
Day care services	**4**	-	-	-	-	1	-	1	-	1	1	-	-	-	-	-	4
	3%	-	-	-	-	8%	-	4%	-	4%	3%	-	-	-	-	-	3%
Other	**3**	-	-	-	-	-	-	1	1	1	1	-	-	-	-	-	4
	2%	-	-	-	-	-	-	3%	6%	3%	3%	-	-	-	-	-	3%
We provide these care services equally	**22**	5	6	6	6	3	-	3	1	9	6	10	6	2	12	5	21
	17%	12%	11%	30%	26%	23%	-	14%	6%	29%	24%	13%	17%	15%	17%	11%	16%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 8

PROV SET_MAIN. Thinking about the services your organisation provides, which is the main service you provide?

Base : Participants who provide more than one care service

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**132**	93	102	132	80	67	71	65	80	75	83	46	35	5	92	132
Weighted Total	**135**	97*	104*	135	83*	72*	74*	67*	83*	76*	85*	46*	37*	5**	94*	132
Care home services with nursing	**18**	10	17	18	6	9	7	5	15	12	15	-	8	2	8	16
	13% dgkn	10%	16% a	13%	7%	13% dg	10%	7%	18% dg	16% dg	17% k	-	21%	45%	9%	12%
Care home services without nursing	**20**	10	16	20	10	5	7	7	12	13	14	6	6	-	14	21
	15% e	11%	15%	15%	13% e	7%	10%	11% e	15% e	17% e	16%	13%	15%	-	15%	16%
Domiciliary care services	**50**	40	47	50	36	35	38	32	42	32	37	13	14	2	34	49
	37%	41%	45% Zc	37%	44%	49% Z	52% Zd	48% Z	50% Zi	43%	44%	29%	39%	39%	36%	37%
Extra care housing services	**1**	-	1	1	-	-	-	-	1	1	-	1	-	-	1	1
	1%	-	1%	1%	-	-	-	-	1%	1%	-	2%	-	-	1%	1%
Shared lives	**2**	2	2	2	1	-	1	-	-	2	1	1	1	-	1	2
	2%	2%	2%	2%	1%	-	2%	-	-	3%	1%	2%	3%	-	1%	2%
Supported living services	**14**	12	4	14	12	7	5	6	3	3	3	11	2	-	13	14
	11% bhij	13% b	4%	11% b	15% efghi	9% h	6%	9% h	3%	5%	4%	24% Zj	5%	-	13%	11%
Day care services	**4**	4	1	4	4	2	3	4	-	-	2	2	1	-	3	4
	3% b	4% b	1%	3% b	5%	3%	4%	6% hi	-	-	2%	4%	3%	-	3%	3%
Other	**3**	1	3	3	-	1	-	1	2	3	2	2	-	1	3	4
	2% a	1%	3%	2% a	-	1%	-	1%	3%	4%	2%	4%	-	16%	3%	3%
We provide these care services equally	**22**	17	13	22	13	13	12	12	8	8	11	10	5	-	17	21
	17% bhi	18%	12%	17% b	16%	18% h	16%	18%	10%	11%	13%	21%	14%	-	18%	16%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 9

PROV SET_MAIN. Thinking about the services your organisation provides, which is the main service you provide?

Base : Participants who provide more than one care service

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**132**	18	92	18	132	120	125	103	19	67	36	103	28	132
Weighted Total	**135**	18**	97*	17**	135	124	129	105*	19**	71*	35*	106*	28**	132
Care home services with nursing	**18**	2	9	5	18	17	18	16	2	12	2	14	4	16
	13% b	14%	10%	30%	13%	14%	14%	15%	10%	16%	6%	13%	14%	12%
Care home services without nursing	**20**	1	14	3	20	17	19	17	5	11	6	15	3	21
	15%	8%	14%	20%	15%	14%	15%	17%	29%	15%	18%	15%	12%	16%
Domiciliary care services	**50**	6	42	2	50	46	47	36	6	26	15	37	13	49
	37%	34%	44% Z	11%	37%	37%	37%	34%	32%	36%	42%	35%	47%	37%
Extra care housing services	**1**	-	1	-	1	1	1	1	-	1	-	1	-	1
	1%	-	1%	-	1%	1%	1%	1%	-	2%	-	1%	-	1%
Shared lives	**2**	1	1	-	2	1	1	1	-	1	1	1	1	2
	2% f	7%	1%	-	2% f	1%	1%	1%	-	2%	2%	1%	3%	2%
Supported living services	**14**	2	11	1	14	14	13	10	2	4	4	10	4	14
	11%	10%	11%	5%	11%	12%	10%	10%	13%	6%	12%	9%	16%	11%
Day care services	**4**	-	4	-	4	4	4	4	1	3	1	4	-	4
	3%	-	4%	-	3%	3%	3%	4%	5%	4%	2%	4%	-	3%
Other	**3**	-	1	2	3	3	3	3	-	2	-	3	1	4
	2% b	-	1%	10%	2%	3%	2%	3%	-	2%	-	2%	3%	3%
We provide these care services equally	**22**	5	14	4	22	20	22	16	2	12	6	21	1	21
	17%	26%	14%	24%	17%	16%	17%	15%	12%	17%	16%	20%	5%	16%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 10

PROV_SET. Which of the following services does your organisation provide?

Base : All Respondents
PROV SET_MAIN. Thinking about the services your organisation provides, which is the main service you provide?

Base : Participants who provide more than one care service

	Unweighted Total	Weighted Total	Care home services with nursing	Care home services without nursing	Domiciliary care services	Extra care housing services	Shared lives	Supported living services	Day care services	Other	We provide these care services equally	Don't know
Unweighted Total	**132**	132	16	21	49	1	2	14	4	4	21	-
Weighted Total	**132**	135	18	20	50	1	2	14	4	3	22	-
Care home services with nursing	**33**	37	18	7	4	1	-	-	-	-	7	-
	25%	28%	100%	35%	9%	100%	-	-	-	-	30%	-
Care home services without nursing	**71**	73	13	20	15	-	2	8	1	2	12	-
	54%	54%	71%	100%	30%	-	100%	54%	24%	75%	54%	-
Domiciliary care services	**86**	89	4	5	50	1	1	9	4	2	12	-
	65%	66%	21%	26%	100%	100%	60%	63%	100%	53%	56%	-
Extra care housing services	**11**	11	-	2	7	1	-	-	-	-	1	-
	8%	8%	-	8%	15%	100%	-	-	-	-	6%	-
Shared lives	**11**	12	-	2	6	-	2	2	-	-	1	-
	8%	9%	-	8%	11%	-	100%	11%	-	-	3%	-
Supported living services	**64**	65	2	4	30	1	-	14	3	1	9	-
	48%	48%	12%	23%	60%	100%	-	100%	78%	28%	41%	-
Day care services	**42**	45	5	7	15	-	-	5	4	-	10	-
	32%	33%	27%	38%	29%	-	-	32%	100%	-	43%	-
Other - please write in (SPECIFY)	**17**	17	2	3	5	-	-	-	-	3	3	-
	13%	13%	13%	15%	10%	-	-	-	-	100%	14%	-
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 11

PROV_SET_NUM. How many MAIN_SERVICE in England does your organisation run?

Base : Participants whose main service is Care homes (with or without nursing), Domicilliary care, Extra care housing or supported living

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**585**	267	276	39	42	70	91	113	76	113	122	445	104	34	396	169	585
Weighted Total	**585**	263	278	41*	44*	67*	99*	100	64*	129	127	427	120*	37*	383	182	585
We only have one care setting/scheme in England	**427**	175	233	17	19	51	67	73	50	88	98	427	-	-	333	92	445
	73%	66%	84%	41%	43%	76%	68%	73%	78%	69%	77%	100%	-	-	87%	51%	76%
	ademnpp	de	Zade									Zmn			Zpq		
2-5	**120**	79	27	13	14	13	23	21	11	25	26	-	120	-	46	64	104
	20%	30%	10%	32%	31%	20%	24%	21%	17%	19%	21%	-	100%	-	12%	35%	18%
	blnoo	Zb		b	b								Zln			Zoq	
6-9	**11**	6	2	4	4	1	-	1	2	7	1	-	-	11	1	9	11
	2%	2%	1%	9%	8%	1%	-	1%	3%	5%	1%	-	-	31%	*	5%	2%
	bloo			Zab	Zab					Zghk				Zlm		Zoq	
10-49	**14**	2	7	5	5	1	4	4	-	3	2	-	-	14	2	9	13
	2%	1%	2%	13%	12%	1%	4%	4%	-	3%	2%	-	-	39%	*	5%	2%
	aloo			Zab	Zab									Zlm		Zo	
50+	**11**	-	10	2	2	1	4	2	-	5	-	-	-	11	1	7	10
	2%	-	3%	4%	3%	1%	4%	2%	-	4%	-	-	-	31%	*	4%	2%
	aloo		Za	a	a		k			k				Zlm		o	
Don't know	**2**	1	-	1	1	-	1	-	1	-	-	-	-	-	-	1	2
	*	*	-	2%	2%	-	1%	-	1%	-	-	-	-	-	-	*	*
				b	b												

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 12

PROV_SET_NUM. How many MAIN_SERVICE in England does your organisation run?

Base : Participants whose main service is Care homes (with or without nursing), Domicilliary care, Extra care housing or supported living

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**585**	354	503	583	253	254	252	205	434	406	422	157	144	30	411	585
Weighted Total	**585**	362	502	583	257	260	258	207	437	403	422	155	147	30**	409	585
We only have one care setting/scheme in England	**427**	254	378	425	177	181	187	147	327	308	314	107	98	22	307	445
	73%	70%	75%	73%	69%	70%	73%	71%	75%	76%	74%	69%	67%	73%	75%	76%
			Zac						de	Zdeg						
2-5	**120**	72	92	120	52	49	43	34	83	71	80	38	36	8	75	104
	20%	20%	18%	20%	20%	19%	17%	16%	19%	18%	19%	24%	25%	27%	18%	18%
	bfi			b	fg											
6-9	**11**	11	7	11	7	7	6	4	6	5	7	4	4	-	8	11
	2%	3%	1%	2%	3%	3%	2%	2%	1%	1%	2%	3%	3%	-	2%	2%
	b	b		b		i										
10-49	**14**	14	13	14	10	12	12	11	10	9	9	5	5	-	9	13
	2%	4%	3%	2%	4%	4%	5%	5%	2%	2%	2%	3%	3%	-	2%	2%
		Zc				Zhi	Zhi	Zhi								
50+	**11**	9	9	11	9	9	8	9	9	7	10	1	2	-	9	10
	2%	3%	2%	2%	4%	4%	3%	4%	2%	2%	2%	1%	2%	-	2%	2%
					Z	Zi		Zfhi								
Don't know	**2**	2	2	2	1	2	2	2	2	2	2	-	1	-	1	2
	*	1%	*	*	*	1%	1%	1%	*	*	*	-	1%	-	*	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 13

PROV_SET_NUM. How many MAIN_SERVICE in England does your organisation run?

Base : Participants whose main service is Care homes (with or without nursing), Domicilliary care, Extra care housing or supported living

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**585**	69	390	101	585	487	535	438	64	287	174	467	111	585
Weighted Total	**585**	69*	391	99*	585	490	535	438	65*	295	169	469	110	585
We only have one care setting/scheme in England	**427**	52	279	78	427	351	384	307	39	203	138	329	92	445
	73%	75%	71%	79%	73%	72%	72%	70%	61%	69%	82%	70%	84%	76%
	fghik				fgh	h	h				Zi		Zk	
2-5	**120**	12	82	18	120	105	113	99	19	71	23	104	15	104
	20%	17%	21%	18%	20%	21%	21%	23%	30%	24%	13%	22%	14%	18%
	j							Zd		Zj		Z		
6-9	**11**	2	8	1	11	9	11	11	1	4	3	11	-	11
	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	-	2%
10-49	**14**	2	11	1	14	13	14	12	3	8	3	12	2	13
	2%	3%	3%	1%	2%	3%	3%	3%	4%	3%	2%	2%	2%	2%
50+	**11**	1	9	1	11	11	11	8	2	7	2	10	1	10
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%
Don't know	**2**	-	2	-	2	1	2	2	1	1	-	2	-	2
	*	-	*	-	*	*	*	*	1%	*	-	*	-	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 14

PROV_EMP. How many people are currently employed, eiither permanently or temporarily across all sites that make up your organisation?

Base : Participants whose main service is Care homes (with or without nursing), Domicilliary care, Extra care housing or supported living

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**585**	267	276	39	42	70	91	113	76	113	122	445	104	34	396	169	585
Weighted Total	**585**	263	278	41*	44*	67*	99*	100	64*	129	127	427	120*	37*	383	182	585
1-9	**64**	20	37	7	7	6	21	10	7	7	13	61	4	-	64	-	66
	11%	8%	13%	17%	16%	10%	21%	10%	11%	5%	11%	14%	3%	-	17%	-	11%
	ajmnpp		a				Zhjk					Zmn			Zpq		
10-49	**318**	149	147	22	22	38	42	57	42	63	76	272	42	4	318	-	330
	54%	57%	53%	55%	51%	57%	43%	57%	65%	49%	60%	64%	35%	10%	83%	-	56%
	gmnpp							g	Zgj		g	Zmn	n		Zpq		
50-249	**163**	73	78	10	12	20	29	26	12	42	34	91	58	14	-	163	153
	28%	28%	28%	24%	27%	29%	29%	26%	19%	33%	27%	21%	48%	37%	-	89%	26%
	loo									i			Zl	l		Zoq	
250+	**19**	9	8	2	3	-	2	2	2	9	4	1	7	11	-	19	16
	3%	3%	3%	4%	6%	-	2%	2%	4%	7%	3%	*	5%	31%	-	11%	3%
	loo				d					Zf			l	Zlm		Zoq	
Don't know	**21**	12	8	-	-	3	5	4	1	8	-	2	10	8	-	-	20
	4%	5%	3%	-	-	4%	5%	4%	1%	6%	-	*	8%	22%	-	-	3%
	klopop					k	k	k		k			Zl	Zlm			

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Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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19 Nov 2021
Table 15

PROV_EMP. How many people are currently employed, eiither permanently or temporarily across all sites that make up your organisation?

Base : Participants whose main service is Care homes (with or without nursing), Domicilliary care, Extra care housing or supported living

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**585**	354	503	583	253	254	252	205	434	406	422	157	144	30	411	585
Weighted Total	**585**	362	502	583	257	260	258	207	437	403	422	155	147	30**	409	585
1-9	**64**	45	48	63	29	21	27	17	37	37	29	33	11	7	47	66
	11%	12%	9%	11%	11%	8%	11%	8%	8%	9%	7%	21%	7%	23%	11%	11%
	bhij	b		b	eg		g					Zj				
10-49	**318**	191	265	317	134	136	129	100	226	211	230	86	77	9	232	330
	54%	53%	53%	54%	52%	52%	50%	49%	52%	52%	54%	55%	52%	32%	57%	56%
	gh															
50-249	**163**	98	156	163	74	79	81	71	142	129	127	33	47	11	104	153
	28%	27%	31%	28%	29%	30%	31%	34%	32%	32%	30%	21%	32%	38%	26%	26%
	k		Zac					Zd	Z	Z	k					
250+	**19**	17	13	19	10	15	14	13	13	13	18	1	5	-	14	16
	3%	5%	3%	3%	4%	6%	5%	6%	3%	3%	4%	1%	3%	-	3%	3%
	bk	Zbc		b		Zhi	Zhi	Zhi			Zk					
Don't know	**21**	11	20	21	10	8	6	6	19	14	19	2	7	2	12	20
	4%	3%	4%	4%	4%	3%	2%	3%	4%	3%	4%	1%	4%	8%	3%	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 16

PROV_EMP. How many people are currently employed, eiither permanently or temporarily across all sites that make up your organisation?

Base : Participants whose main service is Care homes (with or without nursing), Domicilliary care, Extra care housing or supported living

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**585**	69	390	101	585	487	535	438	64	287	174	467	111	585
Weighted Total	**585**	69*	391	99*	585	490	535	438	65*	295	169	469	110	585
1-9	**64**	6	44	10	64	42	54	29	5	25	25	49	10	66
	11%	8%	11%	10%	11%	9%	10%	7%	8%	8%	15%	11%	9%	11%
	efgi				efg	g	eg				i			
10-49	**318**	37	197	68	318	269	289	239	33	147	99	250	67	330
	54%	53%	50%	68%	54%	55%	54%	54%	51%	50%	59%	53%	61%	56%
	bi			Zab										
50-249	**163**	24	120	17	163	144	152	137	21	99	39	132	31	153
	28%	35%	31%	18%	28%	29%	28%	31%	32%	33%	23%	28%	28%	26%
	c	c	Zc					Zdf		Zj				
250+	**19**	2	16	1	19	19	19	16	4	15	2	19	-	16
	3%	3%	4%	1%	3%	4%	4%	4%	6%	5%	1%	4%	-	3%
	j									Zj		Zl		
Don't know	**21**	1	15	2	21	16	21	17	2	10	3	18	2	20
	4%	2%	4%	2%	4%	3%	4%	4%	2%	3%	2%	4%	1%	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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19 Nov 2021
Table 17

SL_EMP. How many home carers and home sharers do you have on your books, either permanently or temporarily (including agency staff), in your MAIN_SERVICE?

Base : Participants whose main service is shared lives

	Total
Unweighted Total	**3**
Weighted Total	**3**
1-9	**1**
	25%
10-49	**-**
	-
50-249	**1**
	37%
250+	**1**
	37%
Don't know	**-**
	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 18

PROV_AGE. In your MAIN_SERVICE who does your organisation provide care services for?

Base : Participants who provide Care home services (with or without nursing), Domicilliary care services, Extra care housing services, Shared lives and Supported Living Services.

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**601**	267	276	39	45	72	93	116	77	118	125	445	104	34	396	169	601
Weighted Total	**601**	263	278	41*	47*	68*	101*	102	65*	134	130	427	120*	37*	383	182	601
People who are working age e.g. 18-64 years old	**372**	117	204	39	44	47	71	61	36	80	77	254	72	34	236	115	364
	62%	44%	73%	96%	94%	68%	70%	60%	55%	60%	59%	59%	60%	92%	62%	63%	61%
	al		Za	Zab	Zab		i							Zlm			
People aged 65 or over	**513**	222	264	14	19	57	81	85	54	119	116	378	92	29	313	169	514
	85%	84%	95%	34%	40%	84%	80%	83%	83%	89%	89%	89%	77%	79%	82%	93%	86%
	demo	de	Zade		d							Zm				Zoq	
Don't know	**2**	-	2	-	-	-	1	-	-	1	-	2	-	-	2	-	2
	*	-	1%	-	-	-	1%	-	-	1%	-	1%	-	-	1%	-	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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19 Nov 2021
Table 19

PROV_AGE. In your MAIN_SERVICE who does your organisation provide care services for?

Base : Participants who provide Care home services (with or without nursing), Domicilliary care services, Extra care housing services, Shared lives and Supported Living Services.

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**601**	364	514	599	261	258	259	213	440	414	430	165	148	31	422	601
Weighted Total	**601**	372	513	599	264	264	265	214	443	411	430	163	151	31**	419	601
People who are working age e.g. 18-64 years old	**372**	372	286	372	264	264	265	214	243	240	237	128	96	14	261	364
	62%	100%	56%	62%	100%	100%	100%	100%	55%	58%	55%	79%	64%	46%	62%	61%
	bhij	Zbc		b	Zhi	Zhi	Zhi	Zhi		h		Zj				
People aged 65 or over	**513**	286	513	513	192	218	232	181	443	411	408	100	132	28	353	514
	85%	77%	100%	86%	73%	82%	87%	84%	100%	100%	95%	61%	87%	91%	84%	86%
	adk		Zac	Za		d	deg	d	Zdefg	Zdefg	Zk					
Don't know	**2**	-	-	-	-	-	-	-	-	-	-	1	1	-	1	2
	*	-	-	-	-	-	-	-	-	-	-	1%	1%	-	*	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 20

PROV_AGE. In your MAIN_SERVICE who does your organisation provide care services for?

Base : Participants who provide Care home services (with or without nursing), Domicilliary care services, Extra care housing services, Shared lives and Supported Living Services.

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**601**	70	401	104	601	502	549	452	65	297	178	481	113	601
Weighted Total	**601**	71*	403	101*	601	505	549	452	66*	305	173	483	111	601
People who are working age e.g. 18-64 years old	**372**	48	249	59	372	315	339	260	44	183	116	294	74	364
	62%	68%	62%	59%	62%	62%	62%	58%	67%	60%	67%	61%	67%	61%
	g				g	g	g							
People aged 65 or over	**513**	64	340	85	513	433	465	398	58	267	143	405	103	514
	85%	91%	84%	84%	85%	86%	85%	88%	88%	87%	83%	84%	92%	86%
	k							Zdef					Zk	
Don't know	**2**	-	2	-	2	2	2	1	-	-	-	2	-	2
	*	-	1%	-	*	*	*	*	-	-	-	*	-	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 21

PROV_CON. Thinking about people of working age in your MAIN_SERVICE, who do you provide care for in this service?

Base : Participants who provide care services for working age people (18-64 year olds)

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**364**	115	200	37	42	49	64	68	41	70	72	259	62	31	239	105	364
Weighted Total	**372**	117	204	39*	44*	47*	71*	61*	36*	80*	77*	254	72*	34**	236	115*	364
People with a learning disability and/or autism	**264**	69	152	36	39	33	52	46	27	57	50	177	52	27	163	84	261
	71% a	59%	74% a	92% Zabe	87% Za	70%	74%	75%	77%	71%	64%	70%	73%	79%	69%	73%	72%
People with a mental health condition	**264**	76	158	24	27	32	51	47	23	63	49	181	49	28	157	94	258
	71% o	65%	77% Zae	62%	62%	68%	72%	77%	64%	78%	64%	71%	68%	83%	67%	82% Zoq	71%
People with a physical disability	**265**	49	192	16	20	29	50	44	20	59	63	187	43	26	156	95	259
	71% adeimo	42%	94% Zade	42%	44%	63%	70%	72%	57%	74%	81% Zfi	74% m	60%	76%	66%	83% Zoq	71%
People with a sensory impairment	**214**	36	154	16	18	27	40	40	17	48	41	147	34	24	117	84	213
	58% adeo	31%	75% Zade	41%	40%	58%	57%	66%	49%	60%	53%	58%	47%	71%	50%	73% Zoq	59%
Other - please write in (SPECIFY)	**27**	7	17	2	2	2	4	7	1	5	8	19	7	1	16	10	27
	7%	6%	8%	5%	4%	5%	6%	11%	2%	6%	11%	7%	9%	3%	7%	9%	7%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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Table 22

PROV_CON. Thinking about people of working age in your MAIN_SERVICE, who do you provide care for in this service?

Base : Participants who provide care services for working age people (18-64 year olds)

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**364**	364	279	364	261	258	259	213	236	236	230	129	94	14	256	364
Weighted Total	**372**	372	286	372	264	264	265	214	243	240	237	128	96*	14**	261	364
People with a learning disability and/or autism	**264**	264	192	264	264	198	198	178	165	163	171	91	65	6	194	261
	71% b	71% b	67%	71% b	100% Zefghi	75% Zhi	75% Zhi	83% Zefhi	68%	68%	72%	71%	67%	41%	74% Z	72%
People with a mental health condition	**264**	264	218	264	198	264	206	187	186	184	187	72	67	8	189	258
	71% k	71%	76% Zac	71%	75% Z	100% Zdfghi	78% Z	87% Zdfhi	76% Z	77% Z	79% Zk	56%	70%	58%	72%	71%
People with a physical disability	**265**	265	232	265	198	206	265	206	206	202	204	59	77	8	181	259
	71% k	71%	81% Zac	71%	75% Z	78% Z	100% Zdeghi	96% Zdehi	85% Zde	84% Zde	86% Zk	46%	80% Z	54%	69%	71%
People with a sensory impairment	**214**	214	181	214	178	187	206	214	161	161	166	47	60	5	150	213
	58% k	58%	63% Zac	58%	67% Z	71% Zh	78% Zdehi	100% Zdefhi	66% Z	67% Z	70% Zk	37%	62%	34%	57%	59%
Other - please write in (SPECIFY)	**27**	27	24	27	12	7	17	8	21	21	18	9	12	1	14	27
	7% degn	7%	8%	7%	5% e	3%	6% eg	3%	9% defg	9% defg	8%	7%	12% Zn	10%	5%	7%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 23

PROV_CON. Thinking about people of working age in your MAIN_SERVICE, who do you provide care for in this service?

Base : Participants who provide care services for working age people (18-64 year olds)

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**364**	47	245	58	364	307	332	255	42	173	120	288	73	364
Weighted Total	**372**	48*	249	59*	372	315	339	260	44*	183	116	294	74*	364
People with a learning disability and/or autism	**264**	29	191	36	264	224	246	183	34	123	90	217	46	261
	71%	61%	77% Zac	61%	71%	71%	72%	70%	78%	67%	78%	74% Z	62%	72%
People with a mental health condition	**264**	38	179	35	264	231	243	192	29	136	81	210	53	258
	71% c	79% c	72%	59%	71%	73% Zd	72%	74%	65%	74%	70%	71%	72%	71%
People with a physical disability	**265**	36	183	36	265	241	243	197	32	132	82	207	56	259
	71%	75%	74%	61%	71%	76% Zdf	72%	76% Zdf	74%	72%	71%	70%	76%	71%
People with a sensory impairment	**214**	28	156	24	214	201	196	166	27	103	69	168	44	213
	58% c	57%	63% Zc	40%	58%	64% Zdf	58%	64% Zdf	62%	56%	60%	57%	60%	59%
Other - please write in (SPECIFY)	**27**	4	20	3	27	26	25	20	4	14	6	18	10	27
	7%	8%	8%	5%	7%	8%	7%	8%	10%	8%	5%	6%	13%	7%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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19 Nov 2021
Table 24

PROV_OLD. Thinking about older people in your MAIN_SERVICE, who do you provide care for in this service?

Base : Participants who provide care services for people aged 65 or over

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**514**	224	263	14	19	60	75	98	64	106	111	393	81	27	326	158	514
Weighted Total	**513**	222	264	14**	19**	57*	81*	85*	54*	119	116	378	92*	29**	313	169	514
Older people with dementia diagnosis	**443**	186	243	6	9	50	74	66	44	105	104	327	83	25	263	155	440
	86% h	84%	92% Za	43%	47%	87%	91% h	77%	81%	88% h	90% h	86%	90%	85%	84%	92% Zo	86%
Older people without dementia diagnosis	**411**	168	225	8	13	46	65	70	43	91	95	308	71	22	248	142	414
	80% a	76%	85% Za	59%	71%	81%	81%	82%	80%	76%	82%	82%	77%	76%	79%	84%	81%
Other - please write in (SPECIFY)	**36**	10	20	4	5	5	5	5	4	9	8	25	8	1	22	10	36
	7% a	4%	8%	27%	26%	8%	6%	6%	8%	8%	7%	7%	8%	4%	7%	6%	7%
None of these	**10**	5	3	1	1	1	-	3	2	3	1	6	1	2	7	2	10
	2%	2%	1%	9%	6%	2%	-	3%	3%	3%	1%	2%	1%	8%	2%	1%	2%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 25

PROV_OLD. Thinking about older people in your MAIN_SERVICE, who do you provide care for in this service?

Base : Participants who provide care services for people aged 65 or over

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**514**	279	514	514	188	214	226	179	440	414	409	102	129	28	357	514
Weighted Total	**513**	286	513	513	192	218	232	181	443	411	408	100*	132	28**	353	514
Older people with dementia diagnosis	**443**	243	443	443	165	186	206	161	443	366	373	65	121	23	299	440
	86%	85%	86%	86%	86%	85%	89%	89%	100%	89%	91%	65%	91%	83%	85%	86%
	k						de	e	Zdefgi	Z	Zk					
Older people without dementia diagnosis	**411**	240	411	411	163	184	202	161	366	411	341	69	107	19	285	414
	80%	84%	80%	80%	85%	84%	87%	89%	83%	100%	83%	68%	81%	70%	81%	81%
	k	Zbc			Z	Z	Zh	Zdeh	Z	Zdefgh	Zk					
Other - please write in (SPECIFY)	**36**	21	36	36	14	19	19	16	20	15	30	6	10	1	26	36
	7%	7%	7%	7%	7%	9%	8%	9%	5%	4%	7%	6%	7%	3%	7%	7%
	hi				hi	hi	hi	hi								
None of these	**10**	9	10	10	8	6	4	4	-	-	4	6	1	1	8	10
	2%	3%	2%	2%	4%	3%	2%	2%	-	-	1%	6%	1%	3%	2%	2%
	hij				Zfghi	hi	hi	hi				Zj				

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 26

PROV_OLD. Thinking about older people in your MAIN_SERVICE, who do you provide care for in this service?

Base : Participants who provide care services for people aged 65 or over

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**514**	64	339	87	514	432	466	398	57	261	146	405	103	514
Weighted Total	**513**	64*	340	85*	513	433	465	398	58*	267	143	405	103*	514
Older people with dementia diagnosis	**443**	59	294	68	443	380	404	352	55	238	119	347	92	440
	86%	93% c	86%	80%	86%	88%	87%	88% Zd	95% Zdf	89%	84%	86%	89%	86%
Older people without dementia diagnosis	**411**	50	274	68	411	349	372	324	44	210	122	321	86	414
	80%	78%	80%	80%	80%	81%	80%	81%	77%	79%	85%	79%	83%	81%
Other - please write in (SPECIFY)	**36**	4	24	8	36	35	35	31	2	14	10	32	4	36
	7%	6%	7%	9%	7%	8%	8%	8%	3%	5%	7%	8%	4%	7%
None of these	**10**	2	5	3	10	7	9	4	-	3	5	9	1	10
	2% g	3%	2%	3%	2% g	2%	2% g	1%	-	1%	3%	2%	1%	2%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 27

PROV_FUND. Thinking about the MAIN_SERVICE you provide, how are these services paid for?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Self-funded by users of the service fully or partially	**431**	179	233	9	13	51	61	75	39	104	101	314	80	26	259	145	431
	71%	68%	84%	22%	28%	74%	60%	72%	59%	76%	78%	73%	67%	72%	68%	79%	71%
	degio	de	Zade		d					gi	gi	Z				Zoq	
Funded by a local authority fully or partially	**527**	235	236	34	39	60	90	84	55	120	117	365	110	30	328	165	526
	87%	89%	85%	84%	83%	88%	88%	81%	83%	88%	90%	85%	92%	81%	86%	91%	87%
	h										h						
Funded by a local authority with private top up for additional services	**345**	137	185	12	15	36	41	58	30	90	91	254	60	19	206	116	343
	57%	52%	66%	30%	32%	52%	40%	55%	45%	66%	70%	59%	50%	52%	54%	64%	56%
	adegio	de	Zade					g		Zgi	Zfghi	Z				Zo	
Don't know	**8**	6	1	1	1	1	2	-	-	2	2	6	1	-	4	3	6
	1%	2%	*	3%	3%	2%	2%	-	-	2%	2%	2%	1%	-	1%	2%	1%
	b																
Funded by local authority	**560**	246	252	37	43	62	92	91	62	128	124	390	114	32	353	170	560
	92%	93%	91%	92%	90%	91%	90%	87%	94%	94%	95%	91%	95%	87%	92%	93%	92%
	h										h						
Single source of funding	**184**	80	62	29	32	16	44	38	28	32	25	119	39	15	126	39	187
	30%	31%	22%	71%	68%	24%	43%	37%	43%	23%	19%	28%	33%	42%	33%	22%	31%
	bklpp	b		Zab	Zab		Zfjk	jk	Zfjk						p		
Multiple sources of funding	**416**	177	216	11	14	51	56	66	38	103	103	302	79	22	252	139	415
	68%	67%	77%	26%	30%	74%	55%	63%	57%	75%	79%	71%	66%	58%	66%	77%	68%
	degi	de	Zade			gi				gi	Zghi	Z				Zoq	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 28

PROV_FUND. Thinking about the MAIN_SERVICE you provide, how are these services paid for?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Self-funded by users of the service fully or partially	**431**	237	408	430	171	187	204	166	373	341	431	-	118	23	289	431
	71%	64%	80%	72%	65%	71%	77%	77%	84%	83%	100%	-	76%	76%	69%	71%
	adk		Zac	Za		d	Zde	Zde	Zdefg	Zdefg	Zk					
Funded by a local authority fully or partially	**527**	331	446	519	240	236	241	198	384	364	382	145	127	23	377	526
	87%	89%	87%	87%	91%	89%	91%	92%	87%	88%	89%	86%	82%	74%	89%	87%
		Zc			Zh		Zh	Zehi			Z				Zl	
Funded by a local authority with private top up for additional services	**345**	208	316	342	159	167	177	147	282	260	296	49	81	17	248	343
	57%	56%	62%	57%	60%	63%	67%	68%	64%	63%	69%	29%	52%	54%	59%	56%
	k		Zac			Z	Zd	Zde	Z	Z	Zk					
Don't know	**8**	7	5	7	3	6	2	1	5	2	-	-	5	1	2	6
	1%	2%	1%	1%	1%	2%	1%	*	1%	*	-	-	3%	3%	1%	1%
	bcijn	b				dfi			i				n			
Funded by local authority	**560**	352	471	552	254	250	255	208	404	380	391	169	135	26	399	560
	92%	95%	92%	92%	96%	95%	96%	97%	91%	92%	91%	100%	87%	84%	95%	92%
	l	Zbc			Zhi	Zh	Zhi	Zehi				Zj			Zl	
Single source of funding	**184**	124	123	179	86	70	57	44	88	87	40	144	41	9	134	187
	30%	34%	24%	30%	33%	27%	21%	21%	20%	21%	9%	85%	27%	30%	32%	31%
	bfghij	Zbc		b	efghi	fghi						Zj				
Multiple sources of funding	**416**	240	386	413	175	188	207	169	351	322	391	25	109	20	286	415
	68%	65%	75%	69%	66%	71%	78%	79%	79%	78%	91%	15%	70%	66%	68%	68%
	ak		Zac	Za		d	Zde	Zde	Zde	Zde	Zk					

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 29

PROV_FUND. Thinking about the MAIN_SERVICE you provide, how are these services paid for?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Self-funded by users of the service fully or partially	**431**	55	284	71	431	369	394	341	52	223	117	344	83	431
	71%	79%	70%	70%	71%	72%	71%	75% Zdef	79%	72%	67%	70%	73%	71%
Funded by a local authority fully or partially	**527**	63	355	85	527	442	481	399	57	272	147	426	97	526
	87%	89%	87%	84%	87%	86%	87%	87%	86%	88%	85%	87%	85%	87%
Funded by a local authority with private top up for additional services	**345**	45	225	60	345	300	324	273	40	187	93	274	69	343
	57%	64%	55%	60%	57%	59% Zd	58% Zd	60% Zd	61%	61%	54%	56%	61%	56%
Don't know	**8**	1	2	3	8	8	8	6	1	4	1	5	2	6
	1%	2%	1%	3%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%
	b			b										
Funded by local authority	**560**	65	377	94	560	471	513	420	59	288	160	451	104	560
	92%	92%	92%	92%	92%	92%	92%	92%	90%	93%	92%	92%	92%	92%
Single source of funding	**184**	16	135	25	184	146	164	121	16	84	62	150	33	187
	30%	23%	33%	25%	30%	29%	30%	27%	25%	27%	35%	31%	29%	31%
	eg		Z		eg		g							
Multiple sources of funding	**416**	53	271	73	416	357	383	329	49	221	111	333	79	415
	68%	75%	66%	72%	68%	70%	69%	72% Zdf	74%	71%	64%	68%	70%	68%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 30

DIG_SYS. Thinking about your organisation, please say whether information tends to be stored and managed using digital systems, paper systems or using both types of system. By 'digital system', we mean where information is stored electronically such as on a computer or tablet.

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Mainly digital systems	**155**	52	85	9	12	17	29	36	11	36	27	98	36	11	88	53	152
	26%	20%	31%	21%	25%	25%	29%	34%	16%	26%	21%	23%	30%	30%	23%	29%	25%
	ailo		Za					Zik									
Mainly paper systems	**31**	21	8	1	1	3	3	7	3	6	8	22	8	-	16	11	31
	5%	8%	3%	3%	2%	4%	3%	7%	5%	5%	6%	5%	7%	-	4%	6%	5%
	b	Zb															
Both digital and paper	**422**	190	185	31	34	49	70	62	52	94	95	307	75	26	279	118	425
	69%	72%	67%	76%	73%	71%	68%	59%	79%	69%	73%	72%	63%	70%	73%	65%	70%
	h								h		h	Z			Z		
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 31

DIG_SYS. Thinking about your organisation, please say whether information tends to be stored and managed using digital systems, paper systems or using both types of system. By 'digital system', we mean where information is stored electronically such as on a computer or tablet.

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Mainly digital systems	**155**	96	132	150	65	67	77	60	121	107	118	32	155	-	-	152
	26%	26%	26%	25%	24%	26%	29%	28%	27%	26%	27%	19%	100%	-	-	25%
	ckn						d				k		Zn			
Mainly paper systems	**31**	14	28	31	6	8	8	5	23	19	23	6	-	31	-	31
	5%	4%	5%	5%	2%	3%	3%	2%	5%	5%	5%	4%	-	100%	-	5%
	defgln								dfg	dg						
Both digital and paper	**422**	261	353	418	194	189	181	150	299	285	289	131	-	-	422	425
	69%	70%	69%	70%	73%	71%	68%	70%	68%	69%	67%	77%	-	-	100%	70%
	l				fh							Zj			Zl	
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 32

DIG_SYS. Thinking about your organisation, please say whether information tends to be stored and managed using digital systems, paper systems or using both types of system. By 'digital system', we mean where information is stored electronically such as on a computer or tablet.

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Mainly digital systems	**155**	37	105	11	155	143	147	129	26	83	39	126	29	152
	26%	52%	26%	11%	26%	28%	26%	28%	39%	27%	22%	26%	26%	25%
	c	Zbc	c			Zd		Zd	Zdefg					
Mainly paper systems	**31**	1	10	14	31	21	26	20	2	17	9	24	5	31
	5%	2%	2%	14%	5%	4%	5%	4%	3%	5%	5%	5%	4%	5%
	be			Zab	e									
Both digital and paper	**422**	33	293	76	422	347	382	307	38	209	126	337	79	425
	69%	46%	72%	75%	69%	68%	69%	67%	58%	68%	72%	69%	70%	70%
	ah		a	a	h									
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 33

TECH_EQUIP. Does your organisation use or have access to, any of the following technology?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Wi-Fi, broadband or other methods of connecting to the internet	**605**	261	277	41	47	68	102	105	65	136	129	425	120	37	380	182	604
	99%	99%	100%	100%	100%	99%	100%	100%	99%	99%	99%	99%	100%	100%	99%	100%	99%
Laptop (PC/Apple, including netbooks)	**553**	233	257	37	44	64	91	94	60	127	116	380	112	37	333	177	550
	91% lo	89%	92%	91%	92%	93%	89%	90%	91%	93%	89%	89%	94%	100% l	87%	97% Zoq	90%
Desktop Personal Computer (e.g. PC, Mac or other type of computer)	**553**	240	250	37	43	64	97	95	57	123	116	383	111	34	335	176	550
	91% o	91%	90%	90%	92%	93%	95% i	91%	86%	90%	89%	90%	93%	92%	88%	96% Zoq	90%
Mobile tablets (e.g. iPads)	**471**	244	180	26	32	46	80	80	51	111	102	322	103	26	284	151	469
	77% bdfo	93% Zbde	65%	63%	68%	68%	79%	77%	77%	82% f	78%	75%	86% Zl	71%	74%	83% Zo	77%
Smartphones (e.g. iPhone, Samsung or Blackberry)	**471**	164	255	31	37	55	86	75	46	108	100	331	85	35	289	148	467
	77% a	62%	92% Zade	76%	78%	81%	84% hi	72%	70%	79%	77%	78%	71%	95% Zlm	75%	81%	77%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 34

TECH_EQUIP. Does your organisation use or have access to, any of the following technology?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Wi-Fi, broadband or other methods of connecting to the internet	**605**	369	511	595	262	263	263	212	441	410	429	167	155	31	419	604
	99%	99%	100% c	99%	99%	100% g	99%	99%	100%	100%	100%	99%	100%	100%	99%	99%
Laptop (PC/Apple, including netbooks)	**553**	343	465	545	248	243	249	202	404	375	396	149	150	25	378	550
	91%	92%	91%	91%	94% Z	92%	94% Zi	94% Z	91%	91%	92%	88%	97% Zn	81%	89%	90%
Desktop Personal Computer (e.g. PC, Mac or other type of computer)	**553**	341	466	544	243	248	247	202	406	375	396	148	140	24	389	550
	91%	92%	91%	91%	92%	94% Z	93%	94% Zdi	92%	91%	92%	88%	90%	77%	92%	90%
Mobile tablets (e.g. iPads)	**471**	283	402	468	204	207	199	162	350	321	334	130	134	22	314	469
	77% n	76%	78%	78% Z	77%	78%	75%	75%	79%	78%	78%	77%	86% Zn	73%	74%	77%
Smartphones (e.g. iPhone, Samsung or Blackberry)	**471**	309	402	465	217	225	240	193	353	324	344	121	133	15	323	467
	77% k	83% Zbc	78%	78%	82% Z	85% Zdhi	91% Zdehi	90% Zdehi	80% Z	79%	80% Zk	72%	86% Zn	48%	77%	77%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 35

TECH_EQUIP. Does your organisation use or have access to, any of the following technology?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Wi-Fi, broadband or other methods of connecting to the internet	**605**	71	406	100	605	508	552	453	66	306	173	486	113	604
	99%	100%	99%	99%	99%	99%	99%	99%	100%	99%	100%	99%	99%	99%
Laptop (PC/Apple, including netbooks)	**553**	66	379	83	553	475	510	423	62	280	156	447	99	550
	91%	94%	93%	82%	91%	93%	92%	93%	94%	91%	90%	92%	87%	90%
	c	c	Zc			Zd	Zd	Zd						
Desktop Personal Computer (e.g. PC, Mac or other type of computer)	**553**	62	375	89	553	472	505	424	63	289	149	442	107	550
	91%	88%	92%	88%	91%	92%	91%	93%	96%	94%	86%	91%	94%	90%
	j					Zdf		Zdf		Zj				
Mobile tablets (e.g. iPads)	**471**	63	315	72	471	399	439	381	61	265	113	390	77	469
	77%	90%	77%	71%	77%	78%	79%	84%	93%	86%	65%	80%	68%	77%
	jl	Zbc					Zd	Zdef	Zdefg	Zj		Zl		
Smartphones (e.g. iPhone, Samsung or Blackberry)	**471**	66	329	58	471	415	438	359	58	240	133	380	86	467
	77%	94%	81%	57%	77%	81%	79%	79%	89%	78%	77%	78%	76%	77%
	c	Zbc	Zc			Zdfg	Zd		Zdfg					
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 36

TECH_BUSMAN. Thinking about your organisation and the MAIN_SERVICE it provides, which of the following technology, if any, is used to support its business and day to day management activities?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**22**	9	12	1	1	3	3	2	4	6	5	18	5	-	18	3	23
	4%	4%	4%	2%	2%	4%	3%	2%	6%	4%	4%	4%	4%	-	5%	2%	4%
Audio assistants (e.g. Amazon Alexa or Google Home)	**137**	89	34	9	10	14	25	22	15	30	32	80	42	10	69	56	134
	23%	34%	12%	21%	21%	20%	25%	21%	22%	22%	24%	19%	35%	27%	18%	31%	22%
	blo	Zb											Zl			Zoq	
Video conferencing software (e.g. Zoom or MS Teams)	**525**	230	233	39	45	54	93	93	56	118	111	364	104	36	326	162	525
	86%	88%	84%	96%	95%	79%	91%	89%	85%	87%	86%	85%	87%	98%	85%	89%	86%
				b			f							Zl			
Financial accounting software (QuickBooks, Sage)	**372**	143	185	22	28	40	63	70	36	86	75	240	82	30	206	137	368
	61%	55%	66%	54%	59%	58%	62%	67%	54%	63%	58%	56%	69%	83%	54%	75%	61%
	aloo		Za										l	Zl		Zoq	
HR management software	**248**	100	118	17	18	22	49	44	21	62	50	156	56	23	139	87	242
	41%	38%	43%	41%	38%	33%	48%	42%	32%	45%	38%	36%	47%	62%	36%	48%	40%
	lo						fi							Zl		Zo	
Digital care rostering or care management software	**368**	119	212	21	24	42	66	63	38	82	76	256	69	29	212	129	364
	60%	45%	76%	53%	51%	61%	65%	61%	57%	60%	58%	60%	57%	78%	55%	71%	60%
	ao		Zade											Zlm		Zoq	
Digital care records or planning system	**365**	134	196	20	24	40	63	67	33	82	80	249	76	27	215	124	362
	60%	51%	70%	50%	50%	58%	62%	64%	51%	60%	61%	58%	64%	72%	56%	68%	60%
	ao		Zade													Zo	
Electronic medication administration record (eMAR)	**231**	67	146	11	12	27	41	43	20	55	44	160	47	17	134	83	226
	38%	25%	53%	26%	25%	39%	40%	42%	31%	40%	34%	38%	39%	46%	35%	45%	37%
	ao		Zade													Zo	
Other BSCMS mentioned	**59**	19	35	4	5	4	9	14	3	13	16	40	12	7	28	29	56
	10%	7%	13%	10%	11%	6%	9%	14%	4%	9%	12%	9%	10%	18%	7%	16%	9%
	o		Za					i								Zoq	
Own system (not specified)	**2**	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	2
	*****	*	-	-	3%	-	1%	-	-	-	1%	-	-	3%	-	1%	*
					Zb									Zl			
Paper / paperwork	**4**	2	2	-	-	1	-	1	-	2	-	4	-	-	3	1	4
	1%	1%	1%	-	-	1%	-	1%	-	2%	-	1%	-	-	1%	1%	1%
Technology to support the infrastructure	**7**	2	3	1	1	1	2	2	-	1	1	5	1	-	6	-	7
	1%	1%	1%	2%	2%	1%	2%	2%	-	1%	1%	1%	1%	-	2%	-	1%
Training / E-learning Platform	**2**	-	1	1	1	-	-	2	-	-	-	2	-	-	1	1	2
	*****	-	*	3%	3%	-	-	2%	-	-	-	*	-	-	*	*	*
				Za	Za			Z									
Other	**11**	3	6	2	2	-	-	5	-	2	3	7	2	2	3	7	11
	2%	1%	2%	5%	5%	-	-	5%	-	2%	2%	2%	2%	4%	1%	4%	2%
	o			a				Zgj								Zo	
Don't know	**1**	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1
	*****	*	-	-	-	-	1%	-	-	-	-	*	-	-	*	-	*
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
None of these	**22**	12	8	-	1	2	3	6	2	6	5	16	5	-	20	1	24
	4%	5%	3%	-	2%	3%	3%	5%	2%	4%	4%	4%	4%	-	5%	1%	4%
	pp														Zp		
Consumer tech and apps	**527**	231	233	39	45	54	93	94	57	118	111	365	105	36	326	163	527
	87%	88%	84%	96%	95%	79%	91%	90%	86%	87%	86%	85%	88%	98%	85%	90%	87%
							f	f									
Business support and care management systems	**511**	206	247	34	40	57	88	91	53	112	111	351	105	33	311	163	508
	84%	79%	89%	83%	84%	83%	86%	87%	80%	82%	85%	82%	88%	90%	81%	90%	84%
	alo		Za													Zo	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 37

TECH_BUSMAN. Thinking about your organisation and the MAIN_SERVICE it provides, which of the following technology, if any, is used to support its business and day to day management activities?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**22**	12	21	22	8	10	9	8	18	16	17	5	7	1	15	23
	4%	3%	4%	4%	3%	4%	3%	4%	4%	4%	4%	3%	4%	3%	3%	4%
Audio assistants (e.g. Amazon Alexa or Google Home)	**137**	78	115	135	52	54	58	47	104	92	100	36	44	6	87	134
	23%	21%	22%	23%	20%	20%	22%	22%	23%	22%	23%	21%	28%	21%	21%	22%
Video conferencing software (e.g. Zoom or MS Teams)	**525**	322	438	518	236	232	230	186	379	350	369	150	138	23	364	525
	86%	87%	85%	87% b	89% i	88%	87%	87%	86%	85%	86%	88%	89%	75%	86%	86%
Financial accounting software (QuickBooks, Sage)	**372**	229	315	365	159	166	181	156	281	255	278	90	109	17	246	368
	61% kn	62%	61%	61%	60%	63%	68% Zdei	73% Zdefhi	64%	62%	64% Zk	53%	70% Zn	54%	58%	61%
HR management software	**248**	152	209	243	116	116	123	105	187	165	177	65	72	10	166	242
	41%	41%	41%	41%	44%	44%	46% Zi	49% Zdehi	42%	40%	41%	39%	47%	32%	39%	40%
Digital care rostering or care management software	**368**	230	319	360	161	177	191	156	291	253	278	82	115	11	241	364
	60% kn	62%	62% Zc	60%	61%	67% Zdi	72% Zdehi	73% Zdehi	66% Zi	62%	64% Zk	49%	74% Zn	36%	57%	60%
Digital care records or planning system	**365**	224	319	359	167	178	182	152	285	256	281	77	123	5	237	362
	60% kn	60%	62% Zc	60%	63%	67% Z	68% Zdi	71% Zdhi	64% Z	62%	65% Zk	46%	79% Zn	16%	56%	60%
Electronic medication administration record (eMAR)	**231**	157	200	228	114	117	125	103	185	163	176	49	90	3	139	226
	38% kn	42% Zc	39%	38%	43% Z	44% Z	47% Zhi	48% Zdhi	42% Z	40%	41% Zk	29%	58% Zn	9%	33%	37%
Other BSCMS mentioned	**59**	33	56	59	26	24	29	22	51	47	49	10	18	3	38	56
	10% k	9%	11% Zc	10%	10%	9%	11%	10%	11% Z	11%	11% Zk	6%	12%	9%	9%	9%
Own system (not specified)	**2**	2	2	2	-	-	2	-	1	2	2	-	2	-	-	2
	*****	1%	*	*	-	-	1%	-	*	1%	1%	-	2% Zn	-	-	*
Paper / paperwork	**4**	3	4	4	2	1	1	1	4	3	4	-	3	-	1	4
	1% n	1%	1%	1%	1%	*	*	*	1%	1%	1%	-	2% n	-	*	1%
Technology to support the infrastructure	**7**	5	5	7	4	3	4	3	4	5	4	3	1	-	6	7
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	-	1%	1%
Training / E-learning Platform	**2**	2	1	2	2	2	1	1	1	1	1	1	1	-	1	2
	*** b**	1%	*	* b	1%	1%	*	*	*	*	*	1%	1%	-	*	*
Other	**11**	8	9	11	6	6	7	4	9	9	9	2	5	-	5	11
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	4%	-	1%	2%
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Don't know	**1**	1	-	1	1	1	-	-	-	-	-	1	-	-	1	1
	*****	*	-	*	*	*	-	-	-	-	-	1%	-	-	*	*
None of these	**22**	11	19	21	6	6	5	4	14	13	15	7	5	2	15	24
	4% f	3%	4%	4%	2%	2%	2%	2%	3%	3%	3%	4%	3%	5%	4%	4%
Consumer tech and apps	**527**	323	439	520	236	233	231	187	381	352	371	150	139	23	365	527
	87%	87%	86%	87%	89%	88%	87%	87%	86%	86%	86%	88%	90%	75%	86%	87%
Business support and care management systems	**511**	315	433	503	224	231	241	201	380	349	369	135	143	21	347	508
	84%	85%	84%	84%	85%	87% Z	91% Zdehi	94% Zdefhi	86%	85%	86%	80%	92% Zn	70%	82%	84%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 38

TECH_BUSMAN. Thinking about your organisation and the MAIN_SERVICE it provides, which of the following technology, if any, is used to support its business and day to day management activities?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	608	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	608	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**22**	3	14	3	22	21	22	20	4	14	3	19	3	23
	4%	4%	4%	3%	4%	4%	4%	4%	6%	5%	2%	4%	3%	4%
Audio assistants (e.g. Amazon Alexa or Google Home)	**137**	22	93	21	137	124	137	127	41	81	27	118	19	134
	23%	31%	23%	20%	23%	24%	25%	28%	63%	26%	16%	24%	16%	22%
	j					Zd	Zd	Zdef	Zdefg	Zj				
Video conferencing software (e.g. Zoom or MS Teams)	**525**	66	358	84	525	460	525	411	63	269	143	440	79	525
	86%	94%	88%	83%	86%	90%	95%	90%	95%	87%	82%	90%	70%	86%
	l	c				Zd	Zdeg	Zd	Zd			Zl		
Financial accounting software (QuickBooks, Sage)	**372**	55	255	52	372	372	358	313	50	197	96	307	61	368
	61%	77%	62%	51%	61%	73%	64%	69%	76%	64%	55%	63%	54%	61%
	c	Zbc	c			Zdfg	Zd	Zdf	Zdf					
HR management software	**248**	39	170	30	248	248	241	215	38	137	62	204	42	242
	41%	56%	42%	30%	41%	48%	43%	47%	57%	44%	36%	42%	37%	40%
	c	Zbc	c			Zdf	Zd	Zdf	Zdf					
Digital care rostering or care management software	**368**	55	260	43	368	368	350	300	53	193	100	292	72	364
	60%	79%	63%	42%	60%	72%	63%	66%	81%	62%	58%	60%	63%	60%
	c	Zbc	Zc			Zdfg	Zd	Zdf	Zdfg					
Digital care records or planning system	**365**	55	264	35	365	365	356	305	52	185	97	296	66	362
	60%	78%	65%	34%	60%	71%	64%	67%	80%	60%	56%	61%	58%	60%
	c	Zbc	Zc			Zdfg	Zd	Zdf	Zdfg					
Electronic medication administration record (eMAR)	**231**	41	157	27	231	231	227	200	36	121	55	179	49	226
	38%	58%	38%	27%	38%	45%	41%	44%	55%	39%	32%	37%	43%	37%
	cj	Zbc	c			Zdf	Zd	Zdf	Zdf					
Other BSCMS mentioned	**59**	7	45	3	59	38	54	42	2	28	16	47	12	56
	10%	10%	11%	3%	10%	7%	10%	9%	3%	9%	9%	10%	10%	9%
	ceh		c		eh		eh	e						
Own system (not specified)	**2**	1	1	-	2	2	2	2	1	2	-	2	-	2
	*	2%	*	-	*	*	*	1%	2%	1%	-	*	-	*
Paper / paperwork	**4**	-	3	1	4	4	3	2	-	1	2	3	1	4
	1%	-	1%	1%	1%	1%	1%	*	-	*	1%	1%	1%	1%
Technology to support the infrastructure	**7**	-	5	2	7	6	7	6	-	1	5	6	-	7
	1%	-	1%	2%	1%	1%	1%	1%	-	*	3%	1%	-	1%
											Zi			
Training / E-learning Platform	**2**	2	-	-	2	2	2	1	-	2	-	2	-	2
	*	3%	-	-	*	*	*	*	-	1%	-	*	-	*
		Zb												
Other	**11**	4	7	-	11	5	11	10	-	5	4	6	4	11
	2%	6%	2%	-	2%	1%	2%	2%	-	1%	3%	1%	4%	2%
	e	Zbc			e		e	e						
Weighted Total	608	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Don't know	**1**	-	1	-	1	-	1	-	-	-	1	1	-	1
	*	-	*	-	*	-	*	-	-	-	1%	*	-	*
None of these	**22**	2	11	6	22	-	-	9	-	10	8	12	9	24
	4%	2%	3%	6%	4%	-	-	2%	-	3%	5%	2%	8%	4%
	efgk				efg			ef					Zk	
Consumer tech and apps	**527**	67	359	84	527	461	527	413	64	269	144	441	80	527
	87%	95%	88%	83%	87%	90%	95%	91%	97%	87%	83%	90%	71%	87%
	l	Zc				Zd	Zdeg	Zd	Zd			Zl		
Business support and care management systems	**511**	64	350	77	511	511	487	405	63	260	145	412	96	508
	84%	91%	86%	76%	84%	100%	88%	89%	95%	84%	84%	84%	84%	84%
	c	c	c			Zdfgh	Zd	Zd	Zdf					

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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(PUBLIC)

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Table 39

TECH_CARE. Thinking about your organisation and the MAIN_SERVICE it provides, which of the following technology, if any, is used to support the delivery of care ?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Personal alarms	**283**	134	128	8	14	37	43	45	29	66	62	197	58	19	157	106	282
	46%	51%	46%	20%	30%	54%	42%	43%	43%	49%	48%	46%	48%	51%	41%	58%	46%
	deo	de	de		d											Zoq	
Monitoring equipment with sensors	**323**	177	111	21	26	34	54	54	37	81	64	210	76	25	175	126	321
	53%	67%	40%	52%	55%	49%	53%	52%	55%	59%	49%	49%	64%	69%	46%	69%	53%
	bloo	Zb											Zl	l		Zoq	
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**53**	21	26	4	4	5	8	8	8	12	12	33	5	11	28	21	52
	9%	8%	9%	11%	9%	7%	8%	8%	12%	9%	9%	8%	5%	30%	7%	12%	9%
														Zlm			
Customer facing apps or platforms to help users keep updated with care	**209**	71	118	9	10	25	40	37	19	45	43	140	40	16	123	67	207
	34%	27%	42%	22%	22%	37%	39%	36%	28%	33%	33%	33%	34%	44%	32%	37%	34%
	a		Zade														
Robotic technology (e.g. robotic walkers)	**7**	3	4	-	-	1	3	1	-	1	1	3	3	1	3	4	7
	1%	1%	1%	-	-	1%	3%	1%	-	1%	1%	1%	2%	3%	1%	2%	1%
Virtual reality applications	**36**	21	14	-	-	3	10	7	3	4	8	25	10	1	25	10	35
	6%	8%	5%	-	-	5%	10%	7%	5%	3%	6%	6%	8%	3%	6%	6%	6%
Sensory technology which recreates physical feelings using haptic technology	**42**	25	12	5	5	4	13	6	3	11	7	23	12	5	21	19	41
	7%	9%	4%	12%	10%	5%	12%	6%	4%	8%	5%	5%	10%	15%	5%	10%	7%
	blo	Zb					Z							l		o	
Audio assistants (e.g. Amazon Alexa or Google Home)	**142**	84	42	11	13	18	21	24	19	31	30	91	36	10	73	61	142
	23%	32%	15%	27%	28%	26%	20%	23%	29%	23%	23%	21%	30%	28%	19%	34%	23%
	blo	Zb			b											Zoq	
Video conferencing software (e.g. Zoom or MS Teams)	**411**	194	169	32	36	44	74	69	47	92	85	271	95	30	246	138	407
	68%	74%	61%	78%	77%	65%	72%	66%	72%	67%	65%	63%	79%	82%	64%	76%	67%
	blo	Zb		b	b								Zl	l		Zoq	
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**212**	92	97	14	17	21	44	41	17	50	39	134	54	16	121	75	209
	35%	35%	35%	36%	36%	31%	43%	39%	26%	36%	30%	31%	45%	43%	32%	41%	34%
	lo						ik						Zl			Zo	
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**30**	9	16	5	5	2	5	5	3	7	9	19	7	4	16	13	30
	5%	3%	6%	11%	10%	2%	5%	5%	5%	5%	7%	4%	6%	12%	4%	7%	5%
				a													
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
REMOVED - 12/05 - Electronic medication administration record (eMAR)	**103**	31	63	5	6	13	17	19	12	20	22	72	20	8	64	34	102
	17%	12%	22%	12%	13%	19%	17%	18%	18%	15%	17%	17%	16%	23%	17%	18%	17%
	a		Za														
BSCMS technology	**6**	5	1	-	-	-	-	1	-	1	3	4	1	1	3	3	6
	1%	2%	*	-	-	-	-	1%	-	1%	2%	1%	1%	2%	1%	1%	1%
Other	**7**	3	5	-	-	1	-	1	1	3	1	3	4	1	4	4	7
	1%	1%	2%	-	-	2%	-	1%	1%	2%	1%	1%	3%	2%	1%	2%	1%
	l												l				
Don't know	**1**	-	1	-	-	-	-	-	-	1	-	1	-	-	-	1	1
	*	-	*	-	-	-	-	-	-	1%	-	*	-	-	-	1%	*
None of these	**62**	17	38	3	4	12	7	11	4	16	12	53	3	3	48	9	63
	10%	7%	14%	8%	8%	17%	7%	11%	5%	12%	9%	12%	3%	8%	13%	5%	10%
	amop		Za			Zal						Zm			Zp		
Support and monitoring systems	**456**	213	195	26	32	51	77	79	54	100	96	307	99	30	268	154	456
	75%	81%	70%	65%	68%	74%	75%	75%	82%	73%	74%	72%	83%	83%	70%	84%	75%
	blo	Zbd											Zl			Zoq	
Consumer tech and apps	**456**	212	191	34	39	48	83	77	53	101	93	304	102	33	276	149	454
	75%	81%	69%	84%	82%	70%	82%	74%	80%	74%	72%	71%	86%	89%	72%	82%	75%
	blo	Zb											Zl	l		Zo	
Advanced technology	**66**	37	23	5	5	7	17	11	6	12	12	39	19	5	39	25	65
	11%	14%	8%	12%	10%	10%	17%	11%	9%	9%	10%	9%	16%	15%	10%	14%	11%
	l	Zb					Z						l				

Fieldwork dates : 30/04/2021 - 04/06/2021
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Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 40

TECH_CARE. Thinking about your organisation and the MAIN_SERVICE it provides, which of the following technology, if any, is used to support the delivery of care ?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	608	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	608	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Personal alarms	**283** **46%** adk	158 43%	258 50% Zac	282 47% Za	108 41%	119 45%	125 47% d	101 47% d	230 52% Zde	213 52% Zde	226 52% Zk	52 31%	76 49%	14 46%	192 45%	282 46%
Monitoring equipment with sensors	**323** **53%** adefk	168 45%	283 55% Za	321 54% a	123 46%	123 47%	122 46%	106 49% f	247 56% Zdefg	222 54% def	240 56% k	77 46%	93 60%	15 50%	215 51%	321 53%
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**53** **9%**	38 10%	47 9%	53 9%	28 11%	27 10%	32 12% Z	27 13% Z	41 9%	38 9%	43 10%	9 5%	16 11%	2 6%	34 8%	52 9%
Customer facing apps or platforms to help users keep updated with care	**209** **34%** kn	137 37%	188 37% Zc	205 34%	92 35%	103 39% Z	113 43% Zdi	94 44% Zdei	172 39% Z	149 36%	160 37% Zk	45 26%	74 48% Zn	6 18%	129 31%	207 34%
Robotic technology (e.g. robotic walkers)	**7** **1%** n	4 1%	7 1%	7 1%	3 1%	3 1%	4 2%	2 1%	7 2%	6 1%	6 1%	1 1%	5 3% Zn	1 3%	1 *	7 1%
Virtual reality applications	**36** **6%** n	25 7%	31 6%	36 6%	17 6%	17 6%	19 7%	16 7%	31 7%	27 7%	29 7%	6 3%	16 10% Zn	1 3%	20 5%	35 6%
Sensory technology which recreates physical feelings using haptic technology	**42** **7%**	28 7%	37 7%	42 7%	22 8%	19 7%	21 8%	18 8%	34 8%	29 7%	33 8%	9 5%	18 12% Zn	- -	24 6%	41 7%
Audio assistants (e.g. Amazon Alexa or Google Home)	**142** **23%** n	77 21%	122 24%	141 24% a	52 20%	55 21%	55 21%	47 22%	107 24%	100 24%	108 25%	33 20%	50 32% Zn	4 12%	89 21%	142 23%
Video conferencing software (e.g. Zoom or MS Teams)	**411** **68%**	252 68%	343 67%	406 68%	181 69%	180 68%	180 68%	145 67%	303 69% i	271 66%	296 69%	108 64%	119 76% Zn	17 55%	275 65%	407 67%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**212** **35%** n	130 35%	179 35%	209 35%	95 36%	97 37%	96 36%	75 35%	157 35%	142 34%	155 36%	53 31%	77 49% Zn	5 15%	130 31%	209 34%
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**30** **5%**	18 5%	25 5%	30 5%	11 4%	12 4%	11 4%	11 5%	23 5%	19 5%	22 5%	8 5%	9 6%	- -	21 5%	30 5%
Weighted Total	608	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
REMOVED - 12/05 - Electronic medication administration record (eMAR)	**103** **17%** n	72 19%	88 17%	103 17%	53 20%	51 19%	56 21% Zi	42 20%	80 18%	67 16%	77 18%	22 13%	44 28% Zn	- -	59 14%	102 17%
BSCMS technology	**6** **1%** in	3 1%	5 1%	6 1%	1 *	1 *	2 1%	1 *	5 1% i	1 *	5 1%	1 1%	4 2% Zn	- -	2 *	6 1%
Other	**7** **1%**	5 1%	7 1%	7 1%	4 2%	5 2%	5 2%	4 2%	7 1%	6 1%	7 2%	1 1%	3 2%	- -	5 1%	7 1%
Don't know	**1** *	- -	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	1 1%	- -	- -	1 *	1 *
None of these	**62** **10%** jl	43 12%	50 10%	60 10%	31 12%	30 11%	30 11%	24 11%	40 9%	39 9%	36 8%	26 15% Zj	7 5%	6 18%	49 12% l	63 10%
Support and monitoring systems	**456** **75%** adk	260 70%	398 78% Zac	451 75% a	183 69%	192 73%	197 74% d	166 77% de	352 79% Zdef	324 79% Zdef	341 79% Zk	109 64%	129 83% Zn	20 65%	307 73%	456 75%
Consumer tech and apps	**456** **75%** n	277 75%	384 75%	450 75%	203 77%	200 76%	199 75%	161 75%	336 76%	305 74%	328 76%	121 71%	131 84% Zn	20 65%	304 72%	454 75%
Advanced technology	**66** **11%** n	44 12%	58 11%	66 11%	34 13%	29 11%	32 12%	27 13%	55 12%	44 11%	52 12%	13 8%	26 17% Zn	2 6%	38 9%	65 11%

Fieldwork dates : 30/04/2021 - 04/06/2021
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 41

TECH_CARE. Thinking about your organisation and the MAIN_SERVICE it provides, which of the following technology, if any, is used to support the delivery of care ?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Personal alarms	**283**	38	196	39	283	257	267	283	43	156	63	238	40	282
	46%	54%	48%	38%	46%	50%	48%	62%	66%	51%	37%	49%	36%	46%
	jl	c				Zdf	Zd	Zdef	Zdef	j		Zl		
Monitoring equipment with sensors	**323**	38	233	47	323	290	312	323	53	180	79	279	42	321
	53%	54%	57%	46%	53%	57%	56%	71%	81%	58%	46%	57%	37%	53%
	jl		Z			Zd	Zd	Zdef	Zdef	Zj		Zl		
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**53**	7	40	4	53	48	51	53	17	32	7	45	6	52
	9%	9%	10%	4%	9%	9%	9%	12%	26%	10%	4%	9%	5%	9%
	j							Zdef	Zdefg	j				
Customer facing apps or platforms to help users keep updated with care	**209**	42	141	20	209	198	207	209	45	121	49	164	43	207
	34%	60%	34%	20%	34%	39%	37%	46%	68%	39%	28%	34%	38%	34%
	cj	Zbc	c			Zd	Zd	Zdef	Zdefg	Zj				
Robotic technology (e.g. robotic walkers)	**7**	4	3	-	7	7	7	7	7	4	1	7	-	7
	1%	6%	1%	-	1%	1%	1%	2%	10%	1%	1%	1%	-	1%
		Zbc							Zdefg					
Virtual reality applications	**36**	7	25	2	36	35	36	32	36	23	3	30	5	35
	6%	10%	6%	2%	6%	7%	7%	7%	55%	7%	1%	6%	5%	6%
	j	c				Zd		Zd	Zdefg	j				
Sensory technology which recreates physical feelings using haptic technology	**42**	8	30	4	42	40	42	41	42	32	3	38	4	41
	7%	12%	7%	4%	7%	8%	8%	9%	64%	10%	2%	8%	4%	7%
	j	c					Zd	Zdf	Zdefg	Zj				
Audio assistants (e.g. Amazon Alexa or Google Home)	**142**	24	101	18	142	135	142	138	47	87	29	126	16	142
	23%	33%	25%	18%	23%	26%	26%	30%	71%	28%	16%	26%	14%	23%
	jl	Zc				Zd	Zd	Zdef	Zdefg	Zj		Zl		
Video conferencing software (e.g. Zoom or MS Teams)	**411**	57	281	62	411	369	411	342	61	223	103	355	54	407
	68%	81%	69%	62%	68%	72%	74%	75%	93%	72%	59%	73%	47%	67%
	jl	Zbc				Zd	Zde	Zde	Zdefg	Zj		Zl		
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**212**	37	149	20	212	201	212	184	44	125	43	177	33	209
	35%	52%	37%	20%	35%	39%	38%	40%	66%	40%	25%	36%	30%	34%
	cj	Zbc	c			Zd	Zd	Zd	Zdefg	Zj				
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**30**	7	20	3	30	29	30	30	6	20	5	26	5	30
	5%	9%	5%	3%	5%	6%	5%	7%	10%	6%	3%	5%	4%	5%
								Zd						
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
REMOVED - 12/05 - Electronic medication administration record (eMAR)	**103**	19	71	8	103	102	100	91	22	58	23	75	28	102
	17%	27%	17%	7%	17%	20%	18%	20%	34%	19%	13%	15%	24%	17%
	ck	Zc	c			Zdf	Zd	Zdf	Zdefg				Zk	
BSCMS technology	**6**	1	4	-	6	4	4	3	-	3	1	4	2	6
	1%	2%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	2%	1%
Other	**7**	-	6	2	7	4	5	6	1	5	1	7	-	7
	1%	-	1%	2%	1%	1%	1%	1%	1%	2%	*	2%	-	1%
	ef				ef									
Don't know	**1**	1	-	-	1	1	1	-	-	1	-	-	1	1
	*	1%	-	-	*	*	*	-	-	*	-	-	1%	*
		b												
None of these	**62**	3	36	16	62	41	35	-	-	18	30	39	22	63
	10%	4%	9%	16%	10%	8%	6%	-	-	6%	18%	8%	19%	10%
	efghik			ab	efgh	fgh	gh				Zi		Zk	
Support and monitoring systems	**456**	58	318	65	456	405	434	456	61	247	117	377	75	456
	75%	83%	78%	65%	75%	79%	78%	100%	93%	80%	67%	77%	66%	75%
	cjl	c	Zc			Zd	Zd	Zdefh	Zdef	Zj		Zl		
Consumer tech and apps	**456**	58	315	68	456	409	456	374	64	245	117	388	64	454
	75%	82%	77%	67%	75%	80%	82%	82%	97%	79%	67%	80%	57%	75%
	jl	c	c			Zd	Zde	Zd	Zdefg	Zj		Zl		
Advanced technology	**66**	12	48	5	66	63	66	61	66	46	4	56	9	65
	11%	17%	12%	5%	11%	12%	12%	13%	100%	15%	3%	11%	8%	11%
	cj	c				Zd	Zd	Zd	Zdefg	Zj				

Fieldwork dates : 30/04/2021 - 04/06/2021
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***-Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 42

TECH_CONNECT. Thinking about your staff who visit people in their home and the technology they use, are they able to connect to the internet using a reliable mobile connection for example, by using 4G or 5G?

Base : Participants who provide domiciliary care services and use business management and/or care technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**271**	-	271	-	-	36	49	50	25	50	61	232	22	17	180	83	271
Weighted Total	**274**	-**	274	-**	-**	34*	53*	45*	22**	57*	63*	228	27**	18**	180	86*	271
Yes	**233**	-	233	-	-	32	47	43	17	43	50	190	26	17	150	75	230
	85%	-	85%	-	-	95%	88%	96%	81%	75%	80%	83%	96%	93%	83%	87%	85%
	jl					j		Zjk									
No	**31**	-	31	-	-	1	3	1	3	10	12	29	1	-	23	8	31
	11%	-	11%	-	-	3%	6%	2%	15%	18%	19%	13%	4%	-	13%	9%	11%
	h									fh	Zfh	Z					
Don't know	**7**	-	7	-	-	1	2	1	-	3	1	6	-	1	4	3	7
	3%	-	3%	-	-	3%	4%	2%	-	4%	1%	3%	-	7%	2%	4%	3%
Not applicable	**3**	-	3	-	-	-	1	-	1	1	-	3	-	-	3	-	3
	1%	-	1%	-	-	-	2%	-	4%	2%	-	1%	-	-	2%	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 43

TECH_CONNECT. Thinking about your staff who visit people in their home and the technology they use, are they able to connect to the internet using a reliable mobile connection for example, by using 4G or 5G?

Base : Participants who provide domiciliary care services and use business management and/or care technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**271**	196	258	269	143	151	184	149	238	222	227	43	83	8	180	271
Weighted Total	**274**	200	259	271	148	154	189	151	240	222	228	44*	84*	8**	181	271
Yes	**233**	172	221	231	131	133	161	131	206	189	193	40	80	6	147	230
	85%	86%	85%	85%	89%	87%	85%	87%	86%	85%	85%	89%	95%	74%	81%	85%
	n				f								Zn			
No	**31**	23	29	31	12	16	22	17	28	26	28	3	3	2	25	31
	11%	11%	11%	11%	8%	10%	12%	11%	11%	12%	12%	6%	4%	26%	14%	11%
	l						d	d							l	
Don't know	**7**	4	7	7	4	4	4	3	5	5	6	1	1	-	6	7
	3%	2%	3%	3%	2%	2%	2%	2%	2%	2%	3%	2%	1%	-	3%	3%
Not applicable	**3**	2	2	2	1	1	2	1	1	1	1	1	-	-	3	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-	2%	1%
	bchij															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 44

TECH_CONNECT. Thinking about your staff who visit people in their home and the technology they use, are they able to connect to the internet using a reliable mobile connection for example, by using 4G or 5G?

Base : Participants who provide domiciliary care services and use business management and/or care technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**271**	42	188	32	271	246	247	196	22	115	97	198	70	271
Weighted Total	**274**	43*	190	31*	274	247	248	195	23**	122	94*	200	71*	271
Yes	**233**	39	166	19	233	212	213	170	20	103	77	177	54	230
	85%	92%	88%	61%	85%	86%	86%	87%	86%	85%	82%	89%	76%	85%
	cl	c	c									Zl		
No	**31**	2	16	11	31	26	26	20	3	14	14	15	16	31
	11%	6%	8%	35%	11%	10%	10%	10%	14%	12%	15%	7%	22%	11%
	bk			Zab									Zk	
Don't know	**7**	1	6	-	7	7	6	6	-	4	1	6	1	7
	3%	3%	3%	-	3%	3%	3%	3%	-	4%	1%	3%	1%	3%
Not applicable	**3**	-	2	1	3	2	3	-	-	-	2	2	-	3
	1%	-	1%	4%	1%	1%	1%	-	-	-	2%	1%	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 45

DIG_MAT_SUM. Thinking about your organisation, how digitally mature would you say it is? By digitally mature, we mean how able your organisation is to adopt, implement and manage new technology.

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Expert	**71**	19	45	5	6	5	14	15	8	16	12	52	12	5	42	26	70
	12%	7%	16%	13%	14%	7%	14%	14%	12%	12%	9%	12%	10%	14%	11%	14%	12%
	a		Za														
Developing	**409**	168	191	30	35	49	70	72	43	92	83	279	82	28	241	136	407
	67%	64%	69%	73%	74%	71%	69%	69%	65%	68%	63%	65%	69%	77%	63%	74%	67%
	o															Zo	
Novice	**101**	62	32	5	5	14	12	15	13	22	25	78	18	3	78	19	104
	17%	23%	11%	13%	11%	21%	12%	14%	19%	16%	20%	18%	15%	9%	20%	10%	17%
	bpp	Zb													Zp		
Don't know	**22**	12	9	1	1	1	6	2	2	3	9	16	6	-	19	2	21
	4%	5%	3%	2%	2%	1%	5%	2%	2%	2%	7%	4%	5%	-	5%	1%	3%
	p														Zp		
Not applicable	**6**	2	2	-	-	-	-	1	1	3	1	2	2	-	3	-	6
	1%	1%	1%	-	-	-	-	1%	1%	2%	1%	*	2%	-	1%	-	1%
	l																

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 46

DIG_MAT_SUM. Thinking about your organisation, how digitally mature would you say it is? By digitally mature, we mean how able your organisation is to adopt, implement and manage new technology.

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Expert	**71**	48	64	71	29	38	36	28	59	50	55	14	37	1	33	70
	12%	13%	12%	12%	11%	14%	14%	13%	13%	12%	13%	8%	24%	4%	8%	12%
	n					d			Z				Zn			
Developing	**409**	249	340	400	191	179	183	156	294	274	284	122	105	10	293	407
	67%	67%	66%	67%	72%	68%	69%	73%	66%	67%	66%	72%	68%	33%	69%	67%
					Zehi			Zefhi								
Novice	**101**	59	85	101	36	35	36	24	68	68	71	27	11	14	76	104
	17%	16%	17%	17%	14%	13%	14%	11%	15%	16%	16%	16%	7%	46%	18%	17%
	egl						g		g	g					l	
Don't know	**22**	12	19	22	7	9	8	5	17	15	15	6	2	3	17	21
	4%	3%	4%	4%	3%	3%	3%	2%	4%	4%	3%	4%	1%	10%	4%	3%
Not applicable	**6**	3	5	5	1	3	2	2	5	5	6	-	-	2	4	6
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	-	-	7%	1%	1%
	c					d										

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 47

DIG_MAT_SUM. Thinking about your organisation, how digitally mature would you say it is? By digitally mature, we mean how able your organisation is to adopt, implement and manage new technology.

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Expert	**71**	71	-	-	71	64	67	58	12	41	15	50	20	70
	12%	100%	-	-	12%	13%	12%	13%	18%	13%	9%	10%	18%	12%
	bck	Zbc											Zk	
Developing	**409**	-	409	-	409	350	380	318	48	206	115	343	62	407
	67%	-	100%	-	67%	69%	68%	70%	73%	67%	66%	70%	55%	67%
	acl		Zac					Zd				Zl		
Novice	**101**	-	-	101	101	77	90	65	5	51	34	76	24	104
	17%	-	-	100%	17%	15%	16%	14%	8%	17%	20%	16%	21%	17%
	abegh			Zab	egh		g							
Don't know	**22**	-	-	-	22	16	16	10	1	8	9	14	5	21
	4%	-	-	-	4%	3%	3%	2%	2%	2%	5%	3%	5%	3%
	bfg				fg									
Not applicable	**6**	-	-	-	6	4	3	4	-	3	1	4	2	6
	1%	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	2%	1%
	f				f									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 48

DIG_MAT_USE_A. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

B is strong leadership in technology planning

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Strongly agree	**188**	61	109	12	13	18	38	35	17	45	35	133	37	11	119	58	187
	31%	23%	39%	30%	28%	26%	38%	33%	26%	33%	27%	31%	31%	31%	31%	32%	31%
	a		Za														
Tend to agree	**232**	99	107	16	20	26	37	43	26	49	51	156	54	13	141	74	234
	38%	38%	38%	41%	42%	37%	36%	41%	40%	36%	39%	37%	45%	35%	37%	41%	38%
Neither agree nor disagree	**95**	46	39	5	7	12	12	13	14	21	23	76	11	5	62	27	95
	16%	17%	14%	13%	15%	17%	12%	13%	21%	15%	18%	18%	9%	14%	16%	15%	16%
												Zm					
Tend to disagree	**52**	29	14	5	5	10	8	7	5	10	13	32	11	5	34	13	52
	9%	11%	5%	12%	11%	14%	7%	7%	8%	7%	10%	8%	9%	12%	9%	7%	9%
	b	b															
Strongly disagree	**16**	12	4	-	-	2	2	2	2	5	4	10	4	1	13	3	16
	3%	5%	1%	-	-	2%	2%	2%	3%	4%	3%	2%	3%	4%	3%	1%	3%
	b	Zb															
Don't know	**13**	11	2	1	1	-	2	2	2	5	3	10	3	1	7	5	13
	2%	4%	1%	2%	2%	-	2%	2%	3%	3%	2%	2%	2%	2%	2%	3%	2%
	b	Zb															
Not applicable	**11**	5	4	1	1	2	2	3	-	3	1	9	-	1	7	3	11
	2%	2%	1%	2%	2%	2%	2%	2%	-	2%	1%	2%	-	2%	2%	2%	2%
Strongly/tend to agree	**421**	161	216	29	33	44	76	78	44	94	86	290	91	24	260	132	421
	69%	61%	77%	70%	70%	64%	74%	74%	66%	69%	66%	68%	76%	66%	68%	73%	69%
	a		Za														
Strongly/tend to disagree	**68**	41	17	5	5	11	10	9	7	15	17	43	15	6	47	15	68
	11%	16%	6%	12%	11%	17%	9%	9%	10%	11%	13%	10%	12%	16%	12%	8%	11%
	b	Zb															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 49

DIG_MAT_USE_A. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

e is strong leadership in technology planning

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Strongly agree	**188**	128	163	186	92	94	99	77	147	128	138	48	72	3	113	187
	31%	35%	32%	31%	35%	35%	37%	36%	33%	31%	32%	28%	47%	11%	27%	31%
	n	Zc				Z	Zi						Zn			
Tend to agree	**232**	139	194	228	102	104	101	88	169	159	172	58	65	8	160	234
	38%	37%	38%	38%	39%	39%	38%	41%	38%	39%	40%	34%	42%	25%	38%	38%
Neither agree nor disagree	**95**	56	78	95	41	32	33	26	66	60	56	39	7	5	82	95
	16%	15%	15%	16%	15%	12%	12%	12%	15%	15%	13%	23%	4%	18%	20%	16%
	ejl				eg							Zj			Zl	
Tend to disagree	**52**	29	43	51	19	20	21	14	29	36	36	16	6	6	40	52
	9%	8%	8%	9%	7%	7%	8%	7%	7%	9%	8%	9%	4%	19%	10%	9%
	hl									h					l	
Strongly disagree	**16**	8	16	16	3	7	6	5	16	10	13	3	2	4	10	16
	3%	2%	3%	3%	1%	3%	2%	2%	4%	3%	3%	2%	1%	14%	2%	3%
	d					d		d	Zdi							
Don't know	**13**	6	12	13	4	5	3	1	10	11	9	2	3	2	8	13
	2%	2%	2%	2%	2%	2%	1%	*	2%	3%	2%	1%	2%	7%	2%	2%
	g				g		g		g	fg						
Not applicable	**11**	6	8	10	4	3	2	3	5	7	6	4	-	2	9	11
	2%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	2%	-	6%	2%	2%
Strongly/tend to agree	**421**	267	357	413	193	197	200	166	316	287	310	106	137	11	272	421
	69%	72%	70%	69%	73%	75%	76%	77%	71%	70%	72%	63%	88%	36%	65%	69%
	kn					Zi	Zi	Zhi			Zk		Zn			
Strongly/tend to disagree	**68**	36	59	67	22	26	27	19	45	46	50	18	8	10	50	68
	11%	10%	11%	11%	8%	10%	10%	9%	10%	11%	12%	11%	5%	33%	12%	11%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 50

DIG_MAT_USE_A. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

e is strong leadership in technology planning

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Strongly agree	**188**	55	116	13	188	168	176	153	26	102	43	145	42	187
	31%	78%	28%	13%	31%	33%	32%	34%	40%	33%	25%	30%	37%	31%
	bcj	Zbc	c			Zd		Zd						
Tend to agree	**232**	14	188	23	232	201	217	178	30	116	69	190	38	234
	38%	20%	46%	23%	38%	39%	39%	39%	46%	38%	40%	39%	33%	38%
	ac		Zac											
Neither agree nor disagree	**95**	2	67	22	95	75	87	66	4	49	31	82	13	95
	16%	2%	16%	22%	16%	15%	16%	14%	6%	16%	18%	17%	11%	16%
	ah		a	a	h	h	h	h						
Tend to disagree	**52**	-	27	24	52	43	45	32	3	21	19	44	9	52
	9%	-	7%	23%	9%	8%	8%	7%	5%	7%	11%	9%	8%	9%
	abg		a	Zab	g									
Strongly disagree	**16**	-	4	9	16	9	11	13	-	12	3	12	4	16
	3%	-	1%	9%	3%	2%	2%	3%	-	4%	2%	3%	3%	3%
	bef			Zab	ef			ef						
Don't know	**13**	-	5	5	13	9	12	10	1	5	2	9	4	13
	2%	-	1%	5%	2%	2%	2%	2%	1%	2%	1%	2%	4%	2%
	b			b										
Not applicable	**11**	-	2	6	11	7	7	4	1	3	7	6	4	11
	2%	-	*	6%	2%	1%	1%	1%	2%	1%	4%	1%	3%	2%
	bfgk			Zab	fg						Zi			
Strongly/tend to agree	**421**	69	304	37	421	370	393	331	56	218	113	335	80	421
	69%	98%	74%	36%	69%	72%	71%	73%	85%	71%	65%	69%	71%	69%
	c	Zbc	Zc			Zd	Zd	Zd	Zdefg					
Strongly/tend to disagree	**68**	-	30	32	68	51	57	45	3	33	22	56	12	68
	11%	-	7%	32%	11%	10%	10%	10%	5%	11%	12%	11%	11%	11%
	abef		a	Zab	ef									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 51

DIG_MAT_USE_B. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

t management processes in place to ensure new technologies are implemented

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Strongly agree	**197**	68	111	11	14	18	45	34	15	44	40	139	35	17	124	60	196
	32%	26%	40%	27%	31%	26%	44%	32%	22%	32%	31%	33%	29%	45%	32%	33%	32%
	ai		Za				Zfi										
Tend to agree	**233**	101	106	17	19	24	30	37	32	56	53	158	57	9	139	77	230
	38%	39%	38%	43%	39%	36%	30%	35%	49%	41%	41%	37%	48%	23%	36%	42%	38%
									Zg				Zn				
Neither agree nor disagree	**70**	31	27	8	10	13	11	12	5	16	12	50	12	5	44	22	71
	11%	12%	10%	19%	20%	19%	11%	11%	8%	12%	9%	12%	10%	15%	12%	12%	12%
					b	Zi											
Tend to disagree	**56**	34	15	4	4	6	9	11	8	9	13	38	10	5	35	15	57
	9%	13%	6%	9%	8%	9%	9%	10%	12%	7%	10%	9%	8%	14%	9%	8%	9%
	b	Zb															
Strongly disagree	**26**	14	9	1	1	2	2	5	3	6	8	20	4	-	23	1	26
	4%	5%	3%	2%	2%	3%	2%	5%	5%	5%	6%	5%	3%	-	6%	1%	4%
	pp														Zp		
Don't know	**13**	7	5	-	-	3	2	4	2	1	2	9	2	1	6	4	13
	2%	3%	2%	-	-	4%	2%	4%	3%	1%	2%	2%	2%	3%	2%	2%	2%
Not applicable	**14**	8	5	-	-	3	2	2	2	4	1	13	-	-	10	3	15
	2%	3%	2%	-	-	4%	2%	2%	2%	3%	1%	3%	-	-	3%	2%	2%
Strongly/tend to agree	**429**	169	216	28	33	42	75	71	47	100	94	297	92	25	263	137	426
	71%	64%	78%	70%	70%	62%	74%	68%	71%	73%	72%	70%	77%	68%	69%	75%	70%
	a		Za														
Strongly/tend to disagree	**82**	48	25	5	5	8	11	16	11	15	21	58	14	5	58	17	83
	13%	18%	9%	12%	10%	12%	11%	15%	16%	11%	16%	14%	12%	14%	15%	9%	14%
	b	Zb															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 52

DIG_MAT_USE_B. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

:t management processes in place to ensure new technologies are implemented

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Strongly agree	**197**	135	174	195	92	99	100	80	158	135	148	48	77	5	115	196
	32%	36%	34%	32%	35%	37%	38%	37%	36%	33%	34%	28%	49%	17%	27%	32%
	n	Zc				Z	Zi		Zi				Zn			
Tend to agree	**233**	132	194	230	107	96	96	78	170	162	168	63	56	10	167	230
	38%	36%	38%	38%	41%	36%	36%	36%	38%	39%	39%	37%	36%	34%	40%	38%
					ef											
Neither agree nor disagree	**70**	44	55	69	31	27	28	25	44	39	43	25	11	2	56	71
	11%	12%	11%	11%	12%	10%	10%	12%	10%	10%	10%	15%	7%	8%	13%	12%
	i														Z	
Tend to disagree	**56**	31	48	55	21	25	24	18	37	41	37	19	7	5	45	57
	9%	8%	9%	9%	8%	9%	9%	8%	8%	10%	9%	11%	4%	15%	11%	9%
	l									h					l	
Strongly disagree	**26**	13	21	26	7	10	9	6	18	15	20	6	1	4	20	26
	4%	4%	4%	4%	2%	4%	3%	3%	4%	4%	5%	4%	1%	14%	5%	4%
	l														l	
Don't know	**13**	7	11	12	3	5	5	3	8	10	7	4	4	2	7	13
	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	3%	6%	2%	2%
Not applicable	**14**	8	11	13	4	3	3	5	8	9	8	5	-	2	12	15
	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	3%	-	6%	3%	2%
								ef							l	
Strongly/tend to agree	**429**	267	368	424	199	194	196	158	328	297	316	111	132	16	282	426
	71%	72%	72%	71%	75%	74%	74%	74%	74%	72%	73%	65%	85%	51%	67%	70%
	n				Z				Z		Z		Zn			
Strongly/tend to disagree	**82**	44	69	80	27	35	33	24	55	56	57	25	8	9	65	83
	13%	12%	13%	13%	10%	13%	13%	11%	12%	14%	13%	15%	5%	29%	15%	14%
	l														Zl	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 53

DIG_MAT_USE_B. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

:t management processes in place to ensure new technologies are implemented

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Strongly agree	**197**	53	123	15	197	177	185	159	32	112	44	148	47	196
	32%	75%	30%	14%	32%	35%	33%	35%	48%	36%	25%	30%	41%	32%
	cjk	Zbc	c			Zd		Zd	Zdefg	j			Zk	
Tend to agree	**233**	14	184	30	233	196	217	174	26	113	66	199	32	230
	38%	20%	45%	30%	38%	38%	39%	38%	39%	36%	38%	41%	28%	38%
	al		Zac									Zl		
Neither agree nor disagree	**70**	-	50	16	70	59	63	51	6	32	29	59	10	71
	11%	-	12%	15%	11%	12%	11%	11%	9%	10%	17%	12%	9%	12%
	a		a	a							Zi			
Tend to disagree	**56**	3	30	20	56	44	51	42	2	27	18	48	7	57
	9%	4%	7%	20%	9%	9%	9%	9%	3%	9%	10%	10%	6%	9%
	b			Zab			h	h						
Strongly disagree	**26**	-	9	12	26	16	20	18	-	13	7	17	9	26
	4%	-	2%	12%	4%	3%	4%	4%	-	4%	4%	3%	8%	4%
	bef			Zab	ef									
Don't know	**13**	-	9	3	13	12	11	9	-	7	2	8	5	13
	2%	-	2%	3%	2%	2%	2%	2%	-	2%	1%	2%	4%	2%
Not applicable	**14**	1	4	7	14	8	9	4	1	6	8	8	4	15
	2%	1%	1%	7%	2%	1%	2%	1%	2%	2%	4%	2%	4%	2%
	befgk			Zb	efg	g	g				Z			
Strongly/tend to agree	**429**	67	307	45	429	374	401	333	57	224	110	347	78	426
	71%	95%	75%	44%	71%	73%	72%	73%	87%	73%	64%	71%	69%	70%
	cj	Zbc	Zc			Zd	Zd	Zd	Zdefg	j				
Strongly/tend to disagree	**82**	3	39	31	82	60	71	59	2	40	25	65	16	83
	13%	4%	10%	31%	13%	12%	13%	13%	3%	13%	14%	13%	14%	14%
	abeh			Zab	eh	h	h	h						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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Table 54

DIG_MAT_USE_C. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

lls and knowledge to assess and commission technology solutions

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Strongly agree	**151**	47	86	11	13	19	31	28	11	33	28	106	30	8	96	45	150
	25%	18%	31%	27%	28%	28%	30%	27%	17%	24%	22%	25%	25%	23%	25%	25%	25%
	a		Za														
Tend to agree	**253**	114	115	15	20	27	39	46	30	56	57	179	50	18	155	79	251
	42%	43%	41%	37%	41%	39%	38%	44%	45%	41%	44%	42%	42%	48%	40%	43%	41%
Neither agree nor disagree	**79**	42	33	4	4	9	13	10	13	20	14	53	17	7	53	24	81
	13%	16%	12%	10%	9%	13%	13%	10%	20%	14%	11%	12%	15%	19%	14%	13%	13%
Tend to disagree	**64**	34	18	8	8	6	10	12	7	14	14	40	15	4	36	22	64
	10%	13%	6%	19%	17%	8%	10%	12%	11%	10%	11%	9%	13%	10%	9%	12%	11%
	b	b		b	b												
Strongly disagree	**38**	16	16	3	3	8	4	3	2	11	10	29	5	-	27	7	38
	6%	6%	6%	6%	5%	11%	4%	3%	3%	8%	7%	7%	4%	-	7%	4%	6%
						h											
Don't know	**9**	2	5	-	-	-	1	2	2	-	5	7	1	-	5	2	9
	2%	1%	2%	-	-	-	1%	2%	2%	-	4%	2%	1%	-	1%	1%	1%
											j						
Not applicable	**14**	8	5	-	-	-	4	3	1	3	3	12	1	-	10	3	15
	2%	3%	2%	-	-	-	4%	3%	1%	2%	2%	3%	1%	-	3%	1%	2%
Strongly/tend to agree	**404**	161	201	26	33	46	70	74	41	89	85	285	79	26	251	124	401
	66%	61%	72%	64%	69%	67%	68%	71%	62%	65%	65%	67%	66%	71%	66%	68%	66%
	a		Za														
Strongly/tend to disagree	**101**	50	34	10	10	14	14	15	9	25	23	70	21	4	64	29	102
	17%	19%	12%	26%	22%	20%	14%	15%	14%	18%	18%	16%	17%	10%	17%	16%	17%
	b	b		b													

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

ASC tech review NHSX
(PUBLIC)

19 Nov 2021
Table 55

DIG_MAT_USE_C. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

lls and knowledge to assess and commission technology solutions

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Strongly agree	**151**	94	131	148	63	71	77	60	119	98	107	42	56	7	88	150
	25%	25%	26%	25%	24%	27%	29%	28%	27%	24%	25%	25%	36%	22%	21%	25%
	n						di	d	i				Zn			
Tend to agree	**253**	163	210	250	123	114	110	90	180	176	175	75	71	8	174	251
	42%	44%	41%	42%	47%	43%	42%	42%	41%	43%	41%	45%	46%	27%	41%	41%
					Zfgh											
Neither agree nor disagree	**79**	53	68	79	39	39	36	30	55	58	58	20	15	4	60	81
	13%	14%	13%	13%	15%	15%	13%	14%	12%	14%	13%	12%	10%	12%	14%	13%
Tend to disagree	**64**	34	53	63	24	26	22	20	47	39	48	16	9	5	50	64
	10%	9%	10%	10%	9%	10%	8%	9%	11%	9%	11%	9%	5%	17%	12%	11%
	l														l	
Strongly disagree	**38**	19	31	38	12	10	16	10	29	24	28	10	2	4	32	38
	6%	5%	6%	6%	5%	4%	6%	5%	6%	6%	6%	6%	1%	12%	7%	6%
	el						e		e						l	
Don't know	**9**	4	9	9	1	2	3	1	6	7	7	2	2	-	7	9
	2%	1%	2%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	-	2%	1%
Not applicable	**14**	5	11	12	1	3	2	3	7	10	8	3	-	3	11	15
	2%	1%	2%	2%	*	1%	1%	1%	2%	2%	2%	2%	-	9%	3%	2%
	acdfh							d		dfh					l	
Strongly/tend to agree	**404**	257	341	398	186	185	187	150	300	274	282	118	127	15	262	401
	66%	69%	67%	66%	71%	70%	71%	70%	68%	67%	65%	70%	82%	49%	62%	66%
	n												Zn			
Strongly/tend to disagree	**101**	53	84	100	37	36	38	30	76	63	76	26	11	9	82	102
	17%	14%	16%	17%	14%	13%	14%	14%	17%	15%	18%	15%	7%	29%	19%	17%
	l			a											Zl	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

ASC tech review NHSX
(PUBLIC)

19 Nov 2021
Table 56

DIG_MAT_USE_C. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

lls and knowledge to assess and commission technology solutions

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Strongly agree	**151**	38	94	10	151	142	141	116	25	79	33	116	35	150
	25%	54%	23%	10%	25%	28%	25%	26%	38%	26%	19%	24%	31%	25%
	cj	Zbc	c			Zdf			Zdfg					
Tend to agree	**253**	25	191	31	253	208	237	192	24	139	64	211	37	251
	42%	35%	47%	30%	42%	41%	43%	42%	37%	45%	37%	43%	32%	41%
	cl		Zc				e					l		
Neither agree nor disagree	**79**	-	56	19	79	63	71	60	11	37	25	66	14	81
	13%	-	14%	19%	13%	12%	13%	13%	17%	12%	15%	13%	12%	13%
	a		a	a										
Tend to disagree	**64**	3	41	19	64	56	60	52	3	22	29	56	8	64
	10%	5%	10%	19%	10%	11%	11%	11%	4%	7%	17%	11%	7%	11%
	i			Zab				h			Zi			
Strongly disagree	**38**	3	15	16	38	26	30	24	1	21	14	24	13	38
	6%	5%	4%	15%	6%	5%	5%	5%	1%	7%	8%	5%	12%	6%
	befk			Zab	ef								Zk	
Don't know	**9**	1	6	1	9	8	8	5	-	4	3	7	2	9
	2%	1%	2%	1%	2%	2%	1%	1%	-	1%	2%	1%	2%	1%
Not applicable	**14**	-	5	6	14	8	8	7	2	5	5	8	5	15
	2%	-	1%	6%	2%	2%	1%	1%	3%	2%	3%	2%	5%	2%
	befgk			Zab	efg									
Strongly/tend to agree	**404**	63	285	41	404	350	378	308	50	219	97	327	72	401
	66%	90%	70%	40%	66%	68%	68%	68%	75%	71%	56%	67%	63%	66%
	cj	Zbc	Zc			Zd	Zd			Zj				
Strongly/tend to disagree	**101**	7	57	35	101	83	91	76	4	43	43	80	21	102
	17%	9%	14%	34%	17%	16%	16%	17%	5%	14%	25%	16%	18%	17%
	bh			Zab	h	h	h	h			Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 57

DIG_MAT_USE_D. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

gy to support collaboration and efficient working across different parts of the organisation

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**311**	137	133	25	28	38	47	64	45	59	58	227	53	16	209	81	311
Weighted Total	**306**	132	132	26**	30**	36*	50*	57*	37*	66*	59*	214	60*	18**	199	86*	311
Strongly agree	**140**	45	77	13	13	17	26	28	16	32	21	98	27	10	87	43	140
	46%	34%	58%	49%	43%	47%	52%	49%	42%	48%	36%	46%	44%	59%	44%	50%	45%
	a		Za														
Tend to agree	**116**	51	47	10	14	13	21	16	14	27	24	78	24	7	72	36	118
	38%	39%	35%	39%	46%	37%	42%	29%	38%	40%	40%	36%	41%	41%	36%	42%	38%
Neither agree nor disagree	**17**	11	3	2	2	1	2	5	4	-	5	13	3	-	15	1	19
	5%	8%	3%	8%	7%	3%	4%	9%	10%	-	9%	6%	6%	-	8%	2%	6%
	b	b						j	j		j				Z		
Tend to disagree	**17**	10	4	1	1	3	1	4	1	6	2	12	3	-	12	3	16
	5%	8%	3%	4%	4%	8%	2%	7%	2%	9%	3%	5%	5%	-	6%	3%	5%
	b																
Strongly disagree	**4**	3	-	-	-	-	-	2	1	1	1	3	-	-	3	-	5
	1%	2%	-	-	-	-	-	3%	2%	2%	1%	1%	-	-	1%	-	2%
Don't know	**3**	3	-	-	-	1	-	-	-	-	2	3	-	-	1	2	2
	1%	2%	-	-	-	2%	-	-	-	-	3%	1%	-	-	*	2%	1%
Not applicable	**10**	9	1	-	-	1	-	2	2	1	4	7	3	-	9	1	11
	3%	7%	1%	-	-	2%	-	4%	5%	1%	7%	3%	4%	-	5%	1%	4%
	b	Zb															
Strongly/tend to agree	**256**	96	124	23	26	30	47	44	30	58	45	176	51	18	159	79	258
	83%	73%	94%	88%	89%	85%	94%	78%	81%	88%	76%	82%	85%	100%	80%	92%	83%
	ao		Za				Zhk									Zo	
Strongly/tend to disagree	**21**	13	4	1	1	3	1	6	2	7	3	14	3	-	14	3	21
	7%	10%	3%	4%	4%	8%	2%	10%	4%	11%	5%	7%	5%	-	7%	3%	7%
	b	b															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 58

DIG_MAT_USE_D. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

gy to support collaboration and efficient working across different parts of the organisation

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**311**	185	250	305	136	124	124	104	207	184	201	106	75	17	219	311
Weighted Total	**306**	186	246	300	137	126	125	103	206	180	197	103	77*	16**	214	311
Strongly agree	**140**	93	112	136	75	69	70	59	100	85	96	43	54	1	84	140
	46%	50%	46%	45%	55%	55%	56%	58%	49%	47%	49%	41%	71%	6%	39%	45%
	n				Z	Z	Zi	Zhi					Zn			
Tend to agree	**116**	68	93	113	47	43	43	33	75	64	69	44	18	6	92	118
	38%	36%	38%	38%	34%	34%	34%	32%	36%	35%	35%	43%	24%	40%	43%	38%
	l														Zl	
Neither agree nor disagree	**17**	9	10	17	8	4	5	5	8	8	10	7	1	2	14	19
	5%	5%	4%	6%	6%	3%	4%	5%	4%	4%	5%	7%	2%	10%	6%	6%
				b	e											
Tend to disagree	**17**	8	15	17	4	5	4	4	12	10	13	3	1	5	11	16
	5%	4%	6%	6%	3%	4%	3%	4%	6%	6%	7%	3%	1%	29%	5%	5%
Strongly disagree	**4**	1	4	4	-	1	-	1	3	4	4	1	-	1	4	5
	1%	*	2%	1%	-	1%	-	1%	1%	2%	2%	1%	-	5%	2%	2%
	a		a	a												
Don't know	**3**	3	2	3	1	2	2	-	2	2	-	1	2	-	1	2
	1%	2%	1%	1%	1%	2%	2%	-	1%	1%	-	1%	3%	-	*	1%
Not applicable	**10**	4	9	10	2	4	1	1	6	7	6	4	-	2	8	11
	3%	2%	4%	3%	1%	3%	1%	1%	3%	4%	3%	4%	-	10%	4%	4%
	f					f										
Strongly/tend to agree	**256**	160	205	249	121	111	113	92	175	149	165	87	73	7	176	258
	83%	86%	83%	83%	89%	89%	90%	90%	85%	83%	84%	84%	94%	46%	82%	83%
					Z	Z	Zhi	Zi					Zn			
Strongly/tend to disagree	**21**	9	19	21	4	5	4	5	15	14	17	4	1	5	15	21
	7%	5%	8%	7%	3%	4%	3%	5%	7%	8%	9%	4%	1%	34%	7%	7%
	dfl								f	df						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 59

DIG_MAT_USE_D. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

gy to support collaboration and efficient working across different parts of the organisation

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**311**	35	204	58	311	267	287	230	43	151	90	249	61	311
Weighted Total	**306**	34*	202	55*	306	265	283	226	43*	152	86*	245	60*	311
Strongly agree	**140**	30	97	8	140	135	132	113	29	80	34	108	32	140
	46%	87%	48%	14%	46%	51%	47%	50%	67%	53%	40%	44%	53%	45%
	c	Zbc	c			Zdf		Zd	Zdefg	Z				
Tend to agree	**116**	3	85	22	116	94	106	79	13	50	36	99	16	118
	38%	8%	42%	40%	38%	36%	38%	35%	31%	33%	42%	40%	27%	38%
	ae		Za	a	e									
Neither agree nor disagree	**17**	-	9	8	17	12	16	11	1	7	6	14	3	19
	5%	-	4%	15%	5%	5%	6%	5%	2%	5%	7%	6%	5%	6%
				Zab										
Tend to disagree	**17**	-	6	9	17	15	14	13	-	7	5	13	4	16
	5%	-	3%	17%	5%	6%	5%	6%	-	5%	5%	5%	6%	5%
	b			Zab										
Strongly disagree	**4**	-	1	2	4	2	3	4	-	4	-	4	1	5
	1%	-	*	3%	1%	1%	1%	2%	-	2%	-	1%	1%	2%
	bef				ef			e						
Don't know	**3**	-	1	2	3	2	3	2	-	2	1	-	3	2
	1%	-	*	4%	1%	1%	1%	1%	-	1%	1%	-	5%	1%
				b									Zk	
Not applicable	**10**	2	3	4	10	5	8	4	-	2	4	8	2	11
	3%	5%	2%	8%	3%	2%	3%	2%	-	2%	5%	3%	3%	4%
	beg			b	eg		e							
Strongly/tend to agree	**256**	33	182	30	256	230	239	193	42	130	70	206	48	258
	83%	95%	90%	54%	83%	86%	84%	85%	98%	85%	82%	84%	80%	83%
	c	Zc	Zc			Zdf			Zdefg					
Strongly/tend to disagree	**21**	-	7	11	21	16	17	17	-	11	5	16	5	21
	7%	-	3%	20%	7%	6%	6%	7%	-	7%	5%	7%	8%	7%
	b			Zab										

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 60

DIG_MAT_USE_E. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

s digital technology to support collaboration and efficient working with partners

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**311**	137	133	25	28	38	47	64	45	59	58	227	53	16	209	81	311
Weighted Total	**306**	132	132	26**	30**	36*	50*	57*	37*	66*	59*	214	60*	18**	199	86*	311
Strongly agree	**119**	40	63	10	12	12	25	27	17	21	17	86	20	10	75	37	122
	39%	30%	48%	39%	39%	34%	51%	46%	45%	32%	28%	40%	33%	56%	38%	43%	39%
	a		Za				k	k									
Tend to agree	**120**	60	44	10	12	16	17	16	13	31	26	79	32	3	77	34	122
	39%	46%	33%	39%	41%	45%	34%	28%	34%	47%	44%	37%	53%	17%	39%	40%	39%
	h	Zb								h			Zl				
Neither agree nor disagree	**28**	12	9	3	3	2	2	5	3	7	8	15	5	4	16	8	26
	9%	9%	7%	10%	9%	5%	5%	9%	9%	11%	14%	7%	8%	21%	8%	9%	8%
	l																
Tend to disagree	**16**	8	7	2	2	5	2	3	1	1	4	13	2	1	12	5	16
	5%	6%	5%	8%	7%	13%	4%	5%	3%	2%	7%	6%	4%	6%	6%	5%	5%
						Zj											
Strongly disagree	**8**	3	3	1	1	1	-	3	1	3	1	7	-	-	6	1	9
	3%	2%	2%	3%	3%	2%	-	4%	2%	5%	1%	3%	-	-	3%	1%	3%
Don't know	**3**	2	1	-	-	-	-	2	-	-	1	3	-	-	2	1	3
	1%	1%	1%	-	-	-	-	3%	-	-	2%	1%	-	-	1%	2%	1%
Not applicable	**12**	7	5	-	-	-	3	2	3	2	2	11	1	-	12	-	13
	4%	5%	4%	-	-	-	6%	4%	7%	3%	4%	5%	2%	-	6%	-	4%
															Zp		
Strongly/tend to agree	**238**	100	107	21	24	28	42	43	30	53	43	165	52	13	152	71	244
	78%	76%	81%	78%	81%	80%	85%	74%	79%	79%	72%	77%	86%	73%	76%	83%	78%
Strongly/tend to disagree	**25**	11	10	3	3	5	2	6	2	4	5	20	2	1	17	6	25
	8%	8%	7%	11%	10%	15%	4%	10%	5%	7%	9%	9%	4%	6%	9%	7%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 61

DIG_MAT_USE_E. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

s digital technology to support collaboration and efficient working with partners

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**311**	185	250	305	136	124	124	104	207	184	201	106	75	17	219	311
Weighted Total	**306**	186	246	300	137	126	125	103	206	180	197	103	77*	16**	214	311
Strongly agree	**119**	79	92	117	63	59	60	48	82	70	84	34	41	2	76	122
	39%	43%	37%	39%	46%	47%	48%	47%	40%	39%	43%	33%	53%	11%	36%	39%
					Z	Z	Zhi	Z					Zn			
Tend to agree	**120**	67	96	118	49	43	40	34	79	73	74	44	23	8	88	122
	39%	36%	39%	39%	36%	34%	32%	33%	38%	40%	37%	43%	30%	52%	41%	39%
	f									f						
Neither agree nor disagree	**28**	17	23	27	11	10	11	8	18	10	12	15	7	1	20	26
	9%	9%	9%	9%	8%	8%	9%	8%	9%	6%	6%	14%	10%	5%	9%	8%
	ij								i			Zj				
Tend to disagree	**16**	11	13	16	5	3	7	4	11	12	13	4	2	2	12	16
	5%	6%	5%	5%	4%	3%	5%	4%	5%	7%	6%	4%	2%	13%	6%	5%
							e			e						
Strongly disagree	**8**	5	7	8	3	5	3	4	7	7	7	2	-	2	6	9
	3%	3%	3%	3%	2%	4%	2%	4%	3%	4%	3%	2%	-	13%	3%	3%
Don't know	**3**	1	3	3	1	1	1	1	2	2	2	1	1	1	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	6%	1%	1%
Not applicable	**12**	6	10	11	5	5	3	3	7	6	6	4	3	-	10	13
	4%	3%	4%	4%	4%	4%	2%	3%	3%	4%	3%	4%	3%	-	5%	4%
Strongly/tend to agree	**238**	146	188	234	111	102	100	82	161	142	158	79	64	10	164	244
	78%	79%	77%	78%	82%	81%	80%	80%	78%	79%	80%	76%	83%	63%	77%	78%
Strongly/tend to disagree	**25**	16	21	25	8	8	10	8	18	19	19	6	2	4	19	25
	8%	8%	8%	8%	6%	6%	8%	7%	9%	11%	10%	5%	2%	26%	9%	8%
	l															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 62

DIG_MAT_USE_E. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

s digital technology to support collaboration and efficient working with partners

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**311**	35	204	58	311	267	287	230	43	151	90	249	61	311
Weighted Total	**306**	34*	202	55*	306	265	283	226	43*	152	86*	245	60*	311
Strongly agree	**119**	24	79	11	119	113	115	96	28	67	26	89	29	122
	39%	71%	39%	19%	39%	42%	41%	43%	66%	44%	31%	36%	49%	39%
	c	Zbc	c			Zd	Zd	Zd	Zdefg	j				
Tend to agree	**120**	6	86	24	120	96	112	86	12	59	32	103	16	122
	39%	17%	43%	43%	39%	36%	40%	38%	28%	39%	38%	42%	26%	39%
	ael		a	a	e		e					Zl		
Neither agree nor disagree	**28**	2	17	6	28	25	26	23	3	13	9	22	6	26
	9%	5%	9%	10%	9%	10%	9%	10%	6%	9%	11%	9%	10%	8%
Tend to disagree	**16**	-	8	7	16	14	13	11	-	5	8	12	4	16
	5%	-	4%	13%	5%	5%	5%	5%	-	4%	9%	5%	7%	5%
	f			Zab	f									
Strongly disagree	**8**	1	4	2	8	6	5	5	-	3	3	6	3	9
	3%	2%	2%	3%	3%	2%	2%	2%	-	2%	4%	2%	5%	3%
	f				f									
Don't know	**3**	-	2	1	3	2	2	1	-	2	1	2	1	3
	1%	-	1%	2%	1%	1%	1%	*	-	1%	1%	1%	2%	1%
	fg				fg									
Not applicable	**12**	2	5	6	12	9	10	4	-	2	6	11	1	13
	4%	4%	3%	10%	4%	3%	3%	2%	-	2%	7%	5%	1%	4%
	gi			Zb	g	g	g				i			
Strongly/tend to agree	**238**	30	166	34	238	209	227	182	40	126	59	192	45	244
	78%	88%	82%	62%	78%	79%	80%	81%	94%	83%	68%	78%	75%	78%
	cj	c	Zc				Zd	Zd	Zdefg	Zj				
Strongly/tend to disagree	**25**	1	12	9	25	20	18	17	-	8	11	18	7	25
	8%	2%	6%	16%	8%	8%	6%	7%	-	5%	12%	7%	11%	8%
	bf			Zb	f									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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19 Nov 2021
Table 63

DIG_MAT_USE_F. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

n uses digital technology to support the care provided.

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Strongly agree	**259**	81	157	16	18	30	45	55	22	54	53	181	50	21	152	93	256
	43%	31%	56%	40%	37%	44%	44%	52%	34%	40%	40%	42%	42%	56%	40%	51%	42%
	a		Zae					Zi								Zo	
Tend to agree	**187**	94	71	14	17	22	30	26	23	46	39	122	47	12	107	63	186
	31%	36%	25%	35%	36%	33%	29%	25%	35%	34%	30%	29%	39%	32%	28%	35%	31%
	bo	Zb											l				
Neither agree nor disagree	**46**	30	11	2	4	3	9	8	7	7	12	37	5	3	36	9	47
	8%	11%	4%	6%	8%	5%	8%	8%	10%	5%	9%	9%	5%	8%	9%	5%	8%
	b	Zb													Z		
Tend to disagree	**47**	22	16	5	5	5	7	10	5	9	12	34	6	2	33	8	47
	8%	8%	6%	11%	10%	7%	7%	9%	7%	7%	9%	8%	5%	4%	9%	5%	8%
Strongly disagree	**31**	15	13	-	1	4	2	4	4	9	8	24	5	-	22	6	32
	5%	6%	5%	-	3%	6%	2%	4%	6%	7%	6%	6%	4%	-	6%	4%	5%
Don't know	**7**	2	2	1	1	1	-	1	1	1	4	6	-	-	6	-	7
	1%	1%	1%	3%	3%	1%	-	1%	1%	1%	3%	1%	-	-	2%	-	1%
Not applicable	**31**	19	9	2	2	3	10	2	4	10	3	23	6	-	27	3	33
	5%	7%	3%	4%	4%	4%	10%	2%	6%	7%	2%	5%	5%	-	7%	1%	5%
	bhpp	b					Zhk			h					Zp		
Strongly/tend to agree	**446**	175	227	31	35	52	75	81	46	101	92	303	97	32	259	156	442
	73%	66%	82%	75%	73%	77%	73%	77%	69%	74%	71%	71%	81%	88%	68%	86%	73%
	alo		Za										Zl	Zl		Zoq	
Strongly/tend to disagree	**78**	37	29	5	6	9	9	14	9	18	20	58	11	2	55	15	79
	13%	14%	10%	11%	12%	13%	9%	13%	14%	13%	15%	14%	9%	4%	14%	8%	13%
	p														p		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 64

DIG_MAT_USE_F. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

n uses digital technology to support the care provided.

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Strongly agree	**259**	167	226	256	123	128	135	110	201	180	198	60	106	4	149	256
	43%	45%	44%	43%	47%	48%	51%	51%	45%	44%	46%	35%	68%	13%	35%	42%
	kn					Z	Zdhi	Zi	Z		Zk		Zn			
Tend to agree	**187**	109	161	186	80	73	71	54	140	125	128	57	34	9	144	186
	31%	29%	31%	31%	30%	28%	27%	25%	32%	30%	30%	34%	22%	29%	34%	31%
	gl				g				g						Zl	
Neither agree nor disagree	**46**	32	35	46	21	22	17	16	26	29	31	13	4	3	38	47
	8%	9%	7%	8%	8%	8%	7%	8%	6%	7%	7%	8%	3%	11%	9%	8%
	hl														Zl	
Tend to disagree	**47**	27	37	44	20	18	19	15	31	31	27	20	5	6	36	47
	8%	7%	7%	7%	8%	7%	7%	7%	7%	7%	6%	12%	3%	20%	9%	8%
	cjl											Zj			l	
Strongly disagree	**31**	18	28	31	9	13	13	11	25	24	26	5	3	7	21	32
	5%	5%	5%	5%	4%	5%	5%	5%	6%	6%	6%	3%	2%	22%	5%	5%
	l															
Don't know	**7**	4	6	7	2	2	4	2	4	5	4	4	1	-	7	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	2%	1%
Not applicable	**31**	15	21	28	8	8	6	6	17	18	18	10	2	2	27	33
	5%	4%	4%	5%	3%	3%	2%	3%	4%	4%	4%	6%	2%	6%	6%	5%
	bcdfghl			b						f					l	
Strongly/tend to agree	**446**	276	387	442	204	201	207	164	340	305	326	117	140	13	293	442
	73%	74%	75%	74%	77%	76%	78%	76%	77%	74%	76%	69%	90%	41%	69%	73%
	n		Zc	Z			Z		Zi		Z		Zn			
Strongly/tend to disagree	**78**	45	64	76	29	31	32	26	56	54	53	25	8	13	57	79
	13%	12%	13%	13%	11%	12%	12%	12%	13%	13%	12%	15%	5%	42%	14%	13%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 65

DIG_MAT_USE_F. Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

n uses digital technology to support the care provided.

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Strongly agree	**259**	55	181	17	259	238	243	213	35	138	69	202	56	256
	43%	78%	44%	16%	43%	47%	44%	47%	53%	45%	40%	41%	49%	42%
	c	Zbc	c			Zdf		Zdf						
Tend to agree	**187**	10	149	24	187	149	173	138	20	87	52	161	23	186
	31%	14%	36%	23%	31%	29%	31%	30%	30%	28%	30%	33%	21%	31%
	al		Zac				e					Zl		
Neither agree nor disagree	**46**	1	22	20	46	38	42	33	3	22	17	40	5	47
	8%	1%	5%	19%	8%	7%	8%	7%	5%	7%	10%	8%	5%	8%
	ab			Zab										
Tend to disagree	**47**	2	25	17	47	41	44	34	3	30	12	37	10	47
	8%	2%	6%	17%	8%	8%	8%	7%	4%	10%	7%	8%	9%	8%
	b			Zab										
Strongly disagree	**31**	1	14	12	31	20	21	19	1	15	13	19	12	32
	5%	2%	4%	12%	5%	4%	4%	4%	1%	5%	7%	4%	11%	5%
	befgk			Zab	efg								Zk	
Don't know	**7**	-	4	2	7	7	6	4	-	3	3	5	2	7
	1%	-	1%	2%	1%	1%	1%	1%	-	1%	2%	1%	2%	1%
Not applicable	**31**	2	13	11	31	20	26	15	4	13	8	24	5	33
	5%	3%	3%	11%	5%	4%	5%	3%	7%	4%	5%	5%	5%	5%
	beg			Zb	eg		eg							
Strongly/tend to agree	**446**	65	330	40	446	387	417	351	55	226	121	363	79	442
	73%	92%	81%	40%	73%	76%	75%	77%	83%	73%	70%	74%	70%	73%
	c	Zbc	Zc			Zd	Zd	Zdf						
Strongly/tend to disagree	**78**	3	39	29	78	61	65	53	3	45	24	56	22	79
	13%	4%	10%	28%	13%	12%	12%	12%	5%	15%	14%	12%	19%	13%
	abf			Zab	f								Zk	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 66

DIG_MAT_USE. SUMMARY TABLE: Thinking about your organisation, to what extent do you agree or disagree with each of the following statements?

Base : All Respondents

	A. There is strong leadership in technology planning	B. There are strong governance and project management processes in place to ensure new technologies are implemented	C. Staff have the relevant skills and knowledge to assess and commission technology solutions	D. REMOVED - 05/21 - My organisation uses technology to support collaboration and efficient working across different parts of the organisation	E. REMOVED - 05/21 - My organisation uses digital technology to support collaboration and efficient working with partners	F. My organisation uses digital technology to support the care provided.
Unweighted Total	608	608	608	311	311	608
Weighted Total	608	608	608	306	306	608
Strongly agree	188	197	151	140	119	259
	31%	32%	25%	46%	39%	43%
Tend to agree	232	233	253	116	120	187
	38%	38%	42%	38%	39%	31%
Neither agree nor disagree	95	70	79	17	28	46
	16%	11%	13%	5%	9%	8%
Tend to disagree	52	56	64	17	16	47
	9%	9%	10%	5%	5%	8%
Strongly disagree	16	26	38	4	8	31
	3%	4%	6%	1%	3%	5%
Don't know	13	13	9	3	3	7
	2%	2%	2%	1%	1%	1%
Not applicable	11	14	14	10	12	31
	2%	2%	2%	3%	4%	5%
Strongly/tend to agree	421	429	404	256	238	446
	69%	71%	66%	83%	78%	73%
Strongly/tend to disagree	68	82	101	21	25	78
	11%	13%	17%	7%	8%	13%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 67

DIG_MAT_POLA. Does your organisation have any of the following policies or procedures in place?

n policy (states how your organisation protects personal data)

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**606**	263	277	41	47	68	102	105	66	135	130	426	120	37	382	182	606
	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%
No	**2**	-	1	-	-	-	-	-	-	2	-	1	-	-	1	-	2
	*	-	*	-	-	-	-	-	-	1%	-	*	-	-	*	-	*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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ASC tech review NHSX
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Table 68

DIG_MAT_POLA. Does your organisation have any of the following policies or procedures in place?

›n policy (states how your organisation protects personal data)

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**606**	370	512	597	263	264	263	214	442	410	429	169	154	31	421	606
	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	100%	100%
No	**2**	2	1	2	1	-	2	1	1	1	2	-	1	-	1	2
	*	*	*	*	*	-	1%	*	*	*	*	-	1%	-	*	*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 69

DIG_MAT_POLA. Does your organisation have any of the following policies or procedures in place?

n policy (states how your organisation protects personal data)

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**606**	71	407	101	606	511	554	456	66	307	174	486	113	606
	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
No	**2**	-	2	-	2	1	2	-	-	2	-	2	-	2
	*****	-	*	-	*	*	*	-	-	1%	-	*	-	*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 70

DIG_MAT_POLB. Does your organisation have any of the following policies or procedures in place?

w your organisation complies with GDPR data processing principles)

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**595**	260	271	38	45	68	98	105	66	129	130	422	116	33	375	178	597
	98%	99%	97%	93%	94%	99%	96%	100%	100%	94%	100%	99%	97%	89%	98%	98%	98%
	jn	de						gj	j		gj	Zn					
No	**8**	2	4	1	1	1	-	-	-	7	-	3	3	1	5	2	6
	1%	1%	1%	3%	3%	1%	-	-	-	5%	-	1%	2%	4%	1%	1%	1%
										Zghk							
Don't know	**6**	1	3	2	2	-	4	-	-	1	-	2	1	3	2	2	5
	1%	*	1%	4%	3%	-	4%	-	-	1%	-	1%	1%	7%	1%	1%	1%
				a	a		Zhk							Zlm			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 71

DIG_MAT_POLB. Does your organisation have any of the following policies or procedures in place?

w your organisation complies with GDPR data processing principles)

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**595**	365	502	587	262	261	261	212	432	402	423	164	152	31	412	597
	98%	98%	98%	98%	99%	99%	98%	99%	98%	98%	98%	97%	98%	100%	98%	98%
				Z												
No	**8**	5	6	8	1	4	5	3	6	6	5	2	2	-	6	6
	1%	1%	1%	1%	*	1%	2%	1%	1%	2%	1%	1%	1%	-	1%	1%
							d									
Don't know	**6**	2	4	4	2	-	-	-	4	3	3	3	1	-	4	5
	1%	*	1%	1%	1%	-	-	-	1%	1%	1%	2%	1%	-	1%	1%
	c															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 72

DIG_MAT_POLB. Does your organisation have any of the following policies or procedures in place?

w your organisation complies with GDPR data processing principles)

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**595**	70	399	99	595	503	545	446	64	306	169	477	111	597
	98%	99%	98%	97%	98%	98%	98%	98%	98%	99%	97%	98%	98%	98%
										Z				
No	**8**	1	4	3	8	5	5	5	-	3	4	5	2	6
	1%	1%	1%	3%	1%	1%	1%	1%	-	1%	3%	1%	2%	1%
	f				f									
Don't know	**6**	-	6	-	6	4	6	5	2	-	-	6	-	5
	1%	-	1%	-	1%	1%	1%	1%	2%	-	-	1%	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 73

DIG_MAT_POLC. Does your organisation have any of the following policies or procedures in place?

icy (outlines your organisation protocols for retaining information)

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**588**	253	270	39	46	64	99	102	63	132	128	411	117	36	368	176	587
	97%	96%	97%	96%	96%	93%	97%	98%	95%	97%	98%	96%	97%	98%	96%	97%	97%
No	**9**	3	6	1	1	2	1	2	2	3	-	8	1	-	7	3	10
	2%	1%	2%	2%	2%	3%	1%	2%	3%	2%	-	2%	1%	-	2%	1%	2%
Don't know	**11**	7	3	1	1	3	2	1	2	1	2	8	2	1	8	3	11
	2%	3%	1%	2%	2%	4%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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ASC tech review NHSX
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Table 74

DIG_MAT_POLC. Does your organisation have any of the following policies or procedures in place?

icy (outlines your organisation protocols for retaining information)

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**588**	359	495	580	259	255	256	205	427	397	414	167	151	31	406	587
	97%	97%	97%	97%	98%	97%	97%	96%	97%	96%	96%	99%	97%	100%	96%	97%
					g							Z				
No	**9**	5	8	8	2	3	3	2	7	8	7	1	1	-	8	10
	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%	*	1%	-	2%	2%
	c															
Don't know	**11**	8	10	11	4	6	6	7	9	6	10	1	3	-	8	11
	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	2%	1%	2%	-	2%	2%
								di								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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Table 75

DIG_MAT_POLC. Does your organisation have any of the following policies or procedures in place?

icy (outlines your organisation protocols for retaining information)

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**588**	70	399	93	588	496	539	445	65	300	167	474	108	587
	97%	99%	98%	92%	97%	97%	97%	97%	98%	97%	96%	97%	95%	97%
	c		c					Zd						
No	**9**	-	4	5	9	8	8	3	-	4	4	6	3	10
	2%	-	1%	5%	2%	1%	2%	1%	-	1%	2%	1%	3%	2%
	g			Zb	g	g	g							
Don't know	**11**	1	6	3	11	8	8	9	1	5	3	8	3	11
	2%	1%	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%
	f				f									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 76

DIG_MAT_POLD. Does your organisation have any of the following policies or procedures in place?

nsent form (a form for recording data subject consent)

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**570**	245	264	35	41	64	97	100	57	130	122	397	113	35	356	170	569
	94%	93%	95%	85%	87%	94%	95%	95%	87%	95%	94%	93%	95%	95%	93%	94%	94%
	di		d					i		i							
No	**23**	11	10	2	2	3	1	2	6	5	6	19	4	-	16	7	23
	4%	4%	3%	5%	4%	4%	1%	2%	9%	3%	5%	4%	4%	-	4%	4%	4%
									Zgh								
Don't know	**15**	6	5	4	4	2	4	3	3	2	2	11	2	2	11	5	16
	3%	2%	2%	10%	8%	2%	4%	2%	4%	2%	2%	3%	2%	5%	3%	3%	3%
				Zab	Zb												

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 77

DIG_MAT_POLD. Does your organisation have any of the following policies or procedures in place?

nsent form (a form for recording data subject consent)

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**570**	344	483	560	247	245	247	203	420	384	407	156	145	28	396	569
	94%	93%	94%	94%	94%	93%	93%	95%	95%	93%	94%	93%	93%	91%	94%	94%
									i							
No	**23**	16	18	23	8	10	11	6	15	17	12	9	6	1	16	23
	4%	4%	4%	4%	3%	4%	4%	3%	3%	4%	3%	5%	4%	3%	4%	4%
	j						g									
Don't know	**15**	12	12	15	9	9	7	6	8	11	12	4	4	2	10	16
	3%	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	2%	2%	6%	2%	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 78

DIG_MAT_POLD. Does your organisation have any of the following policies or procedures in place?

nsent form (a form for recording data subject consent)

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**570**	70	389	85	570	481	521	428	64	298	155	460	103	569
	94%	99%	95%	84%	94%	94%	94%	94%	97%	97%	89%	94%	91%	94%
	cj	c	Zc							Zj				
No	**23**	1	12	10	23	20	21	17	1	8	13	14	9	23
	4%	1%	3%	10%	4%	4%	4%	4%	1%	3%	7%	3%	8%	4%
	k			Zab							Zi		Zk	
Don't know	**15**	-	7	6	15	10	13	11	1	3	6	14	2	16
	3%	-	2%	6%	3%	2%	2%	2%	1%	1%	3%	3%	2%	3%
	i			Zab							i			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 79

DIG_MAT_POLE. Does your organisation have any of the following policies or procedures in place?

tandard agreement which may be entered into with partner organisations or suppliers)

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**395**	165	190	21	27	41	69	68	43	91	83	278	77	22	246	115	397
	65%	63%	68%	52%	57%	60%	68%	65%	65%	67%	64%	65%	64%	60%	64%	63%	65%
			d														
No	**129**	69	47	8	8	18	16	20	17	30	28	94	24	6	86	37	128
	21%	26%	17%	20%	17%	27%	15%	20%	25%	22%	22%	22%	20%	16%	22%	20%	21%
	b	Zb															
Don't know	**84**	30	41	11	12	9	17	16	7	16	19	55	19	9	51	30	83
	14%	11%	15%	28%	26%	13%	17%	15%	10%	12%	15%	13%	16%	24%	13%	16%	14%
				Zab	Za												

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 80

DIG_MAT_POLE. Does your organisation have any of the following policies or procedures in place?

tandard agreement which may be entered into with partner organisations or suppliers)

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**395**	240	338	390	174	177	177	145	293	271	285	108	101	22	272	397
	65%	65%	66%	65%	66%	67%	67%	68%	66%	66%	66%	64%	65%	73%	64%	65%
No	**129**	77	108	127	45	47	47	35	92	93	87	40	32	5	92	128
	21%	21%	21%	21%	17%	18%	18%	16%	21%	23%	20%	24%	20%	16%	22%	21%
	dg									defg						
Don't know	**84**	54	68	82	45	40	41	34	57	48	60	21	23	3	58	83
	14%	15%	13%	14%	17%	15%	16%	16%	13%	12%	14%	12%	15%	11%	14%	14%
	i				Zhi	i	i	i								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 81

DIG_MAT_POLE. Does your organisation have any of the following policies or procedures in place?

tandard agreement which may be entered into with partner organisations or suppliers)

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**395**	55	271	57	395	345	370	302	55	230	89	310	80	397
	65%	77%	66%	56%	65%	67%	67%	66%	84%	74%	51%	63%	71%	65%
	cj	Zc				Zd	Zd		Zdefg	Zj				
No	**129**	9	83	29	129	101	112	92	5	55	60	104	24	128
	21%	12%	20%	28%	21%	20%	20%	20%	7%	18%	34%	21%	21%	21%
	efhi			a	efh	h	h	h			Zi			
Don't know	**84**	7	56	16	84	66	74	62	6	24	25	74	10	83
	14%	10%	14%	16%	14%	13%	13%	14%	8%	8%	14%	15%	9%	14%
	i										i			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 82

DIG_MAT_POLF. Does your organisation have any of the following policies or procedures in place?

ation for staff on data protection and data security issues

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**588**	253	270	39	45	65	100	103	64	128	128	412	115	36	368	176	588
	97%	96%	97%	95%	95%	95%	98%	99%	96%	94%	98%	97%	96%	98%	96%	97%	97%
No	**14**	5	7	2	2	3	1	2	1	6	2	10	3	1	11	3	14
	2%	2%	2%	5%	5%	4%	1%	1%	1%	4%	2%	2%	3%	2%	3%	2%	2%
Don't know	**6**	5	1	-	-	1	1	-	2	3	-	4	2	-	3	3	6
	1%	2%	*	-	-	1%	1%	-	2%	2%	-	1%	1%	-	1%	1%	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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19 Nov 2021
Table 83

DIG_MAT_POLF. Does your organisation have any of the following policies or procedures in place?

ation for staff on data protection and data security issues

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**588**	360	494	579	258	256	257	207	426	397	415	166	149	31	408	588
	97%	97%	96%	97%	98%	97%	97%	97%	96%	96%	96%	98%	96%	100%	97%	97%
No	**14**	11	14	14	5	8	7	6	12	12	11	3	4	-	11	14
	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%	2%	2%	-	3%	2%
Don't know	**6**	1	5	5	1	-	1	1	5	3	5	-	3	-	3	6
	1%	*	1%	1%	*	-	*	*	1%	1%	1%	-	2%	-	1%	1%
	ac		a	a					i							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 84

DIG_MAT_POLF. Does your organisation have any of the following policies or procedures in place?

ation for staff on data protection and data security issues

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**588**	69	395	98	588	494	538	444	65	303	162	472	110	588
	97%	98%	97%	97%	97%	97%	97%	97%	98%	98%	93%	97%	97%	97%
	j									Zj				
No	**14**	1	9	3	14	13	11	7	1	3	10	10	4	14
	2%	1%	2%	3%	2%	3%	2%	2%	2%	1%	6%	2%	3%	2%
	gi				g	g					Zi			
Don't know	**6**	1	5	-	6	4	6	5	-	3	2	6	-	6
	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 85

DIG_MAT_POLG. Does your organisation have any of the following policies or procedures in place?

ential or other nationally recognised certification

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**291**	115	143	17	22	25	54	49	28	66	68	206	57	15	184	86	290
	48%	44%	51%	43%	47%	37%	53%	47%	43%	48%	52%	48%	48%	42%	48%	47%	48%
	f						f				f						
No	**227**	104	97	16	18	34	29	37	30	52	46	159	45	14	146	67	229
	37%	40%	35%	38%	37%	49%	29%	35%	45%	38%	35%	37%	38%	38%	38%	37%	38%
						Zg			g								
Don't know	**90**	43	38	8	8	10	19	18	8	19	16	62	18	8	52	29	89
	15%	16%	14%	19%	16%	14%	18%	18%	13%	14%	13%	14%	15%	21%	14%	16%	15%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 86

DIG_MAT_POLG. Does your organisation have any of the following policies or procedures in place?

ential or other nationally recognised certification

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**291**	183	245	287	127	138	130	107	208	192	204	86	78	11	201	290
	48%	49%	48%	48%	48%	52%	49%	50%	47%	47%	47%	51%	51%	37%	48%	48%
						i										
No	**227**	136	191	224	95	87	94	76	165	156	159	65	55	14	158	229
	37%	37%	37%	37%	36%	33%	36%	35%	37%	38%	37%	39%	36%	45%	37%	38%
										e						
Don't know	**90**	53	77	88	42	40	41	32	70	63	68	17	22	6	63	89
	15%	14%	15%	15%	16%	15%	15%	15%	16%	15%	16%	10%	14%	18%	15%	15%
	k															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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Table 87

DIG_MAT_POLG. Does your organisation have any of the following policies or procedures in place?

ential or other nationally recognised certification

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**291**	46	195	36	291	246	269	224	46	161	65	232	56	290
	48%	65%	48%	35%	48%	48%	48%	49%	70%	52%	37%	48%	50%	48%
	cj	Zbc	c						Zdefg	Zj				
No	**227**	22	147	51	227	193	202	167	11	105	94	180	43	229
	37%	31%	36%	50%	37%	38%	36%	37%	17%	34%	54%	37%	38%	38%
	h			Zab	h	h	h	h			Zi			
Don't know	**90**	3	67	15	90	72	85	65	9	43	15	76	14	89
	15%	5%	16%	14%	15%	14%	15%	14%	13%	14%	9%	16%	13%	15%
	aj		a	a										

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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Table 88

DIG_MAT_POLH. Does your organisation have any of the following policies or procedures in place?

ı security policies related to mobile working

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**457**	142	258	34	39	51	80	79	45	102	100	318	86	32	278	145	452
	75%	54%	93%	84%	83%	75%	78%	75%	68%	74%	77%	74%	72%	87%	73%	79%	74%
	a		Zae	a	a												
No	**120**	100	12	5	5	13	12	22	18	27	28	87	28	3	85	29	125
	20%	38%	4%	13%	11%	19%	12%	21%	28%	20%	21%	20%	23%	9%	22%	16%	21%
	bg	Zbde		b					g						Z		
Don't know	**31**	20	8	2	3	4	10	4	3	8	2	22	6	2	19	9	31
	5%	8%	3%	4%	6%	6%	9%	4%	5%	6%	2%	5%	5%	4%	5%	5%	5%
	bk	Zb					k										

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 89

DIG_MAT_POLH. Does your organisation have any of the following policies or procedures in place?

a security policies related to mobile working

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**457**	304	384	451	222	221	235	194	336	311	331	122	135	20	303	452
	75%	82%	75%	75%	84%	84%	89%	90%	76%	76%	77%	72%	87%	64%	72%	74%
	n	Zbc			Zhi	Zhi	Zdehi	Zdehi					Zn			
No	**120**	55	103	118	34	35	23	17	86	83	81	35	15	10	95	125
	20%	15%	20%	20%	13%	13%	9%	8%	19%	20%	19%	21%	10%	32%	22%	21%
	adefgl		a	a	fg	fg			defg	defg					Zl	
Don't know	**31**	13	26	30	9	8	6	4	20	17	19	12	5	1	25	31
	5%	4%	5%	5%	3%	3%	2%	2%	5%	4%	4%	7%	3%	4%	6%	5%
	aefg			a					fg	g						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 90

DIG_MAT_POLH. Does your organisation have any of the following policies or procedures in place?

a security policies related to mobile working

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**457**	62	315	65	457	402	422	346	54	240	124	360	90	452
	75%	87%	77%	64%	75%	79%	76%	76%	83%	78%	72%	74%	79%	74%
	c	Zc	c			Zdfg								
No	**120**	5	75	33	120	86	107	89	8	57	42	100	20	125
	20%	7%	18%	32%	20%	17%	19%	20%	12%	18%	24%	21%	17%	21%
	ae		a	Zab	e		e	e						
Don't know	**31**	4	18	3	31	23	26	21	3	12	7	28	4	31
	5%	6%	4%	3%	5%	5%	5%	5%	5%	4%	4%	6%	3%	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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Table 91

DIG_MAT_POLI. Does your organisation have any of the following policies or procedures in place?

ormation Governance (IG) policies or procedures

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**442**	182	212	28	34	54	74	77	40	91	108	316	82	26	277	131	442
	73%	69%	76%	68%	71%	79%	72%	73%	60%	67%	83%	74%	68%	72%	72%	72%	73%
	i					i					Zij						
No	**105**	55	43	3	4	11	21	17	16	29	10	72	24	4	67	35	107
	17%	21%	16%	7%	8%	16%	21%	16%	25%	22%	8%	17%	20%	12%	17%	19%	18%
	k	Zde					k	k	k	k							
Don't know	**60**	25	23	10	10	4	8	11	10	16	13	39	14	6	39	16	59
	10%	10%	8%	25%	21%	5%	7%	10%	15%	12%	10%	9%	11%	17%	10%	9%	10%
				Zab	Zab												

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 92

DIG_MAT_POLI. Does your organisation have any of the following policies or procedures in place?

ormation Governance (IG) policies or procedures

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**442**	269	379	436	189	194	198	155	331	308	314	122	120	23	299	442
	73%	72%	74%	73%	71%	73%	75%	72%	75%	75%	73%	72%	77%	74%	71%	73%
No	**105**	68	88	102	46	48	48	40	72	71	73	31	21	6	79	107
	17%	18%	17%	17%	17%	18%	18%	19%	16%	17%	17%	18%	13%	19%	19%	18%
Don't know	**60**	34	46	60	30	22	20	20	40	33	43	16	14	2	44	59
	10%	9%	9%	10%	11%	8%	7%	9%	9%	8%	10%	9%	9%	7%	10%	10%
	i			b	efi											

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 93

DIG_MAT_POLI. Does your organisation have any of the following policies or procedures in place?

ormation Governance (IG) policies or procedures

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**442**	58	295	74	442	380	411	345	44	232	124	351	84	442
	73%	82%	72%	73%	73%	74%	74%	76%	67%	75%	71%	72%	74%	73%
							Zd	Zd						
No	**105**	8	70	20	105	89	92	70	17	52	34	81	24	107
	17%	12%	17%	20%	17%	17%	17%	15%	26%	17%	20%	17%	21%	18%
	g				g	g			fg					
Don't know	**60**	5	44	8	60	43	53	41	5	24	16	56	5	59
	10%	6%	11%	7%	10%	8%	9%	9%	7%	8%	9%	11%	4%	10%
	el				e		e					Zl		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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DIG_MAT_POL. SUMMARY TABLE: Does your organisation have any of the following policies or procedures in place?

Base : All Respondents

	A. Personal data protection policy (states how your organisation protects personal data)	B. A privacy notice (outlines how your organisation complies with GDPR data processing principles)	C. Data/records retention policy (outlines your organisation protocols for retaining information)	D. Data subject consent form (a form for recording data subject consent)	E. Template data processing agreement (this is a standard agreement which may be entered into with partner organisations or suppliers)	F. Training or information for staff on data protection and data security issues	G. Cyber Essential or other nationally recognised certification	H. Data security policies related to mobile working	I. Other Information Governance (IG) policies or procedures
Unweighted Total	608	608	608	608	608	608	608	608	608
Weighted Total	608	608	608	608	608	608	608	608	608
Yes	606	595	588	570	395	588	291	457	442
	100%	98%	97%	94%	65%	97%	48%	75%	73%
No	2	8	9	23	129	14	227	120	105
	*	1%	2%	4%	21%	2%	37%	20%	17%
Don't know	-	6	11	15	84	6	90	31	60
	-	1%	2%	3%	14%	1%	15%	5%	10%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 95

DIG_MAT_DSPT. Has your organisation completed the NHS Digital Data Security and Protection Toolkit (DSPT)?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**309**	159	123	12	14	34	49	47	31	80	68	203	71	20	171	114	301
	51%	60%	44%	30%	30%	49%	48%	45%	47%	58%	53%	48%	59%	54%	45%	63%	50%
	bdelo	Zbde								h			l			Zoq	
No	**174**	60	96	12	14	26	26	31	22	31	38	138	23	8	125	41	179
	29%	23%	35%	30%	30%	38%	25%	30%	33%	22%	29%	32%	19%	21%	33%	22%	29%
	amp		Za			j						Zm			Zp		
Don't know	**126**	44	59	16	19	9	27	26	13	26	24	86	26	9	86	27	128
	21%	17%	21%	41%	39%	13%	26%	25%	20%	19%	18%	20%	22%	25%	23%	15%	21%
	ap			Zab	Zab		f	f							p		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 96

DIG_MAT_DSPT. Has your organisation completed the NHS Digital Data Security and Protection Toolkit (DSPT)?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**309**	183	267	305	123	136	132	103	238	210	223	81	83	17	209	301
	51%	49%	52%	51%	47%	51%	50%	48%	54%	51%	52%	48%	53%	54%	50%	50%
						d			Zdi							
No	**174**	116	143	173	90	81	82	69	119	122	117	55	39	9	126	179
	29%	31%	28%	29%	34%	31%	31%	32%	27%	30%	27%	33%	25%	31%	30%	29%
					Zh					h						
Don't know	**126**	72	104	121	51	48	51	43	86	79	91	32	34	5	87	128
	21%	19%	20%	20%	19%	18%	19%	20%	19%	19%	21%	19%	22%	15%	21%	21%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 97

DIG_MAT_DSPT. Has your organisation completed the NHS Digital Data Security and Protection Toolkit (DSPT)?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**309**	41	206	51	309	260	283	247	46	309	-	253	52	301
	51%	59%	50%	50%	51%	51%	51%	54%	70%	100%	-	52%	46%	50%
	j							Zdef	Zdefg	Zj				
No	**174**	15	115	34	174	145	155	117	4	-	174	132	39	179
	29%	21%	28%	34%	29%	28%	28%	26%	7%	-	100%	27%	35%	29%
	ghi				gh	gh	gh	h			Zi			
Don't know	**126**	14	88	16	126	106	118	92	15	-	-	103	22	128
	21%	20%	22%	16%	21%	21%	21%	20%	23%	-	-	21%	19%	21%
	ij													

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 98

TECH_APP_PLAT. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.

Base : Participants whose organisation has an expert level digital maturity

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**70**	20	44	5	6	5	13	17	10	13	12	55	9	5	44	24	70
Weighted Total	**71***	19**	45*	5**	6**	5**	14**	15**	8**	16**	12**	52*	12**	5**	42*	26**	70*
Yes	**46**	11	31	3	4	4	11	9	5	13	5	31	9	4	26	17	45
	66%	59%	68%	59%	67%	80%	76%	60%	59%	78%	43%	60%	80%	83%	63%	68%	64%
No	**22**	7	13	2	2	-	3	6	3	4	6	19	2	1	14	8	23
	31%	36%	29%	41%	33%	-	24%	40%	41%	22%	46%	36%	20%	17%	32%	32%	33%
Don't know	**2**	1	1	-	-	1	-	-	-	-	1	2	-	-	2	-	2
	3%	5%	3%	-	-	20%	-	-	-	-	11%	4%	-	-	5%	-	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 99

TECH_APP_PLAT. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.

Base : Participants whose organisation has an expert level digital maturity

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**70**	47	64	70	29	37	36	27	59	49	55	14	37	1	32	70
Weighted Total	**71***	48*	64*	71*	29**	38*	36*	28**	59*	50*	55*	14**	37*	1**	33*	70*
Yes	**46**	31	41	46	17	25	24	17	39	33	35	11	21	-	26	45
	66%	64%	64%	66%	58%	65%	66%	62%	66%	67%	63%	81%	56%	-	79%	64%
															Zl	
No	**22**	15	21	22	10	12	11	9	19	15	18	3	15	1	6	23
	31%	31%	32%	31%	34%	33%	30%	34%	32%	31%	33%	19%	41%	100%	18%	33%
	n												n			
Don't know	**2**	2	2	2	2	1	1	1	1	1	2	-	1	-	1	2
	3%	5%	4%	3%	8%	2%	4%	5%	2%	3%	4%	-	4%	-	3%	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 100

TECH_APP_PLAT. Does your organisation use its own internal apps or digital platforms? This may have been developed internally or provided by an external technology company.

Base : Participants whose organisation has an expert level digital maturity

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**70**	70	-	-	70	63	66	57	13	39	16	50	20	70
Weighted Total	**71***	71*	-**	-**	71*	64*	67*	58*	12**	41*	15**	50*	20**	70*
Yes	**46**	46	-	-	46	43	44	40	8	30	8	36	10	45
	66%	66%	-	-	66%	67%	65%	68%	64%	72%	51%	72%	50%	64%
No	**22**	22	-	-	22	19	21	17	4	10	6	13	9	23
	31%	31%	-	-	31%	30%	31%	29%	36%	24%	43%	25%	46%	33%
Don't know	**2**	2	-	-	2	2	2	1	-	1	1	1	1	2
	3%	3%	-	-	3%	4%	3%	2%	-	3%	6%	3%	5%	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 101

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Software or app development

Base : Participants whose organisation has an expert level digital maturity

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**70**	20	44	5	6	5	13	17	10	13	12	55	9	5	44	24	70
Weighted Total	**71***	19**	45*	5**	6**	5**	14**	15**	8**	16**	12**	52*	12**	5**	42*	26**	70*
Yes	**17**	4	11	1	2	2	4	5	1	3	2	10	4	2	8	7	16
	24%	19%	24%	24%	39%	41%	30%	30%	10%	19%	18%	19%	32%	37%	20%	28%	23%
No	**54**	16	34	4	4	3	10	11	7	13	10	42	8	3	34	19	54
	76%	81%	76%	76%	61%	59%	70%	70%	90%	81%	82%	81%	68%	63%	80%	72%	77%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 102

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Software or app development

Base : Participants whose organisation has an expert level digital maturity

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**70**	47	64	70	29	37	36	27	59	49	55	14	37	1	32	70
Weighted Total	**71***	48*	64*	71*	29**	38*	36*	28**	59*	50*	55*	14**	37*	1**	33*	70*
Yes	**17**	14	16	17	6	7	10	5	14	15	13	4	11	-	5	16
	24%	29%	24%	24%	21%	19%	27%	18%	24%	29%	23%	31%	31%	-	17%	23%
							e									
No	**54**	34	48	54	23	31	26	23	45	36	43	10	25	1	27	54
	76%	71%	76%	76%	79%	81%	73%	82%	76%	71%	77%	69%	69%	100%	83%	77%
						f										
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 103

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Software or app development

Base : Participants whose organisation has an expert level digital maturity

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**70**	70	-	-	70	63	66	57	13	39	16	50	20	70
Weighted Total	**71***	71*	-**	-**	71*	64*	67*	58*	12**	41*	15**	50*	20**	70*
Yes	**17**	17	-	-	17	17	16	15	6	11	4	14	3	16
	24%	24%	-	-	24%	26%	24%	25%	50%	27%	24%	28%	13%	23%
No	**54**	54	-	-	54	47	51	44	6	30	12	36	18	54
	76%	76%	-	-	76%	74%	76%	75%	50%	73%	76%	72%	87%	77%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 104

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? IT systems management

Base : Participants whose organisation has an expert level digital maturity

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**70**	20	44	5	6	5	13	17	10	13	12	55	9	5	44	24	70
Weighted Total	**71***	19**	45*	5**	6**	5**	14**	15**	8**	16**	12**	52*	12**	5**	42*	26**	70*
Yes	**39**	4	30	3	5	2	8	8	3	13	5	25	8	4	20	17	37
	55%	19%	68%	67%	73%	41%	59%	56%	31%	78%	39%	49%	65%	83%	47%	64%	53%
	l		Z														
No	**32**	16	15	2	2	3	6	7	6	4	7	27	4	1	23	9	33
	45%	81%	32%	33%	27%	59%	41%	44%	69%	22%	61%	51%	35%	17%	53%	36%	47%
	b											Z					
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 105

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? IT systems management

Base : Participants whose organisation has an expert level digital maturity

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**70**	47	64	70	29	37	36	27	59	49	55	14	37	1	32	70
Weighted Total	**71***	48*	64*	71*	29**	38*	36*	28**	59*	50*	55*	14**	37*	1**	33*	70*
Yes	**39**	29	35	39	18	22	23	16	33	29	31	6	24	-	15	37
	55%	60%	55%	55%	61%	58%	62%	57%	55%	58%	56%	44%	65%	-	45%	53%
No	**32**	19	29	32	11	16	14	12	26	21	24	8	13	1	18	33
	45%	40%	45%	45%	39%	42%	38%	43%	45%	42%	44%	56%	35%	100%	55%	47%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 106

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? IT systems management

Base : Participants whose organisation has an expert level digital maturity

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**70**	70	-	-	70	63	66	57	13	39	16	50	20	70
Weighted Total	**71***	71*	-**	-**	71*	64*	67*	58*	12**	41*	15**	50*	20**	70*
Yes	**39**	39	-	-	39	37	35	33	8	25	7	29	9	37
	55%	55%	-	-	55%	57%	52%	56%	66%	59%	46%	58%	46%	53%
						f								
No	**32**	32	-	-	32	27	32	26	4	17	8	21	11	33
	45%	45%	-	-	45%	43%	48%	44%	34%	41%	54%	42%	54%	47%
							e							
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 107

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Data analytics

Base : Participants whose organisation has an expert level digital maturity

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**70**	20	44	5	6	5	13	17	10	13	12	55	9	5	44	24	70
Weighted Total	**71***	19**	45*	5**	6**	5**	14**	15**	8**	16**	12**	52*	12**	5**	42*	26**	70*
Yes	**25**	3	19	1	2	1	5	7	1	6	4	18	3	2	14	9	24
	35%	16%	43%	24%	39%	20%	38%	49%	10%	39%	32%	35%	23%	48%	32%	34%	34%
No	**44**	16	24	4	4	4	8	8	7	10	8	33	8	3	27	17	44
	62%	80%	55%	76%	61%	80%	55%	51%	80%	61%	68%	63%	68%	52%	63%	66%	63%
Don't know	**2**	1	1	-	-	-	1	-	1	-	-	1	1	-	2	-	2
	3%	4%	2%	-	-	-	7%	-	9%	-	-	1%	9%	-	4%	-	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 108

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Data analytics

Base : Participants whose organisation has an expert level digital maturity

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**70**	47	64	70	29	37	36	27	59	49	55	14	37	1	32	70
Weighted Total	**71***	48*	64*	71*	29**	38*	36*	28**	59*	50*	55*	14**	37*	1**	33*	70*
Yes	**25**	21	24	25	12	15	16	10	21	20	21	4	16	-	9	24
	35%	44%	37%	35%	42%	39%	44%	36%	36%	39%	37%	31%	44%	-	27%	34%
		Zc														
No	**44**	26	39	44	16	22	19	17	36	29	33	10	19	1	24	44
	62%	54%	60%	62%	54%	58%	53%	60%	61%	57%	60%	69%	51%	100%	73%	63%
Don't know	**2**	1	2	2	1	1	1	1	2	2	2	-	2	-	-	2
	3%	2%	3%	3%	4%	3%	3%	4%	3%	4%	3%	-	5%	-	-	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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Table 109

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Data analytics

Base : Participants whose organisation has an expert level digital maturity

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**70**	70	-	-	70	63	66	57	13	39	16	50	20	70
Weighted Total	**71***	71*	-**	-**	71*	64*	67*	58*	12**	41*	15**	50*	20**	70*
Yes	**25**	25	-	-	25	23	23	19	7	18	3	18	7	24
	35%	35%	-	-	35%	36%	34%	33%	58%	42%	23%	36%	33%	34%
No	**44**	44	-	-	44	39	42	37	4	23	12	30	14	44
	62%	62%	-	-	62%	61%	63%	64%	34%	56%	77%	60%	67%	63%
Don't know	**2**	2	-	-	2	2	2	2	1	1	-	2	-	2
	3%	3%	-	-	3%	3%	3%	3%	9%	2%	-	4%	-	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 110

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Business Intelligence and Insight

Base : Participants whose organisation has an expert level digital maturity

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**70**	20	44	5	6	5	13	17	10	13	12	55	9	5	44	24	70
Weighted Total	**71***	19**	45*	5**	6**	5**	14**	15**	8**	16**	12**	52*	12**	5**	42*	26**	70*
Yes	**24**	4	19	1	1	1	6	6	1	8	2	15	6	3	13	10	23
	34%	19%	44% Z	18%	15%	20%	43%	39%	10%	50%	18%	30%	47%	60%	30%	39%	33%
No	**44**	16	24	3	4	4	8	7	7	8	10	36	5	2	28	15	45
	63%	81%	55%	57%	66%	80%	57%	47%	90%	50%	82%	68%	46%	40%	67%	57%	64%
Don't know	**2**	-	1	1	1	-	-	2	-	-	-	1	1	-	1	1	2
	3%	-	2%	24%	20%	-	-	14%	-	-	-	2%	7%	-	3%	3%	3%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 111

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Business Intelligence and Insight

Base : Participants whose organisation has an expert level digital maturity

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**70**	47	64	70	29	37	36	27	59	49	55	14	37	1	32	70
Weighted Total	**71***	48*	64*	71*	29**	38*	36*	28**	59*	50*	55*	14**	37*	1**	33*	70*
Yes	**24**	18	24	24	10	12	15	9	23	19	20	4	14	-	10	23
	34%	37%	38%	34%	35%	32%	41%	34%	39%	39%	36%	29%	39%	-	30%	33%
No	**44**	28	39	44	17	24	20	17	35	30	34	9	20	1	23	45
	63%	59%	61%	63%	57%	63%	57%	63%	59%	60%	62%	62%	55%	100%	70%	64%
Don't know	**2**	2	1	2	2	2	1	1	1	1	1	1	2	-	-	2
	3%	4%	1%	3%	7%	6%	2%	3%	1%	2%	2%	9%	6%	-	-	3%
	b			b												

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 112

TECH_STAFF. Does your organisation employ people working in any of the following professions, either on a permanent, or temporary basis? Business Intelligence and Insight

Base : Participants whose organisation has an expert level digital maturity

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**70**	70	-	-	70	63	66	57	13	39	16	50	20	70
Weighted Total	**71***	71*	-**	-**	71*	64*	67*	58*	12**	41*	15**	50*	20**	70*
Yes	**24**	24	-	-	24	23	23	21	7	16	3	19	5	23
	34%	34%	-	-	34%	36%	35%	35%	59%	38%	17%	38%	24%	33%
No	**44**	44	-	-	44	39	42	37	4	24	12	29	15	45
	63%	63%	-	-	63%	60%	62%	63%	34%	57%	83%	58%	76%	64%
Don't know	**2**	2	-	-	2	2	2	1	1	2	-	2	-	2
	3%	3%	-	-	3%	3%	3%	1%	7%	5%	-	4%	-	3%
						g								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 113

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has led to improved staff productivity

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
Strongly agree	**238**	88	123	16	19	24	47	48	28	50	40	165	46	16	141	77	237
	43%	36%	50%	40%	42%	41%	49%	50%	46%	40%	35%	43%	41%	44%	41%	46%	43%
	a		Za					k									
Tend to agree	**203**	98	81	14	16	22	38	33	16	43	49	134	45	15	126	62	200
	37%	40%	33%	35%	36%	37%	40%	35%	26%	35%	42%	35%	40%	42%	37%	37%	36%
											i						
Neither agree nor disagree	**54**	28	18	5	5	4	6	9	7	15	13	38	10	4	34	15	56
	10%	11%	7%	13%	11%	6%	7%	9%	12%	12%	12%	10%	8%	11%	10%	9%	10%
Tend to disagree	**29**	13	13	2	2	7	1	1	5	5	9	21	8	-	17	11	28
	5%	5%	5%	5%	5%	12%	2%	1%	8%	4%	8%	6%	7%	-	5%	7%	5%
	h					Zghj			gh		gh						
Strongly disagree	**26**	12	10	3	3	2	1	5	4	10	4	20	4	1	21	5	28
	5%	5%	4%	7%	6%	3%	1%	6%	6%	8%	3%	5%	4%	3%	6%	3%	5%
										g							
Don't know	**4**	3	1	-	-	-	2	-	1	1	-	4	-	-	4	-	4
	1%	1%	*	-	-	-	2%	-	1%	1%	-	1%	-	-	1%	-	1%
Strongly/tend to agree	**440**	187	204	30	36	46	85	81	45	93	89	299	92	32	267	139	437
	80%	77%	83%	75%	78%	78%	88%	84%	72%	75%	77%	78%	81%	86%	78%	82%	79%
							Zijk										
Strongly/tend to disagree	**55**	26	24	5	5	9	3	6	9	15	13	41	12	1	38	16	56
	10%	11%	10%	13%	11%	15%	3%	6%	15%	12%	11%	11%	10%	3%	11%	9%	10%
	g					g			g	g	g						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 114

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has led to improved staff productivity

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
Strongly agree	**238**	149	208	236	106	108	117	90	184	163	173	60	90	5	142	237
	43%	44%	45%	43%	43%	44%	48%	46%	46%	44%	44%	39%	62%	19%	37%	43%
	n		Z				Zd		Z				Zn			
Tend to agree	**203**	122	164	199	91	84	76	66	137	136	145	57	38	8	156	200
	37%	36%	35%	37%	37%	35%	31%	34%	34%	37%	37%	37%	26%	32%	41%	36%
	fhl				f					fh					Zl	
Neither agree nor disagree	**54**	31	44	52	23	23	23	17	38	32	36	18	9	3	43	56
	10%	9%	9%	10%	9%	10%	10%	9%	10%	9%	9%	12%	6%	10%	11%	10%
Tend to disagree	**29**	18	25	29	12	14	14	9	24	22	23	6	5	5	18	28
	5%	5%	5%	5%	5%	6%	6%	5%	6%	6%	6%	4%	4%	21%	5%	5%
Strongly disagree	**26**	15	22	26	10	14	12	12	19	16	15	11	3	4	20	28
	5%	5%	5%	5%	4%	6%	5%	6%	5%	4%	4%	7%	2%	14%	5%	5%
Don't know	**4**	3	-	3	2	-	-	1	-	-	-	2	-	1	3	4
	1%	1%	-	1%	1%	-	-	1%	-	-	-	1%	-	4%	1%	1%
	c	b										j				
Strongly/tend to agree	**440**	271	372	435	197	191	193	156	321	299	318	117	129	13	298	437
	80%	80%	80%	80%	80%	79%	80%	80%	80%	81%	81%	76%	88%	52%	78%	79%
													Zn			
Strongly/tend to disagree	**55**	33	47	55	23	27	26	21	42	38	38	17	8	9	38	56
	10%	10%	10%	10%	9%	11%	11%	11%	11%	10%	10%	11%	6%	35%	10%	10%
	l															

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 115

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has led to improved staff productivity

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
Strongly agree	**238**	36	169	27	238	219	238	200	36	126	62	194	41	237
	43%	54%	45%	30%	43%	45%	43%	46%	55%	45%	40%	42%	47%	43%
	c	c	c			Zdf		Zdf	Zdf					
Tend to agree	**203**	21	146	29	203	173	203	152	19	97	60	177	25	200
	37%	31%	39%	32%	37%	36%	37%	35%	28%	34%	39%	38%	28%	36%
Neither agree nor disagree	**54**	3	37	12	54	46	54	42	8	32	13	44	10	56
	10%	5%	10%	13%	10%	9%	10%	10%	12%	11%	8%	9%	11%	10%
Tend to disagree	**29**	4	14	8	29	24	29	24	-	14	11	25	4	28
	5%	6%	4%	9%	5%	5%	5%	5%	-	5%	7%	5%	5%	5%
	b			b										
Strongly disagree	**26**	2	11	13	26	21	26	14	2	12	9	19	7	28
	5%	3%	3%	14%	5%	4%	5%	3%	3%	4%	6%	4%	8%	5%
	bg			Zab	g	g	g							
Don't know	**4**	1	1	1	4	2	4	1	1	1	1	3	-	4
	1%	1%	*	1%	1%	*	1%	*	2%	*	*	1%	-	1%
	beg				eg		eg							
Strongly/tend to agree	**440**	57	315	56	440	393	440	352	55	223	121	370	66	437
	80%	85%	83%	62%	80%	81%	80%	81%	84%	79%	79%	80%	76%	79%
	c	c	Zc			Zdf		Zdf						
Strongly/tend to disagree	**55**	6	25	21	55	45	55	38	2	26	20	44	11	56
	10%	9%	6%	24%	10%	9%	10%	9%	3%	9%	13%	9%	13%	10%
	bh			Zab	h		h							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 116

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has enabled staff to spend more time delivering care

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**551**	246	246	38	41	62	86	108	73	110	112	399	98	34	355	158	551
Weighted Total	**551**	243	247	40*	43*	59*	94*	96	62*	124	116	382	113*	37*	343	170	551
Strongly agree	**222**	83	116	16	16	22	34	43	22	54	48	155	40	19	134	69	221
	40%	34%	47%	39%	38%	36%	36%	45%	35%	44%	41%	40%	36%	51%	39%	41%	40%
	a		Za														
Tend to agree	**141**	71	54	8	11	20	26	29	12	26	28	89	37	8	87	43	140
	26%	29%	22%	21%	25%	33%	28%	30%	19%	21%	25%	23%	33%	23%	25%	26%	25%
					d												
Neither agree nor disagree	**71**	32	28	6	6	6	13	7	16	16	12	53	10	4	45	20	73
	13%	13%	12%	14%	13%	9%	14%	8%	26%	13%	11%	14%	9%	10%	13%	12%	13%
									Zfhjk								
Tend to disagree	**76**	38	27	9	9	10	13	9	8	17	19	49	19	6	42	30	73
	14%	15%	11%	23%	22%	16%	14%	10%	12%	14%	16%	13%	17%	16%	12%	18%	13%
				b													
Strongly disagree	**33**	14	18	1	1	2	2	7	4	10	8	28	5	-	28	5	34
	6%	6%	7%	2%	2%	3%	2%	7%	6%	8%	7%	7%	4%	-	8%	3%	6%
										g		Z			Zp		
Don't know	**10**	6	4	-	-	1	7	1	1	-	1	8	2	-	8	2	10
	2%	2%	2%	-	-	1%	7%	1%	1%	-	1%	2%	2%	-	2%	1%	2%
							Zhjk										
Strongly/tend to agree	**362**	153	169	24	27	41	59	72	34	80	76	244	77	27	221	113	361
	66%	63%	69%	60%	63%	70%	63%	74%	54%	65%	66%	64%	68%	74%	64%	66%	66%
	i							Zi									
Strongly/tend to disagree	**108**	52	45	10	10	11	15	16	12	27	27	77	24	6	69	35	107
	20%	21%	18%	26%	24%	19%	16%	17%	19%	22%	23%	20%	21%	16%	20%	21%	19%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 117

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has enabled staff to spend more time delivering care

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**551**	329	462	543	241	235	235	193	399	370	391	154	141	26	384	551
Weighted Total	**551**	336	460	543	243	241	239	194	400	367	390	154	144	26**	382	551
Strongly agree	**222**	143	194	219	103	107	110	88	175	148	165	52	89	2	130	221
	40%	42%	42%	40%	42%	45%	46%	45%	44%	40%	42%	34%	62%	9%	34%	40%
	n		Zc				Zi		Zi				Zn			
Tend to agree	**141**	85	116	138	57	60	53	44	99	99	101	38	30	6	105	140
	26%	25%	25%	26%	24%	25%	22%	23%	25%	27%	26%	25%	21%	23%	28%	25%
										f						
Neither agree nor disagree	**71**	43	52	70	38	26	32	24	43	37	45	26	9	5	57	73
	13%	13%	11%	13%	16%	11%	13%	12%	11%	10%	12%	17%	6%	18%	15%	13%
	bhil			b	ehi										Zl	
Tend to disagree	**76**	41	61	74	34	29	28	23	51	51	50	26	11	7	58	73
	14%	12%	13%	14%	14%	12%	12%	12%	13%	14%	13%	17%	7%	28%	15%	13%
	l														l	
Strongly disagree	**33**	17	31	33	7	13	14	11	28	26	24	9	3	4	25	34
	6%	5%	7%	6%	3%	6%	6%	6%	7%	7%	6%	6%	2%	16%	7%	6%
	dl					d	d	d	d	d						
Don't know	**10**	7	6	9	4	5	3	4	5	6	5	3	2	1	7	10
	2%	2%	1%	2%	2%	2%	1%	2%	1%	2%	1%	2%	1%	4%	2%	2%
	bc															
Strongly/tend to agree	**362**	227	310	357	160	167	163	131	274	247	267	90	118	9	236	361
	66%	68%	67%	66%	66%	69%	68%	68%	68%	67%	68%	59%	82%	33%	62%	66%
	kn								Z		Zk		Zn			
Strongly/tend to disagree	**108**	58	92	107	41	43	42	34	79	77	74	34	14	12	82	107
	20%	17%	20%	20%	17%	18%	18%	18%	20%	21%	19%	22%	10%	45%	22%	19%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 118

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements? This technology has enabled staff to spend more time delivering care

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**551**	65	376	92	551	481	551	431	65	274	158	457	88	551
Weighted Total	**551**	66*	377	90*	551	483	551	430	66*	280	153	458	87*	551
Strongly agree	**222**	36	158	23	222	209	222	192	41	129	51	176	43	221
	40%	54%	42%	25%	40%	43%	40%	45%	62%	46%	33%	38%	49%	40%
	cjk	Zc	c			Zdf		Zdf	Zdefg	Zj				
Tend to agree	**141**	15	101	23	141	120	141	107	9	62	40	123	17	140
	26%	22%	27%	26%	26%	25%	26%	25%	13%	22%	26%	27%	20%	25%
	h				h	h	h	h						
Neither agree nor disagree	**71**	5	45	17	71	59	71	49	7	37	22	62	8	73
	13%	7%	12%	19%	13%	12%	13%	11%	10%	13%	14%	13%	9%	13%
	g			a	g		g							
Tend to disagree	**76**	5	51	16	76	62	76	56	6	32	27	66	9	73
	14%	8%	14%	17%	14%	13%	14%	13%	8%	11%	18%	15%	10%	13%
Strongly disagree	**33**	2	17	11	33	26	33	21	2	17	11	23	10	34
	6%	3%	5%	13%	6%	5%	6%	5%	3%	6%	7%	5%	11%	6%
	bk			Zab									Zk	
Don't know	**10**	4	4	-	10	8	10	5	2	3	2	9	-	10
	2%	5%	1%	-	2%	2%	2%	1%	3%	1%	1%	2%	-	2%
	bg	Zbc			g		g							
Strongly/tend to agree	**362**	50	259	46	362	329	362	299	50	191	91	298	60	361
	66%	76%	69%	51%	66%	68%	66%	70%	75%	68%	60%	65%	69%	66%
	c	c	Zc			Zdf		Zdf						
Strongly/tend to disagree	**108**	7	68	27	108	87	108	77	7	49	38	89	19	107
	20%	11%	18%	30%	20%	18%	20%	18%	11%	17%	25%	19%	22%	19%
	e			Zab	e		e							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 119

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements REMOVED - 05/21 - This technology has had a positive impact on staff job satisfaction

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**284**	129	117	24	26	33	44	60	41	54	52	203	52	16	190	75	284
Weighted Total	**280**	124	116	25**	28**	31*	47*	54*	34*	61*	53*	191	59*	18**	181	80*	284
Strongly agree	**85**	37	36	9	9	10	18	16	11	15	15	62	15	5	58	22	85
	30%	29%	31%	36%	32%	32%	38%	29%	33%	25%	28%	32%	26%	27%	32%	27%	30%
Tend to agree	**99**	44	42	6	7	12	16	22	12	22	15	59	27	6	60	28	100
	35%	35%	37%	23%	25%	38%	34%	41%	34%	36%	29%	31%	45%	36%	33%	36%	35%
	l																
Neither agree nor disagree	**52**	23	19	6	8	4	11	7	9	12	9	37	9	4	32	17	53
	19%	19%	17%	24%	27%	12%	24%	13%	26%	20%	16%	20%	15%	23%	18%	22%	19%
Tend to disagree	**28**	14	9	4	4	4	1	5	2	6	11	19	7	1	18	9	28
	10%	11%	8%	14%	13%	12%	2%	9%	5%	10%	21%	10%	12%	7%	10%	11%	10%
	g										Zgi						
Strongly disagree	**9**	6	3	1	1	1	-	3	1	2	2	9	1	-	8	1	11
	3%	5%	2%	4%	3%	3%	-	6%	2%	3%	5%	4%	1%	-	5%	1%	4%
Don't know	**7**	1	6	-	-	1	1	1	-	3	1	6	-	1	5	2	7
	2%	1%	5%	-	-	3%	2%	2%	-	5%	1%	3%	-	7%	3%	3%	2%
	a		Za														
Strongly/tend to agree	**184**	80	79	15	16	22	34	38	23	38	30	121	42	11	118	50	185
	66%	65%	68%	58%	57%	71%	72%	70%	67%	61%	57%	63%	71%	63%	65%	63%	65%
Strongly/tend to disagree	**38**	20	12	4	4	5	1	8	3	8	13	27	8	1	27	10	39
	13%	16%	10%	17%	16%	15%	2%	15%	7%	13%	25%	14%	14%	7%	15%	12%	14%
	g					g		g			Zgi						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 120

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements REMOVED - 05/21 - This technology has had a positive impact on staff job satisfaction

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**284**	168	225	278	127	114	113	93	188	162	184	96	73	14	197	284
Weighted Total	**280**	169	221	274	127	116	114	92*	187	159	180	94*	75*	13**	193	284
Strongly agree	**85**	50	69	84	35	36	35	24	60	44	55	27	30	1	54	85
	30%	29%	31%	31%	27%	31%	31%	26%	32%	28%	31%	29%	40%	7%	28%	30%
									i				Z			
Tend to agree	**99**	65	79	97	51	48	42	39	68	64	62	34	25	4	71	100
	35%	39%	36%	35%	40%	41%	37%	42%	36%	40%	35%	36%	33%	28%	37%	35%
								f								
Neither agree nor disagree	**52**	30	38	51	24	14	18	12	30	25	35	17	12	3	36	53
	19%	18%	17%	19%	19%	12%	16%	14%	16%	16%	19%	18%	17%	25%	19%	19%
	e				eg											
Tend to disagree	**28**	14	21	27	10	10	11	10	17	16	17	11	4	3	20	28
	10%	8%	9%	10%	8%	8%	10%	11%	9%	10%	10%	12%	6%	27%	11%	10%
Strongly disagree	**9**	6	8	9	3	5	4	4	7	4	4	5	3	1	6	11
	3%	4%	4%	3%	3%	4%	3%	4%	4%	3%	2%	5%	3%	7%	3%	4%
Don't know	**7**	4	6	6	3	3	4	3	6	5	6	-	1	1	5	7
	2%	3%	3%	2%	3%	3%	4%	4%	3%	3%	3%	-	1%	6%	3%	2%
	c															
Strongly/tend to agree	**184**	115	148	181	86	83	77	63	127	108	118	61	55	4	125	185
	66%	68%	67%	66%	68%	72%	67%	68%	68%	68%	65%	65%	73%	35%	65%	65%
Strongly/tend to disagree	**38**	20	29	36	13	15	15	13	24	21	22	16	7	4	26	39
	13%	12%	13%	13%	11%	13%	13%	14%	13%	13%	12%	17%	9%	34%	14%	14%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 121

IMPACT_CTA. Thinking about the staff working in MAIN_SERVICE in your organisation and the consumer technology or apps they use, to what extent do you agree or disagree with the following statements REMOVED - 05/21 - This technology has had a positive impact on staff job satisfaction

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**284**	33	192	51	284	249	284	220	43	140	78	240	43	284
Weighted Total	**280**	32*	191	48*	280	247	280	217	43*	141	73*	237	43*	284
Strongly agree	**85**	12	61	10	85	78	85	67	23	51	15	66	18	85
	30%	36%	32%	21%	30%	31%	30%	31%	54%	36%	21%	28%	43%	30%
	j								Zdefg	Zj				
Tend to agree	**99**	16	61	20	99	84	99	77	8	47	27	87	12	100
	35%	50%	32%	41%	35%	34%	35%	35%	18%	33%	36%	37%	29%	35%
	h				h	h	h	h						
Neither agree nor disagree	**52**	2	42	6	52	47	52	42	10	25	15	45	7	53
	19%	5%	22%	13%	19%	19%	19%	19%	23%	18%	20%	19%	15%	19%
	a		Za											
Tend to disagree	**28**	-	19	7	28	26	28	22	1	10	11	24	4	28
	10%	-	10%	15%	10%	11%	10%	10%	2%	7%	15%	10%	9%	10%
				a		h		h						
Strongly disagree	**9**	1	5	3	9	7	9	5	1	4	3	8	2	11
	3%	2%	3%	7%	3%	3%	3%	2%	2%	3%	5%	3%	4%	4%
Don't know	**7**	2	3	2	7	6	7	3	-	4	2	7	-	7
	2%	7%	2%	3%	2%	2%	2%	1%	-	3%	2%	3%	-	2%
	g	b			g	g	g							
Strongly/tend to agree	**184**	28	121	30	184	161	184	144	31	98	42	153	31	185
	66%	85%	64%	62%	66%	65%	66%	66%	73%	69%	57%	65%	72%	65%
		Zbc												
Strongly/tend to disagree	**38**	1	24	10	38	33	38	28	2	15	15	32	5	39
	13%	2%	13%	21%	13%	13%	13%	13%	4%	10%	20%	14%	13%	14%
	a			a										

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 122

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**500**	205	241	31	36	59	79	101	61	98	102	359	91	29	316	150	500
Weighted Total	**503**	206	242	32**	38*	57*	86*	90*	52*	111*	107*	346	105*	31**	307	162	500
Strongly agree	**257**	79	155	14	17	31	47	53	20	55	50	189	44	15	153	89	257
	51%	38%	64%	44%	46%	55%	55%	59%	39%	49%	46%	55%	42%	48%	50%	55%	51%
	a		Zae					i				Zm					
Tend to agree	**166**	81	63	12	15	20	28	22	18	36	41	105	40	13	98	55	162
	33%	39%	26%	38%	38%	35%	32%	25%	36%	33%	38%	30%	38%	40%	32%	34%	32%
	bhl	Zb									h						
Neither agree nor disagree	**33**	23	8	-	-	4	4	5	5	10	6	23	9	-	21	8	33
	7%	11%	3%	-	-	7%	4%	6%	9%	9%	5%	7%	8%	-	7%	5%	7%
	b	Zbe															
Tend to disagree	**27**	16	5	4	4	-	2	7	5	4	9	14	10	2	21	5	28
	5%	8%	2%	14%	12%	-	2%	8%	10%	4%	8%	4%	10%	7%	7%	3%	6%
	bl	b			b			f	f		f		l				
Strongly disagree	**12**	3	7	1	1	1	2	2	2	4	2	9	2	-	9	2	12
	2%	1%	3%	4%	4%	2%	2%	2%	3%	4%	2%	2%	2%	-	3%	1%	2%
Don't know	**8**	4	4	-	-	1	4	1	2	1	-	7	-	2	6	2	8
	2%	2%	2%	-	-	2%	4%	1%	3%	1%	-	2%	-	5%	2%	1%	2%
							k										
Strongly/tend to agree	**423**	160	217	26	32	51	75	75	39	91	91	294	84	28	250	144	419
	84%	78%	90%	82%	85%	90%	87%	84%	75%	82%	85%	85%	80%	89%	81%	89%	84%
	a		Za			i										Zo	
Strongly/tend to disagree	**39**	19	12	6	6	1	4	9	7	9	11	22	12	2	30	7	40
	8%	9%	5%	18%	15%	2%	4%	10%	13%	8%	10%	6%	12%	7%	10%	4%	8%
	bf				b			f	f		f				Zp		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 123

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**500**	302	425	492	216	223	234	198	371	342	363	131	135	21	344	500
Weighted Total	**503**	310	426	495	219	228	239	199	375	342	364	132	139	21**	343	500
Strongly agree	**257**	179	229	254	130	138	147	124	203	185	195	57	98	4	155	257
	51%	58%	54%	51%	59%	60%	62%	63%	54%	54%	54%	44%	70%	20%	45%	51%
	n	Zc	Zc		Z	Zhi	Zhi	Zhi	Z	Z			Zn			
Tend to agree	**166**	87	133	164	60	63	59	52	115	106	117	46	28	7	131	162
	33%	28%	31%	33%	27%	27%	25%	26%	31%	31%	32%	35%	20%	31%	38%	32%
	adefgl			ab					f	f					ZI	
Neither agree nor disagree	**33**	14	29	32	8	5	11	6	26	21	27	6	7	5	22	33
	7%	5%	7%	7%	4%	2%	4%	3%	7%	6%	7%	5%	5%	21%	6%	7%
	adeg		a	a	e		eg		deg	eg						
Tend to disagree	**27**	16	18	26	13	12	11	7	15	15	16	12	6	3	18	28
	5%	5%	4%	5%	6%	5%	4%	3%	4%	4%	4%	9%	4%	14%	5%	6%
	bh			b	g	g										
Strongly disagree	**12**	8	11	12	4	7	7	6	11	8	5	7	-	1	11	12
	2%	3%	3%	2%	2%	3%	3%	3%	3%	2%	1%	5%	-	5%	3%	2%
	j											Zj			l	
Don't know	**8**	6	6	7	4	4	4	5	5	6	3	3	-	2	6	8
	2%	2%	1%	1%	2%	2%	2%	2%	1%	2%	1%	2%	-	9%	2%	2%
	cj															
Strongly/tend to agree	**423**	266	362	417	190	201	207	176	317	291	313	104	126	11	286	419
	84%	86%	85%	84%	87%	88%	87%	88%	85%	85%	86%	79%	91%	51%	83%	84%
						Z		Z			Z		Zn			
Strongly/tend to disagree	**39**	24	28	38	17	18	18	12	26	24	21	18	6	4	29	40
	8%	8%	7%	8%	8%	8%	7%	6%	7%	7%	6%	14%	4%	19%	8%	8%
	bj			b								Zj				

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 124

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**500**	62	340	79	500	499	477	400	62	250	145	405	91	500
Weighted Total	**503**	63*	343	77*	503	502	479	401	63*	259	141	409	90*	500
Strongly agree	**257**	46	175	28	257	257	244	212	39	135	73	204	51	257
	51%	72%	51%	36%	51%	51%	51%	53%	62%	52%	52%	50%	57%	51%
	c	Zbc	c											
Tend to agree	**166**	16	120	25	166	166	159	135	16	73	45	139	26	162
	33%	25%	35%	33%	33%	33%	33%	34%	26%	28%	32%	34%	29%	32%
	i													
Neither agree nor disagree	**33**	-	20	10	33	32	30	27	3	22	8	30	3	33
	7%	-	6%	13%	7%	6%	6%	7%	4%	8%	5%	7%	3%	7%
	ae			Zab	e									
Tend to disagree	**27**	1	19	6	27	27	27	17	2	14	10	24	3	28
	5%	1%	5%	8%	5%	5%	6%	4%	3%	6%	7%	6%	4%	6%
	g				g	g	g							
Strongly disagree	**12**	1	5	5	12	12	12	6	2	9	3	6	6	12
	2%	2%	1%	6%	2%	2%	3%	2%	3%	3%	2%	2%	6%	2%
	bgk			Zb	g	g	g						Zk	
Don't know	**8**	-	4	2	8	8	7	4	1	6	1	6	1	8
	2%	-	1%	3%	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%
	g				g	g	g							
Strongly/tend to agree	**423**	61	295	53	423	423	403	347	55	208	119	342	78	419
	84%	97%	86%	69%	84%	84%	84%	86%	88%	80%	84%	84%	86%	84%
	ci	Zbc	c			Zd		Zdef						
Strongly/tend to disagree	**39**	2	24	11	39	39	39	23	4	23	14	30	9	40
	8%	3%	7%	15%	8%	8%	8%	6%	6%	9%	10%	7%	10%	8%
	g			Zab	g	g	g							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 125

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more time delivering care

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**498**	205	241	31	34	59	77	101	61	98	102	359	91	29	316	150	498
Weighted Total	**501**	206	242	32**	35*	57*	84*	90*	52*	111*	107*	346	105*	31**	307	162	498
Strongly agree	**222**	72	132	13	13	31	37	47	19	44	43	163	40	14	140	71	222
	44%	35%	54%	41%	37%	55%	44%	53%	37%	40%	40%	47%	38%	43%	46%	44%	45%
	a		Za									Z					
Tend to agree	**134**	65	55	8	10	16	23	20	12	30	33	85	33	10	75	48	131
	27%	31%	23%	24%	28%	29%	27%	23%	23%	27%	30%	25%	31%	31%	25%	29%	26%
	b	b															
Neither agree nor disagree	**51**	24	18	4	4	4	9	10	8	11	10	33	9	3	30	13	52
	10%	11%	7%	13%	12%	7%	10%	11%	15%	10%	10%	10%	9%	11%	10%	8%	10%
	b																
Tend to disagree	**46**	27	13	5	6	4	4	3	7	15	13	27	16	3	27	17	44
	9%	13%	5%	15%	17%	7%	5%	3%	13%	14%	12%	8%	16%	8%	9%	11%	9%
	bh	Zb			b				h	h	h		Zl				
Strongly disagree	**31**	12	15	2	2	-	6	6	5	8	6	23	5	2	23	7	31
	6%	6%	6%	8%	7%	-	7%	7%	9%	7%	6%	7%	5%	5%	7%	5%	6%
							f	f	f	f							
Don't know	**17**	7	9	-	-	2	5	3	2	3	2	14	2	1	12	5	18
	3%	4%	4%	-	-	3%	6%	4%	3%	3%	2%	4%	2%	2%	4%	3%	4%
Strongly/tend to agree	**356**	137	186	21	23	47	59	68	31	74	76	249	73	23	215	119	353
	71%	66%	77%	65%	65%	84%	71%	75%	60%	67%	71%	72%	69%	74%	70%	73%	71%
	i		Za			Zij		i									
Strongly/tend to disagree	**77**	39	28	7	8	4	10	9	11	23	19	50	21	4	50	24	75
	15%	19%	12%	22%	23%	7%	12%	10%	22%	21%	18%	14%	20%	13%	16%	15%	15%
	bf	b							fh	fh	f						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 126

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more time delivering care

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**498**	300	423	490	215	222	232	197	370	340	361	131	133	21	344	498
Weighted Total	**501**	307	424	492	218	227	236	198	373	340	361	132	136	21**	343	498
Strongly agree	**222**	148	199	219	112	117	119	103	180	154	166	52	88	2	131	222
	44%	48%	47%	44%	51%	51%	50%	52%	48%	45%	46%	40%	65%	9%	38%	45%
	n	Zc	Zc		Z	Zi	Z	Zi	Zi				Zn			
Tend to agree	**134**	76	107	132	49	60	56	44	90	90	100	32	23	7	105	131
	27%	25%	25%	27%	23%	26%	24%	22%	24%	27%	28%	25%	17%	32%	30%	26%
	hl			b		g									Zl	
Neither agree nor disagree	**51**	35	36	49	26	16	25	22	32	28	32	19	11	5	36	52
	10%	11%	9%	10%	12%	7%	11%	11%	9%	8%	9%	15%	8%	21%	10%	10%
	behi	b		b	ei		e	e								
Tend to disagree	**46**	18	39	46	13	10	13	9	36	32	35	10	7	4	35	44
	9%	6%	9%	9%	6%	5%	6%	5%	10%	9%	10%	8%	5%	17%	10%	9%
	adefgl		a	a					defg	defg						
Strongly disagree	**31**	19	28	31	12	16	15	12	25	22	18	13	5	3	24	31
	6%	6%	7%	6%	5%	7%	6%	6%	7%	7%	5%	10%	4%	12%	7%	6%
												Zj				
Don't know	**17**	11	15	16	6	8	7	8	9	13	10	5	2	2	13	18
	3%	4%	3%	3%	3%	4%	3%	4%	2%	4%	3%	3%	2%	9%	4%	4%
										h						
Strongly/tend to agree	**356**	224	306	351	161	177	176	147	270	245	266	84	111	9	236	353
	71%	73%	72%	71%	74%	78%	74%	74%	72%	72%	74%	64%	82%	41%	69%	71%
						Zhi					k		Zn			
Strongly/tend to disagree	**77**	37	67	77	25	26	28	21	62	54	53	24	12	6	59	75
	15%	12%	16%	16%	11%	11%	12%	11%	16%	16%	15%	18%	9%	29%	17%	15%
	adefgl		a	a					defg	defg					l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 127

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more time delivering car

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**498**	61	339	79	498	497	475	398	62	249	144	403	91	498
Weighted Total	**501**	62*	342	77*	501	500	477	399	63*	257	140	407	90*	498
Strongly agree	**222**	40	153	21	222	222	214	188	38	119	62	172	47	222
	44%	65%	45%	27%	44%	44%	45%	47%	61%	46%	44%	42%	52%	45%
	c	Zbc	c					Zde	Zdefg					
Tend to agree	**134**	12	97	21	134	134	126	106	11	59	37	111	22	131
	27%	20%	28%	27%	27%	27%	26%	27%	17%	23%	27%	27%	25%	26%
Neither agree nor disagree	**51**	2	35	11	51	51	46	40	4	31	14	46	6	52
	10%	4%	10%	15%	10%	10%	10%	10%	7%	12%	10%	11%	6%	10%
				a										
Tend to disagree	**46**	4	29	12	46	45	46	36	5	20	16	40	6	44
	9%	6%	8%	15%	9%	9%	10%	9%	9%	8%	12%	10%	7%	9%
	e				e		e							
Strongly disagree	**31**	2	18	9	31	31	29	17	2	20	7	24	7	31
	6%	3%	5%	11%	6%	6%	6%	4%	3%	8%	5%	6%	8%	6%
	g				g	g	g							
Don't know	**17**	1	9	4	17	17	16	11	2	9	4	14	2	18
	3%	2%	3%	5%	3%	3%	3%	3%	3%	3%	3%	3%	2%	4%
Strongly/tend to agree	**356**	53	250	42	356	356	340	294	49	178	99	284	70	353
	71%	85%	73%	54%	71%	71%	71%	74%	78%	69%	71%	70%	77%	71%
	c	Zc	c					Zdef						
Strongly/tend to disagree	**77**	6	47	20	77	76	74	54	7	40	23	64	13	75
	15%	10%	14%	26%	15%	15%	16%	13%	12%	15%	16%	16%	15%	15%
	eg			Zab	eg	g	g							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 128

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive impact on staff job satisfaction

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**265**	107	123	20	22	32	39	58	33	52	51	187	49	15	169	76	265
Weighted Total	**264**	105	122	21**	24**	30*	41*	52*	28*	59*	53*	178	56*	16**	162	81*	265
Strongly agree	**94**	31	51	8	9	13	14	21	10	18	19	72	14	4	57	31	94
	36%	30%	42%	39%	40%	42%	33%	41%	35%	30%	35%	40%	26%	27%	35%	38%	35%
												Z					
Tend to agree	**104**	45	44	9	9	11	20	19	11	23	19	60	32	6	65	30	104
	39%	43%	36%	43%	38%	37%	49%	37%	40%	38%	36%	34%	57%	37%	40%	37%	39%
	l												Zl				
Neither agree nor disagree	**31**	14	11	2	4	3	6	6	2	11	5	20	5	4	13	16	31
	12%	13%	9%	11%	16%	9%	13%	12%	6%	18%	9%	11%	9%	23%	8%	20%	12%
	o															Zo	
Tend to disagree	**22**	12	8	1	1	1	1	3	4	4	9	17	4	-	19	2	22
	8%	11%	7%	6%	6%	3%	3%	5%	16%	7%	17%	10%	7%	-	12%	3%	8%
	p								g		Zg				Zp		
Strongly disagree	**4**	2	1	-	-	1	-	1	1	1	-	2	1	-	2	-	4
	1%	2%	1%	-	-	3%	-	2%	3%	2%	-	1%	2%	-	2%	-	2%
Don't know	**9**	1	9	-	-	2	1	2	-	3	2	7	-	2	7	2	10
	4%	1%	7%	-	-	6%	3%	3%	-	5%	3%	4%	-	13%	5%	3%	4%
	a		Za														
Strongly/tend to agree	**197**	77	94	17	18	24	34	41	21	40	38	132	46	10	121	61	198
	75%	73%	77%	82%	79%	79%	81%	78%	75%	68%	71%	74%	82%	64%	75%	75%	75%
Strongly/tend to disagree	**26**	13	9	1	1	2	1	3	5	5	9	19	5	-	21	2	26
	10%	13%	7%	6%	6%	6%	3%	7%	19%	9%	17%	11%	8%	-	13%	3%	10%
	p								g		g				Zp		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 129

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive impact on staff job satisfaction

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**265**	158	216	259	118	113	118	101	183	156	181	80	72	11	182	265
Weighted Total	**264**	160	215	257	119	115	119	100*	184	155	179	79*	74*	10**	179	265
Strongly agree	**94**	65	81	93	49	51	53	43	70	54	62	29	40	1	53	94
	36%	41%	38%	36%	41%	44%	44%	43%	38%	35%	34%	36%	54%	8%	30%	35%
	n	Z				Zi	Zi						Zn			
Tend to agree	**104**	59	82	101	46	41	42	38	70	61	70	32	18	4	81	104
	39%	37%	38%	39%	39%	36%	35%	38%	38%	39%	39%	41%	25%	40%	45%	39%
	l														Zl	
Neither agree nor disagree	**31**	17	22	29	12	10	12	10	19	16	23	9	10	5	16	31
	12%	11%	10%	11%	10%	8%	10%	10%	10%	11%	13%	11%	13%	52%	9%	12%
	n															
Tend to disagree	**22**	10	19	22	7	7	5	3	17	15	18	4	6	-	16	22
	8%	7%	9%	9%	6%	6%	4%	3%	9%	10%	10%	5%	7%	-	9%	8%
	fg				g	g			fg	fg						
Strongly disagree	**4**	2	4	4	2	2	2	2	3	2	-	4	-	-	4	4
	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	-	5%	-	-	2%	2%
												Zj				
Don't know	**9**	6	7	8	4	4	6	5	6	7	7	2	1	-	8	10
	4%	4%	3%	3%	3%	3%	5%	5%	3%	4%	4%	2%	1%	-	5%	4%
Strongly/tend to agree	**197**	124	163	194	95	92	95	80	139	115	132	61	58	5	134	198
	75%	78%	76%	75%	79%	80%	80%	81%	76%	74%	74%	77%	78%	48%	75%	75%
Strongly/tend to disagree	**26**	13	22	26	9	10	7	4	19	17	18	7	6	-	20	26
	10%	8%	10%	10%	7%	8%	6%	4%	11%	11%	10%	9%	7%	-	11%	10%
	g					g			fg	fg						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 130

IMPACT_BUSSUP. Thinking about the staff working in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive impact on staff job satisfaction

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**265**	31	180	43	265	264	249	207	40	128	78	213	51	265
Weighted Total	**264**	31**	180	41*	264	263	247	205	40*	130	75*	212	51*	265
Strongly agree	**94**	16	63	11	94	94	88	74	21	53	27	68	25	94
	36%	50%	35%	27%	36%	36%	36%	36%	52%	40%	36%	32%	49%	35%
	k								Zdefg				Zk	
Tend to agree	**104**	10	69	19	104	104	95	81	10	44	25	87	16	104
	39%	31%	38%	48%	39%	39%	39%	40%	26%	34%	34%	41%	32%	39%
Neither agree nor disagree	**31**	2	26	2	31	31	28	26	6	20	7	26	5	31
	12%	6%	15%	4%	12%	12%	12%	12%	16%	16%	10%	12%	10%	12%
Tend to disagree	**22**	2	14	5	22	22	22	18	1	8	10	18	4	22
	8%	7%	8%	13%	8%	8%	9%	9%	2%	6%	14%	9%	7%	8%
Strongly disagree	**4**	-	2	2	4	4	4	1	1	2	2	3	1	4
	1%	-	1%	4%	1%	1%	1%	1%	2%	2%	2%	1%	2%	2%
	g				g	g	g							
Don't know	**9**	2	6	2	9	8	9	5	1	3	4	9	-	10
	4%	7%	3%	4%	4%	3%	4%	2%	2%	2%	5%	4%	-	4%
	eg				eg		g							
Strongly/tend to agree	**197**	25	133	30	197	197	184	156	31	97	52	155	41	198
	75%	81%	74%	75%	75%	75%	74%	76%	78%	74%	70%	73%	81%	75%
Strongly/tend to disagree	**26**	2	16	7	26	26	26	19	2	10	12	21	5	26
	10%	7%	9%	17%	10%	10%	10%	9%	4%	8%	16%	10%	9%	10%
											Z			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 131

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
Strongly agree	**168**	65	94	6	7	21	37	31	17	30	33	115	38	12	100	58	168
	38%	31%	48%	21%	21%	42%	48%	40%	32%	30%	36%	38%	39%	39%	38%	38%	38%
	a		Za				Zj										
Tend to agree	**169**	96	52	11	14	20	23	29	20	43	35	110	38	12	93	63	171
	38%	47%	27%	40%	43%	39%	31%	37%	38%	43%	38%	36%	39%	40%	35%	41%	38%
	b	Zb															
Neither agree nor disagree	**68**	26	30	7	8	7	12	12	7	17	13	47	10	6	40	22	67
	15%	12%	16%	26%	25%	15%	16%	15%	13%	17%	14%	16%	10%	21%	15%	14%	15%
Tend to disagree	**25**	12	10	3	3	2	1	5	6	6	6	16	9	-	16	6	25
	6%	6%	5%	13%	11%	4%	1%	6%	10%	6%	6%	5%	9%	-	6%	4%	6%
									g								
Strongly disagree	**10**	4	5	-	-	-	2	-	3	4	-	9	-	-	9	-	10
	2%	2%	2%	-	-	-	3%	-	6%	4%	-	3%	-	-	3%	-	2%
									Zhk						p		
Don't know	**8**	4	4	-	-	-	1	1	-	-	6	5	3	-	5	3	7
	2%	2%	2%	-	-	-	1%	2%	-	-	6%	2%	3%	-	2%	2%	2%
											Zj						
Strongly/tend to agree	**338**	161	146	16	21	40	60	59	37	73	68	224	76	24	192	121	339
	75%	78%	75%	61%	64%	81%	79%	77%	70%	73%	73%	75%	78%	79%	73%	80%	76%
Strongly/tend to disagree	**35**	16	15	3	3	2	3	5	9	10	6	24	9	-	25	6	35
	8%	8%	8%	13%	11%	4%	4%	6%	17%	10%	6%	8%	9%	-	10%	4%	8%
	p								Zfghk						p		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 132

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
Strongly agree	**168**	105	149	166	81	81	90	74	135	117	131	36	69	4	95	168
	38%	41%	38%	38%	44%	43%	46%	45%	39%	37%	39%	33%	56%	21%	31%	38%
	n				Zi		Zhi	Zi					Zn			
Tend to agree	**169**	90	148	168	61	65	60	52	131	122	126	40	34	11	125	171
	38%	35%	38%	38%	33%	34%	31%	32%	38%	38%	38%	37%	27%	53%	41%	38%
	fgl								f	fg					Zl	
Neither agree nor disagree	**68**	40	56	67	28	26	31	26	49	46	47	21	18	-	50	67
	15%	16%	14%	15%	16%	14%	16%	16%	14%	15%	14%	19%	15%	-	16%	15%
Tend to disagree	**25**	14	22	25	8	11	7	5	19	19	17	8	3	4	18	25
	6%	6%	6%	6%	4%	6%	4%	3%	5%	6%	5%	8%	2%	20%	6%	6%
	l					g										
Strongly disagree	**10**	4	9	9	3	4	4	4	9	8	9	1	1	-	9	10
	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	3%	1%	1%	-	3%	2%
	c															
Don't know	**8**	4	6	8	1	3	3	3	5	5	5	2	-	1	7	7
	2%	2%	2%	2%	*	2%	2%	2%	1%	1%	1%	2%	-	5%	2%	2%
						d	d	d								
Strongly/tend to agree	**338**	196	298	335	142	146	150	126	265	239	257	76	103	15	220	339
	75%	76%	76%	76%	78%	77%	77%	77%	77%	75%	77%	70%	83%	74%	72%	76%
	n												Zn			
Strongly/tend to disagree	**35**	18	31	34	11	15	11	9	27	27	25	9	3	4	27	35
	8%	7%	8%	8%	6%	8%	6%	6%	8%	8%	8%	9%	3%	20%	9%	8%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 133

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has led to improved staff productivity

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
Strongly agree	**168**	32	118	14	168	161	166	168	26	96	39	135	32	168
	38%	55%	38%	22%	38%	40%	39%	38%	42%	40%	34%	36%	43%	38%
	c	Zbc	c			Zdg	Zdg							
Tend to agree	**169**	19	117	29	169	149	163	169	22	89	43	144	25	171
	38%	33%	37%	46%	38%	37%	38%	38%	36%	37%	37%	39%	34%	38%
Neither agree nor disagree	**68**	5	53	8	68	58	62	68	9	37	19	57	10	67
	15%	9%	17%	13%	15%	14%	14%	15%	14%	15%	17%	16%	14%	15%
	f				f			f						
Tend to disagree	**25**	2	15	6	25	20	23	25	2	11	10	19	5	25
	6%	3%	5%	9%	6%	5%	5%	6%	3%	4%	9%	5%	6%	6%
Strongly disagree	**10**	-	5	4	10	6	8	10	1	5	3	8	2	10
	2%	-	2%	6%	2%	1%	2%	2%	2%	2%	2%	2%	3%	2%
	ef			Zb	ef			ef						
Don't know	**8**	-	5	2	8	7	8	8	2	4	1	7	-	7
	2%	-	2%	3%	2%	2%	2%	2%	4%	2%	1%	2%	-	2%
Strongly/tend to agree	**338**	51	236	43	338	310	328	338	48	185	81	279	57	339
	75%	88%	75%	68%	75%	77%	77%	75%	78%	76%	71%	75%	77%	76%
		Zbc				Zdg	Zdg							
Strongly/tend to disagree	**35**	2	20	10	35	26	31	35	3	16	13	27	7	35
	8%	3%	6%	15%	8%	6%	7%	8%	4%	7%	11%	7%	9%	8%
	e			Zab	e			e						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 134

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more time delivering care

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**446**	207	194	26	29	52	67	87	63	87	90	316	85	28	272	143	446
Weighted Total	**446**	207	194	26**	30**	50*	73*	77*	53*	100*	93*	301	98*	30**	262	152	446
Strongly agree	**172**	71	90	6	6	25	31	31	15	38	32	121	36	11	102	60	170
	39%	34%	46%	24%	22%	49%	42%	41%	29%	38%	34%	40%	37%	36%	39%	39%	38%
			Za			i											
Tend to agree	**156**	84	56	7	10	14	21	31	21	34	35	102	35	12	85	60	160
	35%	40%	29%	26%	34%	28%	29%	40%	40%	34%	38%	34%	36%	39%	32%	39%	36%
	b	Zb															
Neither agree nor disagree	**61**	28	21	8	8	9	11	7	9	14	10	38	13	5	37	17	60
	14%	13%	11%	29%	26%	19%	15%	9%	17%	14%	11%	13%	13%	17%	14%	11%	13%
Tend to disagree	**36**	14	16	5	5	2	8	6	4	8	8	23	10	2	21	12	35
	8%	7%	8%	20%	18%	4%	11%	8%	7%	8%	8%	8%	11%	7%	8%	8%	8%
Strongly disagree	**15**	7	7	-	-	-	1	-	4	6	4	12	2	-	14	1	16
	3%	3%	4%	-	-	-	1%	-	8%	6%	5%	4%	2%	-	5%	1%	4%
	p								fh	h					Zp		
Don't know	**6**	2	4	-	-	-	1	1	-	-	4	5	1	-	4	2	5
	1%	1%	2%	-	-	-	1%	2%	-	-	4%	2%	1%	-	1%	1%	1%
Strongly/tend to agree	**328**	155	146	13	17	39	52	62	37	72	67	223	71	23	187	120	330
	74%	75%	76%	50%	56%	78%	71%	81%	69%	72%	72%	74%	73%	75%	71%	79%	74%
Strongly/tend to disagree	**51**	22	23	5	5	2	9	6	8	14	12	35	13	2	35	13	51
	11%	10%	12%	20%	18%	4%	13%	8%	14%	14%	13%	12%	13%	7%	13%	9%	11%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 135

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more time delivering care

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**446**	251	388	441	181	185	191	163	344	315	333	109	120	20	306	446
Weighted Total	**446**	256	388	440	181	189	193	163	345	314	332	108	122	20**	304	446
Strongly agree	**172**	109	153	170	81	86	90	73	136	120	126	42	69	2	100	170
	39%	42%	39%	39%	45%	46%	47%	45%	40%	38%	38%	39%	57%	13%	33%	38%
	n				Zi	Zi	Zhi	Z					Zn			
Tend to agree	**156**	81	139	154	54	55	57	49	122	116	118	37	29	12	115	160
	35%	32%	36%	35%	30%	29%	30%	30%	35%	37%	36%	35%	24%	62%	38%	36%
	defl								e	defg					l	
Neither agree nor disagree	**61**	36	49	61	25	24	24	22	44	38	44	16	18	2	41	60
	14%	14%	13%	14%	14%	13%	13%	14%	13%	12%	13%	15%	14%	9%	14%	13%
Tend to disagree	**36**	20	29	36	16	15	12	11	25	23	25	10	4	1	30	35
	8%	8%	7%	8%	9%	8%	6%	7%	7%	7%	8%	10%	4%	4%	10%	8%
	l				f										Zl	
Strongly disagree	**15**	8	14	15	6	7	7	6	14	14	15	1	2	1	12	16
	3%	3%	4%	3%	3%	4%	4%	4%	4%	4%	4%	1%	1%	7%	4%	4%
Don't know	**6**	3	5	6	-	2	2	2	3	3	3	1	-	1	5	5
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	5%	2%	1%
Strongly/tend to agree	**328**	189	292	324	135	141	148	121	259	236	244	79	99	15	215	330
	74%	74%	75%	74%	74%	75%	76%	75%	75%	75%	74%	73%	81%	75%	71%	74%
	n		c										Zn			
Strongly/tend to disagree	**51**	28	43	50	22	22	19	17	39	37	40	11	6	2	43	51
	11%	11%	11%	11%	12%	12%	10%	10%	11%	12%	12%	10%	5%	11%	14%	11%
	l														Zl	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 136

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This type of technology has enabled staff to spend more time delivering care

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**446**	55	313	64	446	398	427	446	60	237	116	368	74	446
Weighted Total	**446**	56*	312	63*	446	398	426	446	61*	241	113	368	74*	446
Strongly agree	**172**	30	120	18	172	164	171	172	30	103	36	139	31	170
	39%	54%	38%	28%	39%	41%	40%	39%	49%	43%	32%	38%	42%	38%
		Zbc				Zdg	Zdg							
Tend to agree	**156**	16	114	24	156	138	145	156	18	79	40	129	28	160
	35%	28%	37%	39%	35%	35%	34%	35%	30%	33%	36%	35%	37%	36%
	f				f			f						
Neither agree nor disagree	**61**	5	44	9	61	52	58	61	6	29	22	54	6	60
	14%	10%	14%	14%	14%	13%	14%	14%	9%	12%	20%	15%	8%	13%
											Z			
Tend to disagree	**36**	4	22	7	36	28	32	36	4	17	12	27	7	35
	8%	7%	7%	11%	8%	7%	7%	8%	6%	7%	10%	7%	10%	8%
	ef				ef			ef						
Strongly disagree	**15**	1	9	3	15	11	15	15	3	9	3	13	2	16
	3%	1%	3%	5%	3%	3%	3%	3%	4%	4%	2%	4%	3%	4%
	e				e		e	e						
Don't know	**6**	-	3	2	6	5	6	6	1	3	-	5	-	5
	1%	-	1%	3%	1%	1%	1%	1%	2%	1%	-	1%	-	1%
Strongly/tend to agree	**328**	46	234	42	328	303	316	328	48	182	77	268	59	330
	74%	82%	75%	67%	74%	76%	74%	74%	79%	76%	68%	73%	79%	74%
						Zdfg								
Strongly/tend to disagree	**51**	5	32	10	51	39	46	51	6	27	14	41	10	51
	11%	9%	10%	16%	11%	10%	11%	11%	10%	11%	13%	11%	13%	11%
	ef				ef			ef						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 137

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive impact on staff job satisfaction

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**229**	106	94	17	19	30	34	46	32	44	43	160	43	15	143	69	229
Weighted Total	**225**	104*	92*	18**	20**	29**	36*	40*	27*	51*	43*	150	48*	16**	135	73*	229
Strongly agree	**68**	27	35	4	5	12	15	13	8	9	11	49	14	3	41	24	70
	30%	26%	39%	20%	24%	41%	42%	32%	29%	18%	26%	33%	29%	18%	30%	33%	31%
			Z				j										
Tend to agree	**94**	48	35	4	5	9	12	21	11	24	17	58	25	6	53	31	95
	42%	46%	38%	22%	26%	33%	33%	52%	40%	47%	39%	38%	51%	36%	39%	43%	41%
Neither agree nor disagree	**40**	18	13	7	7	6	7	3	7	10	7	28	3	6	24	13	41
	18%	17%	15%	38%	33%	22%	20%	9%	25%	20%	15%	19%	7%	38%	18%	17%	18%
	m																
Tend to disagree	**12**	7	2	3	3	1	2	2	2	4	2	8	5	-	10	3	12
	5%	7%	2%	20%	17%	3%	6%	5%	6%	7%	5%	5%	10%	-	7%	3%	5%
	b																
Strongly disagree	**5**	2	3	-	-	-	-	1	-	3	2	3	2	-	3	1	6
	2%	2%	3%	-	-	-	-	2%	-	5%	4%	2%	3%	-	3%	1%	3%
Don't know	**6**	2	4	-	-	-	-	-	-	1	4	4	-	1	4	2	5
	3%	2%	4%	-	-	-	-	-	-	2%	10%	3%	-	7%	3%	3%	2%
											Zh						
Strongly/tend to agree	**162**	75	70	7	10	21	27	34	19	33	28	107	39	9	94	55	165
	72%	73%	76%	43%	50%	75%	75%	84%	69%	65%	66%	71%	80%	55%	70%	75%	72%
								Z									
Strongly/tend to disagree	**17**	9	4	3	3	1	2	3	2	6	4	10	6	-	13	3	18
	8%	9%	5%	20%	17%	3%	6%	7%	6%	13%	8%	7%	13%	-	10%	5%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 138

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive impact on staff job satisfaction

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**229**	126	193	226	92	91	91	79	166	143	161	65	61	11	157	229
Weighted Total	**225**	127	190	222	92*	93*	91*	78*	165	140	157	64*	62*	10**	153	229
Strongly agree	**68**	44	60	68	32	35	36	25	53	41	46	19	29	1	39	70
	30%	35%	32%	31%	35%	37%	40%	33%	32%	29%	29%	30%	47%	8%	25%	31%
	n						Zgi						Zn			
Tend to agree	**94**	48	81	91	34	37	34	32	72	65	69	23	16	6	71	95
	42%	38%	43%	41%	37%	40%	37%	42%	43%	46%	44%	37%	27%	58%	47%	41%
	l									f					Zl	
Neither agree nor disagree	**40**	23	31	40	16	13	13	12	25	19	28	12	11	3	27	41
	18%	18%	16%	18%	18%	14%	14%	15%	15%	13%	18%	19%	17%	26%	17%	18%
	i															
Tend to disagree	**12**	6	9	12	5	3	3	4	7	8	7	6	4	-	8	12
	5%	5%	5%	6%	6%	4%	3%	5%	4%	6%	4%	9%	6%	-	5%	5%
Strongly disagree	**5**	2	4	4	2	2	2	2	4	4	4	1	2	-	3	6
	2%	1%	2%	2%	2%	2%	2%	2%	3%	3%	3%	1%	3%	-	2%	3%
	c															
Don't know	**6**	3	5	6	2	3	3	2	3	3	3	2	-	1	5	5
	3%	3%	3%	3%	2%	4%	4%	3%	2%	2%	2%	3%	-	9%	3%	2%
Strongly/tend to agree	**162**	93	141	160	67	71	70	58	125	106	115	43	45	6	110	165
	72%	73%	74%	72%	72%	77%	77%	75%	76%	75%	73%	67%	73%	65%	72%	72%
									Z							
Strongly/tend to disagree	**17**	8	13	17	7	5	5	6	11	13	11	7	6	-	12	18
	8%	6%	7%	7%	8%	6%	5%	7%	7%	9%	7%	10%	9%	-	8%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
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Table 139

IMPACT_SUPMON. Thinking about the staff working in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? REMOVED - 05/21 - This type of technology has had a positive impact on staff job satisfaction

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**229**	29	159	33	229	208	220	229	38	119	60	188	41	229
Weighted Total	**225**	29**	157	31*	225	206	217	225	38*	119	57*	185	40*	229
Strongly agree	**68**	15	44	7	68	64	68	68	16	38	17	52	17	70
	30%	52%	28%	23%	30%	31%	31%	30%	43%	32%	30%	28%	41%	31%
Tend to agree	**94**	11	67	12	94	86	89	94	15	48	20	81	13	95
	42%	38%	43%	37%	42%	42%	41%	42%	38%	40%	35%	44%	32%	41%
Neither agree nor disagree	**40**	2	30	8	40	35	37	40	6	20	13	32	8	41
	18%	6%	19%	25%	18%	17%	17%	18%	16%	17%	23%	18%	19%	18%
Tend to disagree	**12**	-	10	1	12	12	12	12	-	6	4	10	2	12
	5%	-	7%	3%	5%	6%	6%	5%	-	5%	7%	6%	5%	5%
Strongly disagree	**5**	-	4	2	5	4	5	5	1	3	2	4	1	6
	2%	-	2%	5%	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%
Don't know	**6**	1	2	2	6	3	6	6	-	3	1	6	-	5
	3%	4%	1%	7%	3%	2%	3%	3%	-	3%	2%	3%	-	2%
	e				e		e	e						
Strongly/tend to agree	**162**	26	111	19	162	151	157	162	31	87	37	133	29	165
	72%	90%	71%	60%	72%	73%	72%	72%	81%	73%	66%	72%	74%	72%
Strongly/tend to disagree	**17**	-	14	2	17	17	17	17	1	9	6	15	3	18
	8%	-	9%	8%	8%	8%	8%	8%	2%	7%	10%	8%	7%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 140

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
Strongly agree	**209**	80	105	17	19	20	47	41	18	44	39	144	44	12	128	66	207
	38%	33%	43%	42%	42%	34%	49%	43%	28%	36%	33%	38%	39%	33%	37%	39%	37%
	a		Za				Zik										
Tend to agree	**202**	98	77	15	17	27	33	31	25	46	39	133	45	14	121	63	201
	36%	40%	31%	37%	37%	45%	35%	32%	40%	37%	34%	35%	40%	37%	35%	37%	36%
	b	b															
Neither agree nor disagree	**57**	29	26	-	-	2	7	8	9	12	18	43	7	5	38	16	58
	10%	12%	10%	-	-	3%	7%	9%	15%	10%	16%	11%	6%	14%	11%	9%	10%
	def	de	de						f		f						
Tend to disagree	**46**	21	18	7	7	5	5	9	6	11	10	31	11	4	27	16	46
	8%	9%	7%	17%	14%	9%	5%	10%	10%	9%	9%	8%	9%	10%	8%	9%	8%
Strongly disagree	**24**	9	13	2	2	3	1	5	3	6	6	19	4	1	20	4	25
	4%	4%	5%	5%	4%	5%	1%	5%	4%	5%	5%	5%	3%	3%	6%	2%	5%
															Z		
Don't know	**17**	8	8	-	1	2	3	1	2	5	4	13	3	1	9	6	16
	3%	3%	3%	-	2%	3%	3%	1%	3%	4%	4%	3%	2%	3%	3%	4%	3%
Strongly/tend to agree	**410**	177	182	31	36	47	80	72	43	90	78	276	89	26	248	129	408
	74%	73%	74%	79%	79%	80%	83%	75%	69%	73%	67%	72%	79%	70%	72%	76%	74%
							Zik										
Strongly/tend to disagree	**70**	29	31	8	8	8	6	15	8	17	16	50	14	5	47	19	71
	13%	12%	12%	21%	18%	14%	6%	15%	14%	13%	14%	13%	12%	12%	14%	11%	13%
	g																

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 141

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
Strongly agree	**209**	133	178	206	99	99	100	82	152	139	148	57	82	4	123	207
	38%	39%	38%	38%	41%	41%	41%	42%	38%	38%	38%	37%	56%	14%	32%	37%
	n												Zn			
Tend to agree	**202**	118	164	198	81	82	80	61	142	125	142	58	40	13	149	201
	36%	35%	35%	36%	33%	34%	33%	31%	35%	34%	36%	38%	28%	49%	39%	36%
	l														l	
Neither agree nor disagree	**57**	38	48	56	32	26	29	20	42	42	40	16	14	2	41	58
	10%	11%	10%	10%	13%	11%	12%	10%	11%	11%	10%	11%	10%	6%	11%	10%
Tend to disagree	**46**	25	40	46	19	16	16	15	36	36	35	12	4	5	38	46
	8%	7%	9%	9%	8%	7%	6%	8%	9%	10%	9%	8%	3%	18%	10%	8%
	l									f					l	
Strongly disagree	**24**	15	19	24	7	12	10	9	18	16	14	9	2	2	19	25
	4%	4%	4%	4%	3%	5%	4%	5%	4%	4%	4%	6%	1%	9%	5%	5%
	l														l	
Don't know	**17**	10	14	16	6	7	8	7	12	11	13	2	3	1	12	16
	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	1%	2%	4%	3%	3%
Strongly/tend to agree	**410**	251	341	404	180	181	179	143	294	264	290	115	123	16	271	408
	74%	74%	74%	74%	74%	75%	74%	74%	73%	71%	74%	75%	84%	63%	71%	74%
	in												Zn			
Strongly/tend to disagree	**70**	40	60	70	26	28	26	24	53	52	49	21	6	7	57	71
	13%	12%	13%	13%	11%	11%	11%	12%	13%	14%	13%	14%	4%	27%	15%	13%
	l														Zl	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 142

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
Strongly agree	**209**	34	148	21	209	195	209	173	36	116	50	171	36	207
	38%	51%	39%	23%	38%	40%	38%	40%	55%	41%	32%	37%	41%	37%
	c	Zc	c			Zdf		Zdf	Zdefg					
Tend to agree	**202**	19	144	34	202	169	202	158	20	101	54	174	25	201
	36%	28%	38%	38%	36%	35%	36%	37%	30%	36%	35%	38%	29%	36%
Neither agree nor disagree	**57**	7	36	10	57	51	57	41	4	34	9	47	10	58
	10%	10%	10%	11%	10%	11%	10%	10%	6%	12%	6%	10%	11%	10%
	j									j				
Tend to disagree	**46**	5	29	12	46	37	46	34	3	16	24	40	7	46
	8%	7%	8%	14%	8%	8%	8%	8%	5%	6%	15%	9%	8%	8%
	i										Zi			
Strongly disagree	**24**	1	12	7	24	19	24	13	2	8	13	15	9	25
	4%	1%	3%	8%	4%	4%	4%	3%	3%	3%	8%	3%	10%	5%
	gk				g	g	g				Zi		Zk	
Don't know	**17**	2	8	6	17	15	17	12	1	7	5	13	1	16
	3%	3%	2%	6%	3%	3%	3%	3%	2%	2%	3%	3%	1%	3%
				b										
Strongly/tend to agree	**410**	53	292	55	410	364	410	332	56	217	104	346	61	408
	74%	79%	77%	61%	74%	75%	74%	77%	85%	77%	67%	75%	70%	74%
	cj	c	Zc					Zdf	Zdf	j				
Strongly/tend to disagree	**70**	6	41	19	70	56	70	47	5	24	36	54	16	71
	13%	9%	11%	21%	13%	11%	13%	11%	8%	8%	24%	12%	18%	13%
	egi			Zab	eg		eg				Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 143

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
Strongly agree	**204**	77	101	18	20	22	40	39	21	44	39	141	40	13	126	61	202
	37%	32%	41%	45%	44%	37%	42%	40%	33%	35%	33%	37%	36%	37%	37%	36%	37%
	a		a														
Tend to agree	**204**	106	72	16	18	22	38	35	22	50	37	137	48	11	118	70	202
	37%	44%	29%	39%	40%	37%	39%	36%	36%	40%	31%	36%	42%	30%	34%	41%	37%
	b	Zb															
Neither agree nor disagree	**64**	26	35	1	1	7	6	8	10	15	18	48	5	8	47	13	66
	12%	10%	14%	2%	2%	12%	6%	9%	16%	12%	15%	13%	5%	21%	14%	8%	12%
	em		de						g			m		m	Z		
Tend to disagree	**45**	21	21	2	2	6	8	7	5	6	14	28	14	2	24	19	45
	8%	9%	9%	4%	4%	9%	9%	7%	7%	5%	12%	7%	13%	4%	7%	11%	8%
Strongly disagree	**24**	8	11	3	3	2	-	6	3	5	8	18	3	1	21	2	25
	4%	3%	5%	8%	7%	3%	-	6%	5%	4%	7%	5%	3%	3%	6%	1%	5%
	p							g	g		g				Zp		
Don't know	**13**	5	7	1	2	1	3	2	1	5	1	10	1	2	7	5	13
	2%	2%	3%	2%	4%	2%	3%	2%	1%	4%	1%	3%	1%	6%	2%	3%	2%
					d												
Strongly/tend to agree	**408**	184	173	33	38	44	78	74	43	94	75	278	88	25	244	131	404
	74%	75%	70%	84%	83%	74%	81%	77%	70%	76%	65%	73%	78%	67%	71%	77%	73%
	k						k										
Strongly/tend to disagree	**69**	30	32	5	5	7	8	12	8	11	22	46	18	2	45	21	70
	12%	12%	13%	12%	11%	12%	9%	13%	13%	9%	19%	12%	16%	7%	13%	12%	13%
											Zj						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 144

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
Strongly agree	**204** **37%** n	129 38%	171 37%	202 37%	98 40%	93 38%	91 38%	74 38%	149 37%	131 35%	142 36%	58 38%	70 48% Zn	5 19%	129 34%	202 37%
Tend to agree	**204** **37%**	120 36%	169 37%	199 37%	81 33%	86 35%	85 35%	67 34%	147 37%	137 37%	149 38%	52 34%	51 35%	12 47%	140 37%	202 37%
Neither agree nor disagree	**64** **12%**	38 11%	54 12%	63 12%	31 13%	26 11%	31 13%	23 12%	45 11%	38 10%	44 11%	19 13%	16 11%	- -	48 13%	66 12%
Tend to disagree	**45** **8%**	29 9%	40 9%	45 8%	21 9%	23 10%	23 9%	20 10%	36 9%	39 11% Zh	35 9%	11 7%	7 5%	6 22%	33 9%	45 8%
Strongly disagree	**24** **4%** l	14 4%	19 4%	24 4%	8 3%	10 4%	8 3%	6 3%	16 4%	16 4%	14 4%	9 6%	2 1%	2 9%	20 5% l	25 5%
Don't know	**13** **2%**	8 2%	9 2%	12 2%	5 2%	5 2%	5 2%	5 3%	7 2%	8 2%	7 2%	4 3%	- -	1 4%	12 3% l	13 2%
Strongly/tend to agree	**408** **74%** n	249 74%	340 74%	401 74%	179 73%	178 74%	175 73%	141 72%	296 74%	268 72%	291 74%	110 72%	121 83% Zn	17 66%	269 71%	404 73%
Strongly/tend to disagree	**69** **12%** l	43 13%	59 13%	69 13%	29 12%	33 14%	30 13%	26 14%	52 13%	56 15% Zh	49 13%	20 13%	9 6%	8 30%	52 14% l	70 13%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 145

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
Strongly agree	**204** **37%**	35 52% Zbc	139 37%	25 28%	204 37%	189 39% Zdf	204 37%	166 38%	32 48%	107 38%	56 36%	168 37%	34 39%	202 37%
Tend to agree	**204** **37%** a	17 25%	149 39% a	33 37%	204 37%	177 36%	204 37%	161 37%	24 37%	108 38%	48 31%	175 38%	28 32%	202 37%
Neither agree nor disagree	**64** **12%** j	7 10%	45 12%	10 11%	64 12%	56 12%	64 12%	51 12%	4 6%	34 12%	11 7%	54 12%	9 10%	66 12%
Tend to disagree	**45** **8%**	5 7%	29 8%	10 11%	45 8%	36 7%	45 8%	33 8%	4 6%	20 7%	22 14% Zi	38 8%	7 9%	45 8%
Strongly disagree	**24** **4%** begik	2 4%	11 3%	7 8% b	24 4% eg	17 3%	24 4% eg	13 3%	2 3%	7 2%	15 10% Zi	15 3%	8 10% Zk	25 5%
Don't know	**13** **2%** b	1 2%	5 1%	6 6% Zb	13 2%	11 2%	13 2%	10 2%	1 2%	5 2%	3 2%	10 2%	1 1%	13 2%
Strongly/tend to agree	**408** **74%** cj	52 78%	288 76% c	58 64%	408 74%	366 75% Zdf	408 74%	326 75%	56 84% Zdf	216 77% j	104 67%	343 75%	62 71%	404 73%
Strongly/tend to disagree	**69** **12%** begi	7 10%	40 10%	17 19% b	69 12% eg	53 11%	69 12% eg	46 11%	5 8%	27 10%	37 24% Zi	53 12%	16 18%	70 13%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 146

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**284**	129	117	24	26	33	44	60	41	54	52	203	52	16	190	75	284
Weighted Total	**280**	124	116	25**	28**	31*	47*	54*	34*	61*	53*	191	59*	18**	181	80*	284
Strongly agree	**103**	42	44	13	14	12	21	24	8	26	12	72	21	6	65	29	103
	37%	34%	38%	52%	51%	38%	45%	44%	24%	42%	24%	38%	36%	36%	36%	36%	36%
	k						ik	ik									
Tend to agree	**107**	53	37	11	12	12	22	17	15	20	20	71	26	5	67	34	108
	38%	42%	32%	41%	42%	39%	47%	32%	45%	33%	39%	37%	44%	28%	37%	42%	38%
Neither agree nor disagree	**34**	15	17	-	-	4	1	4	5	10	10	22	5	5	24	8	34
	12%	12%	15%	-	-	11%	2%	7%	16%	16%	18%	11%	8%	29%	13%	10%	12%
	g								g	g	g						
Tend to disagree	**18**	8	8	1	1	4	2	6	2	1	4	11	6	-	10	7	19
	6%	6%	7%	3%	3%	12%	4%	10%	6%	1%	7%	6%	10%	-	6%	8%	7%
						j		j									
Strongly disagree	**13**	6	5	1	1	-	-	3	2	1	6	11	1	-	11	1	14
	4%	5%	4%	4%	3%	-	-	6%	7%	1%	11%	6%	1%	-	6%	1%	5%
											Zgj						
Don't know	**6**	1	5	-	-	-	1	-	1	3	1	5	-	1	4	2	6
	2%	1%	4%	-	-	-	2%	-	3%	5%	1%	2%	-	7%	2%	3%	2%
Strongly/tend to agree	**210**	95	82	24	26	24	43	41	24	46	33	143	47	11	132	63	211
	75%	76%	70%	93%	94%	77%	91%	76%	69%	76%	62%	75%	81%	64%	73%	78%	74%
	k						Zhijk										
Strongly/tend to disagree	**30**	14	13	2	2	4	2	9	4	2	10	22	7	-	21	7	33
	11%	11%	11%	7%	6%	12%	4%	17%	13%	3%	18%	11%	11%	-	12%	9%	12%
	j							j			gj						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 147

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**284**	168	225	278	127	114	113	93	188	162	184	96	73	14	197	284
Weighted Total	**280**	169	221	274	127	116	114	92*	187	159	180	94*	75*	13**	193	284
Strongly agree	**103**	67	84	103	58	50	49	39	69	56	63	37	40	2	61	103
	37%	40%	38%	38%	46%	43%	43%	43%	37%	35%	35%	39%	53%	19%	32%	36%
	n				Zhi								Zn			
Tend to agree	**107**	63	79	104	43	39	38	30	67	58	70	36	22	5	81	108
	38%	37%	36%	38%	34%	33%	33%	33%	36%	37%	39%	38%	29%	40%	42%	38%
Neither agree nor disagree	**34**	18	28	33	14	12	14	10	26	19	26	7	8	1	25	34
	12%	11%	13%	12%	11%	11%	13%	11%	14%	12%	15%	8%	10%	7%	13%	12%
Tend to disagree	**18**	10	16	17	4	8	8	7	15	15	12	6	5	3	9	19
	6%	6%	7%	6%	4%	7%	7%	8%	8%	9%	7%	6%	7%	27%	5%	7%
						d	d	d	d	Zd						
Strongly disagree	**13**	7	11	13	4	5	3	3	8	8	6	6	1	1	11	14
	4%	4%	5%	5%	3%	4%	3%	4%	5%	5%	4%	7%	1%	7%	6%	5%
Don't know	**6**	3	3	5	3	2	1	1	2	2	3	2	-	-	6	6
	2%	2%	1%	2%	3%	2%	1%	1%	1%	1%	2%	2%	-	-	3%	2%
	bch															
Strongly/tend to agree	**210**	130	164	207	101	88	87	70	136	115	133	73	61	7	142	211
	75%	77%	74%	76%	80%	76%	76%	76%	73%	72%	74%	77%	82%	59%	74%	74%
Strongly/tend to disagree	**30**	17	27	29	9	13	11	11	23	23	18	12	6	4	20	33
	11%	10%	12%	11%	7%	11%	10%	12%	12%	15%	10%	13%	8%	35%	10%	12%
	d					d		d	d	Zd						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 148

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**284**	33	192	51	284	249	284	220	43	140	78	240	43	284
Weighted Total	**280**	32*	191	48*	280	247	280	217	43*	141	73*	237	43*	284
Strongly agree	**103**	20	70	11	103	98	103	85	24	56	30	82	21	103
	37%	63%	36%	22%	37%	40%	37%	39%	56%	40%	41%	35%	49%	36%
	c	Zbc				Zdf			Zdefg					
Tend to agree	**107**	6	78	21	107	90	107	86	14	54	19	96	12	108
	38%	17%	41%	43%	38%	36%	38%	39%	34%	39%	26%	40%	27%	38%
	aj		a	a										
Neither agree nor disagree	**34**	3	23	7	34	29	34	26	3	20	6	28	5	34
	12%	9%	12%	15%	12%	12%	12%	12%	7%	14%	8%	12%	11%	12%
Tend to disagree	**18**	1	14	3	18	15	18	11	1	8	9	17	1	19
	6%	3%	7%	6%	6%	6%	6%	5%	2%	5%	13%	7%	2%	7%
											Z			
Strongly disagree	**13**	2	5	5	13	10	13	7	1	2	8	8	5	14
	4%	5%	2%	10%	4%	4%	4%	3%	2%	2%	10%	3%	11%	5%
	bik			Zb							Zi		k	
Don't know	**6**	1	3	2	6	5	6	3	-	1	1	6	-	6
	2%	4%	1%	4%	2%	2%	2%	1%	-	1%	1%	2%	-	2%
	g				g		g							
Strongly/tend to agree	**210**	26	147	31	210	188	210	170	38	110	50	178	33	211
	75%	80%	77%	65%	75%	76%	75%	79%	89%	78%	68%	75%	76%	74%
								Zdf	Zdef					
Strongly/tend to disagree	**30**	2	18	8	30	25	30	18	2	10	17	25	5	33
	11%	7%	10%	16%	11%	10%	11%	8%	4%	7%	23%	11%	13%	12%
	gi				g		g				Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 149

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
Strongly agree	**173**	66	84	15	18	16	35	37	16	39	30	119	36	10	113	46	171
	31%	27%	34%	39%	38%	26%	37%	39%	25%	31%	26%	31%	32%	27%	33%	27%	31%
Tend to agree	**180**	86	74	12	14	22	28	31	18	40	42	111	49	14	94	70	177
	33%	35%	30%	31%	30%	38%	29%	32%	29%	32%	36%	29%	43%	39%	27%	41%	32%
	lo												Zl			Zo	
Neither agree nor disagree	**95**	43	44	4	6	11	18	10	14	19	22	73	9	9	66	24	98
	17%	18%	18%	11%	12%	19%	18%	11%	23%	15%	19%	19%	8%	24%	19%	14%	18%
	hm								h			Zm		m			
Tend to disagree	**57**	31	19	4	4	6	11	6	11	12	12	39	13	2	35	17	57
	10%	13%	8%	9%	8%	9%	11%	6%	17%	10%	10%	10%	12%	4%	10%	10%	10%
									Zh								
Strongly disagree	**29**	11	15	3	3	5	-	10	2	7	6	23	5	1	23	6	31
	5%	4%	6%	8%	7%	8%	-	10%	4%	6%	5%	6%	4%	3%	7%	3%	6%
	g					g		Zg	g	g	g						
Don't know	**20**	8	10	1	2	-	4	3	1	7	4	18	1	1	12	6	19
	4%	3%	4%	2%	4%	-	4%	4%	1%	6%	4%	5%	1%	2%	4%	4%	3%
					d							Z					
Strongly/tend to agree	**353**	152	158	28	31	38	63	68	33	79	72	229	84	25	206	116	348
	64%	62%	64%	70%	69%	64%	66%	70%	54%	63%	62%	60%	75%	67%	60%	68%	63%
	lo							i					Zl				
Strongly/tend to disagree	**86**	41	34	7	7	10	11	15	13	19	18	62	18	2	58	23	88
	16%	17%	14%	17%	15%	17%	11%	16%	21%	15%	15%	16%	16%	7%	17%	14%	16%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 150

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
Strongly agree	**173**	109	144	171	83	87	76	65	124	111	122	48	60	2	110	171
	31%	32%	31%	31%	34%	36%	31%	33%	31%	30%	31%	31%	41%	9%	29%	31%
						Zfi							Zn			
Tend to agree	**180**	108	151	179	82	73	75	59	132	121	131	46	35	11	135	177
	33%	32%	33%	33%	34%	30%	31%	30%	33%	33%	34%	30%	24%	41%	35%	32%
	l														Zl	
Neither agree nor disagree	**95**	58	80	93	39	33	45	31	71	62	66	28	36	5	54	98
	17%	17%	17%	17%	16%	14%	19%	16%	18%	17%	17%	18%	24%	19%	14%	18%
	n						e						Zn			
Tend to disagree	**57**	36	45	54	27	26	26	24	40	41	39	18	12	3	41	57
	10%	11%	10%	10%	11%	11%	11%	12%	10%	11%	10%	12%	8%	13%	11%	10%
Strongly disagree	**29**	17	26	29	8	14	11	9	22	20	19	10	2	3	24	31
	5%	5%	6%	5%	3%	6%	5%	5%	6%	5%	5%	7%	1%	13%	6%	6%
	l					d									l	
Don't know	**20**	10	17	19	5	8	8	6	13	14	14	4	1	1	18	19
	4%	3%	4%	3%	2%	3%	3%	3%	3%	4%	4%	3%	1%	4%	5%	3%
	l														l	
Strongly/tend to agree	**353**	217	295	350	165	161	151	124	256	232	254	93	95	13	245	348
	64%	64%	64%	64%	67%	66%	63%	64%	64%	63%	65%	61%	65%	51%	64%	63%
					f											
Strongly/tend to disagree	**86**	53	70	84	36	40	38	33	62	61	58	28	14	7	65	88
	16%	16%	15%	15%	15%	17%	16%	17%	15%	17%	15%	18%	10%	26%	17%	16%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 151

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
Strongly agree	**173**	34	114	18	173	158	173	140	28	98	37	139	31	171
	31%	50%	30%	20%	31%	32%	31%	32%	43%	35%	24%	30%	35%	31%
	cj	Zbc							Zdf	j				
Tend to agree	**180**	13	137	26	180	159	180	145	23	95	44	152	28	177
	33%	20%	36%	29%	33%	33%	33%	34%	35%	34%	28%	33%	32%	32%
	a		Za											
Neither agree nor disagree	**95**	12	60	19	95	82	95	73	9	44	28	82	12	98
	17%	18%	16%	21%	17%	17%	17%	17%	13%	16%	18%	18%	14%	18%
Tend to disagree	**57**	6	37	12	57	47	57	41	2	23	27	49	8	57
	10%	8%	10%	13%	10%	10%	10%	10%	3%	8%	18%	11%	9%	10%
	h				h	h	h	h			Zi			
Strongly disagree	**29**	2	19	7	29	23	29	18	2	11	14	21	8	31
	5%	3%	5%	8%	5%	5%	5%	4%	3%	4%	9%	5%	9%	6%
	g				g		g				Zi			
Don't know	**20**	-	11	8	20	18	20	15	2	9	5	17	1	19
	4%	-	3%	9%	4%	4%	4%	4%	3%	3%	3%	4%	1%	3%
				Zab										
Strongly/tend to agree	**353**	47	251	44	353	316	353	285	51	194	80	292	59	348
	64%	71%	67%	49%	64%	65%	64%	66%	78%	69%	52%	63%	67%	63%
	cj	c	c					Zdf	Zdefg	Zj				
Strongly/tend to disagree	**86**	8	56	18	86	70	86	59	4	34	41	70	16	88
	16%	11%	15%	20%	16%	14%	16%	14%	6%	12%	27%	15%	18%	16%
	ghi				gh	h	gh	h			Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 152

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**284**	129	117	24	26	33	44	60	41	54	52	203	52	16	190	75	284
Weighted Total	**280**	124	116	25**	28**	31*	47*	54*	34*	61*	53*	191	59*	18**	181	80*	284
Strongly agree	**46**	12	28	6	6	5	12	6	7	8	8	34	9	2	32	14	46
	17%	10%	24%	22%	20%	16%	26%	11%	21%	12%	15%	18%	16%	10%	18%	17%	16%
	a		Za														
Tend to agree	**62**	25	26	6	7	8	13	8	8	19	6	39	16	4	36	21	61
	22%	20%	22%	24%	26%	24%	28%	15%	24%	30%	12%	21%	27%	20%	20%	27%	21%
										k							
Neither agree nor disagree	**53**	29	20	4	4	8	8	11	6	9	11	40	9	3	39	12	56
	19%	23%	17%	18%	16%	24%	16%	21%	19%	15%	21%	21%	16%	19%	21%	14%	20%
Tend to disagree	**67**	30	22	8	9	6	9	14	8	15	15	39	13	8	40	17	68
	24%	24%	19%	30%	32%	20%	19%	27%	23%	24%	29%	21%	22%	44%	22%	21%	24%
	l																
Strongly disagree	**36**	20	14	1	1	4	2	10	2	10	9	25	9	1	24	11	37
	13%	16%	12%	4%	3%	12%	4%	18%	6%	16%	17%	13%	15%	7%	13%	14%	13%
								g									
Don't know	**15**	9	6	1	1	1	3	4	2	1	3	13	3	-	11	5	16
	5%	7%	5%	3%	3%	3%	7%	8%	7%	2%	6%	7%	5%	-	6%	6%	6%
Strongly/tend to agree	**109**	37	54	12	13	13	25	14	16	26	15	74	25	5	68	35	107
	39%	30%	46%	45%	46%	41%	54%	27%	45%	43%	28%	39%	43%	30%	38%	44%	38%
	ah		Za				Zhk										
Strongly/tend to disagree	**103**	50	36	9	10	10	11	24	10	25	24	64	22	9	64	28	105
	37%	40%	31%	34%	35%	32%	23%	45%	29%	40%	46%	34%	37%	51%	35%	35%	37%
	g							g			g						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 153

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**284**	168	225	278	127	114	113	93	188	162	184	96	73	14	197	284
Weighted Total	**280**	169	221	274	127	116	114	92*	187	159	180	94*	75*	13**	193	284
Strongly agree	**46**	30	40	46	26	23	23	20	35	27	27	18	16	1	30	46
	17%	18%	18%	17%	20%	20%	20%	22%	18%	17%	15%	19%	21%	7%	15%	16%
Tend to agree	**62**	42	49	61	29	30	25	20	41	37	41	20	13	2	47	61
	22%	25%	22%	22%	23%	26%	22%	21%	22%	23%	23%	21%	18%	15%	24%	21%
Neither agree nor disagree	**53**	33	41	53	27	19	21	16	32	29	36	17	14	2	37	56
	19%	19%	18%	19%	21%	16%	18%	17%	17%	18%	20%	18%	19%	18%	19%	20%
Tend to disagree	**67**	38	51	64	29	26	26	23	45	37	46	19	19	5	44	68
	24%	22%	23%	23%	23%	23%	23%	25%	24%	23%	25%	20%	25%	39%	23%	24%
Strongly disagree	**36**	18	31	35	8	12	15	10	28	22	22	14	11	3	23	37
	13%	11%	14%	13%	7%	10%	13%	11%	15%	14%	12%	15%	15%	21%	12%	13%
	d					d	d	d	d	d						
Don't know	**15**	9	9	14	8	6	4	4	7	6	8	6	2	-	13	16
	5%	5%	4%	5%	6%	5%	3%	4%	4%	4%	5%	6%	3%	-	7%	6%
	b				f											
Strongly/tend to agree	**109**	72	89	108	55	53	48	39	76	65	69	38	29	3	77	107
	39%	43%	40%	39%	43%	46%	43%	43%	40%	41%	38%	40%	39%	22%	40%	38%
Strongly/tend to disagree	**103**	56	83	99	37	38	41	33	72	59	68	34	29	8	66	105
	37%	33%	37%	36%	29%	33%	36%	36%	39%	37%	38%	36%	39%	60%	34%	37%
	d						d		d							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 154

OUTCOME_CTA. Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**284**	33	192	51	284	249	284	220	43	140	78	240	43	284
Weighted Total	**280**	32*	191	48*	280	247	280	217	43*	141	73*	237	43*	284
Strongly agree	**46**	7	31	7	46	42	46	39	9	26	11	33	13	46
	17%	22%	16%	15%	17%	17%	17%	18%	21%	18%	15%	14%	31%	16%
	k												Zk	
Tend to agree	**62**	8	43	9	62	50	62	49	14	37	9	56	7	61
	22%	24%	22%	20%	22%	20%	22%	22%	32%	26%	12%	24%	15%	21%
	ej				e		e			j				
Neither agree nor disagree	**53**	3	42	6	53	46	53	41	8	25	17	43	9	56
	19%	9%	22%	13%	19%	19%	19%	19%	18%	18%	23%	18%	22%	20%
Tend to disagree	**67**	11	41	14	67	63	67	52	5	33	20	62	5	68
	24%	34%	21%	30%	24%	26%	24%	24%	12%	23%	27%	26%	13%	24%
	h				h	h	h	h						
Strongly disagree	**36**	2	25	8	36	33	36	26	5	16	16	29	8	37
	13%	7%	13%	16%	13%	13%	13%	12%	12%	11%	22%	12%	18%	13%
											Zi			
Don't know	**15**	2	9	3	15	13	15	11	3	4	1	15	1	16
	5%	5%	5%	6%	5%	5%	5%	5%	6%	3%	1%	6%	2%	6%
	j													
Strongly/tend to agree	**109**	15	74	17	109	92	109	87	23	63	20	89	20	107
	39%	46%	39%	35%	39%	37%	39%	40%	53%	44%	28%	38%	46%	38%
	j								Zdef	j				
Strongly/tend to disagree	**103**	13	66	22	103	96	103	78	10	49	36	90	13	105
	37%	40%	35%	46%	37%	39%	37%	36%	23%	35%	49%	38%	30%	37%
						h					Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 155

OUTCOME_CTA. SUMMARY TABLE : Thinking about care in MAIN_SERVICE in your organisation and the consumer technology or apps you use, to what extent do you agree or disagree with the following statements? This technology has ...

Base : Participants who are using consumer technology and apps

	A. Improved the quality of care delivered to people	B. Improved the health outcomes or wellbeing of people who use our services	C. REMOVED - 05/21 - Improved the overall wellbeing of people who use our services	D. Improved access to or choice of care	E. REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care
Unweighted Total	553	553	284	553	284
Weighted Total	554	554	280	554	280
Strongly agree	209	204	103	173	46
	38%	37%	37%	31%	17%
Tend to agree	202	204	107	180	62
	36%	37%	38%	33%	22%
Neither agree nor disagree	57	64	34	95	53
	10%	12%	12%	17%	19%
Tend to disagree	46	45	18	57	67
	8%	8%	6%	10%	24%
Strongly disagree	24	24	13	29	36
	4%	4%	4%	5%	13%
Don't know	17	13	6	20	15
	3%	2%	2%	4%	5%
Strongly/tend to agree	410	408	210	353	109
	74%	74%	75%	64%	39%
Strongly/tend to disagree	70	69	30	86	103
	13%	12%	11%	16%	37%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 156

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people who use our services

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**500**	205	241	31	36	59	79	101	61	98	102	359	91	29	316	150	500
Weighted Total	**503**	206	242	32**	38*	57*	86*	90*	52*	111*	107*	346	105*	31**	307	162	500
Strongly agree	**212**	72	121	15	16	24	40	48	21	41	38	150	48	10	127	78	214
	42%	35%	50%	45%	42%	42%	47%	53%	40%	37%	35%	43%	46%	33%	41%	48%	43%
	a		Za					Zjk									
Tend to agree	**177**	72	79	15	19	23	32	21	19	41	41	115	37	15	100	59	172
	35%	35%	33%	46%	51%	40%	37%	23%	36%	37%	38%	33%	35%	48%	33%	37%	34%
	h				Zb	h	h			h	h						
Neither agree nor disagree	**55**	32	18	1	1	5	5	11	7	16	10	38	9	3	37	12	56
	11%	15%	7%	3%	2%	10%	5%	13%	14%	14%	9%	11%	8%	11%	12%	7%	11%
	b	Zbe															
Tend to disagree	**34**	17	13	1	1	1	7	6	1	8	12	21	7	3	21	9	31
	7%	8%	5%	3%	3%	2%	8%	6%	1%	7%	11%	6%	7%	9%	7%	6%	6%
											fi						
Strongly disagree	**16**	8	8	-	-	2	-	3	3	4	4	13	3	-	14	2	17
	3%	4%	3%	-	-	3%	-	3%	7%	3%	4%	4%	3%	-	5%	1%	3%
									g						Zp		
Don't know	**10**	6	3	1	1	2	2	2	1	1	2	9	1	-	8	2	10
	2%	3%	1%	3%	2%	3%	2%	2%	2%	1%	2%	3%	1%	-	3%	1%	2%
Strongly/tend to agree	**389**	143	200	29	35	47	72	69	40	83	79	265	85	25	227	137	386
	77%	69%	83%	91%	93%	82%	84%	76%	76%	74%	74%	76%	81%	80%	74%	85%	77%
	ao		Za		Za											Zoq	
Strongly/tend to disagree	**50**	25	21	1	1	3	7	8	4	12	16	34	10	3	35	11	48
	10%	12%	9%	3%	3%	5%	8%	9%	8%	10%	15%	10%	10%	9%	11%	7%	10%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 157

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people who use our services

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**500**	302	425	492	216	223	234	198	371	342	363	131	135	21	344	500
Weighted Total	**503**	310	426	495	219	228	239	199	375	342	364	132	139	21**	343	500
Strongly agree	**212**	140	186	210	103	111	110	97	164	147	155	53	77	2	133	214
	42%	45%	44%	42%	47%	49%	46%	49%	44%	43%	43%	40%	55%	10%	39%	43%
	n					Zi		Z					Zn			
Tend to agree	**177**	101	146	174	70	70	79	60	129	117	129	46	45	8	124	172
	35%	33%	34%	35%	32%	31%	33%	30%	35%	34%	36%	35%	32%	37%	36%	34%
Neither agree nor disagree	**55**	33	44	54	23	16	25	19	38	35	40	15	11	4	40	56
	11%	11%	10%	11%	11%	7%	10%	9%	10%	10%	11%	11%	8%	18%	12%	11%
	e				e		e	e								
Tend to disagree	**34**	19	27	32	14	17	14	12	24	23	22	12	4	3	26	31
	7%	6%	6%	7%	7%	8%	6%	6%	6%	7%	6%	9%	3%	15%	8%	6%
Strongly disagree	**16**	10	16	16	4	9	8	7	14	14	12	4	2	3	12	17
	3%	3%	4%	3%	2%	4%	4%	4%	4%	4%	3%	3%	1%	12%	3%	3%
						d	d	d								
Don't know	**10**	6	7	9	4	5	3	4	5	6	5	3	-	2	8	10
	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	1%	2%	-	9%	2%	2%
	c															
Strongly/tend to agree	**389**	241	332	384	173	182	189	157	293	264	284	99	121	10	257	386
	77%	78%	78%	78%	79%	80%	79%	79%	78%	77%	78%	75%	88%	47%	75%	77%
													Zn			
Strongly/tend to disagree	**50**	29	43	48	19	26	22	19	38	37	34	15	6	6	38	48
	10%	10%	10%	10%	9%	11%	9%	10%	10%	11%	9%	12%	5%	27%	11%	10%
	l					d									l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 158

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people who use our services

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**500**	62	340	79	500	499	477	400	62	250	145	405	91	500
Weighted Total	**503**	63*	343	77*	503	502	479	401	63*	259	141	409	90*	500
Strongly agree	**212**	44	139	23	212	212	206	182	33	112	54	168	43	214
	42%	69%	41%	29%	42%	42%	43%	45%	53%	43%	38%	41%	48%	43%
	c	Zbc						Zdef						
Tend to agree	**177**	13	135	24	177	176	167	137	17	88	54	148	28	172
	35%	21%	39%	31%	35%	35%	35%	34%	27%	34%	38%	36%	31%	34%
	a		Za											
Neither agree nor disagree	**55**	3	38	14	55	55	50	42	8	29	15	45	8	56
	11%	4%	11%	18%	11%	11%	11%	10%	12%	11%	10%	11%	9%	11%
				Za										
Tend to disagree	**34**	2	20	8	34	34	31	24	-	17	9	29	5	31
	7%	4%	6%	10%	7%	7%	6%	6%	-	7%	6%	7%	5%	6%
	h				h	h	h							
Strongly disagree	**16**	1	7	6	16	16	16	9	3	8	7	11	5	17
	3%	2%	2%	8%	3%	3%	3%	2%	4%	3%	5%	3%	6%	3%
	bg			Zb	g	g	g							
Don't know	**10**	-	5	3	10	10	9	7	2	5	2	8	1	10
	2%	-	1%	5%	2%	2%	2%	2%	3%	2%	2%	2%	1%	2%
Strongly/tend to agree	**389**	57	274	46	389	388	373	319	51	200	108	316	71	386
	77%	90%	80%	60%	77%	77%	78%	79%	81%	77%	76%	77%	79%	77%
	c	Zc	Zc					Zde						
Strongly/tend to disagree	**50**	4	27	14	50	50	47	33	3	24	16	40	10	48
	10%	6%	8%	18%	10%	10%	10%	8%	4%	9%	12%	10%	11%	10%
	bg			Zab	g	g	g							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**500**	205	241	31	36	59	79	101	61	98	102	359	91	29	316	150	500
Weighted Total	**503**	206	242	32**	38*	57*	86*	90*	52*	111*	107*	346	105*	31**	307	162	500
Strongly agree	**183**	61	105	12	13	19	32	40	18	38	36	128	44	7	108	67	182
	36%	30%	44%	37%	34%	33%	37%	44%	35%	34%	33%	37%	41%	23%	35%	42%	36%
	a		Za														
Tend to agree	**176**	77	76	15	18	20	34	22	17	42	41	117	37	15	102	61	172
	35%	37%	31%	46%	48%	35%	40%	25%	33%	38%	38%	34%	35%	48%	33%	38%	34%
	h				b		h										
Neither agree nor disagree	**76**	36	31	3	5	11	10	16	12	17	10	53	12	7	49	17	79
	15%	17%	13%	11%	12%	20%	11%	18%	24%	15%	9%	15%	11%	21%	16%	10%	16%
	p								k								
Tend to disagree	**32**	15	14	1	1	1	6	7	-	7	11	21	7	2	19	11	29
	6%	7%	6%	3%	3%	2%	7%	7%	-	7%	10%	6%	7%	5%	6%	7%	6%
	i							i			fi						
Strongly disagree	**23**	10	12	-	-	5	1	3	3	5	6	18	3	1	19	4	25
	5%	5%	5%	-	-	8%	1%	4%	7%	5%	6%	5%	3%	4%	6%	2%	5%
						g											
Don't know	**13**	8	4	1	1	1	3	2	1	2	4	10	3	-	10	3	13
	3%	4%	2%	3%	2%	2%	4%	2%	2%	2%	4%	3%	3%	-	3%	2%	3%
Strongly/tend to agree	**359**	138	181	27	31	39	66	62	35	80	76	244	80	22	210	128	354
	71%	67%	75%	83%	83%	69%	77%	69%	68%	72%	71%	71%	77%	70%	68%	79%	71%
																Zo	
Strongly/tend to disagree	**55**	25	26	1	1	5	7	10	3	12	17	39	10	3	37	14	54
	11%	12%	11%	3%	3%	10%	8%	11%	7%	11%	16%	11%	9%	9%	12%	9%	11%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
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Table 160

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**500**	302	425	492	216	223	234	198	371	342	363	131	135	21	344	500
Weighted Total	**503**	310	426	495	219	228	239	199	375	342	364	132	139	21**	343	500
Strongly agree	**183**	118	161	181	86	93	94	80	142	125	133	46	69	2	112	182
	36%	38%	38%	37%	39%	41%	39%	40%	38%	37%	36%	35%	50%	10%	33%	36%
	n												Zn			
Tend to agree	**176**	109	147	173	76	82	87	67	131	121	137	37	43	8	125	172
	35%	35%	34%	35%	34%	36%	37%	34%	35%	35%	38%	28%	31%	37%	36%	34%
											Z					
Neither agree nor disagree	**76**	41	61	76	32	21	27	24	52	45	49	27	17	4	56	79
	15%	13%	14%	15%	15%	9%	11%	12%	14%	13%	14%	20%	12%	18%	16%	16%
	ef				ef			e	e	e						
Tend to disagree	**32**	17	28	30	11	14	13	12	25	24	22	10	6	3	22	29
	6%	5%	7%	6%	5%	6%	6%	6%	7%	7%	6%	7%	4%	15%	6%	6%
Strongly disagree	**23**	15	21	23	8	12	12	11	19	19	18	6	2	3	19	25
	5%	5%	5%	5%	4%	5%	5%	6%	5%	6%	5%	4%	1%	12%	6%	5%
	l														l	
Don't know	**13**	10	8	12	5	7	5	5	6	8	5	6	2	2	9	13
	3%	3%	2%	2%	2%	3%	2%	2%	2%	2%	1%	5%	1%	9%	3%	3%
	bhj	b		b								j				
Strongly/tend to agree	**359**	227	308	354	162	175	181	147	273	246	270	83	112	10	237	354
	71%	73%	72%	71%	74%	76%	76%	74%	73%	72%	74%	63%	81%	47%	69%	71%
	k					Z	Z				Zk		Zn			
Strongly/tend to disagree	**55**	32	50	54	20	26	26	23	43	43	40	15	8	6	41	54
	11%	10%	12%	11%	9%	11%	11%	12%	12%	13%	11%	12%	6%	27%	12%	11%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
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Table 161

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**500**	62	340	79	500	499	477	400	62	250	145	405	91	500
Weighted Total	**503**	63*	343	77*	503	502	479	401	63*	259	141	409	90*	500
Strongly agree	**183**	38	119	18	183	183	180	159	30	101	44	145	37	182
	36%	60%	35%	24%	36%	36%	37%	40%	48%	39%	31%	35%	41%	36%
	c	Zbc					Zde	Zde	Zde					
Tend to agree	**176**	16	129	27	176	175	167	141	19	89	55	147	28	172
	35%	25%	38%	35%	35%	35%	35%	35%	30%	34%	39%	36%	31%	34%
Neither agree nor disagree	**76**	7	55	13	76	76	69	59	8	36	21	63	13	79
	15%	11%	16%	17%	15%	15%	14%	15%	13%	14%	15%	15%	14%	16%
	f				f	f								
Tend to disagree	**32**	1	22	7	32	32	30	19	-	14	8	27	5	29
	6%	2%	6%	8%	6%	6%	6%	5%	-	5%	6%	7%	5%	6%
	gh				gh	gh	gh							
Strongly disagree	**23**	1	12	8	23	23	23	14	3	10	12	18	6	25
	5%	2%	3%	11%	5%	5%	5%	3%	4%	4%	8%	4%	7%	5%
	bg			Zab	g	g	g				Z			
Don't know	**13**	-	6	4	13	13	11	9	3	9	1	11	1	13
	3%	-	2%	5%	3%	3%	2%	2%	4%	3%	1%	3%	1%	3%
	f				f	f								
Strongly/tend to agree	**359**	54	249	45	359	358	347	300	49	190	99	291	66	354
	71%	85%	72%	59%	71%	71%	72%	75%	78%	73%	70%	71%	73%	71%
	c	Zbc	c				Zde	Zdef						
Strongly/tend to disagree	**55**	2	33	15	55	55	53	33	3	24	20	45	11	54
	11%	4%	10%	19%	11%	11%	11%	8%	4%	9%	14%	11%	12%	11%
	g			Zab	g	g	g							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 162

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**264**	107	122	20	22	32	39	58	33	51	51	186	49	15	168	76	264
Weighted Total	**263**	105	122	21**	24**	30*	41*	52*	28*	58*	53*	177	56*	16**	161	81*	264
Strongly agree	**88**	31	47	8	8	11	16	21	11	15	14	66	16	4	55	29	89
	33%	29%	39%	40%	35%	36%	38%	40%	41%	25%	26%	37%	29%	28%	34%	36%	34%
Tend to agree	**96**	40	41	9	12	8	19	19	6	28	16	60	24	6	56	32	94
	36%	38%	34%	43%	49%	25%	46%	36%	24%	48%	30%	34%	44%	40%	35%	39%	36%
										fi							
Neither agree nor disagree	**47**	18	22	3	3	9	5	8	8	9	7	32	7	4	29	12	49
	18%	17%	18%	13%	12%	30%	13%	16%	29%	16%	13%	18%	12%	25%	18%	15%	19%
Tend to disagree	**21**	14	4	-	-	3	-	3	1	4	10	11	7	-	12	6	19
	8%	13%	4%	-	-	8%	-	6%	3%	7%	19%	6%	12%	-	8%	8%	7%
	b	Zb									Zgi						
Strongly disagree	**9**	2	6	-	-	-	-	2	1	2	5	6	1	1	6	2	10
	3%	2%	5%	-	-	-	-	3%	3%	4%	9%	4%	1%	8%	4%	2%	4%
											Z						
Don't know	**3**	1	1	1	1	-	1	-	-	-	2	2	1	-	3	-	3
	1%	1%	1%	4%	4%	-	3%	-	-	-	3%	1%	1%	-	2%	-	1%
Strongly/tend to agree	**183**	70	88	17	20	19	35	39	18	43	30	126	40	11	111	61	183
	70%	67%	72%	83%	84%	61%	85%	75%	65%	73%	56%	71%	73%	68%	69%	75%	69%
	k						Zfk	k									
Strongly/tend to disagree	**30**	16	10	-	-	3	-	5	2	6	15	18	8	1	19	8	29
	11%	15%	9%	-	-	8%	-	9%	6%	11%	28%	10%	14%	8%	11%	10%	11%
	g							g		g	Zfghij						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
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OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**264**	157	215	258	117	112	117	101	182	156	181	79	72	11	181	264
Weighted Total	**263**	159	214	256	118	114	118	100*	183	155	179	78*	74*	10**	178	264
Strongly agree	**88**	58	77	88	47	47	45	41	68	51	62	23	32	1	55	89
	33%	36%	36%	34%	40%	41%	38%	41%	37%	33%	34%	30%	43%	8%	31%	34%
					Z	Z		Zi	i							
Tend to agree	**96**	57	75	92	40	40	42	32	66	59	69	25	27	3	65	94
	36%	36%	35%	36%	34%	35%	36%	32%	36%	38%	38%	32%	36%	32%	37%	36%
Neither agree nor disagree	**47**	27	37	46	21	15	21	17	28	26	30	17	12	4	32	49
	18%	17%	17%	18%	18%	13%	17%	17%	16%	16%	17%	21%	16%	37%	18%	19%
Tend to disagree	**21**	10	17	19	6	8	6	6	14	12	12	8	3	2	15	19
	8%	6%	8%	8%	5%	7%	5%	6%	8%	8%	7%	11%	4%	23%	9%	7%
Strongly disagree	**9**	5	8	9	3	4	5	4	6	7	6	3	-	-	9	10
	3%	3%	4%	4%	3%	3%	4%	4%	3%	5%	4%	4%	-	-	5%	4%
Don't know	**3**	2	-	2	1	1	-	-	-	-	-	2	1	-	2	3
	1%	1%	-	1%	1%	1%	-	-	-	-	-	2%	1%	-	1%	1%
	c															
Strongly/tend to agree	**183**	115	153	180	87	87	87	73	134	110	130	48	59	4	120	183
	70%	72%	71%	70%	74%	76%	74%	73%	73%	71%	73%	62%	79%	40%	68%	69%
													Z			
Strongly/tend to disagree	**30**	15	25	29	9	11	10	10	20	20	19	11	3	2	24	29
	11%	10%	11%	11%	8%	10%	9%	10%	11%	13%	10%	14%	4%	23%	14%	11%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 164

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**264**	31	179	43	264	263	248	206	40	127	78	212	51	264
Weighted Total	**263**	31**	179	41*	263	262	246	204	40*	129	75*	211	51*	264
Strongly agree	**88**	19	58	7	88	88	83	73	18	46	26	69	19	89
	33%	60%	32%	17%	33%	33%	34%	36%	46%	35%	35%	33%	36%	34%
	c													
Tend to agree	**96**	7	70	15	96	95	92	77	12	46	24	80	15	94
	36%	21%	39%	37%	36%	36%	37%	38%	29%	36%	32%	38%	30%	36%
Neither agree nor disagree	**47**	4	34	8	47	47	40	36	7	24	14	35	11	49
	18%	12%	19%	19%	18%	18%	16%	18%	17%	19%	19%	17%	22%	19%
	f				f	f								
Tend to disagree	**21**	2	12	5	21	21	19	12	1	9	5	17	3	19
	8%	7%	6%	13%	8%	8%	8%	6%	2%	7%	7%	8%	7%	7%
	g				g	g								
Strongly disagree	**9**	-	5	4	9	9	9	5	2	3	5	7	2	10
	3%	-	3%	10%	3%	4%	4%	2%	4%	2%	7%	3%	5%	4%
				Zb			g							
Don't know	**3**	-	1	2	3	3	3	-	1	1	1	3	-	3
	1%	-	1%	4%	1%	1%	1%	-	2%	1%	1%	1%	-	1%
Strongly/tend to agree	**183**	25	128	22	183	182	176	150	30	92	49	149	34	183
	70%	81%	71%	55%	70%	70%	71%	74%	75%	71%	66%	71%	66%	69%
	c		c				Zde	Zde						
Strongly/tend to disagree	**30**	2	17	9	30	30	28	17	3	12	11	24	6	29
	11%	7%	9%	23%	11%	11%	11%	8%	6%	10%	14%	11%	12%	11%
	g			Zb	g	g	g							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 165

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**500**	205	241	31	36	59	79	101	61	98	102	359	91	29	316	150	500
Weighted Total	**503**	206	242	32**	38*	57*	86*	90*	52*	111*	107*	346	105*	31**	307	162	500
Strongly agree	**157**	54	88	10	11	20	28	38	17	29	25	108	37	6	95	54	157
	31%	26%	36%	31%	29%	35%	33%	42%	32%	26%	23%	31%	35%	20%	31%	33%	31%
	a		Za					Zjk									
Tend to agree	**147**	56	71	13	15	17	26	19	16	37	34	92	38	12	85	50	143
	29%	27%	29%	39%	39%	29%	30%	21%	31%	33%	31%	27%	36%	38%	28%	31%	29%
	hl																
Neither agree nor disagree	**94**	48	37	5	6	11	15	17	10	21	19	69	12	9	56	30	97
	19%	23%	15%	15%	16%	19%	18%	19%	20%	19%	18%	20%	11%	30%	18%	18%	19%
		Zb															
Tend to disagree	**56**	23	24	3	4	3	10	9	5	13	16	38	11	2	34	17	54
	11%	11%	10%	10%	11%	5%	12%	10%	10%	12%	15%	11%	10%	8%	11%	10%	11%
Strongly disagree	**28**	13	14	1	1	5	3	5	3	6	6	21	5	1	22	6	29
	6%	7%	6%	3%	3%	8%	4%	5%	7%	6%	6%	6%	5%	4%	7%	4%	6%
Don't know	**20**	11	8	1	1	2	4	2	1	5	7	18	2	-	15	5	20
	4%	6%	3%	3%	2%	3%	4%	2%	2%	5%	7%	5%	2%	-	5%	3%	4%
Strongly/tend to agree	**305**	110	159	22	26	37	54	57	32	66	59	200	74	18	180	103	300
	61%	53%	66%	70%	68%	65%	63%	63%	62%	59%	55%	58%	71%	58%	59%	64%	60%
	a		Za										Zl				
Strongly/tend to disagree	**84**	37	37	4	5	7	13	14	8	19	22	59	16	4	56	23	83
	17%	18%	15%	13%	14%	13%	15%	15%	16%	17%	20%	17%	15%	12%	18%	14%	17%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 166

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**500**	302	425	492	216	223	234	198	371	342	363	131	135	21	344	500
Weighted Total	**503**	310	426	495	219	228	239	199	375	342	364	132	139	21**	343	500
Strongly agree	**157**	102	138	155	72	79	79	65	123	109	109	44	58	2	97	157
	31%	33%	32%	31%	33%	35%	33%	33%	33%	32%	30%	34%	42%	10%	28%	31%
	n												Zn			
Tend to agree	**147**	88	122	145	64	68	70	56	108	96	114	31	31	7	109	143
	29%	28%	29%	29%	29%	30%	29%	28%	29%	28%	31%	24%	22%	34%	32%	29%
	l														l	
Neither agree nor disagree	**94**	58	77	93	42	30	43	34	63	58	64	30	33	4	57	97
	19%	19%	18%	19%	19%	13%	18%	17%	17%	17%	18%	23%	24%	18%	17%	19%
	e				e		e	e								
Tend to disagree	**56**	32	48	54	23	28	23	21	41	41	41	16	7	4	45	54
	11%	10%	11%	11%	11%	12%	10%	11%	11%	12%	11%	12%	5%	19%	13%	11%
	l														Zl	
Strongly disagree	**28**	18	25	28	11	15	15	13	23	22	21	7	5	3	21	29
	6%	6%	6%	6%	5%	6%	6%	7%	6%	6%	6%	5%	4%	12%	6%	6%
Don't know	**20**	11	18	19	7	9	9	8	16	15	15	4	5	2	13	20
	4%	4%	4%	4%	3%	4%	4%	4%	4%	5%	4%	3%	4%	9%	4%	4%
Strongly/tend to agree	**305**	190	259	300	136	147	149	122	231	205	224	75	89	9	207	300
	61%	61%	61%	61%	62%	64%	62%	61%	62%	60%	61%	57%	64%	43%	60%	60%
Strongly/tend to disagree	**84**	51	73	82	34	42	38	34	64	63	62	22	12	6	66	83
	17%	16%	17%	17%	15%	19%	16%	17%	17%	19%	17%	17%	8%	30%	19%	17%
	l														Zl	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
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Table 167

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**500**	62	340	79	500	499	477	400	62	250	145	405	91	500
Weighted Total	**503**	63*	343	77*	503	502	479	401	63*	259	141	409	90*	500
Strongly agree	**157**	35	102	15	157	157	154	136	28	91	37	121	35	157
	31%	56%	30%	20%	31%	31%	32%	34%	45%	35%	26%	30%	38%	31%
	c	Zbc					Zde	Zde	Zdefg					
Tend to agree	**147**	14	111	19	147	147	143	120	18	75	37	120	27	143
	29%	22%	32%	25%	29%	29%	30%	30%	29%	29%	26%	29%	30%	29%
			Z											
Neither agree nor disagree	**94**	10	64	18	94	94	85	73	9	43	29	81	12	97
	19%	16%	19%	23%	19%	19%	18%	18%	15%	17%	21%	20%	14%	19%
	f				f	f								
Tend to disagree	**56**	3	38	12	56	55	53	40	2	26	20	47	9	54
	11%	4%	11%	16%	11%	11%	11%	10%	4%	10%	14%	11%	10%	11%
	eh			a	eh	h	h							
Strongly disagree	**28**	1	16	8	28	28	27	17	3	12	13	22	6	29
	6%	2%	5%	10%	6%	6%	6%	4%	4%	5%	9%	5%	7%	6%
	g				g	g	g				Z			
Don't know	**20**	-	12	5	20	20	17	15	2	11	6	19	1	20
	4%	-	4%	7%	4%	4%	4%	4%	3%	4%	4%	5%	1%	4%
	f			a	f	f								
Strongly/tend to agree	**305**	49	213	34	305	305	297	255	46	166	74	241	62	300
	61%	78%	62%	45%	61%	61%	62%	64%	74%	64%	52%	59%	68%	60%
	cj	Zbc	c				Zde	Zde	Zdef	j				
Strongly/tend to disagree	**84**	4	54	20	84	83	80	57	5	38	33	69	15	83
	17%	6%	16%	26%	17%	17%	17%	14%	8%	15%	23%	17%	17%	17%
	agh			Zab	gh	gh	gh				Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 168

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**264**	107	122	20	22	32	39	58	33	51	51	186	49	15	168	76	264
Weighted Total	**263**	105	122	21**	24**	30*	41*	52*	28*	58*	53*	177	56*	16**	161	81*	264
Strongly agree	**50**	19	30	2	2	7	8	10	6	11	8	36	12	2	31	19	50
	19%	18%	25%	8%	7%	24%	20%	18%	23%	19%	15%	20%	22%	11%	19%	24%	19%
			Z														
Tend to agree	**54**	14	25	9	11	5	13	7	7	15	6	36	11	2	30	18	54
	20%	14%	20%	41%	48%	18%	31%	14%	27%	26%	12%	20%	19%	15%	19%	22%	20%
	a						k										
Neither agree nor disagree	**57**	26	25	5	5	9	9	12	6	11	11	38	12	7	37	16	58
	22%	25%	21%	22%	19%	29%	21%	23%	20%	18%	21%	21%	22%	41%	23%	20%	22%
Tend to disagree	**53**	22	20	3	3	6	4	13	5	11	14	33	8	4	33	10	54
	20%	21%	16%	15%	13%	21%	10%	24%	17%	20%	26%	19%	14%	28%	20%	12%	20%
	p																
Strongly disagree	**36**	16	18	2	2	3	3	8	3	8	12	25	10	1	23	13	36
	14%	16%	15%	10%	9%	9%	7%	16%	10%	14%	22%	14%	18%	5%	14%	17%	14%
Don't know	**12**	7	4	1	1	-	4	3	1	3	2	9	3	-	8	4	12
	5%	7%	3%	4%	4%	-	11%	5%	3%	4%	3%	5%	5%	-	5%	5%	5%
Strongly/tend to agree	**104**	33	55	10	13	13	21	17	14	26	14	72	23	4	61	37	104
	40%	31%	45%	50%	55%	42%	50%	32%	50%	44%	27%	41%	42%	25%	38%	46%	39%
	a		a				k		k								
Strongly/tend to disagree	**89**	38	38	5	5	9	7	21	7	19	25	58	18	5	56	24	90
	34%	37%	31%	25%	22%	30%	18%	40%	27%	33%	48%	33%	32%	33%	34%	29%	34%
	g							g			Zg						

Fieldwork dates : 30/04/2021 - 04/06/2021
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Source : Ipsos MORI
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Table 169

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**264**	157	215	258	117	112	117	101	182	156	181	79	72	11	181	264
Weighted Total	**263**	159	214	256	118	114	118	100*	183	155	179	78*	74*	10**	178	264
Strongly agree	**50**	32	48	50	26	26	27	24	42	29	35	13	19	2	29	50
	19%	20%	22%	20%	22%	23%	23%	24%	23%	19%	19%	17%	26%	24%	16%	19%
			Zc						Zi							
Tend to agree	**54**	33	41	53	25	24	23	21	35	34	38	16	10	1	43	54
	20%	21%	19%	20%	21%	21%	20%	21%	19%	22%	21%	20%	14%	9%	24%	20%
Neither agree nor disagree	**57**	37	44	57	28	23	26	22	37	30	39	19	15	3	40	58
	22%	23%	21%	22%	24%	20%	22%	22%	20%	19%	22%	24%	20%	25%	22%	22%
Tend to disagree	**53**	30	40	49	21	24	23	19	35	28	37	16	16	2	35	54
	20%	19%	19%	19%	17%	21%	19%	19%	19%	18%	21%	21%	21%	15%	20%	20%
	c															
Strongly disagree	**36**	22	33	36	14	14	18	12	30	28	26	8	10	3	23	36
	14%	14%	15%	14%	12%	12%	15%	12%	17%	18%	14%	11%	14%	28%	13%	14%
										Z						
Don't know	**12**	4	8	11	4	3	2	2	4	6	5	6	4	-	8	12
	5%	3%	4%	4%	3%	3%	2%	2%	2%	4%	3%	8%	5%	-	5%	5%
	afhj									h						
Strongly/tend to agree	**104**	66	89	103	51	50	50	45	77	63	73	29	29	3	71	104
	40%	41%	41%	40%	43%	44%	42%	45%	42%	41%	41%	37%	40%	32%	40%	39%
Strongly/tend to disagree	**89**	52	73	85	35	38	41	31	65	56	63	25	26	4	59	90
	34%	33%	34%	33%	30%	33%	34%	31%	36%	36%	35%	31%	35%	43%	33%	34%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 170

OUTCOME_BUSSUP. Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**264**	31	179	43	264	263	248	206	40	127	78	212	51	264
Weighted Total	**263**	31**	179	41*	263	262	246	204	40*	129	75*	211	51*	264
Strongly agree	**50**	10	32	7	50	50	45	44	9	30	12	36	15	50
	19%	32%	18%	16%	19%	19%	18%	21%	23%	23%	17%	17%	29%	19%
								f						
Tend to agree	**54**	6	39	7	54	53	52	43	7	25	12	47	6	54
	20%	19%	22%	18%	20%	20%	21%	21%	17%	19%	16%	23%	12%	20%
Neither agree nor disagree	**57**	6	43	6	57	57	53	44	15	35	13	48	9	58
	22%	21%	24%	15%	22%	22%	21%	21%	37%	27%	17%	23%	17%	22%
									Zdefg	Z				
Tend to disagree	**53**	9	32	9	53	53	52	42	3	26	15	46	7	54
	20%	29%	18%	22%	20%	20%	21%	20%	8%	20%	20%	22%	13%	20%
	h				h	h	h	h						
Strongly disagree	**36**	-	24	10	36	36	33	26	5	12	20	24	13	36
	14%	-	13%	24%	14%	14%	13%	13%	12%	9%	27%	11%	25%	14%
	ik										Zi		Zk	
Don't know	**12**	-	9	2	12	12	11	6	1	2	2	10	2	12
	5%	-	5%	4%	5%	5%	5%	3%	2%	1%	3%	5%	4%	5%
	gi				g	g	g							
Strongly/tend to agree	**104**	16	71	14	104	103	97	87	16	54	25	83	21	104
	40%	51%	40%	34%	40%	39%	40%	42%	40%	42%	33%	39%	41%	39%
Strongly/tend to disagree	**89**	9	56	19	89	89	85	68	8	38	36	70	20	90
	34%	29%	31%	46%	34%	34%	35%	33%	21%	29%	48%	33%	38%	34%
							h				Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 171

OUTCOME_BUSSUP. SUMMARY TABLE: Thinking about care in MAIN_SERVICE in your organisation and the business support or care management systems you use, to what extent do you agree or disagree with the following statements? This technology has ...

Base : Participants who are using business support or care management systems

	A. Improved the quality of care delivered to people who use our services	B. Improved the health outcomes or wellbeing of people who use our services	C. REMOVED - 05/21 - Improved the overall wellbeing of people who use our services	D. Improved access to or choice of care	E. REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.
Unweighted Total	500	500	264	500	264
Weighted Total	503	503	263	503	263
Strongly agree	212	183	88	157	50
	42%	36%	33%	31%	19%
Tend to agree	177	176	96	147	54
	35%	35%	36%	29%	20%
Neither agree nor disagree	55	76	47	94	57
	11%	15%	18%	19%	22%
Tend to disagree	34	32	21	56	53
	7%	6%	8%	11%	20%
Strongly disagree	16	23	9	28	36
	3%	5%	3%	6%	14%
Don't know	10	13	3	20	12
	2%	3%	1%	4%	5%
Strongly/tend to agree	389	359	183	305	104
	77%	71%	70%	61%	40%
Strongly/tend to disagree	50	55	30	84	89
	10%	11%	11%	17%	34%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 172

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people who use our services

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
Strongly agree	**206**	88	100	12	15	19	39	44	18	49	36	141	49	12	123	74	205
	46%	42%	52%	47%	46%	39%	52%	57%	34%	49%	39%	47%	50%	39%	47%	48%	46%
	i		Z				i	Zfik									
Tend to agree	**177**	92	64	10	14	23	23	27	24	43	36	120	33	14	102	60	178
	39%	45%	33%	39%	43%	47%	31%	34%	45%	43%	39%	40%	34%	47%	39%	39%	40%
	b	b															
Neither agree nor disagree	**44**	21	16	2	2	6	10	5	6	6	11	24	11	4	21	16	43
	10%	10%	8%	9%	7%	12%	13%	6%	11%	6%	12%	8%	11%	14%	8%	11%	10%
Tend to disagree	**8**	2	5	-	-	-	1	1	4	-	3	5	2	-	5	2	9
	2%	1%	3%	-	-	-	1%	1%	7%	-	3%	2%	2%	-	2%	1%	2%
									Zj								
Strongly disagree	**6**	1	5	-	-	-	1	-	2	1	2	5	1	-	6	-	6
	1%	1%	2%	-	-	-	1%	-	3%	1%	2%	2%	1%	-	2%	-	1%
Don't know	**8**	2	3	1	1	1	1	1	-	-	4	6	1	-	5	1	7
	2%	1%	2%	5%	4%	2%	1%	2%	-	-	5%	2%	1%	-	2%	1%	2%
											Zj						
Strongly/tend to agree	**383**	180	165	23	29	43	63	70	42	93	72	261	82	26	224	133	383
	85%	87%	85%	86%	89%	86%	83%	91%	79%	93%	78%	87%	84%	86%	86%	88%	85%
	k							ik		Zik							
Strongly/tend to disagree	**14**	3	10	-	-	-	2	1	5	1	5	10	3	-	11	2	15
	3%	2%	5%	-	-	-	3%	1%	10%	1%	5%	3%	3%	-	4%	1%	3%
									Zfhj								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people who use our services

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
Strongly agree	**206**	128	182	204	93	96	98	79	163	145	149	54	73	4	129	205
	46%	50%	47%	46%	51%	50%	50%	48%	47%	46%	45%	50%	59%	19%	43%	46%
	n												Zn			
Tend to agree	**177**	93	153	174	65	70	71	60	133	126	131	44	41	9	126	178
	39%	36%	39%	39%	36%	37%	36%	37%	38%	40%	39%	41%	33%	48%	42%	40%
Neither agree nor disagree	**44**	24	37	44	19	16	18	18	34	29	36	7	9	3	31	43
	10%	9%	9%	10%	10%	8%	9%	11%	10%	9%	11%	7%	7%	17%	10%	10%
								e								
Tend to disagree	**8**	3	8	8	2	2	3	2	7	7	7	1	2	1	5	9
	2%	1%	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	4%	2%	2%
Strongly disagree	**6**	4	6	6	1	3	4	3	6	6	6	-	-	1	5	6
	1%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	-	-	7%	2%	1%
						d	d	d								
Don't know	**8**	6	5	8	3	3	3	3	3	3	5	2	-	1	7	7
	2%	2%	1%	2%	2%	2%	2%	2%	1%	1%	1%	2%	-	5%	2%	2%
	bh			b												
Strongly/tend to agree	**383**	222	335	378	158	166	168	139	296	271	280	98	114	13	255	383
	85%	86%	86%	85%	87%	87%	86%	85%	85%	86%	84%	91%	92%	66%	84%	85%
													Zn			
Strongly/tend to disagree	**14**	7	14	14	3	5	7	4	13	13	13	1	2	2	10	15
	3%	3%	4%	3%	1%	3%	3%	3%	4%	4%	4%	1%	1%	11%	3%	3%
							d		d	d						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 174

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the quality of care delivered to people who use our services

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
Strongly agree	**206**	40	143	19	206	191	197	206	36	126	40	167	38	205
	46%	69%	46%	30%	46%	48%	46%	46%	58%	52%	35%	45%	51%	46%
	cj	Zbc	c			Zdfg			Zdfg	Zj				
Tend to agree	**177**	13	125	34	177	156	171	177	18	84	55	153	23	178
	39%	22%	40%	54%	39%	39%	40%	39%	29%	35%	48%	41%	32%	40%
	ai		a	Zab							Zi			
Neither agree nor disagree	**44**	5	32	4	44	38	41	44	7	23	11	34	10	43
	10%	9%	10%	6%	10%	10%	9%	10%	11%	9%	10%	9%	13%	10%
Tend to disagree	**8**	-	6	2	8	6	7	8	-	3	4	7	-	9
	2%	-	2%	3%	2%	1%	2%	2%	-	1%	3%	2%	-	2%
Strongly disagree	**6**	-	3	1	6	4	5	6	-	3	2	3	3	6
	1%	-	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	4%	1%
	k												k	
Don't know	**8**	-	3	4	8	5	8	8	1	4	3	7	-	7
	2%	-	1%	6%	2%	1%	2%	2%	2%	2%	2%	2%	-	2%
	b			Zb			e							
Strongly/tend to agree	**383**	53	269	53	383	347	368	383	54	210	95	320	62	383
	85%	91%	86%	84%	85%	87%	86%	85%	88%	87%	83%	86%	83%	85%
						Zdg								
Strongly/tend to disagree	**14**	-	9	3	14	10	12	14	-	6	6	10	3	15
	3%	-	3%	4%	3%	2%	3%	3%	-	3%	5%	3%	4%	3%
	e				e			e						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
Strongly agree	**197**	89	93	10	12	20	36	41	21	42	38	135	49	10	116	72	197
	44%	43%	48%	39%	38%	39%	47%	53%	39%	42%	41%	45%	50%	34%	44%	47%	44%
Tend to agree	**175**	87	67	10	13	22	27	24	22	48	33	119	35	11	100	61	175
	39%	42%	35%	37%	42%	45%	36%	31%	40%	48%	35%	39%	36%	37%	38%	40%	39%
										h							
Neither agree nor disagree	**51**	24	20	3	3	8	10	7	6	8	12	31	9	8	26	17	50
	11%	12%	10%	13%	11%	16%	13%	9%	12%	8%	13%	10%	9%	26%	10%	11%	11%
Tend to disagree	**9**	3	5	-	-	-	1	3	2	1	3	6	2	-	7	1	10
	2%	1%	3%	-	-	-	1%	3%	4%	1%	3%	2%	2%	-	3%	1%	2%
Strongly disagree	**7**	2	4	-	-	-	1	-	2	1	3	5	1	-	7	-	8
	2%	1%	2%	-	-	-	1%	-	5%	1%	3%	2%	1%	-	3%	-	2%
									h								
Don't know	**8**	1	4	3	3	-	1	3	-	-	4	5	1	1	6	2	8
	2%	1%	2%	11%	9%	-	1%	4%	-	-	5%	2%	1%	3%	2%	1%	2%
	a										j						
Strongly/tend to agree	**372**	176	161	20	26	42	63	65	42	90	71	254	84	22	217	132	372
	83%	85%	83%	76%	80%	84%	83%	84%	80%	90%	76%	84%	86%	71%	83%	87%	83%
										k							
Strongly/tend to disagree	**17**	5	10	-	-	-	2	3	4	2	6	11	3	-	14	1	18
	4%	2%	5%	-	-	-	3%	3%	8%	2%	6%	4%	3%	-	5%	1%	4%
	p								f						p		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
Strongly agree	**197**	120	173	196	90	91	92	75	156	138	148	47	67	4	125	197
	44%	46%	44%	44%	50%	48%	47%	46%	45%	44%	44%	43%	54%	22%	41%	44%
													Zn			
Tend to agree	**175**	98	152	171	68	73	71	62	135	130	131	44	40	10	125	175
	39%	38%	39%	39%	37%	38%	36%	38%	39%	41%	39%	41%	32%	48%	41%	39%
Neither agree nor disagree	**51**	24	45	51	16	15	20	17	40	32	39	10	14	3	33	50
	11%	9%	12%	11%	9%	8%	10%	10%	12%	10%	12%	9%	12%	17%	11%	11%
	e															
Tend to disagree	**9**	4	8	9	2	3	4	3	7	6	7	2	2	-	8	10
	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	-	2%	2%
Strongly disagree	**7**	5	7	7	2	4	5	4	7	7	7	-	1	1	5	8
	2%	2%	2%	2%	1%	2%	3%	2%	2%	2%	2%	-	1%	7%	2%	2%
							d									
Don't know	**8**	7	4	8	4	4	4	4	2	3	2	5	-	1	7	8
	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%	1%	5%	-	5%	2%	2%
	bhij	b		b		h	h	h				Zj				
Strongly/tend to agree	**372**	218	325	367	159	164	163	137	290	268	279	91	108	14	250	372
	83%	85%	83%	83%	87%	86%	83%	84%	84%	85%	83%	84%	86%	70%	83%	83%
					f											
Strongly/tend to disagree	**17**	9	16	17	4	7	9	7	14	14	15	2	3	1	13	18
	4%	3%	4%	4%	2%	4%	5%	4%	4%	4%	4%	2%	2%	7%	4%	4%
							d	d								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved the health outcomes or wellbeing of people who use our services

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
Strongly agree	**197**	37	135	22	197	184	193	197	33	117	41	160	36	197
	44%	65%	43%	34%	44%	46%	45%	44%	53%	48%	36%	43%	49%	44%
	j	Zbc				Zdg				j				
Tend to agree	**175**	17	126	27	175	152	167	175	22	91	52	151	23	175
	39%	29%	40%	43%	39%	38%	39%	39%	36%	37%	46%	41%	32%	39%
Neither agree nor disagree	**51**	3	36	9	51	46	47	51	5	24	12	40	11	50
	11%	6%	11%	14%	11%	12%	11%	11%	9%	10%	10%	11%	15%	11%
Tend to disagree	**9**	-	8	2	9	7	8	9	-	4	5	7	1	10
	2%	-	2%	3%	2%	2%	2%	2%	-	2%	4%	2%	1%	2%
Strongly disagree	**7**	-	4	2	7	6	7	7	-	2	3	6	2	8
	2%	-	1%	3%	2%	1%	2%	2%	-	1%	2%	2%	2%	2%
Don't know	**8**	-	5	2	8	5	8	8	1	4	2	6	1	8
	2%	-	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%
	e				e		e	e						
Strongly/tend to agree	**372**	54	261	49	372	336	359	372	55	208	93	311	59	372
	83%	94%	83%	77%	83%	84%	84%	83%	89%	86%	81%	84%	80%	83%
		Zbc												
Strongly/tend to disagree	**17**	-	11	3	17	13	15	17	-	6	7	13	3	18
	4%	-	4%	5%	4%	3%	3%	4%	-	3%	6%	4%	3%	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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19 Nov 2021
Table 178

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**228**	106	93	17	19	30	34	46	32	43	43	159	43	15	142	69	228
Weighted Total	**224**	104*	91*	18**	20**	29**	36*	40*	27*	50*	43*	149	48*	16**	134	73*	228
Strongly agree	**99**	44	44	8	10	13	18	20	9	25	14	66	23	8	60	34	101
	44%	42%	49%	47%	48%	45%	50%	50%	34%	49%	33%	44%	48%	47%	45%	47%	44%
Tend to agree	**91**	45	35	7	8	11	13	16	14	21	17	65	18	5	56	30	93
	41%	44%	38%	39%	41%	37%	36%	38%	51%	42%	40%	44%	36%	34%	42%	41%	41%
Neither agree nor disagree	**28**	13	8	2	2	5	4	5	4	4	7	14	6	3	13	9	28
	13%	12%	9%	14%	12%	18%	10%	12%	15%	8%	16%	9%	12%	20%	10%	13%	12%
	l																
Tend to disagree	**3**	-	2	-	-	-	-	-	-	-	3	2	-	-	2	-	3
	1%	-	2%	-	-	-	-	-	-	-	6%	1%	-	-	1%	-	1%
											Z						
Strongly disagree	**1**	-	1	-	-	-	-	-	-	-	1	1	-	-	1	-	1
	*	-	1%	-	-	-	-	-	-	-	2%	1%	-	-	1%	-	*
Don't know	**3**	1	1	-	-	-	1	-	-	-	1	1	1	-	3	-	2
	1%	1%	1%	-	-	-	4%	-	-	-	3%	1%	3%	-	2%	-	1%
Strongly/tend to agree	**190**	89	79	15	18	23	31	36	23	46	31	131	41	13	116	64	194
	85%	86%	87%	86%	88%	82%	86%	88%	85%	92%	73%	88%	85%	80%	86%	87%	85%
	k									k		Z					
Strongly/tend to disagree	**3**	-	3	-	-	-	-	-	-	-	3	3	-	-	3	-	4
	1%	-	3%	-	-	-	-	-	-	-	8%	2%	-	-	2%	-	2%
											Z						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 179

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**228**	125	192	225	91	90	90	79	165	143	161	64	61	11	156	228
Weighted Total	**224**	126	189	221	91*	92*	90*	78*	164	140	157	63*	62*	10**	153	228
Strongly agree	**99**	61	86	99	51	46	46	40	77	62	69	27	35	2	61	101
	44%	48%	45%	45%	56%	50%	51%	52%	47%	44%	44%	43%	57%	25%	40%	44%
					Zi								Zn			
Tend to agree	**91**	48	75	88	30	35	33	27	64	59	65	24	22	4	65	93
	41%	38%	40%	40%	33%	38%	37%	34%	39%	42%	42%	38%	36%	41%	42%	41%
	cd															
Neither agree nor disagree	**28**	13	23	28	9	8	8	10	20	16	18	11	4	3	20	28
	13%	10%	12%	13%	10%	9%	9%	12%	12%	11%	11%	17%	7%	34%	13%	12%
								f								
Tend to disagree	**3**	1	3	3	-	-	1	-	2	3	3	-	-	-	3	3
	1%	1%	1%	1%	-	-	1%	-	1%	2%	2%	-	-	-	2%	1%
Strongly disagree	**1**	1	1	1	-	-	1	1	1	1	1	-	-	-	1	1
	*****	1%	*	*	-	-	1%	1%	1%	1%	1%	-	-	-	1%	*
Don't know	**3**	3	1	3	1	3	1	-	-	-	1	1	-	-	3	2
	1%	2%	1%	1%	2%	3%	1%	-	-	-	1%	2%	-	-	2%	1%
						hi										
Strongly/tend to agree	**190**	109	161	187	81	81	79	67	141	121	134	51	57	7	126	194
	85%	86%	85%	85%	88%	88%	88%	87%	86%	87%	86%	81%	93%	66%	83%	85%
													Z			
Strongly/tend to disagree	**3**	2	3	3	-	-	2	1	3	3	3	-	-	-	3	4
	1%	1%	2%	2%	-	-	2%	1%	2%	2%	2%	-	-	-	2%	2%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 180

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Improved the overall wellbeing of people who use our services

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**228**	29	158	33	228	207	219	228	38	118	60	187	41	228
Weighted Total	**224**	29**	156	31*	224	205	216	224	38*	118	57*	184	40*	228
Strongly agree	**99**	18	72	8	99	93	98	99	22	59	20	79	20	101
	44%	63%	46%	26%	44%	45%	45%	44%	58%	50%	36%	43%	49%	44%
	c		c											
Tend to agree	**91**	9	62	19	91	81	86	91	13	45	27	77	14	93
	41%	32%	40%	59%	41%	40%	40%	41%	35%	38%	47%	42%	36%	41%
				Z										
Neither agree nor disagree	**28**	2	20	2	28	25	26	28	3	14	8	23	5	28
	13%	6%	13%	6%	13%	12%	12%	13%	7%	12%	14%	13%	13%	12%
Tend to disagree	**3**	-	1	2	3	3	3	3	-	-	1	3	-	3
	1%	-	1%	5%	1%	1%	1%	1%	-	-	1%	1%	-	1%
				Zb										
Strongly disagree	**1**	-	1	-	1	1	1	1	-	-	1	-	1	1
	*	-	1%	-	*	*	*	*	-	-	1%	-	2%	*
Don't know	**3**	-	-	1	3	3	3	3	-	-	-	3	-	2
	1%	-	-	4%	1%	1%	1%	1%	-	-	-	1%	-	1%
				b										
Strongly/tend to agree	**190**	27	134	27	190	174	184	190	35	104	47	156	34	194
	85%	94%	86%	85%	85%	85%	85%	85%	93%	88%	83%	85%	85%	85%
Strongly/tend to disagree	**3**	-	2	2	3	3	3	3	-	-	2	3	1	4
	1%	-	1%	5%	1%	2%	2%	1%	-	-	3%	1%	2%	2%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 181

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
Strongly agree	**145**	62	71	8	9	15	26	34	12	35	22	94	38	8	83	53	142
	32%	30%	36%	31%	29%	30%	34%	45%	23%	35%	24%	31%	39%	26%	32%	35%	32%
								Zik									
Tend to agree	**149**	66	68	7	10	18	24	21	17	34	35	100	34	9	82	55	149
	33%	32%	35%	28%	30%	36%	31%	27%	33%	34%	38%	33%	35%	31%	31%	36%	33%
Neither agree nor disagree	**96**	52	31	8	9	15	17	12	13	19	19	61	17	12	56	32	97
	21%	25%	16%	29%	28%	30%	23%	15%	25%	19%	21%	20%	17%	41%	21%	21%	22%
	b	b				h											
Tend to disagree	**30**	13	13	-	1	-	5	6	7	7	4	23	5	-	21	7	31
	7%	6%	7%	-	3%	-	7%	8%	13%	7%	5%	8%	5%	-	8%	4%	7%
								f	Zf								
Strongly disagree	**15**	7	7	1	1	1	2	2	3	2	4	12	3	-	12	3	15
	3%	3%	3%	4%	3%	2%	3%	3%	6%	2%	5%	4%	3%	-	5%	2%	3%
Don't know	**14**	7	4	2	2	1	1	2	-	3	7	11	1	1	9	4	14
	3%	3%	2%	8%	7%	2%	1%	3%	-	3%	8%	4%	1%	3%	3%	3%	3%
											Zi						
Strongly/tend to agree	**294**	127	139	16	19	33	49	55	30	69	58	194	72	17	165	107	291
	66%	62%	72%	59%	59%	66%	65%	71%	56%	69%	62%	64%	74%	56%	63%	70%	65%
			Za														
Strongly/tend to disagree	**44**	20	20	1	2	1	8	8	10	9	9	35	7	-	33	9	46
	10%	10%	10%	4%	7%	2%	10%	11%	20%	9%	9%	12%	7%	-	13%	6%	10%
	f								Zf						Zp		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 182

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
Strongly agree	**145**	84	131	143	67	66	68	57	120	103	109	33	49	4	92	142
	32%	32%	34%	32%	37%	35%	35%	35%	35%	33%	33%	30%	39%	19%	30%	32%
Tend to agree	**149**	92	126	148	62	64	66	56	109	104	114	35	31	8	110	149
	33%	36%	32%	33%	34%	34%	34%	34%	32%	33%	34%	32%	25%	40%	36%	33%
	l														Zl	
Neither agree nor disagree	**96**	51	81	95	34	33	36	31	72	63	66	27	35	4	57	97
	21%	20%	21%	21%	19%	17%	18%	19%	21%	20%	20%	25%	28%	21%	19%	22%
	n												n			
Tend to disagree	**30**	13	28	28	9	12	12	8	24	24	22	8	4	1	24	31
	7%	5%	7%	6%	5%	6%	6%	5%	7%	7%	6%	7%	4%	4%	8%	7%
Strongly disagree	**15**	9	14	15	5	8	8	7	13	13	14	1	4	1	10	15
	3%	4%	4%	3%	3%	4%	4%	4%	4%	4%	4%	1%	3%	7%	3%	3%
Don't know	**14**	10	11	14	5	7	5	5	9	9	9	4	2	2	10	14
	3%	4%	3%	3%	3%	4%	3%	3%	3%	3%	3%	4%	2%	10%	3%	3%
Strongly/tend to agree	**294**	176	257	291	129	130	135	113	229	207	223	68	80	12	202	291
	66%	68%	66%	66%	71%	68%	69%	69%	66%	66%	67%	63%	64%	59%	67%	65%
Strongly/tend to disagree	**44**	22	41	43	14	20	20	15	36	36	35	9	8	2	34	46
	10%	8%	11%	10%	8%	11%	10%	9%	11%	12%	11%	8%	7%	11%	11%	10%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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Table 183

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... Improved access to or choice of care

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
Strongly agree	**145**	32	97	12	145	139	143	145	29	89	25	115	27	142
	32%	56%	31%	19%	32%	35%	33%	32%	48%	37%	22%	31%	37%	32%
	cj	Zbc				Zdg	Zdg		Zdefg	Zj				
Tend to agree	**149**	12	115	19	149	130	143	149	18	79	39	125	24	149
	33%	21%	37%	30%	33%	32%	33%	33%	29%	32%	34%	34%	32%	33%
	a		Za											
Neither agree nor disagree	**96**	9	66	18	96	84	87	96	11	50	27	82	14	97
	21%	16%	21%	29%	21%	21%	20%	21%	19%	21%	23%	22%	19%	22%
	f				f			f						
Tend to disagree	**30**	3	21	5	30	25	27	30	-	11	14	26	3	31
	7%	5%	7%	8%	7%	6%	6%	7%	-	4%	13%	7%	4%	7%
	hi				h			h			Zi			
Strongly disagree	**15**	1	9	3	15	12	14	15	1	6	5	11	4	15
	3%	2%	3%	4%	3%	3%	3%	3%	1%	2%	4%	3%	5%	3%
Don't know	**14**	-	6	6	14	11	14	14	2	7	5	11	2	14
	3%	-	2%	10%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%
	b			Zab										
Strongly/tend to agree	**294**	44	212	31	294	269	286	294	47	168	64	241	51	291
	66%	77%	68%	49%	66%	67%	67%	66%	77%	69%	56%	65%	69%	65%
	cj	c	c			Zdg	Zdg			j				
Strongly/tend to disagree	**44**	4	30	8	44	37	41	44	1	17	19	36	7	46
	10%	7%	9%	12%	10%	9%	10%	10%	1%	7%	17%	10%	10%	10%
	hi				h	h	h	h			Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
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Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 184

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**228**	106	93	17	19	30	34	46	32	43	43	159	43	15	142	69	228
Weighted Total	**224**	104*	91*	18**	20**	29**	36*	40*	27*	50*	43*	149	48*	16**	134	73*	228
Strongly agree	**41**	14	21	4	4	7	9	4	7	7	6	30	8	2	27	13	41
	18%	14%	23%	25%	22%	26%	25%	10%	26%	15%	14%	20%	16%	10%	20%	17%	18%
Tend to agree	**44**	14	21	4	6	6	10	9	5	11	4	28	12	1	21	20	44
	20%	14%	24%	21%	31%	19%	27%	21%	19%	23%	9%	19%	25%	6%	16%	27%	19%
	ao						k										
Neither agree nor disagree	**56**	30	19	5	5	13	5	9	6	11	12	35	10	9	34	16	59
	25%	29%	21%	26%	23%	46%	13%	23%	24%	22%	28%	24%	21%	54%	25%	22%	26%
Tend to disagree	**43**	20	15	3	3	2	7	10	6	10	9	27	8	4	26	10	44
	19%	20%	16%	18%	16%	6%	18%	24%	22%	19%	21%	18%	16%	24%	20%	14%	19%
Strongly disagree	**29**	17	11	1	1	1	4	7	1	6	10	20	8	1	16	13	29
	13%	17%	12%	5%	4%	3%	11%	17%	3%	12%	24%	13%	16%	5%	12%	17%	13%
											Zi						
Don't know	**12**	7	4	1	1	-	2	2	2	4	1	9	3	-	9	2	11
	5%	7%	4%	5%	4%	-	6%	5%	6%	8%	3%	6%	6%	-	7%	3%	5%
Strongly/tend to agree	**85**	29	42	8	11	13	19	13	12	19	10	58	20	3	48	32	85
	38%	28%	47%	46%	53%	45%	52%	31%	45%	38%	23%	39%	41%	17%	36%	44%	37%
	ak		Za				k										
Strongly/tend to disagree	**71**	38	25	4	4	3	11	17	7	15	19	47	16	5	43	23	73
	32%	36%	28%	23%	20%	9%	29%	41%	25%	31%	45%	31%	32%	29%	32%	31%	32%
											Z						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 185

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**228**	125	192	225	91	90	90	79	165	143	161	64	61	11	156	228
Weighted Total	**224**	126	189	221	91*	92*	90*	78*	164	140	157	63*	62*	10**	153	228
Strongly agree	**41**	23	36	41	21	16	18	16	32	22	26	12	17	1	22	41
	18%	18%	19%	18%	23%	17%	20%	20%	19%	16%	17%	19%	28%	8%	15%	18%
	n												Zn			
Tend to agree	**44**	30	37	44	17	23	23	22	31	33	31	14	9	1	35	44
	20%	24%	20%	20%	19%	25%	25%	28%	19%	24%	20%	22%	14%	9%	23%	19%
								Zdh		h						
Neither agree nor disagree	**56**	31	44	56	24	20	17	15	37	31	40	16	14	4	38	59
	25%	24%	23%	25%	26%	22%	19%	19%	23%	22%	26%	26%	23%	41%	25%	26%
					fg											
Tend to disagree	**43**	22	37	41	16	17	16	15	33	25	31	11	6	2	34	44
	19%	17%	19%	18%	18%	19%	18%	19%	20%	18%	20%	18%	10%	25%	22%	19%
	cl														l	
Strongly disagree	**29**	15	28	29	9	12	13	8	26	24	25	2	10	2	17	29
	13%	12%	15%	13%	10%	13%	14%	10%	16%	17%	16%	3%	17%	17%	11%	13%
	k						g		Z	Z	Zk					
Don't know	**12**	6	7	10	4	4	4	2	5	5	3	8	5	-	6	11
	5%	5%	4%	5%	4%	4%	4%	3%	3%	3%	2%	13%	8%	-	4%	5%
	bchj											Zj				
Strongly/tend to agree	**85**	53	73	85	38	38	40	37	63	56	57	26	26	2	57	85
	38%	42%	39%	39%	42%	42%	45%	48%	38%	40%	36%	41%	43%	18%	37%	37%
								Z								
Strongly/tend to disagree	**71**	36	65	69	25	29	29	23	59	49	56	13	16	4	51	73
	32%	29%	34%	31%	28%	32%	33%	30%	36%	35%	36%	20%	26%	41%	33%	32%
	k		c						Z		Zk					

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 186

OUTCOME_SUPMON. Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ... REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**228**	29	158	33	228	207	219	228	38	118	60	187	41	228
Weighted Total	**224**	29**	156	31*	224	205	216	224	38*	118	57*	184	40*	228
Strongly agree	**41**	9	26	5	41	38	40	41	9	28	7	29	12	41
	18%	32%	17%	17%	18%	19%	18%	18%	24%	24%	13%	16%	30%	18%
	k									Z			Zk	
Tend to agree	**44**	4	33	7	44	40	43	44	8	23	10	41	4	44
	20%	14%	21%	21%	20%	19%	20%	20%	21%	19%	17%	22%	9%	19%
Neither agree nor disagree	**56**	6	41	5	56	52	53	56	13	30	19	48	9	59
	25%	21%	27%	17%	25%	26%	25%	25%	34%	26%	33%	26%	21%	26%
Tend to disagree	**43**	10	28	4	43	39	41	43	4	21	9	37	5	44
	19%	34%	18%	14%	19%	19%	19%	19%	10%	18%	16%	20%	13%	19%
Strongly disagree	**29**	-	19	8	29	26	27	29	3	13	12	19	10	29
	13%	-	12%	26%	13%	13%	12%	13%	8%	11%	21%	10%	24%	13%
	k			Z							Z		Zk	
Don't know	**12**	-	9	1	12	10	12	12	1	3	-	10	1	11
	5%	-	6%	4%	5%	5%	5%	5%	2%	3%	-	6%	3%	5%
Strongly/tend to agree	**85**	13	59	12	85	78	83	85	17	51	17	70	16	85
	38%	46%	38%	39%	38%	38%	39%	38%	45%	43%	30%	38%	39%	37%
Strongly/tend to disagree	**71**	10	47	13	71	65	68	71	7	34	21	57	15	73
	32%	34%	30%	40%	32%	32%	31%	32%	19%	29%	37%	31%	37%	32%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 187

OUTCOME_SUPMON. SUMMARY TABLE: Thinking about care in MAIN_SERVICE in your organisation and the support and monitoring technology you use, to what extent do you agree or disagree with the following statements? This technology has ...

Base : Participants who are using support and monitoring technology

	A. Improved the quality of care delivered to people who use our services	B. Improved the health outcomes or wellbeing of people who use our services	C. REMOVED - 05/21 - Improved the overall wellbeing of people who use our services	D. Improved access to or choice of care	E. REMOVED - 05/21 - Resulted in cost savings which we can pass on to those paying for care.
Unweighted Total	448	448	228	448	228
Weighted Total	448	448	224	448	224
Strongly agree	206	197	99	145	41
	46%	44%	44%	32%	18%
Tend to agree	177	175	91	149	44
	39%	39%	41%	33%	20%
Neither agree nor disagree	44	51	28	96	56
	10%	11%	13%	21%	25%
Tend to disagree	8	9	3	30	43
	2%	2%	1%	7%	19%
Strongly disagree	6	7	1	15	29
	1%	2%	*	3%	13%
Don't know	8	8	3	14	12
	2%	2%	1%	3%	5%
Strongly/tend to agree	383	372	190	294	85
	85%	83%	85%	66%	38%
Strongly/tend to disagree	14	17	3	44	71
	3%	4%	1%	10%	32%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 188

CARER_CTA. Many service users have family or friends who provide support and care to them. Thinking about these carers/ Thinking about home carers and home sharers and the consumer technology and apps used, to what extent would you agree or disagree with the following statements?l The technology we use, or offer has reduced the burden of care on carers

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
Strongly agree	**124**	35	70	13	15	13	25	26	9	24	27	88	25	5	84	33	123
	22%	14%	29%	33%	32%	22%	26%	27%	15%	19%	23%	23%	22%	13%	24%	19%	22%
	a		Za	a	a			i									
Tend to agree	**127**	54	53	10	14	10	24	25	15	33	20	86	25	9	67	47	127
	23%	22%	22%	24%	31%	18%	24%	26%	23%	27%	17%	22%	22%	25%	20%	27%	23%
	o				d												
Neither agree nor disagree	**100**	47	45	3	3	17	19	13	13	15	23	69	20	5	65	27	99
	18%	19%	18%	8%	7%	29%	20%	13%	20%	12%	20%	18%	18%	14%	19%	16%	18%
	e					Zhj											
Tend to disagree	**110**	56	44	8	8	14	14	14	16	29	24	78	18	11	68	35	112
	20%	23%	18%	19%	17%	23%	14%	14%	25%	23%	21%	20%	16%	30%	20%	21%	20%
Strongly disagree	**62**	32	26	3	3	1	9	13	9	15	16	42	17	3	42	19	61
	11%	13%	11%	8%	7%	1%	9%	13%	14%	12%	13%	11%	15%	8%	12%	11%	11%
	f							f	f	f	f						
Don't know	**31**	19	9	3	3	4	6	5	2	9	6	20	8	4	17	9	31
	6%	8%	4%	7%	6%	6%	6%	5%	3%	7%	5%	5%	7%	10%	5%	5%	6%
		b															
Strongly/tend to agree	**251**	89	124	23	29	24	49	52	24	57	47	174	50	14	151	79	250
	45%	37%	50%	58%	63%	40%	51%	54%	38%	46%	40%	45%	44%	38%	44%	47%	45%
	a		Za	a	Za			i									
Strongly/tend to disagree	**172**	88	70	11	11	15	23	27	24	44	40	120	35	14	110	55	173
	31%	36%	28%	27%	24%	25%	24%	28%	39%	35%	34%	31%	31%	37%	32%	32%	31%
		Z							g								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
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***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 189

CARER_CTA. Many service users have family or friends who provide support and care to them. Thinking about these carers/ Thinking about home carers and home sharers and the consumer technology and apps used, to what extent would you agree or disagree with the following statements?l The technology we use, or offer has reduced the burden of care on car

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
Strongly agree	**124**	75	102	122	55	55	59	43	92	78	85	38	56	1	67	123
	22%	22%	22%	22%	22%	23%	25%	22%	23%	21%	22%	25%	38%	5%	18%	22%
	n												Zn			
Tend to agree	**127**	82	105	125	64	62	55	51	88	85	89	35	26	9	92	127
	23%	24%	23%	23%	26%	26%	23%	26%	22%	23%	23%	23%	18%	33%	24%	23%
								f								
Neither agree nor disagree	**100**	59	84	98	44	40	43	34	74	69	72	28	24	3	74	99
	18%	17%	18%	18%	18%	17%	18%	17%	18%	19%	18%	18%	16%	11%	19%	18%
Tend to disagree	**110**	63	90	109	45	43	46	38	75	71	82	26	18	5	87	112
	20%	19%	20%	20%	18%	18%	19%	20%	19%	19%	21%	17%	12%	21%	23%	20%
	l														Zl	
Strongly disagree	**62**	39	57	62	23	29	31	21	55	51	45	17	15	6	41	61
	11%	11%	12%	11%	9%	12%	13%	11%	14%	14%	11%	11%	10%	23%	11%	11%
							d		Zd	Zd						
Don't know	**31**	20	24	30	14	11	8	8	18	16	20	9	8	2	21	31
	6%	6%	5%	5%	6%	5%	3%	4%	4%	4%	5%	6%	5%	7%	5%	6%
	fi				f											
Strongly/tend to agree	**251**	157	208	247	119	117	115	94	180	163	174	73	82	10	159	250
	45%	46%	45%	45%	48%	49%	47%	48%	45%	44%	44%	48%	56%	38%	42%	45%
	n												Zn			
Strongly/tend to disagree	**172**	102	147	171	68	72	77	59	130	122	126	43	32	11	128	173
	31%	30%	32%	31%	28%	30%	32%	30%	32%	33%	32%	28%	22%	44%	34%	31%
	l														l	

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 190

CARER_CTA. Many service users have family or friends who provide support and care to them. Thinking about these carers/ Thinking about home carers and home sharers and the consumer technology and apps used, to what extent would you agree or disagree with the following statements?l The technology we use, or offer has reduced the burden of care on carers

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
Strongly agree	**124**	31	77	10	124	116	124	98	22	65	26	94	28	123
	22%	47%	20%	11%	22%	24%	22%	23%	34%	23%	17%	20%	32%	22%
	cjk	Zbc	c			Zdf			Zdefg				Zk	
Tend to agree	**127**	12	96	17	127	114	127	112	20	73	28	109	19	127
	23%	18%	26%	19%	23%	24%	23%	26%	30%	26%	18%	24%	21%	23%
			Z					Zdef						
Neither agree nor disagree	**100**	9	72	15	100	83	100	76	11	55	25	94	6	99
	18%	13%	19%	16%	18%	17%	18%	17%	16%	20%	16%	20%	7%	18%
	l											Zl		
Tend to disagree	**110**	6	77	27	110	97	110	81	8	49	39	91	18	112
	20%	9%	21%	30%	20%	20%	20%	19%	12%	17%	25%	20%	20%	20%
	a		a	Za										
Strongly disagree	**62**	6	37	15	62	50	62	45	4	29	24	50	12	61
	11%	8%	10%	17%	11%	10%	11%	10%	6%	10%	16%	11%	13%	11%
											Z			
Don't know	**31**	3	18	7	31	25	31	21	1	10	13	23	5	31
	6%	5%	5%	7%	6%	5%	6%	5%	2%	4%	8%	5%	6%	6%
	i										i			
Strongly/tend to agree	**251**	44	174	27	251	230	251	210	42	138	54	203	46	250
	45%	65%	46%	30%	45%	47%	45%	49%	64%	49%	35%	44%	53%	45%
	cj	Zbc	c			Zdf		Zdf	Zdefg	j				
Strongly/tend to disagree	**172**	12	115	42	172	147	172	126	12	78	63	141	29	173
	31%	17%	30%	46%	31%	30%	31%	29%	18%	28%	41%	31%	34%	31%
	ah		a	Zab	h	h	h	h			Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 191

CARER_CTA. {£CARER_CTA_TXTSUB.response.Label} and the consumer technology and apps used, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
Strongly agree	**158**	50	85	17	19	13	28	37	14	36	30	104	37	11	98	48	157
	29%	21%	34%	42%	41%	22%	29%	38%	22%	29%	26%	27%	33%	29%	29%	28%	28%
	a		Za	a	a			Zfi									
Tend to agree	**172**	79	72	12	14	16	39	27	19	44	27	117	30	16	103	51	172
	31%	33%	29%	30%	32%	27%	41%	28%	30%	35%	24%	31%	27%	44%	30%	30%	31%
							Zk										
Neither agree nor disagree	**84**	46	32	2	3	14	8	10	13	16	22	69	11	2	59	22	85
	15%	19%	13%	6%	7%	24%	9%	11%	20%	13%	19%	18%	10%	5%	17%	13%	15%
		Zd				Zgh			g		g	Zm					
Tend to disagree	**69**	31	30	4	4	9	9	11	10	14	17	48	12	6	42	24	69
	12%	13%	12%	10%	9%	14%	10%	11%	16%	11%	14%	13%	10%	17%	12%	14%	12%
Strongly disagree	**42**	19	20	4	4	4	6	8	5	7	12	26	17	-	27	16	42
	8%	8%	8%	10%	8%	6%	7%	8%	9%	6%	10%	7%	15%	-	8%	9%	8%
													Zln				
Don't know	**28**	18	8	1	1	4	5	3	2	7	8	19	7	2	14	9	28
	5%	8%	3%	2%	2%	6%	5%	4%	3%	5%	7%	5%	6%	5%	4%	5%	5%
		Zb															
Strongly/tend to agree	**330**	129	156	29	33	29	67	64	32	80	58	221	67	27	201	99	329
	60%	53%	63%	72%	73%	49%	70%	66%	52%	64%	50%	58%	59%	73%	59%	58%	59%
	ak		a	a	a		Zfik	fk		k							
Strongly/tend to disagree	**111**	50	50	8	8	12	16	19	15	21	29	73	29	6	69	40	111
	20%	20%	20%	20%	18%	20%	16%	19%	24%	17%	25%	19%	25%	17%	20%	23%	20%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 192

CARER_CTA. {£CARER_CTA_TXTSUB.response.Label} and the consumer technology and apps used, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
Strongly agree	**158**	102	131	156	77	76	82	63	114	102	109	47	60	3	95	157
	29%	30%	28%	29%	32%	31%	34%	32%	28%	28%	28%	31%	41%	13%	25%	28%
	n						Zhi						Zn			
Tend to agree	**172**	101	145	170	75	78	68	59	122	116	122	48	41	10	121	172
	31%	30%	31%	31%	31%	32%	28%	30%	30%	31%	31%	31%	28%	38%	32%	31%
Neither agree nor disagree	**84**	45	72	83	34	26	32	23	61	57	62	21	14	2	68	85
	15%	13%	16%	15%	14%	11%	13%	12%	15%	15%	16%	14%	9%	6%	18%	15%
	el								e	e					Zl	
Tend to disagree	**69**	47	54	67	31	32	33	26	51	45	47	20	13	5	51	69
	12%	14%	12%	12%	13%	13%	14%	14%	13%	12%	12%	13%	9%	19%	13%	12%
Strongly disagree	**42**	27	36	42	18	21	21	17	35	33	30	12	8	4	30	42
	8%	8%	8%	8%	7%	9%	9%	9%	9%	9%	8%	8%	6%	17%	8%	8%
Don't know	**28**	16	25	27	10	8	6	7	18	17	22	5	10	2	17	28
	5%	5%	5%	5%	4%	4%	3%	3%	5%	5%	6%	3%	7%	7%	4%	5%
	f				f					f						
Strongly/tend to agree	**330**	203	276	326	152	154	150	122	236	217	231	95	101	13	216	329
	60%	60%	60%	60%	62%	64%	62%	63%	59%	59%	59%	62%	69%	51%	57%	59%
	n												Zn			
Strongly/tend to disagree	**111**	74	90	109	48	53	53	43	86	78	77	32	22	9	80	111
	20%	22%	19%	20%	20%	22%	22%	22%	21%	21%	20%	21%	15%	36%	21%	20%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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CARER_CTA. {£CARER_CTA_TXTSUB.response.Label} and the consumer technology and apps used, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
Strongly agree	**158**	36	100	16	158	147	158	130	28	87	32	124	32	157
	29%	54%	26%	18%	29%	30%	29%	30%	43%	31%	21%	27%	37%	28%
	cj	Zbc				Zdf			Zdefg	j				
Tend to agree	**172**	17	131	22	172	151	172	142	22	88	44	151	20	172
	31%	25%	35%	25%	31%	31%	31%	33%	33%	31%	28%	33%	23%	31%
			Z											
Neither agree nor disagree	**84**	2	66	11	84	69	84	63	7	45	25	75	8	85
	15%	3%	17%	12%	15%	14%	15%	15%	10%	16%	16%	16%	9%	15%
	a		Za	a										
Tend to disagree	**69**	4	45	18	69	61	69	49	5	35	22	57	12	69
	12%	6%	12%	20%	12%	13%	12%	11%	8%	12%	14%	12%	13%	12%
				Zab										
Strongly disagree	**42**	6	19	15	42	34	42	28	3	16	21	31	12	42
	8%	9%	5%	17%	8%	7%	8%	6%	4%	6%	14%	7%	13%	8%
	bg			Zb	g		g				Zi		Zk	
Don't know	**28**	3	17	7	28	25	28	21	1	11	12	22	4	28
	5%	4%	4%	8%	5%	5%	5%	5%	2%	4%	8%	5%	5%	5%
Strongly/tend to agree	**330**	53	231	38	330	297	330	272	50	175	75	276	52	329
	60%	79%	61%	43%	60%	61%	60%	63%	76%	62%	49%	60%	60%	59%
	cj	Zbc	c					Zdf	Zdefg	j				
Strongly/tend to disagree	**111**	10	65	33	111	95	111	77	8	51	43	88	23	111
	20%	15%	17%	37%	20%	20%	20%	18%	12%	18%	28%	19%	27%	20%
	bg			Zab	g		g				Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology we use, or offer has reduced the burden of care on carers

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
Strongly agree	**124**	41	73	7	8	13	22	25	14	23	27	84	27	10	73	46	124
	28%	20%	38%	26%	25%	27%	29%	32%	26%	23%	29%	28%	28%	33%	28%	30%	28%
	a		Za														
Tend to agree	**147**	63	64	8	13	19	29	26	12	34	28	95	40	3	82	51	144
	33%	30%	33%	32%	40%	38%	38%	34%	22%	34%	30%	31%	41%	11%	31%	33%	32%
	i																
Neither agree nor disagree	**64**	33	24	4	4	8	11	10	9	13	14	46	8	7	39	20	66
	14%	16%	12%	15%	12%	16%	14%	13%	17%	13%	15%	15%	8%	23%	15%	13%	15%
Tend to disagree	**68**	39	25	2	2	9	7	8	11	21	12	47	12	6	37	27	68
	15%	19%	13%	9%	7%	18%	9%	10%	20%	21%	13%	16%	13%	21%	14%	17%	15%
Strongly disagree	**25**	17	5	2	2	-	4	4	5	5	7	14	8	2	17	7	26
	6%	8%	3%	9%	7%	-	5%	6%	9%	5%	8%	5%	8%	6%	7%	5%	6%
	b	Zb							f		f						
Don't know	**20**	15	2	3	3	1	3	3	3	4	5	16	2	2	15	2	20
	4%	7%	1%	10%	8%	2%	4%	4%	6%	4%	5%	5%	2%	6%	6%	1%	4%
	bp	Zb													p		
Strongly/tend to agree	**271**	104	138	15	21	32	51	51	26	57	55	178	67	13	154	97	268
	61%	50%	71%	58%	65%	64%	67%	66%	48%	57%	59%	59%	69%	44%	59%	64%	60%
	ai		Za				i	i									
Strongly/tend to disagree	**93**	56	30	5	5	9	11	12	15	26	19	61	20	8	54	34	94
	21%	27%	15%	18%	15%	18%	15%	16%	29%	26%	21%	20%	21%	27%	21%	22%	21%
	b	Zb							g								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
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***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 198

CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology we use, or offer has reduced the burden of care on carers

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
Strongly agree	**124**	75	109	123	60	61	67	55	101	88	96	28	48	1	74	124
	28%	29%	28%	28%	33%	32%	34%	34%	29%	28%	29%	26%	39%	6%	25%	28%
	n						Zi	Z					Zn			
Tend to agree	**147**	86	132	145	54	62	60	49	114	107	106	38	35	10	102	144
	33%	33%	34%	33%	30%	32%	31%	30%	33%	34%	32%	35%	28%	52%	34%	32%
Neither agree nor disagree	**64**	38	52	62	28	26	24	19	46	42	43	19	19	2	44	66
	14%	15%	13%	14%	15%	14%	12%	12%	13%	13%	13%	18%	15%	8%	15%	15%
					g											
Tend to disagree	**68**	31	61	68	24	22	26	26	55	50	57	10	13	3	51	68
	15%	12%	16%	15%	13%	12%	13%	16%	16%	16%	17%	9%	11%	17%	17%	15%
	a		a	a				ef			Z					
Strongly disagree	**25**	16	21	25	9	11	12	8	18	19	19	7	6	1	18	26
	6%	6%	5%	6%	5%	6%	6%	5%	5%	6%	6%	6%	5%	7%	6%	6%
Don't know	**20**	13	15	20	7	8	7	7	12	10	13	5	4	2	14	20
	4%	5%	4%	4%	4%	4%	4%	4%	3%	3%	4%	5%	3%	10%	5%	4%
	i															
Strongly/tend to agree	**271**	161	241	268	114	123	127	104	215	196	202	67	83	12	177	268
	61%	62%	62%	61%	62%	64%	65%	63%	62%	62%	60%	62%	67%	58%	58%	60%
Strongly/tend to disagree	**93**	47	82	93	33	33	37	34	73	69	76	17	19	5	69	94
	21%	18%	21%	21%	18%	18%	19%	21%	21%	22%	23%	16%	15%	24%	23%	21%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology we use, or offer has reduced the burden of care on carers

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
Strongly agree	**124**	26	85	9	124	121	122	124	28	67	26	98	25	124
	28%	46%	27%	14%	28%	30%	28%	28%	45%	27%	23%	27%	33%	28%
	c	Zbc	c			Zdfg			Zdefg					
Tend to agree	**147**	17	110	17	147	130	140	147	20	86	28	124	23	144
	33%	30%	35%	27%	33%	32%	33%	33%	32%	35%	25%	34%	31%	32%
	j									j				
Neither agree nor disagree	**64**	6	47	10	64	58	62	64	6	34	20	54	11	66
	14%	10%	15%	16%	14%	15%	15%	14%	10%	14%	18%	14%	15%	15%
Tend to disagree	**68**	7	48	12	68	53	62	68	4	36	24	56	10	68
	15%	13%	15%	19%	15%	13%	14%	15%	7%	15%	21%	15%	13%	15%
	e				e		e	e						
Strongly disagree	**25**	-	14	9	25	20	23	25	1	13	9	22	3	26
	6%	-	4%	14%	6%	5%	5%	6%	2%	5%	7%	6%	4%	6%
				Zab										
Don't know	**20**	1	9	6	20	17	19	20	2	7	7	16	3	20
	4%	2%	3%	10%	4%	4%	4%	4%	3%	3%	6%	4%	4%	4%
	b			Zb										
Strongly/tend to agree	**271**	44	195	26	271	252	263	271	47	152	55	222	48	268
	61%	76%	62%	41%	61%	63%	61%	61%	77%	63%	48%	60%	65%	60%
	cj	Zc	c			Zdfg			Zdefg	j				
Strongly/tend to disagree	**93**	7	62	21	93	74	85	93	5	49	32	79	12	94
	21%	13%	20%	33%	21%	18%	20%	21%	9%	20%	28%	21%	17%	21%
	efh			Zab	efh	h	eh	efh			Z			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 200

CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
Strongly agree	**120**	42	68	6	7	15	16	27	12	23	28	80	27	9	71	42	120
	27%	20%	35%	23%	23%	29%	22%	35%	23%	23%	30%	27%	28%	29%	27%	27%	27%
	a		Za														
Tend to agree	**168**	71	74	12	15	18	37	30	14	42	28	109	39	12	93	59	166
	37%	34%	38%	46%	48%	36%	49%	39%	26%	42%	30%	36%	40%	38%	35%	39%	37%
	i						Zik										
Neither agree nor disagree	**70**	43	21	3	4	9	10	8	13	16	13	50	12	4	45	21	72
	16%	21%	11%	11%	13%	18%	14%	11%	24%	16%	14%	17%	12%	14%	17%	14%	16%
	b	Zb							h								
Tend to disagree	**49**	25	20	2	2	6	8	5	8	11	11	33	11	3	24	22	49
	11%	12%	10%	9%	7%	13%	10%	7%	15%	11%	12%	11%	12%	9%	9%	15%	11%
Strongly disagree	**20**	12	6	1	1	-	1	3	4	5	6	13	6	1	14	6	20
	4%	6%	3%	5%	4%	-	1%	4%	8%	5%	7%	4%	6%	3%	5%	4%	4%
									f								
Don't know	**21**	14	5	2	2	2	3	3	3	3	7	17	2	2	14	3	21
	5%	7%	3%	7%	5%	4%	4%	4%	5%	3%	8%	6%	2%	6%	5%	2%	5%
	p																
Strongly/tend to agree	**288**	113	142	18	23	33	54	57	26	64	55	189	66	21	164	101	286
	64%	55%	73%	69%	71%	65%	71%	73%	49%	64%	60%	63%	68%	68%	63%	66%	64%
	ai		Za				i	Zi									
Strongly/tend to disagree	**69**	37	26	4	4	6	9	9	12	16	17	46	17	4	39	28	69
	15%	18%	13%	14%	11%	13%	11%	11%	22%	16%	18%	15%	18%	12%	15%	18%	15%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 201

CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
Strongly agree	**120**	74	107	118	56	58	63	50	95	82	90	29	47	1	72	120
	27%	29%	27%	27%	31%	30%	32%	30%	27%	26%	27%	27%	37%	6%	24%	27%
	n						Zi						Zn			
Tend to agree	**168**	92	147	167	69	71	66	58	128	121	124	43	43	10	114	166
	37%	36%	38%	38%	38%	38%	34%	36%	37%	38%	37%	39%	35%	51%	38%	37%
Neither agree nor disagree	**70**	42	58	69	27	26	28	22	51	46	51	18	18	2	51	72
	16%	16%	15%	15%	15%	14%	14%	13%	15%	15%	15%	17%	14%	8%	17%	16%
Tend to disagree	**49**	26	44	49	16	17	22	20	41	38	39	10	9	4	36	49
	11%	10%	11%	11%	9%	9%	11%	12%	12%	12%	12%	9%	7%	18%	12%	11%
								de								
Strongly disagree	**20**	13	18	20	8	11	11	8	16	18	16	4	3	1	16	20
	4%	5%	5%	4%	4%	6%	6%	5%	5%	6%	5%	4%	2%	7%	5%	4%
Don't know	**21**	12	17	21	6	7	6	5	14	12	15	5	5	2	14	21
	5%	5%	4%	5%	3%	4%	3%	3%	4%	4%	4%	5%	4%	10%	5%	5%
Strongly/tend to agree	**288**	166	254	285	125	129	129	108	223	203	214	72	90	11	187	286
	64%	64%	65%	64%	68%	68%	66%	66%	64%	64%	64%	66%	72%	58%	61%	64%
													Zn			
Strongly/tend to disagree	**69**	38	62	69	24	28	33	28	58	56	55	14	12	5	52	69
	15%	15%	16%	16%	13%	15%	17%	17%	17%	18%	16%	13%	10%	25%	17%	15%
	l							d								

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 202

CARER_SUPMON. Many service users have family or friends who provide support and care to them. Thinking about these carers and the support and monitoring technology you use, to what extent would you agree or disagree with the following statements? The technology we use, or offer has improved the overall wellbeing of carers

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
Strongly agree	**120**	29	79	9	120	117	118	120	22	71	25	96	23	120
	27%	51%	25%	14%	27%	29%	27%	27%	35%	29%	22%	26%	32%	27%
	c	Zbc				Zdfg								
Tend to agree	**168**	19	126	20	168	149	159	168	24	94	33	144	23	166
	37%	33%	40%	32%	37%	37%	37%	37%	40%	39%	29%	39%	32%	37%
	j													
Neither agree nor disagree	**70**	3	51	14	70	63	68	70	9	36	22	60	10	72
	16%	5%	16%	22%	16%	16%	16%	16%	14%	15%	19%	16%	14%	16%
	a		a	a										
Tend to disagree	**49**	4	36	8	49	39	44	49	4	26	18	39	9	49
	11%	7%	11%	13%	11%	10%	10%	11%	6%	11%	15%	10%	12%	11%
	e				e			e						
Strongly disagree	**20**	1	10	6	20	15	19	20	1	8	9	17	3	20
	4%	2%	3%	10%	4%	4%	4%	4%	2%	3%	8%	5%	4%	4%
	be			Zb	e		e	e						
Don't know	**21**	1	11	6	21	18	20	21	2	8	7	15	5	21
	5%	2%	3%	9%	5%	4%	5%	5%	3%	3%	6%	4%	6%	5%
				b										
Strongly/tend to agree	**288**	48	205	29	288	266	277	288	46	165	59	239	47	286
	64%	84%	66%	46%	64%	66%	65%	64%	75%	68%	51%	65%	63%	64%
	cj	Zbc	c			Zdfg				j				
Strongly/tend to disagree	**69**	6	46	14	69	54	63	69	5	34	27	56	12	69
	15%	10%	15%	23%	15%	14%	15%	15%	7%	14%	23%	15%	16%	15%
	e				e		e	e			Zi			

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 206

COSTS_CTA. Thinking about the impact of consumer technology and apps on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using consumer technology and apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**553**	246	246	38	43	62	88	108	73	110	112	399	98	34	355	158	553
Weighted Total	**554**	243	247	40*	46*	59*	96*	96	62*	124	116	382	113*	37*	343	170	553
The cost of technology is recouped in improved productivity immediately.	**59**	22	30	5	5	6	13	12	4	15	9	40	10	7	34	22	58
	11%	9%	12%	12%	11%	11%	13%	12%	6%	12%	8%	11%	8%	20%	10%	13%	10%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through improved productivity.	**206**	81	100	14	18	24	40	34	26	47	36	137	41	17	121	66	207
	37%	33%	41%	36%	39%	40%	41%	35%	43%	38%	31%	36%	36%	47%	35%	39%	37%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**179**	81	70	19	21	15	29	37	19	40	39	120	44	6	107	60	177
	32%	33%	28%	48% Zb	46% b	26%	31%	38%	31%	32%	34%	32%	39% n	17%	31%	35%	32%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**56**	25	29	1	1	8	8	4	8	11	16	40	11	3	41	11	56
	10% h	10%	12%	3%	2%	14% h	9%	4%	13% h	9%	14% h	11%	10%	9%	12%	7%	10%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**9**	7	3	-	-	2	-	2	1	2	3	8	1	-	8	1	10
	2%	3%	1%	-	-	3%	-	2%	1%	1%	3%	2%	1%	-	2%	*	2%
(DO NOT READ OUT) Don't know	**45**	29	15	1	1	4	6	8	4	9	13	36	6	3	31	10	45
	8%	12% Zb	6%	2%	2%	7%	6%	9%	7%	8%	11%	9%	6%	7%	9%	6%	8%
Costs recouped in improved productivity and greater savings	**265**	103	131	19	23	30	53	46	30	62	45	178	50	25	155	88	265
	48% ak	42%	53% Za	48%	50%	51%	55% k	47%	49%	50%	39%	47%	45%	67% Zlm	45%	52%	48%
Use of technology cost not financially recouped	**235**	105	99	20	22	23	38	41	27	51	55	161	55	10	149	71	233
	42%	43%	40%	50%	48%	39%	39%	42%	43%	41%	47%	42%	49% n	26%	43%	42%	42%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 207

COSTS_CTA. Thinking about the impact of consumer technology and apps on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using consumer technology and apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**553**	331	464	545	242	236	237	194	400	372	393	154	143	26	384	553
Weighted Total	**554**	338	463	545	245	242	242	195	402	370	392	154	146	26**	382	553
The cost of technology is recouped in improved productivity immediately.	**59**	38	47	59	24	25	28	18	41	36	45	14	16	2	41	58
	11%	11%	10%	11%	10%	10%	12% g	9%	10%	10%	11%	9%	11%	9%	11%	10%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through improved productivity.	**206**	136	172	204	97	103	100	87	149	137	149	55	52	6	148	207
	37%	40%	37%	37%	40%	43% Zh	41%	44% Zdhi	37%	37%	38%	36%	36%	22%	39%	37%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**179**	108	149	176	82	73	70	60	131	120	124	54	54	11	115	177
	32%	32%	32%	32%	34% f	30%	29%	31%	33%	32%	32%	35%	37%	41%	30%	32%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**56**	29	48	55	22	21	23	17	45	40	39	17	11	2	43	56
	10%	9%	10%	10%	9%	9%	10%	9%	11%	11%	10%	11%	7%	7%	11%	10%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**9**	5	8	9	2	4	4	3	6	5	6	3	2	2	5	10
	2%	1%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	1%	9%	1%	2%
(DO NOT READ OUT) Don't know	**45**	22	38	43	17	16	17	10	30	32	30	11	12	3	30	45
	8% c	7%	8%	8%	7%	7%	7% g	5%	7%	9% g	8%	7%	8%	12%	8%	8%
Costs recouped in improved productivity and greater savings	**265**	174	219	263	121	128	128	105	190	173	194	69	68	8	189	265
	48%	51%	47%	48%	50%	53% Zi	53% Zhi	54% Zhi	47%	47%	49%	45%	46%	31%	49%	48%
Use of technology cost not financially recouped	**235**	137	198	231	104	94	93	78	176	159	162	71	65	12	158	233
	42%	41%	43%	42%	43%	39%	39%	40%	44%	43%	41%	46%	44%	48%	41%	42%

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Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 208

COSTS_CTA. Thinking about the impact of consumer technology and apps on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using consumer technology and apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**553**	66	377	92	553	483	553	433	65	275	159	459	88	553
Weighted Total	**554**	67*	378	90*	554	486	554	433	66*	282	155	461	87*	553
The cost of technology is recouped in improved productivity immediately.	**59**	14	29	13	59	51	59	44	6	31	16	44	13	58
	11% b	20% Zb	8%	14%	11%	10%	11%	10%	9%	11%	11%	10%	14%	10%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through improved productivity.	**206**	31	156	16	206	189	206	162	27	106	60	178	27	207
	37% c	45% c	41% Zc	18%	37%	39% Zdf	37%	37%	42%	38%	39%	39%	30%	37%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**179**	13	133	28	179	160	179	148	16	85	53	155	24	177
	32% a	20%	35% Za	32%	32%	33%	32%	34%	24%	30%	34%	34%	28%	32%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**56**	6	34	14	56	47	56	39	13	33	14	38	17	56
	10% k	9%	9%	16%	10%	10%	10%	9%	20% Zdefg	12%	9%	8%	19% Zk	10%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**9**	1	2	4	9	8	9	6	-	5	2	6	3	10
	2% b	1%	1%	5% Zb	2%	2%	2%	1%	-	2%	1%	1%	3%	2%
(DO NOT READ OUT) Don't know	**45**	2	23	14	45	31	45	34	4	21	9	39	5	45
	8% be	4%	6%	16% Zab	8% e	6%	8% e	8% e	6%	7%	6%	9%	5%	8%
Costs recouped in improved productivity and greater savings	**265**	44	185	29	265	240	265	206	33	138	77	222	39	265
	48% c	66% Zbc	49% c	32%	48%	49%	48%	48%	51%	49%	50%	48%	45%	48%
Use of technology cost not financially recouped	**235**	20	167	43	235	207	235	187	29	119	67	193	41	233
	42% a	29%	44% a	47% a	42%	43%	42%	43%	44%	42%	43%	42%	47%	42%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 209

COSTS_BUSSUP. Thinking about the impact of business support and care management software on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**500**	205	241	31	36	59	79	101	61	98	102	359	91	29	316	150	500
Weighted Total	**503**	206	242	32**	38*	57*	86*	90*	52*	111*	107*	346	105*	31**	307	162	500
The cost of technology is recouped in productivity and staff time savings immediately.	**60**	26	29	1	4	9	9	13	6	14	9	41	14	2	28	27	60
	12% o	13%	12%	4%	10%	15%	11%	14%	12%	12%	8%	12%	13%	7%	9%	17% Zo	12%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through productivity or staff time savings.	**220**	81	115	14	16	28	39	38	23	50	42	150	44	18	131	72	221
	44%	39%	48%	44%	44%	49%	45%	42%	45%	45%	39%	43%	41%	56%	43%	45%	44%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**154**	66	67	14	15	12	24	32	14	31	41	102	39	7	99	45	151
	31%	32%	28%	45%	40%	21%	28%	35%	26%	28%	39% f	29%	37%	23%	32%	28%	30%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**31**	13	15	2	2	5	7	2	5	8	4	22	4	4	20	10	30
	6% h	6%	6%	5%	4%	9%	8%	2%	10% h	7%	4%	6%	4%	12%	6%	6%	6%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**8**	5	3	-	-	1	-	1	1	3	2	6	1	-	6	1	8
	2%	2%	1%	-	-	2%	-	1%	2%	3%	2%	2%	1%	-	2%	1%	2%
(DO NOT READ OUT) Don't know	**31**	16	14	1	1	2	7	5	2	6	8	26	4	1	23	7	30
	6%	8%	6%	3%	2%	4%	8%	6%	5%	5%	8%	8% Z	4%	3%	7%	4%	6%
Costs recouped in improved productivity and greater savings	**280**	107	144	15	20	37	48	51	30	63	51	191	57	20	159	99	281
	56% o	52%	59%	48%	53%	65% k	56%	56%	57%	57%	47%	55%	54%	63%	52%	61%	56%
Use of technology cost not financially recouped and benefits others but not us	**185**	79	82	16	17	17	31	33	19	39	46	124	43	11	119	54	181
	37%	38%	34%	50%	44%	29%	36%	37%	36%	35%	43%	36%	41%	35%	39%	34%	36%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 210

COSTS_BUSSUP. Thinking about the impact of business support and care management software on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**500**	302	425	492	216	223	234	198	371	342	363	131	135	21	344	500
Weighted Total	**503**	310	426	495	219	228	239	199	375	342	364	132	139	21**	343	500
The cost of technology is recouped in productivity and staff time savings immediately.	**60**	36	51	60	27	27	30	25	43	36	46	14	24	4	32	60
	12% n	12%	12%	12%	12%	12%	13%	12%	12%	11%	13%	11%	18% Zn	17%	9%	12%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through productivity or staff time savings.	**220**	142	186	219	105	110	110	97	166	152	161	57	55	4	161	221
	44%	46%	44%	44%	48%	48%	46%	49%	44%	44%	44%	43%	40%	17%	47% Z	44%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**154**	91	129	150	64	59	66	50	115	103	108	43	46	8	99	151
	31% eg	29%	30%	30%	29% g	26%	28%	25%	31% g	30%	30%	33%	33%	36%	29%	30%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**31**	20	26	30	14	16	15	15	23	23	21	10	3	2	26	30
	6% l	6%	6%	6%	6%	7%	6%	7%	6%	7%	6%	8%	2%	9%	8% l	6%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**8**	6	8	8	-	5	4	3	7	7	5	3	1	3	4	8
	2%	2%	2%	2%	-	2% d	2%	2%	2% d	2% d	1%	2%	1%	15%	1%	2%
(DO NOT READ OUT) Don't know	**31**	15	27	28	10	12	13	9	20	21	22	5	9	1	21	30
	6% c	5%	6%	6%	5%	5%	6%	5%	5%	6%	6%	4%	6%	5%	6%	6%
Costs recouped in improved productivity and greater savings	**280**	178	237	279	131	137	140	122	210	189	207	71	80	7	193	281
	56%	58%	56%	56% Z	60%	60%	59%	61% Zi	56%	55%	57%	54%	57%	34%	56%	56%
Use of technology cost not financially recouped and benefits others but not us	**185**	110	155	180	78	75	81	64	138	126	129	53	50	10	126	181
	37%	36%	36%	36%	36%	33%	34%	32%	37%	37%	36%	40%	36%	45%	37%	36%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 211

COSTS_BUSSUP. Thinking about the impact of business support and care management software on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**500**	62	340	79	500	499	477	400	62	250	145	405	91	500
Weighted Total	**503**	63*	343	77*	503	502	479	401	63*	259	141	409	90*	500
The cost of technology is recouped in productivity and staff time savings immediately.	**60**	13	36	10	60	60	58	48	6	35	18	47	13	60
	12%	20% Zb	11%	13%	12%	12%	12%	12%	10%	14%	13%	11%	15%	12%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through productivity or staff time savings.	**220**	27	168	21	220	219	213	181	29	112	59	187	31	221
	44% c	43%	49% Zc	27%	44%	44%	44%	45%	46%	43%	42%	46%	34%	44%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**154**	21	104	21	154	154	144	119	17	75	46	124	28	151
	31%	33%	30%	27%	31%	31%	30%	30%	27%	29%	32%	30%	31%	30%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**31**	1	16	13	31	31	29	23	8	20	9	22	9	30
	6% b	2%	5%	17% Zab	6%	6%	6%	6%	12% Zdefg	8%	6%	5%	10%	6%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**8**	1	3	2	8	8	7	7	-	6	1	6	2	8
	2% b	2%	1%	2%	2%	2%	1%	2%	-	2%	1%	2%	2%	2%
(DO NOT READ OUT) Don't know	**31**	1	15	10	31	31	27	23	3	10	8	23	7	30
	6% bi	1%	4%	14% Zab	6%	6%	6%	6%	5%	4%	5%	6%	8%	6%
Costs recouped in improved productivity and greater savings	**280**	40	204	31	280	279	271	229	35	147	77	233	44	281
	56% c	63% c	59% Zc	40%	56%	55%	57% Zde	57%	56%	57%	55%	57%	49%	56%
Use of technology cost not financially recouped and benefits others but not us	**185**	22	121	34	185	185	173	142	25	95	55	147	37	181
	37%	34%	35%	44%	37%	37%	36%	35%	39%	37%	39%	36%	41%	36%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
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Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 212

COSTS_SUPMON. Thinking about the impact of monitoring and support technology on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**448**	207	194	26	31	52	69	87	63	87	90	316	85	28	272	143	448
Weighted Total	**448**	207	194	26**	32**	50*	75*	77*	53*	100*	93*	301	98*	30**	262	152	448
The cost of technology is recouped in productivity and staff time savings immediately.	**43**	21	16	3	4	3	8	6	5	14	7	23	14	3	22	16	40
	10% l	10%	8%	12%	13%	5%	11%	7%	9%	14%	8%	8%	14%	10%	9%	11%	9%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through productivity or staff time savings.	**183**	79	87	8	12	28	28	33	22	41	32	123	38	16	102	68	187
	41%	38%	45%	32%	38%	56% Zgk	37%	42%	41%	41%	34%	41%	39%	53%	39%	45%	42%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**149**	78	58	7	7	12	26	26	16	31	37	101	36	6	88	50	148
	33%	38%	30%	28%	23%	25%	35%	34%	31%	31%	39%	33%	37%	19%	34%	33%	33%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**28**	9	15	3	3	2	8	4	3	5	5	22	4	1	18	8	28
	6%	4%	8%	10%	11%	5%	10%	6%	6%	5%	6%	7%	5%	3%	7%	5%	6%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**15**	4	8	3	3	3	3	2	3	1	4	10	3	2	11	4	15
	3%	2%	4%	10%	9%	5%	3%	3%	5%	1%	5%	3%	4%	5%	4%	3%	3%
(DO NOT READ OUT) Don't know	**30**	16	9	2	2	2	3	6	4	8	7	23	2	3	20	6	30
	7% m	8%	5%	8%	7%	4%	4%	8%	8%	8%	8%	8% m	2%	10%	8%	4%	7%
Costs recouped in improved productivity and greater savings	**226**	99	103	11	16	30	36	38	27	55	39	146	52	19	125	84	227
	51%	48%	53%	44%	51%	61% k	48%	50%	51%	56%	42%	48%	53%	63%	48%	55%	51%
Use of technology cost not financially recouped	**177**	87	73	10	11	15	34	31	20	36	42	123	41	7	106	58	176
	39%	42%	38%	38%	33%	29%	45%	40%	37%	36%	45%	41%	42%	22%	41%	38%	39%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 213

COSTS_SUPMON. Thinking about the impact of monitoring and support technology on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**448**	253	390	443	182	186	193	164	345	317	335	109	122	20	306	448
Weighted Total	**448**	258	390	443	183	190	196	164	346	316	334	108	125	20**	304	448
The cost of technology is recouped in productivity and staff time savings immediately.	**43**	26	35	42	22	23	21	18	33	26	35	8	15	2	26	40
	10%	10%	9%	10%	12%	12%	10%	11%	10%	8%	11%	7%	12%	8%	9%	9%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through productivity or staff time savings.	**183**	106	164	182	77	83	85	72	143	127	142	40	48	9	126	187
	41%	41%	42%	41%	42%	43%	44%	44%	41%	40%	42%	37%	38%	46%	42%	42%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**149**	81	131	147	55	55	60	49	119	111	115	33	44	6	99	148
	33%	32%	34%	33%	30%	29%	30%	30%	34%	35% e	34%	30%	35%	29%	33%	33%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**28**	20	23	28	16	17	12	11	20	20	17	11	8	1	19	28
	6%	8%	6%	6%	9% f	9% f	6%	7%	6%	6%	5%	10%	6%	4%	6%	6%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**15**	12	13	15	4	7	8	5	12	10	9	6	3	1	11	15
	3%	5%	3%	3%	2%	3%	4% d	3%	3%	3%	3%	6%	2%	7%	4%	3%
(DO NOT READ OUT) Don't know	**30**	13	25	29	9	7	10	9	20	22	17	10	8	1	21	30
	7% ej	5%	6%	6%	5%	4%	5%	5%	6%	7% e	5%	9%	6%	5%	7%	7%
Costs recouped in improved productivity and greater savings	**226**	132	199	224	99	105	106	90	176	154	177	48	63	11	152	227
	51%	51%	51%	51%	54%	55% i	54%	55%	51%	49%	53%	45%	51%	54%	50%	51%
Use of technology cost not financially recouped	**177**	102	154	175	71	71	71	60	139	131	132	43	51	7	119	176
	39%	39%	39%	39%	39%	38%	36%	37%	40%	41%	40%	40%	41%	33%	39%	39%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 214

COSTS_SUPMON. Thinking about the impact of monitoring and support technology on costs and productivity in your organisation as a whole, which of the following statements best describes the relationship between costs and productivity?

Base : Participants who are using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**448**	56	314	64	448	400	429	448	60	238	117	370	74	448
Weighted Total	**448**	57*	313	63*	448	401	429	448	61*	243	114	370	74*	448
The cost of technology is recouped in productivity and staff time savings immediately.	**43**	6	30	6	43	40	41	43	6	25	9	38	5	40
	10%	11%	10%	10%	10%	10%	10%	10%	9%	10%	8%	10%	7%	9%
Initial costs of technology are greater than savings, but in the medium to long term the costs will be recouped through productivity or staff time savings.	**183**	26	137	17	183	168	177	183	25	97	49	155	27	187
	41% c	45% c	44% c	27%	41%	42%	41%	41%	41%	40%	43%	42%	36%	42%
The use of technology is a cost which is not recouped financially by us but brings other benefits to us	**149**	23	96	25	149	134	143	149	19	85	41	122	27	148
	33%	39%	31%	39%	33%	34%	33%	33%	31%	35%	36%	33%	36%	33%
Our use of technology brings financial benefits to other organisations (e.g. NHS or local authority) but not to us	**28**	1	21	4	28	23	25	28	7	15	5	20	7	28
	6%	2%	7%	6%	6%	6%	6%	6%	12% e	6%	4%	5%	9%	6%
(DO NOT READ OUT) These statements do not describe the relationship between costs and productivity in my organisation	**15**	-	8	5	15	10	12	15	2	6	4	11	5	15
	3% ef	-	3%	8% a	3% ef	3%	3%	3% ef	2%	2%	4%	3%	6%	3%
(DO NOT READ OUT) Don't know	**30**	2	21	6	30	25	30	30	3	15	7	25	4	30
	7%	3%	7%	9%	7%	6%	7%	7%	5%	6%	6%	7%	5%	7%
Costs recouped in improved productivity and greater savings	**226**	32	168	24	226	208	219	226	31	122	58	192	32	227
	51% c	56% c	53% c	37%	51%	52%	51%	51%	51%	50%	50%	52%	44%	51%
Use of technology cost not financially recouped	**177**	24	117	29	177	157	168	177	26	100	46	142	34	176
	39%	41%	37%	46%	39%	39%	39%	39%	42%	41%	40%	38%	45%	39%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 215

NOTUSE_CTA. Thinking about consumer technology and apps , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using consumer technology or apps and provide a reason

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**40**	14	22	1	2	8	4	6	4	8	10	35	2	-	32	5	40
Weighted Total	**38***	13**	22**	1**	2**	7**	4**	5**	3**	8**	11**	34*	2**	-**	30*	6**	40*
We are unsure what benefits the technology would bring to the organisation	**9**	5	4	1	1	2	1	2	1	2	2	9	-	-	8	1	10
	25%	37%	18%	100%	50%	24%	24%	33%	26%	25%	21%	28%	-	-	27%	23%	25%
We have prioritised investing in other types of technology	**4**	2	2	-	-	-	1	-	-	-	3	3	1	-	4	-	4
	11%	16%	10%	-	-	-	24%	-	-	-	31%	9%	50%	-	14%	-	10%
Investing in technology generally is not a priority for the organisation	**13**	5	7	-	1	3	1	2	2	2	5	12	-	-	10	1	14
	35%	36%	32%	-	50%	37%	24%	33%	49%	24%	43%	35%	-	-	35%	23%	35%
We do not have the budget to invest in this type of technology	**12**	6	5	-	1	1	3	2	-	2	4	8	2	-	10	1	13
	32%	47%	21%	-	50%	13%	76%	49%	-	24%	37%	25%	100%	-	32%	18%	33%
People who use our services would be reluctant to use this type of technology	**15**	4	9	-	1	4	1	1	-	4	5	13	1	-	12	2	15
	38%	35%	42%	-	50%	50%	24%	16%	-	46%	51%	38%	50%	-	38%	40%	38%
Staff working in the organisation would be reluctant to use this type of technology	**5**	2	4	-	-	2	1	1	-	1	1	5	-	-	5	-	6
	14%	14%	16%	-	-	26%	24%	16%	-	11%	8%	16%	-	-	18%	-	15%
Staff working in the organisation do not have the required skills to use this type of technology	**7**	5	2	-	-	1	2	2	-	-	2	6	1	-	6	1	7
	18%	36%	10%	-	-	13%	48%	33%	-	-	23%	17%	50%	-	18%	23%	18%
This type of technology is not relevant to our business (ADDED - 05/05)	**3**	-	2	-	-	1	-	1	-	1	-	2	-	-	2	-	3
	7%	-	8%	-	-	13%	-	18%	-	11%	-	5%	-	-	6%	-	8%
Other	**1**	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	1
	2%	6%	-	-	-	-	-	16%	-	-	-	2%	-	-	3%	-	3%
Poor previous experience	**1**	-	1	-	-	-	-	-	-	1	-	1	-	-	-	1	1
	3%	-	5%	-	-	-	-	-	-	14%	-	4%	-	-	-	21%	3%
Don't know	**2**	2	-	-	-	1	-	-	-	-	1	2	-	-	2	-	2
	5%	14%	-	-	-	12%	-	-	-	-	8%	5%	-	-	6%	-	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 216

NOTUSE_CTA. Thinking about consumer technology and apps , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using consumer technology or apps and provide a reason

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**40**	24	36	39	14	15	15	14	28	29	29	11	2	5	33	40
Weighted Total	**38***	24**	35*	38*	14**	15**	16**	14**	28**	27**	29**	10**	2**	5**	32*	40*
We are unsure what benefits the technology would bring to the organisation	**9**	5	9	9	4	4	2	3	6	8	8	2	-	1	9	10
	25%	22%	25%	25%	30%	28%	14%	22%	21%	28%	27%	17%	-	17%	27%	25%
We have prioritised investing in other types of technology	**4**	1	4	4	1	1	1	1	4	1	4	-	-	-	4	4
	11%	6%	12%	11%	9%	9%	8%	9%	15%	3%	15%	-	-	-	13%	10%
Investing in technology generally is not a priority for the organisation	**13**	9	13	13	5	4	6	6	10	12	10	3	-	1	13	14
	35%	39%	36%	36%	36%	28%	35%	41%	35%	42%	35%	36%	-	17%	40%	35%
We do not have the budget to invest in this type of technology	**12**	7	12	12	4	5	2	3	8	8	9	4	2	2	9	13
	32%	27%	35%	33%	27%	30%	11%	18%	28%	30%	30%	38%	100%	35%	27%	33%
People who use our services would be reluctant to use this type of technology	**15**	10	13	15	6	5	7	5	10	10	11	4	-	1	14	15
	38%	42%	37%	39%	41%	34%	42%	37%	37%	36%	37%	43%	-	17%	44%	38%
Staff working in the organisation would be reluctant to use this type of technology	**5**	3	5	5	-	2	2	2	5	4	5	1	-	1	5	6
	14%	11%	15%	14%	-	11%	12%	13%	17%	16%	16%	8%	-	17%	14%	15%
Staff working in the organisation do not have the required skills to use this type of technology	**7**	3	7	7	1	3	2	2	5	4	6	1	-	1	6	7
	18%	13%	20%	18%	9%	20%	14%	16%	19%	14%	21%	8%	-	17%	19%	18%
This type of technology is not relevant to our business (ADDED - 05/05)	**3**	1	2	2	1	1	1	-	2	2	3	-	-	1	2	3
	7% c	4%	5%	5%	6%	6%	5%	-	7%	7%	9%	-	-	20%	6%	8%
Other	**1**	1	-	1	1	-	-	-	-	-	-	1	-	-	1	1
	2%	3%	-	2%	6%	-	-	-	-	-	-	8%	-	-	3%	3%
Poor previous experience	**1**	1	1	1	1	1	1	1	1	1	1	-	-	-	1	1
	3%	5%	3%	3%	8%	8%	8%	8%	4%	4%	4%	-	-	-	4%	3%
Don't know	**2**	1	2	2	-	1	-	-	1	2	1	1	-	1	1	2
	5%	4%	5%	5%	-	6%	-	-	3%	6%	3%	9%	-	19%	3%	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
(PUBLIC)

19 Nov 2021
Table 217

NOTUSE_CTA. Thinking about consumer technology and apps , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using consumer technology or apps and provide a reason

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**40**	2	18	11	40	22	1	12	-	17	14	17	22	40
Weighted Total	**38***	2**	18**	10**	38*	22**	1**	11**	-**	16**	14**	17**	21**	40*
We are unsure what benefits the technology would bring to the organisation	**9**	-	3	5	9	5	-	3	-	4	4	4	6	10
	25%	-	17%	47%	25%	23%	-	27%	-	26%	26%	24%	27%	25%
We have prioritised investing in other types of technology	**4**	-	1	2	4	2	-	3	-	2	2	2	2	4
	11%	-	5%	20%	11%	10%	-	26%	-	12%	16%	14%	9%	10%
Investing in technology generally is not a priority for the organisation	**13**	-	4	6	13	8	-	7	-	7	5	5	9	14
	35%	-	23%	56%	35%	37%	-	65%	-	41%	35%	29%	41%	35%
We do not have the budget to invest in this type of technology	**12**	-	7	5	12	6	1	6	-	6	4	4	8	13
	32%	-	36%	49%	32%	26%	100%	52%	-	36%	27%	25%	39%	33%
People who use our services would be reluctant to use this type of technology	**15**	1	7	5	15	8	-	5	-	5	8	5	10	15
	38%	52%	38%	47%	38%	37%	-	43%	-	32%	54%	29%	47%	38%
Staff working in the organisation would be reluctant to use this type of technology	**5**	-	3	2	5	3	-	4	-	2	3	3	3	6
	14%	-	14%	19%	14%	12%	-	33%	-	11%	20%	17%	12%	15%
Staff working in the organisation do not have the required skills to use this type of technology	**7**	-	4	3	7	2	-	5	-	4	2	2	4	7
	18%	-	23%	28%	18%	10%	-	43%	-	26%	14%	11%	19%	18%
This type of technology is not relevant to our business (ADDED - 05/05)	**3**	1	1	-	3	1	-	-	-	1	1	1	2	3
	7%	48%	5%	-	7%	4%	-	-	-	5%	7%	5%	9%	8%
Other	**1**	-	-	1	1	-	-	-	-	-	-	-	1	1
	2%	-	-	8%	2%	-	-	-	-	-	-	-	4%	3%
Poor previous experience	**1**	-	1	-	1	1	-	-	-	1	-	1	-	1
	3%	-	7%	-	3%	5%	-	-	-	7%	-	7%	-	3%
Don't know	**2**	-	-	1	2	1	-	-	-	2	-	1	1	2
	5%	-	-	9%	5%	4%	-	-	-	11%	-	5%	4%	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 218

NOTUSE_BUSSUP. Thinking about business and care management technology , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using business support or care management systems and provide a reason

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**78**	51	20	5	6	10	13	10	14	16	15	67	6	2	63	9	78
Weighted Total	**74***	46*	21**	5**	6**	9**	14**	8**	11**	17**	14**	62*	7**	2**	59*	9**	78*
We are unsure what benefits the technology would bring to the organisation	**19**	13	3	2	3	2	4	3	2	4	3	16	2	-	17	1	21
	25%	28%	14%	35%	43%	20%	31%	39%	20%	22%	23%	25%	32%	-	29%	11%	27%
We have prioritised investing in other types of technology	**11**	7	2	1	2	-	2	-	2	3	4	9	2	-	8	2	12
	15%	15%	11%	20%	31%	-	14%	-	20%	17%	28%	14%	28%	-	14%	24%	15%
Investing in technology generally is not a priority for the organisation	**12**	7	5	-	1	1	2	3	3	3	-	12	-	-	10	2	14
	17%	15%	22%	-	14%	11%	14%	40%	29%	17%	-	19%	-	-	16%	21%	18%
We do not have the budget to invest in this type of technology	**26**	17	6	2	3	2	4	2	5	5	8	23	3	-	25	1	28
	36%	37%	31%	39%	48%	22%	29%	29%	43%	30%	56%	36%	45%	-	42% Z	11%	36%
People who use our services would be reluctant to use this type of technology	**12**	10	1	-	1	2	1	2	2	2	3	7	3	-	10	-	13
	16% l	21%	5%	-	14%	18%	10%	19%	21%	11%	18%	12%	49%	-	17%	-	17%
Staff working in the organisation would be reluctant to use this type of technology	**10**	8	2	-	-	1	-	1	3	2	3	9	1	-	9	1	11
	13%	17%	9%	-	-	10%	-	10%	28%	12%	20%	14%	17%	-	15%	11%	14%
Staff working in the organisation do not have the required skills to use this type of technology	**15**	15	-	-	-	2	2	2	5	2	3	12	3	-	15	-	17
	20%	32% Z	-	-	-	17%	14%	19%	44%	11%	18%	19%	45%	-	25% Z	-	22%
This type of technology is not relevant to our business (ADDED - 05/05)	**7**	2	4	-	-	-	-	1	-	5	2	5	1	-	4	1	7
	10% a	4%	20%	-	-	-	-	11%	-	27%	11%	8%	18%	-	7%	9%	9%
Lack of time	**1**	1	-	-	-	-	-	-	-	1	-	1	-	-	1	-	1
	2%	3%	-	-	-	-	-	-	-	7%	-	2%	-	-	2%	-	1%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**1**	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	1
	1%	2%	-	-	-	10%	-	-	-	-	-	1%	-	-	-	9%	1%
Organisation too small / not necessary	**6**	4	1	1	1	1	-	1	2	3	-	6	-	-	6	-	6
	8%	8%	6%	18%	15%	11%	-	10%	13%	15%	-	9%	-	-	10%	-	8%
Outsourced / third party takes care of this	**3**	1	2	-	-	-	2	-	-	-	1	3	-	-	3	-	3
	4%	2%	9%	-	-	-	14%	-	-	-	6%	5%	-	-	5%	-	4%
Weighted Total	**74***	46*	21**	5**	6**	9**	14**	8**	11**	17**	14**	62*	7**	2**	59*	9**	78*
Other	**2**	2	-	-	-	1	-	1	-	-	-	2	-	-	1	1	2
	3%	4%	-	-	-	11%	-	11%	-	-	-	3%	-	-	2%	10%	3%
Don't know	**7**	5	-	2	2	1	4	1	-	1	1	3	-	2	3	2	7
	9% lo	12%	-	28%	24%	10%	25%	10%	-	5%	6%	6%	-	100%	6%	16%	9%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 219

NOTUSE_BUSSUP. Thinking about business and care management technology , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using business support or care management systems and provide a reason

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	78	46	61	77	33	23	15	8	47	46	45	33	6	10	62	78
Weighted Total	74*	45*	58*	73*	32*	23**	16**	8**	45*	42*	44*	30*	6**	9**	59*	78*
We are unsure what benefits the technology would bring to the organisation	**19**	11	13	19	7	6	2	1	8	10	7	11	-	2	17	21
	25% hj	24%	22%	26%	23%	24%	13%	11%	17%	24%	17%	38% Zj	-	17%	29%	27%
We have prioritised investing in other types of technology	**11**	4	9	11	4	1	2	1	8	7	8	3	-	2	10	12
	15%	9%	16%	15% a	13%	6%	15%	16%	17%	17%	18%	11%	-	18%	16%	15%
Investing in technology generally is not a priority for the organisation	**12**	6	12	12	3	3	3	2	9	10	8	4	2	1	10	14
	17%	14%	21%	17%	9%	15%	18%	23%	20%	23% d	18%	14%	32%	9%	17%	18%
We do not have the budget to invest in this type of technology	**26**	12	22	26	8	5	4	2	18	17	16	10	1	3	23	28
	36% a	26%	39%	36% a	27%	22%	25%	23%	39%	39%	36%	35%	19%	29%	38%	36%
People who use our services would be reluctant to use this type of technology	**12**	6	10	12	2	4	-	-	8	7	6	5	-	1	11	13
	16% d	12%	18%	16%	6%	16%	-	-	17%	18%	14%	18%	-	9%	18%	17%
Staff working in the organisation would be reluctant to use this type of technology	**10**	3	8	10	2	2	-	-	6	5	6	4	-	2	8	11
	13%	8%	14%	13%	6%	7%	-	-	14%	12%	13%	13%	-	17%	14%	14%
Staff working in the organisation do not have the required skills to use this type of technology	**15**	4	14	15	2	3	-	-	10	9	8	7	-	2	13	17
	20% ad	10%	24% a	20% a	5%	15%	-	-	23% d	22% d	18%	22%	-	17%	22%	22%
This type of technology is not relevant to our business (ADDED - 05/05)	**7**	4	5	6	3	2	3	1	4	3	6	1	-	1	6	7
	10% c	9%	9%	8%	9%	9%	21%	14%	9%	7%	14%	3%	-	13%	10%	9%
Lack of time	**1**	1	-	1	1	-	-	-	-	-	-	1	-	-	1	1
	2%	3%	-	2%	4%	-	-	-	-	-	-	4%	-	-	2%	1%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**1**	1	1	1	1	-	-	-	1	1	1	-	-	1	-	1
	1%	2%	1%	1%	3%	-	-	-	2%	2%	2%	-	-	9%	-	1%
Organisation too small / not necessary	**6**	4	3	6	3	1	-	-	2	2	4	2	-	-	6	6
	8%	9%	6%	8%	8%	6%	-	-	4%	5%	8%	8%	-	-	10%	8%
Weighted Total	74*	45*	58*	73*	32*	23**	16**	8**	45*	42*	44*	30*	6**	9**	59*	78*
Outsourced / third party takes care of this	**3**	3	2	3	2	3	2	1	2	2	2	1	1	1	1	3
	4% n	6%	3%	4%	6%	12%	12%	10%	4%	4%	4%	3%	15%	11%	2%	4%
Other	**2**	1	2	2	1	1	1	1	2	-	1	1	-	1	1	2
	3%	2%	3%	3%	3%	4%	6%	11%	4%	-	2%	3%	-	10%	2%	3%
Don't know	**7**	5	7	7	3	4	1	1	5	5	4	3	2	1	4	7
	9%	12%	12%	9%	10%	16%	7%	13%	11%	11%	8%	11%	34%	10%	7%	9%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 220

NOTUSE_BUSSUP. Thinking about business and care management technology , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using business support or care management systems and provide a reason

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**78**	5	44	22	78	2	57	37	3	37	23	58	17	78
Weighted Total	**74***	5**	41*	21**	74*	2**	55*	35*	3**	35*	22**	55*	16**	78*
We are unsure what benefits the technology would bring to the organisation	**19**	1	10	6	19	1	13	8	-	8	6	14	4	21
	25%	17%	24%	28%	25%	53%	24%	21%	-	23%	29%	26%	27%	27%
We have prioritised investing in other types of technology	**11**	1	3	4	11	1	7	8	-	4	6	7	4	12
	15% b	29%	8%	21%	15%	53%	14%	24% f	-	11%	26%	13%	26%	15%
Investing in technology generally is not a priority for the organisation	**12**	-	7	3	12	1	6	7	-	4	5	7	5	14
	17% f	-	17%	13%	17% f	47%	11%	21%	-	13%	22%	13%	32%	18%
We do not have the budget to invest in this type of technology	**26**	-	16	9	26	1	20	14	1	16	7	18	8	28
	36%	-	38%	44%	36%	53%	36%	39%	24%	46%	30%	33%	48%	36%
People who use our services would be reluctant to use this type of technology	**12**	-	9	2	12	-	9	8	-	9	1	9	3	13
	16%	-	21%	9%	16%	-	16%	22%	-	26% Z	4%	16%	17%	17%
Staff working in the organisation would be reluctant to use this type of technology	**10**	-	5	3	10	-	7	7	1	6	2	8	2	11
	13%	-	12%	13%	13%	-	13%	20%	27%	18%	8%	14%	12%	14%
Staff working in the organisation do not have the required skills to use this type of technology	**15**	-	8	5	15	-	10	13	2	9	3	11	3	17
	20%	-	20%	25%	20%	-	18%	37% Zdf	52%	27%	13%	20%	16%	22%
This type of technology is not relevant to our business (ADDED - 05/05)	**7**	1	3	1	7	-	3	1	-	1	3	5	1	7
	10% gi	19%	7%	6%	10% g	-	6%	2%	-	2%	13%	9%	6%	9%
Lack of time	**1**	-	-	1	1	-	1	-	-	-	-	1	-	1
	2%	-	-	6%	2%	-	2%	-	-	-	-	2%	-	1%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**1**	-	-	1	1	-	1	1	-	1	-	1	-	1
	1%	-	-	4%	1%	-	2%	2%	-	2%	-	2%	-	1%
Organisation too small / not necessary	**6**	1	2	2	6	-	4	4	-	3	2	4	2	6
	8%	17%	5%	10%	8%	-	8%	12%	-	10%	8%	7%	12%	8%
Weighted Total	**74***	5**	41*	21**	74*	2**	55*	35*	3**	35*	22**	55*	16**	78*
Outsourced / third party takes care of this	**3**	1	2	-	3	-	2	-	-	1	2	1	2	3
	4%	18%	5%	-	4%	-	4%	-	-	3%	9%	2%	11%	4%
Other	**2**	-	1	1	2	-	2	-	-	2	-	2	-	2
	3%	-	2%	4%	3%	-	3%	-	-	5%	-	3%	-	3%
Don't know	**7**	-	6	1	7	-	5	3	2	3	-	6	1	7
	9%	-	15%	4%	9%	-	9%	10%	48%	10%	-	11%	6%	9%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 221

NOTUSE_SUPMON. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using support and monitoring technology and provide a reason

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	146	54	74	13	14	19	24	29	15	30	29	120	15	5	115	23	146
Weighted Total	146	51*	76*	14**	15**	18**	26**	26**	13**	33**	31**	117	17**	5**	112	26**	146
We are unsure what benefits the technology would bring to the organisation	**28**	4	20	2	3	3	3	3	2	11	5	24	1	1	22	4	28
	19% a	8%	26% Za	12%	17%	15%	12%	13%	19%	32%	17%	21%	5%	17%	20%	15%	19%
We have prioritised investing in other types of technology	**18**	5	11	1	2	4	2	3	1	6	3	15	2	-	14	4	18
	13%	10%	15%	7%	13%	20%	8%	12%	6%	19%	8%	13%	12%	-	12%	15%	12%
Investing in technology generally is not a priority for the organisation	**23**	6	16	-	1	4	2	4	2	9	3	21	1	-	18	3	24
	16%	12%	21%	-	6%	21%	8%	16%	15%	26%	10%	18%	6%	-	16%	13%	16%
We do not have the budget to invest in this type of technology	**38**	13	21	3	4	5	7	2	3	12	9	34	2	-	30	6	40
	26%	25%	28%	21%	25%	28%	28%	10%	23%	35%	30%	29%	13%	-	27%	24%	27%
People who use our services would be reluctant to use this type of technology	**26**	7	15	2	3	3	4	3	2	8	6	18	6	1	21	4	26
	18%	15%	20%	16%	21%	15%	14%	13%	13%	25%	21%	15%	34%	17%	19%	16%	18%
Staff working in the organisation would be reluctant to use this type of technology	**16**	1	13	-	-	2	2	-	2	6	4	13	-	2	11	3	15
	11% a	2%	18% Za	-	-	11%	6%	-	19%	19%	12%	11%	-	28%	10%	13%	10%
Staff working in the organisation do not have the required skills to use this type of technology	**20**	5	14	-	-	3	1	3	3	6	4	17	1	-	16	3	20
	14%	9%	18%	-	-	17%	4%	10%	26%	19%	13%	15%	7%	-	14%	10%	14%
This type of technology is not relevant to our business (ADDED - 05/05)	**31**	10	18	1	1	6	1	4	-	11	8	25	3	2	19	10	29
	21% o	21%	24%	9%	8%	37%	4%	16%	-	32%	27%	21%	17%	38%	17%	39%	20%
Client / patient lead / not our decision	**5**	1	4	-	-	-	3	2	-	-	-	4	1	-	4	1	5
	3%	2%	5%	-	-	-	12%	6%	-	-	-	3%	5%	-	3%	4%	3%
Organisation too small / not necessary	**8**	2	1	5	5	1	1	2	2	1	1	7	1	-	8	-	8
	6% b	5%	1%	33%	31%	5%	4%	8%	13%	4%	4%	6%	5%	-	7%	-	5%
Outsourced / third party takes care of this	**2**	-	1	-	-	-	1	1	-	-	-	1	-	-	1	-	2
	2%	-	1%	-	-	-	4%	5%	-	-	-	1%	-	-	1%	-	1%
Lack of awareness about what technology is suitable	**2**	1	-	-	-	-	-	-	1	1	-	1	-	-	1	-	2
	1%	2%	-	-	-	-	-	-	6%	3%	-	1%	-	-	1%	-	1%
Weighted Total	146	51*	76*	14**	15**	18**	26**	26**	13**	33**	31**	117	17**	5**	112	26**	146
Other	**4**	1	3	-	-	-	-	1	-	-	3	4	-	-	4	-	3
	2%	2%	4%	-	-	-	-	3%	-	-	9%	3%	-	-	3%	-	2%
Don't know	**12**	7	5	-	-	1	3	3	2	1	2	10	-	1	9	1	13
	8%	15%	6%	-	-	5%	12%	13%	16%	3%	6%	9%	-	16%	8%	3%	9%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 222

NOTUSE_SUPMON. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using support and monitoring technology and provide a reason

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**146**	104	111	142	73	67	62	47	84	86	84	60	25	10	111	146
Weighted Total	**146**	105*	109	142	75*	68*	65*	48*	85*	84*	84*	59*	26**	10**	110	146
We are unsure what benefits the technology would bring to the organisation	**28**	19	23	27	15	11	15	11	19	16	20	7	5	1	22	28
	19%	18%	21%	19%	20%	17%	22%	24%	22%	18%	23%	12%	19%	13%	19%	19%
We have prioritised investing in other types of technology	**18**	14	16	18	11	9	11	10	12	11	13	6	6	1	12	18
	13%	13%	15%	13%	14%	14%	17%	21%	14%	13%	15%	10%	22%	13%	10%	12%
Investing in technology generally is not a priority for the organisation	**23**	18	19	23	15	14	13	14	16	15	16	7	4	2	18	24
	16%	17%	18%	16%	20%	20%	20%	28%	18%	17%	20%	12%	15%	21%	16%	16%
								2fi								
We do not have the budget to invest in this type of technology	**38**	26	29	37	18	15	14	13	22	22	25	12	5	3	30	40
	26%	25%	26%	26%	25%	22%	22%	27%	26%	26%	30%	20%	21%	32%	27%	27%
People who use our services would be reluctant to use this type of technology	**26**	17	22	26	10	13	12	11	17	18	17	9	5	-	21	26
	18%	16%	20%	18%	13%	19%	19%	22%	20%	22%	20%	14%	18%	-	19%	18%
								d								
Staff working in the organisation would be reluctant to use this type of technology	**16**	10	13	15	7	6	9	8	12	11	13	3	2	-	14	15
	11%	9%	12%	11%	9%	9%	14%	16%	15%	13%	15%	5%	8%	-	12%	10%
								de								
Staff working in the organisation do not have the required skills to use this type of technology	**20**	12	18	19	8	9	9	9	15	13	14	6	4	-	16	20
	14%	11%	16%	14%	11%	14%	13%	18%	18%	16%	17%	10%	16%	-	14%	14%
This type of technology is not relevant to our business (ADDED - 05/05)	**31**	24	25	30	18	17	17	12	21	19	22	8	4	2	24	29
	21%	23%	23%	21%	24%	25%	26%	24%	25%	22%	27%	14%	17%	21%	22%	20%
Client / patient lead / not our decision	**5**	5	4	5	2	3	4	2	4	4	4	1	2	-	3	5
	3%	5%	4%	3%	3%	4%	6%	4%	5%	5%	5%	1%	6%	-	3%	3%
Organisation too small / not necessary	**8**	7	4	8	4	6	2	1	3	3	1	6	3	-	6	8
	6%	7%	3%	6%	6%	8%	4%	3%	3%	3%	1%	10%	10%	-	5%	5%
	bj	b		b		gi						j				
Outsourced / third party takes care of this	**2**	1	1	1	1	1	1	-	1	1	1	1	1	1	-	2
	2%	1%	1%	1%	1%	2%	2%	-	1%	1%	1%	2%	5%	11%	-	1%
	c															
Weighted Total	**146**	105*	109	142	75*	68*	65*	48*	85*	84*	84*	59*	26**	10**	110	146
Lack of awareness about what technology is suitable	**2**	2	-	2	2	-	1	1	-	-	1	1	1	-	1	2
	1%	2%	-	1%	2%	-	1%	2%	-	-	1%	1%	4%	-	1%	1%
Other	**4**	1	4	4	-	-	1	-	4	3	3	1	-	1	3	3
	2%	1%	3%	3%	-	-	2%	-	4%	3%	3%	2%	-	9%	2%	2%
Don't know	**12**	8	11	12	2	7	3	3	6	9	4	8	2	2	8	13
	8%	7%	10%	9%	2%	10%	5%	6%	7%	11%	5%	13%	7%	17%	8%	9%
	d					d				dfh						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 223

NOTUSE_SUPMON. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?

Base : Participants who are not using support and monitoring technology and provide a reason

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**146**	14	85	36	146	101	114	6	4	58	55	106	37	146
Weighted Total	**146**	13**	87*	34*	146	104*	114	6**	4**	61*	52*	107	36*	146
We are unsure what benefits the technology would bring to the organisation	**28**	1	20	4	28	21	20	-	-	8	15	19	8	28
	19%	6%	23%	11%	19%	20%	17%	-	-	13%	29% Zi	18%	22%	19%
We have prioritised investing in other types of technology	**18**	-	13	2	18	16	14	-	2	6	7	12	5	18
	13%	-	15%	6%	13%	15%	12%	-	45%	9%	13%	12%	15%	12%
Investing in technology generally is not a priority for the organisation	**23**	-	12	9	23	19	16	1	-	6	14	16	7	24
	16%	-	14%	27%	16%	18%	14%	14%	-	10%	26% Zi	15%	20%	16%
We do not have the budget to invest in this type of technology	**38**	-	23	14	38	24	32	2	1	17	14	25	12	40
	26%	-	26%	42% Z	26%	24%	28%	33%	20%	28%	26%	23%	34%	27%
People who use our services would be reluctant to use this type of technology	**26**	-	17	5	26	22	23	-	-	11	12	19	6	26
	18%	-	19%	15%	18%	21%	20%	-	-	19%	22%	18%	16%	18%
Staff working in the organisation would be reluctant to use this type of technology	**16**	-	10	4	16	13	13	-	-	8	6	11	4	15
	11%	-	11%	12%	11%	13%	11%	-	-	14%	11%	10%	12%	10%
Staff working in the organisation do not have the required skills to use this type of technology	**20**	-	10	9	20	18	16	1	1	10	7	13	7	20
	14%	-	12%	25% Z	14%	17%	14%	20%	20%	16%	14%	12%	20%	14%
This type of technology is not relevant to our business (ADDED - 05/05)	**31**	6	20	3	31	20	21	1	-	14	11	24	6	29
	21% c	49%	23%	9%	21%	19%	19%	23%	-	22%	20%	22%	16%	20%
Client / patient lead / not our decision	**5**	-	4	-	5	3	4	-	-	2	2	4	1	5
	3%	-	4%	-	3%	3%	3%	-	-	3%	4%	3%	3%	3%
Organisation too small / not necessary	**8**	4	3	1	8	7	8	-	-	3	2	8	-	8
	6%	32%	4%	2%	6%	6%	7%	-	-	4%	5%	8%	-	5%
Outsourced / third party takes care of this	**2**	-	2	-	2	1	2	-	-	1	1	2	-	2
	2%	-	3%	-	2%	1%	2%	-	-	2%	2%	2%	-	1%
Weighted Total	**146**	13**	87*	34*	146	104*	114	6**	4**	61*	52*	107	36*	146
Lack of awareness about what technology is suitable	**2**	-	2	-	2	2	2	-	-	2	-	2	-	2
	1%	-	2%	-	1%	2%	1%	-	-	3%	-	2%	-	1%
Other	**4**	-	1	1	4	3	2	-	1	1	1	1	3	3
	2% k	-	2%	3%	2%	3%	2%	-	35%	1%	3%	1%	7% k	2%
Don't know	**12**	2	7	3	12	8	8	3	-	7	2	7	5	13
	8%	13%	8%	7%	8%	7%	7%	44%	-	11%	3%	6%	15%	9%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 224

NOTUSE. SUMMARY TABLE:

Base : Participants who are not using consumer technology or apps/business support or care management systems/support and monitoring technology and provide a reason

	A. Thinking about consumer technology and apps,why does your organisation not use this type of technology	B. Thinking about business and care management technology,why does your organisation not use this type of technology	C. Thinking about support and monitoring technology , why does your organisation not use this type of technology at the moment?
Unweighted Total	55	108	160
Weighted Total	54	105	160
We are unsure what benefits the technology would bring to the organisation	9 17%	19 18%	28 17%
We have prioritised investing in other types of technology	4 8%	11 11%	18 11%
Investing in technology generally is not a priority for the organisation	13 25%	12 12%	23 15%
We do not have the budget to invest in this type of technology	12 23%	28 26%	38 24%
People who use our services would be reluctant to use this type of technology	15 27%	12 11%	26 16%
Staff working in the organisation would be reluctant to use this type of technology	5 10%	10 9%	16 10%
Staff working in the organisation do not have the required skills to use this type of technology	7 13%	15 14%	20 13%
This type of technology is not relevant to our business (ADDED - 05/05)	3 5%	7 7%	31 19%
Client / patient lead / not our decision	1 1%	1 1%	5 3%
Organisation too small / not necessary	- -	1 1%	8 5%
Outsourced / third party takes care of this	15 27%	6 6%	2 1%
Weighted Total	54	105	160
Lack of awareness about what technology is suitable	1 2%	3 3%	2 1%
Other	1 2%	2 2%	4 2%
We do use this type of technology	- -	27 26%	13 8%
Looking into this at the moment	- -	4 3%	1 1%
Don't know	2 3%	7 7%	12 8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 225

BARRIER_CTA. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology and apps for this service?

Base : Participants who are not using consumer technology or apps

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**55**	21	30	1	2	10	6	10	5	11	13	46	6	-	41	11	55
Weighted Total	**54***	20**	31**	1**	2**	9**	6**	8**	4**	13**	14**	45*	7**	-**	40*	12**	55*
Poor business case for investment	**5**	2	3	1	1	3	1	1	1	-	-	5	-	-	3	2	6
	10%	8%	9%	100%	50%	29%	17%	10%	20%	-	-	12%	-	-	9%	16%	11%
Current budget pressures in the organisation	**19**	6	11	1	2	1	5	5	2	3	4	15	3	-	12	5	21
	35%	31%	34%	100%	100%	10%	84%	59%	41%	24%	27%	33%	40%	-	32%	42%	38%
Lack of awareness about what digital technology is available	**7**	2	3	1	2	2	1	2	1	1	-	5	1	-	4	2	8
	13%	12%	9%	100%	100%	20%	17%	29%	20%	7%	-	12%	12%	-	11%	16%	15%
Risks to data security/ compliance with GDPR	**2**	-	2	-	-	-	-	-	-	1	1	2	-	-	2	-	2
	3%	-	6%	-	-	-	-	-	-	7%	6%	4%	-	-	4%	-	4%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**6**	5	1	-	-	-	-	1	-	2	2	5	1	-	6	-	5
	11%	23%	4%	-	-	-	-	10%	-	19%	18%	10%	16%	-	14%	-	9%
Lack of time to focus on the developments needed	**8**	3	5	-	-	1	2	2	-	1	2	7	1	-	6	2	8
	15%	13%	17%	-	-	10%	33%	20%	-	10%	15%	16%	12%	-	14%	18%	15%
Lack of strategic leadership	**2**	1	1	-	-	-	-	1	-	-	1	2	-	-	2	-	2
	4%	4%	4%	-	-	-	-	10%	-	-	9%	5%	-	-	5%	-	4%
Care staff lack the required digital skills	**8**	4	4	-	-	2	2	2	-	2	-	8	-	-	6	2	8
	14%	19%	13%	-	-	20%	33%	20%	-	19%	-	17%	-	-	14%	18%	15%
REMOVED - 05/21 - Other areas are a greater priority for investment	**8**	4	2	-	1	2	-	1	1	2	2	5	1	-	6	-	8
	14%	20%	7%	-	50%	19%	-	10%	19%	16%	17%	11%	16%	-	16%	-	15%
Reluctance among service users	**9**	3	6	-	-	2	1	-	-	3	3	6	3	-	7	1	8
	16%	14%	19%	-	-	20%	16%	-	-	21%	23%	13%	42%	-	19%	11%	15%
This type of technology is difficult to use	**3**	-	3	-	-	-	-	-	-	-	3	3	-	-	1	1	2
	5%	-	9%	-	-	-	-	-	-	-	19%	6%	-	-	3%	11%	4%
This type of technology is perceived as irrelevant for providing care services	**8**	3	4	-	-	4	1	1	-	-	2	8	-	-	7	1	8
	14%	18%	13%	-	-	39%	16%	10%	-	-	16%	17%	-	-	17%	8%	15%
Organisation too small / not necessary	**2**	-	2	-	-	1	-	1	-	-	-	2	-	-	2	-	2
	3%	-	6%	-	-	10%	-	11%	-	-	-	4%	-	-	5%	-	4%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
There are no barriers to accessing and using digital technology	**8**	3	4	-	-	2	-	1	1	3	1	6	1	-	4	4	8
	16%	16%	14%	-	-	22%	-	11%	20%	27%	9%	14%	18%	-	10%	30%	15%
	o																
Weighted Total	**54***	20**	31**	1**	2**	9**	6**	8**	4**	13**	14**	45*	7**	-**	40*	12**	55*
Don't know	**2**	-	2	-	-	-	-	-	-	1	1	2	-	-	2	-	2
	3%	-	6%	-	-	-	-	-	-	7%	6%	4%	-	-	4%	-	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 226

BARRIER_CTA. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology and apps for this service?

Base : Participants who are not using consumer technology or apps

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	55	33	50	54	19	22	22	19	40	42	38	17	9	5	41	55
Weighted Total	54*	33*	50*	54*	20**	22**	24**	19**	41*	42*	39*	16**	9**	5**	41*	55*
Poor business case for investment	5	5	5	5	1	4	3	2	4	5	2	4	-	1	5	6
	10% j	14%	11%	10%	5%	16%	12%	10%	9%	13%	5%	23%	-	17%	11%	11%
Current budget pressures in the organisation	19	12	18	19	6	7	7	8	13	15	11	8	3	3	14	21
	35%	36%	35%	36%	29%	33%	30%	40%	33%	35%	28%	54%	32%	61%	33%	38%
Lack of awareness about what digital technology is available	7	5	6	7	1	3	3	2	4	6	3	4	1	1	5	8
	13% j	16%	12%	13%	4%	15%	12%	10%	9%	15%	7%	28%	9%	17%	13%	15%
Risks to data security/ compliance with GDPR	2	1	2	2	1	1	1	1	2	2	2	-	-	-	2	2
	3%	3%	4%	3%	5%	4%	4%	5%	4%	4%	5%	-	-	-	4%	4%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	6	2	6	6	2	2	1	1	2	3	5	1	-	-	6	5
	11%	7%	11%	11%	12%	11%	5%	6%	6%	8%	13%	5%	-	-	14%	9%
Lack of time to focus on the developments needed	8	5	7	8	4	4	5	5	6	5	6	2	1	-	7	8
	15%	16%	14%	15%	18%	20%	19%	23%	15%	12%	16%	12%	9%	-	18%	15%
Lack of strategic leadership	2	2	1	2	2	1	1	1	1	-	1	1	-	-	2	2
	4%	6%	3%	4%	11%	6%	6%	7%	3%	-	3%	5%	-	-	5%	4%
Care staff lack the required digital skills	8	5	7	8	4	4	3	3	5	6	6	2	-	-	8	8
	14%	16%	14%	15%	22%	20%	14%	16%	12%	15%	16%	12%	-	-	19%	15%
REMOVED - 05/21 - Other areas are a greater priority for investment	8	5	7	8	4	3	1	3	5	5	5	2	-	1	7	8
	14%	15%	14%	15%	22%	15%	6%	15%	12%	11%	14%	16%	-	17%	17%	15%
Reluctance among service users	9	4	8	9	3	2	3	3	8	6	8	1	2	-	7	8
	16%	12%	16%	16%	15%	10%	14%	16%	19%	14%	20%	5%	19%	-	17%	15%
This type of technology is difficult to use	3	3	3	3	1	1	3	1	3	3	3	-	-	-	3	2
	5%	8%	5%	5%	7%	6%	11%	7%	7%	6%	7%	-	-	-	7%	4%
This type of technology is perceived as irrelevant for providing care services	8	5	7	8	2	2	4	3	6	6	6	2	-	1	7	8
	14%	15%	13%	14%	9%	8%	18%	14%	14%	14%	15%	11%	-	19%	17%	15%
Organisation too small / not necessary	2	1	2	2	1	1	1	-	2	2	2	-	-	1	1	2
	3%	3%	4%	3%	4%	4%	4%	-	4%	4%	5%	-	-	20%	2%	4%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted Total	54*	33*	50*	54*	20**	22**	24**	19**	41*	42*	39*	16**	9**	5**	41*	55*
There are no barriers to accessing and using digital technology	8	6	8	8	3	4	5	2	8	7	6	2	4	-	5	8
	16% c	17%	15%	14%	17%	19%	20%	11%	18%	16%	16%	14%	40%	-	12%	15%
Don't know	2	1	2	2	1	1	1	1	2	2	2	-	1	-	1	2
	3%	3%	3%	3%	4%	4%	4%	4%	4%	4%	5%	-	9%	-	2%	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 227

BARRIER_CTA. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology and apps for this service?

Base : Participants who are not using consumer technology or apps

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**55**	4	30	12	55	25	2	23	-	26	20	27	27	55
Weighted Total	**54***	3**	31**	11**	54*	26**	2**	23**	-**	27**	19**	27**	26**	55*
Poor business case for investment	**5**	1	2	1	5	3	-	2	-	1	3	-	5	6
	10%	27%	6%	8%	10%	10%	-	8%	-	3%	15%	-	21%	11%
Current budget pressures in the organisation	**19**	-	14	3	19	9	1	8	-	5	8	8	11	21
	35%	-	46%	22%	35%	37%	43%	34%	-	20%	41%	30%	43%	38%
Lack of awareness about what digital technology is available	**7**	1	4	1	7	3	-	3	-	1	5	3	4	8
	13%	27%	14%	7%	13%	10%	-	12%	-	3%	24%	9%	17%	15%
Risks to data security/ compliance with GDPR	**2**	-	2	-	2	2	-	1	-	1	1	1	1	2
	3%	-	6%	-	3%	7%	-	4%	-	3%	5%	3%	3%	4%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**6**	-	3	2	6	3	-	5	-	4	1	5	1	5
	11%	-	11%	20%	11%	10%	-	19%	-	14%	4%	17%	4%	9%
Lack of time to focus on the developments needed	**8**	-	5	2	8	4	-	5	-	6	2	3	4	8
	15%	-	16%	15%	15%	17%	-	20%	-	21%	11%	12%	14%	15%
Lack of strategic leadership	**2**	-	-	1	2	1	-	-	-	-	1	1	1	2
	4%	-	-	7%	4%	5%	-	-	-	-	7%	5%	3%	4%
Care staff lack the required digital skills	**8**	-	4	4	8	4	-	5	-	6	1	3	4	8
	14%	-	13%	33%	14%	17%	-	21%	-	23%	5%	12%	14%	15%
REMOVED - 05/21 - Other areas are a greater priority for investment	**8**	-	1	4	8	5	-	4	-	5	3	3	5	8
	14%	-	3%	36%	14%	20%	-	17%	-	18%	16%	12%	17%	15%
Reluctance among service users	**9**	-	5	4	9	4	-	5	-	6	3	4	4	8
	16%	-	15%	34%	16%	16%	-	20%	-	22%	14%	16%	17%	15%
This type of technology is difficult to use	**3**	-	1	-	3	3	-	-	-	1	1	-	3	2
	5%	-	4%	-	5%	10%	-	-	-	5%	7%	-	10%	4%
This type of technology is perceived as irrelevant for providing care services	**8**	1	-	5	8	4	-	3	-	3	5	3	5	8
	14%	27%	-	47%	14%	16%	-	12%	-	10%	26%	10%	19%	15%
Organisation too small / not necessary	**2**	1	1	-	2	1	-	-	-	1	1	1	1	2
	3%	25%	3%	-	3%	4%	-	-	-	3%	5%	3%	4%	4%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted Total	**54***	3**	31**	11**	54*	26**	2**	23**	-**	27**	19**	27**	26**	55*
There are no barriers to accessing and using digital technology	**8**	1	5	1	8	2	1	5	-	6	2	5	3	8
	16%	24%	18%	11%	16%	8%	57%	23%	-	22%	9%	20%	12%	15%
Don't know	**2**	1	-	-	2	-	-	-	-	-	2	1	1	2
	3%	24%	-	-	3%	-	-	-	-	-	9%	3%	3%	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 228

BARRIER_BUSSUP. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology for this service?

Base : Participants who are not using business support or care management systems

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	108	62	35	8	9	13	15	17	17	23	23	86	13	5	80	19	108
Weighted Total	105	56*	37*	9**	10**	12**	16**	14**	14**	25**	23**	81*	14**	5**	75*	20**	108
Poor business case for investment	7	4	1	2	2	-	2	2	2	-	1	4	2	2	5	2	7
	7%	8%	4%	17%	16%	-	15%	11%	13%	-	6%	5%	13%	27%	7%	11%	6%
Current budget pressures in the organisation	41	23	12	4	4	5	4	4	9	6	14	30	8	1	31	7	43
	39%	41%	34%	41%	46%	38%	25%	31%	61%	22%	60%	37%	56%	22%	41%	36%	40%
Lack of awareness about what digital technology is available	11	8	1	1	2	2	3	2	1	1	2	9	1	-	10	-	12
	10%	14%	4%	12%	20%	13%	18%	17%	5%	3%	11%	11%	8%	-	13%	-	11%
Risks to data security/ compliance with GDPR	8	1	5	2	2	1	1	-	1	1	4	7	1	-	7	1	7
	8% a	2%	13% a	23%	21%	8%	7%	-	8%	5%	16%	9%	8%	-	9%	5%	6%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	11	7	2	2	2	1	2	1	3	1	4	8	3	-	9	2	12
	11%	12%	6%	24%	22%	7%	13%	6%	18%	5%	16%	10%	19%	-	12%	8%	11%
Lack of time to focus on the developments needed	14	10	4	1	1	1	2	2	2	7	1	12	1	1	13	1	15
	14%	17%	10%	14%	13%	6%	12%	17%	11%	27%	4%	15%	6%	22%	17%	6%	14%
Lack of strategic leadership	2	1	1	-	-	-	-	1	1	-	-	2	-	-	2	-	2
	2%	1%	2%	-	-	-	-	6%	6%	-	-	2%	-	-	2%	-	2%
Care staff lack the required digital skills	22	15	4	2	2	2	4	3	4	2	6	19	2	1	20	2	24
	21%	27%	12%	26%	24%	20%	25%	22%	28%	10%	25%	24%	11%	22%	26% Z	11%	22%
REMOVED - 05/21 - Other areas are a greater priority for investment	5	4	-	-	1	1	-	-	1	3	-	4	-	-	4	-	5
	4%	7%	-	-	9%	8%	-	-	5%	11%	-	5%	-	-	5%	-	5%
Reluctance among service users	9	6	3	-	-	1	2	2	1	3	1	9	-	-	7	1	10
	9%	11%	8%	-	-	8%	12%	11%	5%	13%	3%	12%	-	-	10%	4%	9%
This type of technology is difficult to use	4	3	1	-	-	2	-	-	-	-	2	4	-	-	4	-	4
	4%	5%	3%	-	-	15%	-	-	-	-	9%	5%	-	-	5%	-	4%
This type of technology is perceived as irrelevant for providing care services	10	7	3	-	-	2	1	1	2	2	2	9	1	-	9	1	11
	10%	12%	8%	-	-	15%	9%	6%	17%	8%	7%	11%	10%	-	12%	4%	10%
Organisation too small / not necessary	3	-	2	1	1	1	-	2	-	-	-	3	-	-	3	-	3
	3%	-	5%	11%	10%	8%	-	12%	-	-	-	3%	-	-	4%	-	3%
Other	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	1
	1%	-	2%	-	-	-	-	-	6%	-	-	1%	-	-	1%	-	1%
There are no barriers to accessing and using digital technology	23	9	11	2	2	3	1	4	2	10	4	17	4	2	13	8	23
	22% o	16%	31%	19%	18%	26%	6%	29%	11%	38%	16%	21%	26%	35%	17%	37%	21%
Weighted Total	105	56*	37*	9**	10**	12**	16**	14**	14**	25**	23**	81*	14**	5**	75*	20**	108
Don't know	9	6	3	-	-	1	2	1	-	3	2	6	1	1	3	2	9
	8% o	10%	8%	-	-	7%	13%	6%	-	13%	7%	7%	8%	15%	4%	11%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 229

BARRIER_BUSSUP. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology for this service?

Base : Participants who are not using business support or care management systems

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**108**	62	89	107	45	35	25	15	69	72	68	40	17	10	81	108
Weighted Total	**105**	62*	87*	104	45*	36*	26**	16**	68*	69*	67*	37*	17**	9**	79*	108
Poor business case for investment	**7**	5	7	7	3	2	-	-	4	5	3	4	1	1	5	7
	7%	8%	8%	7%	6%	5%	-	-	6%	7%	5%	11%	8%	8%	7%	6%
Current budget pressures in the organisation	**41**	23	34	41	17	13	8	3	24	27	25	16	7	4	31	43
	39%	38%	40%	40%	37%	37%	28%	21%	35%	40%	38%	42%	41%	40%	39%	40%
Lack of awareness about what digital technology is available	**11**	6	7	11	6	2	2	-	5	5	6	5	-	-	11	12
	10%	9%	8%	11%	13%	6%	9%	-	7%	8%	10%	12%	-	-	14%	11%
Risks to data security/ compliance with GDPR	**8**	7	5	8	6	2	2	-	4	5	6	2	1	-	7	7
	8%	11%	6%	8%	13%	7%	9%	-	6%	7%	9%	6%	8%	-	8%	6%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**11**	5	9	11	4	1	3	1	6	4	9	2	2	2	7	12
	11% i	8%	10%	11%	9%	3%	12%	8%	9%	6%	14%	5%	10%	21%	9%	11%
Lack of time to focus on the developments needed	**14**	6	12	14	5	3	2	-	8	10	9	6	2	2	11	15
	14%	9%	14%	14%	11%	9%	9%	-	12%	15%	13%	15%	10%	20%	14%	14%
Lack of strategic leadership	**2**	1	1	2	1	-	-	-	1	1	1	1	1	-	1	2
	2%	1%	1%	2%	2%	-	-	-	1%	1%	1%	2%	5%	-	1%	2%
Care staff lack the required digital skills	**22**	11	15	22	9	4	1	1	12	11	10	12	2	1	19	24
	21% ij	18%	18%	21%	20%	12%	4%	7%	17%	15%	15%	32% j	10%	11%	24%	22%
REMOVED - 05/21 - Other areas are a greater priority for investment	**5**	2	4	5	2	-	1	-	3	4	1	3	-	-	5	5
	4% j	3%	4%	4%	4%	-	4%	-	4%	5%	2%	9%	-	-	6%	5%
Reluctance among service users	**9**	7	7	9	6	4	1	-	5	7	4	5	1	1	7	10
	9%	12%	8%	9%	13%	13%	4%	-	7%	11%	6%	14%	6%	11%	9%	9%
This type of technology is difficult to use	**4**	2	3	4	2	1	1	1	2	3	2	2	-	-	4	4
	4%	3%	3%	4%	4%	3%	4%	6%	3%	4%	3%	4%	-	-	5%	4%
This type of technology is perceived as irrelevant for providing care services	**10**	5	7	10	3	2	1	1	5	6	5	5	-	1	9	11
	10%	8%	8%	10%	7%	6%	4%	6%	8%	9%	8%	12%	-	10%	12%	10%
Organisation too small / not necessary	**3**	3	2	3	2	1	2	-	2	2	3	-	1	-	2	3
	3%	4%	2%	3%	4%	2%	7%	-	3%	3%	4%	-	5%	-	2%	3%
Other	**1**	-	1	1	-	-	-	-	1	1	1	-	1	-	-	1
	1%	-	1%	1%	-	-	-	-	1%	1%	1%	-	5%	-	-	1%
Weighted Total	**105**	62*	87*	104	45*	36*	26**	16**	68*	69*	67*	37*	17**	9**	79*	108
There are no barriers to accessing and using digital technology	**23**	13	21	22	9	8	8	6	18	17	19	4	5	1	17	23
	22% k	21%	24%	21%	21%	24%	32%	38%	27%	25%	28% k	11%	32%	10%	21%	21%
Don't know	**9**	7	9	9	3	6	4	4	8	7	6	3	3	3	3	9
	8% n	11%	10%	8%	6%	16% d	16%	27%	12%	10%	9%	7%	17%	31%	4%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 230

BARRIER_BUSSUP. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology for this service?

Base : Participants who are not using business support or care management systems

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**108**	8	67	25	108	9	78	56	3	51	34	81	24	108
Weighted Total	**105**	7**	66*	24**	105	9**	76*	55*	3**	50*	33*	79*	23**	108
Poor business case for investment	**7**	-	6	2	7	1	6	5	2	2	4	7	-	7
	7%	-	8%	7%	7%	15%	7%	9%	48%	3%	13%	9%	-	6%
Current budget pressures in the organisation	**41**	3	28	9	41	4	33	22	1	18	18	30	10	43
	39%	43%	42%	37%	39%	39%	43%	41%	24%	37%	56% Z	39%	43%	40%
Lack of awareness about what digital technology is available	**11**	-	6	4	11	1	6	5	1	4	4	7	4	12
	10%	-	9%	15%	10%	11%	8%	9%	27%	8%	13%	9%	16%	11%
Risks to data security/ compliance with GDPR	**8**	-	6	1	8	2	8	3	-	2	5	6	2	7
	8%	-	9%	4%	8%	26%	10%	6%	-	4%	14%	7%	10%	6%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**11**	1	6	4	11	1	8	7	-	5	1	9	2	12
	11%	12%	10%	16%	11%	11%	10%	13%	-	10%	3%	11%	9%	11%
Lack of time to focus on the developments needed	**14**	-	8	5	14	-	11	10	-	6	4	11	2	15
	14%	-	13%	21%	14%	-	14%	18%	-	12%	13%	15%	9%	14%
Lack of strategic leadership	**2**	-	1	1	2	-	1	1	-	1	-	1	1	2
	2%	-	1%	3%	2%	-	1%	2%	-	2%	-	1%	3%	2%
Care staff lack the required digital skills	**22**	-	14	8	22	-	18	13	2	13	4	18	2	24
	21%	-	22%	32%	21%	-	23%	23%	52%	26%	11%	22%	11%	22%
REMOVED - 05/21 - Other areas are a greater priority for investment	**5**	-	1	2	5	-	3	3	-	3	1	4	1	5
	4% b	-	1%	8%	4%	-	4%	5%	-	6%	3%	5%	4%	5%
Reluctance among service users	**9**	-	7	1	9	1	8	4	-	5	4	7	2	10
	9%	-	11%	5%	9%	10%	10%	7%	-	9%	11%	9%	8%	9%
This type of technology is difficult to use	**4**	-	3	1	4	-	3	2	1	3	1	2	1	4
	4%	-	4%	4%	4%	-	4%	4%	27%	6%	3%	3%	4%	4%
This type of technology is perceived as irrelevant for providing care services	**10**	2	4	3	10	-	7	5	-	5	3	7	3	11
	10%	22%	6%	14%	10%	-	10%	8%	-	10%	8%	9%	13%	10%
Organisation too small / not necessary	**3**	1	1	-	3	-	2	1	-	1	1	3	-	3
	3%	12%	1%	-	3%	-	2%	2%	-	2%	3%	3%	-	3%
Other	**1**	1	-	-	1	1	-	1	-	-	1	-	1	1
	1%	12%	-	-	1%	9%	-	2%	-	-	3%	-	4%	1%
Weighted Total	**105**	7**	66*	24**	105	9**	76*	55*	3**	50*	33*	79*	23**	108
There are no barriers to accessing and using digital technology	**23**	-	16	6	23	4	16	14	-	13	6	16	6	23
	22%	-	24%	23%	22%	40%	21%	26%	-	25%	19%	21%	25%	21%
Don't know	**9**	1	6	1	9	-	4	2	-	3	2	6	3	9
	8%	12%	9%	4%	8%	-	6%	4%	-	6%	6%	8%	12%	8%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

ASC tech review NHSX
(PUBLIC)

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Table 231

BARRIER_SUPMON. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?

Base : Participants who are not using support and monitoring technology

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	160	60	82	13	14	20	25	31	15	34	35	129	19	6	124	26	160
Weighted Total	160	56*	85*	14**	15**	19**	27**	28*	13**	37*	37*	126	22**	6**	120	30**	160
Poor business case for investment	13	2	8	2	2	-	1	1	3	4	4	9	3	-	10	2	11
	8%	4%	9%	15%	14%	-	4%	3%	23%	11%	11%	7%	14%	-	8%	6%	7%
Current budget pressures in the organisation	56	20	26	7	8	5	12	7	4	15	13	44	7	1	43	10	57
	35%	35%	31%	51%	54%	26%	46%	24%	30%	42%	35%	35%	34%	19%	35%	35%	36%
Lack of awareness about what digital technology is available	25	6	15	3	4	2	8	7	2	4	4	20	2	3	19	3	27
	16%	10%	18%	19%	24%	10%	29%	24%	13%	11%	10%	16%	8%	40%	16%	11%	17%
Risks to data security/ compliance with GDPR	14	6	7	1	1	3	3	-	2	5	1	10	4	1	11	3	14
	9%	11%	9%	6%	6%	16%	13%	-	15%	14% h	3%	8%	17%	14%	9%	10%	9%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	9	2	6	1	1	-	1	2	-	5	2	9	-	-	8	1	9
	6%	3%	8%	7%	7%	-	4%	6%	-	12%	5%	7%	-	-	7%	3%	6%
Lack of time to focus on the developments needed	19	7	11	1	1	3	4	3	2	3	4	16	1	2	16	3	20
	12%	12%	13%	6%	6%	14%	13%	12%	18%	9%	11%	13%	4%	24%	13%	9%	13%
Lack of strategic leadership	3	1	2	-	-	-	-	1	-	1	1	3	-	-	3	-	3
	2%	1%	3%	-	-	-	-	3%	-	2%	4%	2%	-	-	3%	-	2%
Care staff lack the required digital skills	21	9	7	5	5	4	3	4	3	3	4	16	5	1	16	5	22
	13%	15%	9%	36%	34%	21%	12%	13%	24%	9%	11%	12%	21%	14%	14%	16%	14%
REMOVED - 05/21 - Other areas are a greater priority for investment	17	9	8	-	1	4	1	3	4	4	2	14	2	-	15	2	18
	11%	16%	9%	-	6%	20%	4%	10%	28%	11%	6%	11%	11%	-	12%	7%	11%
Reluctance among service users	25	8	15	3	3	-	8	4	1	6	6	18	6	2	20	5	24
	16%	13%	18%	18%	17%	-	28%	15%	7%	17%	16%	14%	27%	24%	17%	17%	15%
This type of technology is difficult to use	5	1	4	-	-	1	-	1	-	1	2	5	-	-	4	1	5
	3%	1%	5%	-	-	5%	-	3%	-	3%	6%	4%	-	-	4%	3%	3%
This type of technology is perceived as irrelevant for providing care services	20	7	11	2	2	5	1	6	1	3	4	17	2	1	19	1	21
	13%	12%	14%	15%	14%	24%	4%	23%	6%	9%	12%	14%	9%	14%	16% Z	4%	13%
Organisation too small / not necessary	4	2	2	-	-	1	-	1	2	-	-	4	-	-	4	-	4
	2%	4%	2%	-	-	5%	-	3%	16%	-	-	3%	-	-	3%	-	3%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
There are no barriers to accessing and using digital technology	31	12	18	-	-	5	5	6	1	7	8	27	1	3	18	9	31
	19% o	22%	21%	-	-	24%	20%	22%	7%	19%	21%	21%	4%	43%	15%	30%	19%
Weighted Total	160	56*	85*	14**	15**	19**	27**	28*	13**	37*	37*	126	22**	6**	120	30**	160
Don't know	9	3	4	1	1	-	1	1	-	3	4	6	2	-	4	2	8
	6% o	6%	5%	9%	9%	-	4%	3%	-	9%	9%	5%	10%	-	4%	7%	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 232

BARRIER_SUPMON. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?

Base : Participants who are not using support and monitoring technology

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**160**	111	124	156	79	72	66	49	95	97	96	62	30	11	119	160
Weighted Total	**160**	113	123	156	82*	74*	70*	51*	96*	95*	97*	61*	30**	11**	119	160
Poor business case for investment	**13**	11	8	12	9	7	8	4	7	5	9	4	3	1	9	11
	8%	10%	6%	8%	11%	10%	11% i	8%	7%	5%	9%	7%	9%	10%	8%	7%
Current budget pressures in the organisation	**56**	38	37	54	31	21	21	16	26	29	33	20	11	4	41	57
	35% bh	33%	30%	34% b	37% e	28%	30%	31%	27%	30%	35%	33%	36%	38%	34%	36%
Lack of awareness about what digital technology is available	**25**	18	19	24	12	8	10	7	15	18	15	9	6	1	19	27
	16%	16%	16%	16%	15%	11%	15%	14%	16%	19% e	16%	15%	20%	7%	16%	17%
Risks to data security/ compliance with GDPR	**14**	10	10	13	5	9	5	6	7	8	7	6	2	-	12	14
	9%	9%	8%	9%	6%	13% d	7%	12%	8%	8%	7%	10%	7%	-	10%	9%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**9**	6	6	9	6	3	3	3	4	4	8	1	3	1	5	9
	6% k	5%	5%	6%	8%	5%	5%	7%	4%	4%	9%	1%	10%	10%	4%	6%
Lack of time to focus on the developments needed	**19**	13	17	18	11	11	9	9	12	14	11	8	1	-	18	20
	12%	12%	13%	12%	13%	14%	13%	18%	13%	15%	12%	13%	3%	-	15% Z	13%
Lack of strategic leadership	**3**	3	2	3	2	1	2	1	2	1	2	1	-	-	3	3
	2%	3%	2%	2%	3%	2%	3%	3%	2%	1%	2%	1%	-	-	3%	2%
Care staff lack the required digital skills	**21**	16	14	21	10	10	6	5	8	13	10	11	1	1	19	22
	13% h	14%	12%	14%	13%	14%	9%	10%	9%	13% h	11%	18%	4%	10%	16%	14%
REMOVED - 05/21 - Other areas are a greater priority for investment	**17**	9	14	17	9	5	6	6	9	7	9	9	3	-	14	18
	11%	8%	12%	11%	11% e	6%	9%	12% e	9%	8%	9%	14%	11%	-	12%	11%
Reluctance among service users	**25**	22	20	25	15	15	15	10	14	17	14	11	4	1	20	24
	16%	19%	16%	16%	18%	20%	21%	19%	15%	18%	14%	18%	13%	7%	17%	15%
This type of technology is difficult to use	**5**	4	5	5	2	3	4	3	4	4	3	2	1	-	4	5
	3%	4%	4%	3%	3%	4%	6%	6%	5%	4%	4%	3%	4%	-	3%	3%
This type of technology is perceived as irrelevant for providing care services	**20**	15	15	20	10	8	7	4	13	13	12	8	5	1	14	21
	13%	13%	12%	13%	12%	11%	11%	8%	14%	14%	13%	13%	16%	8%	12%	13%
Organisation too small / not necessary	**4**	3	2	4	1	1	1	-	2	2	2	2	1	1	2	4
	2%	3%	1%	2%	1%	2%	1%	-	2%	2%	2%	3%	3%	9%	2%	3%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted Total	**160**	113	123	156	82*	74*	70*	51*	96*	95*	97*	61*	30**	11**	119	160
There are no barriers to accessing and using digital technology	**31**	18	29	30	12	13	11	7	27	22	22	9	5	2	24	31
	19%	16%	24% Zac	19%	14%	17%	16%	14%	28% Zdefg	23% d	22%	16%	17%	19%	20%	19%
Don't know	**9**	7	8	9	6	7	7	5	7	5	8	1	2	1	6	8
	6%	6%	6%	6%	7%	9%	10%	11%	7%	6%	8%	2%	6%	11%	5%	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 233

BARRIER_SUPMON. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?

Base : Participants who are not using support and monitoring technology

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	160	14	93	40	160	108	126	8	5	63	62	116	41	160
Weighted Total	160	13**	95*	38*	160	111	127	8**	5**	66*	59*	118	39*	160
Poor business case for investment	**13**	-	9	1	13	11	10	-	-	7	5	12	1	11
	8%	-	10%	4%	8%	10%	8%	-	-	11%	8%	10%	2%	7%
Current budget pressures in the organisation	**56**	1	39	14	56	40	48	2	2	22	21	42	13	57
	35%	10%	41%	36%	35%	36%	38%	22%	35%	33%	35%	36%	32%	36%
Lack of awareness about what digital technology is available	**25**	-	18	7	25	18	21	2	-	8	12	17	8	27
	16%	-	19%	18%	16%	16%	16%	31%	-	12%	20%	15%	21%	17%
Risks to data security/ compliance with GDPR	**14**	-	10	4	14	12	14	1	-	7	6	12	2	14
	9%	-	11%	12%	9%	11%	11%	16%	-	10%	10%	10%	5%	9%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**9**	-	5	4	9	4	7	1	-	2	3	7	2	9
	6%	-	5%	10%	6%	4%	6%	11%	-	3%	4%	6%	5%	6%
Lack of time to focus on the developments needed	**19**	-	12	5	19	14	15	2	-	8	9	17	3	20
	12%	-	12%	14%	12%	13%	12%	21%	-	12%	14%	14%	7%	13%
Lack of strategic leadership	**3**	-	1	1	3	1	1	-	-	1	1	2	1	3
	2%	-	1%	2%	2%	1%	1%	-	-	1%	2%	2%	2%	2%
	f				f									
Care staff lack the required digital skills	**21**	-	13	9	21	15	19	2	1	10	8	15	5	22
	13%	-	13%	22%	13%	14%	15%	26%	17%	16%	13%	13%	13%	14%
REMOVED - 05/21 - Other areas are a greater priority for investment	**17**	-	10	8	17	14	14	-	-	4	8	11	6	18
	11%	-	10%	20%	11%	13%	11%	-	-	6%	13%	9%	14%	11%
				Z										
Reluctance among service users	**25**	-	16	6	25	20	20	-	-	9	14	18	7	24
	16%	-	17%	15%	16%	18%	16%	-	-	14%	24%	15%	18%	15%
											Z			
This type of technology is difficult to use	**5**	-	3	1	5	3	3	-	-	1	3	-	4	5
	3%	-	3%	2%	3%	3%	2%	-	-	1%	5%	-	11%	3%
													Zk	
This type of technology is perceived as irrelevant for providing care services	**20**	4	6	8	20	13	14	-	-	7	12	15	5	21
	13%	28%	6%	20%	13%	12%	11%	-	-	11%	21%	13%	13%	13%
	b			b							Z			
Organisation too small / not necessary	**4**	-	3	-	4	3	3	-	-	2	1	3	1	4
	2%	-	3%	-	2%	3%	2%	-	-	3%	2%	2%	2%	3%
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weighted Total	160	13**	95*	38*	160	111	127	8**	5**	66*	59*	118	39*	160
There are no barriers to accessing and using digital technology	**31**	7	18	4	31	22	24	2	3	14	8	20	10	31
	19%	56%	19%	10%	19%	20%	19%	28%	65%	21%	14%	17%	25%	19%
Don't know	**9**	1	5	1	9	3	8	1	-	3	2	8	1	8
	6%	6%	5%	2%	6%	3%	6%	14%	-	5%	4%	7%	2%	5%
	e				e		e							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 234

BARRIER. SUMMARY TABLE

Base : Participants who are not using consumer technology or apps

	A. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using consumer technology	B. Thinking about MAIN_SERVICE, what are the main barriers to accessing and using business and care management technology	Thinking about MAIN_SERVICE, what are the main barriers to accessing and using support and monitoring technology for this service?
Unweighted Total	55	108	160
Weighted Total	54	105	160
Poor business case for investment	5 10%	7 7%	13 8%
Current budget pressures in the organisation	19 35%	41 39%	56 35%
Lack of awareness about what digital technology is available	7 13%	11 10%	25 16%
Risks to data security/ compliance with GDPR	2 3%	8 8%	14 9%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	6 11%	11 11%	9 6%
Lack of time to focus on the developments needed	8 15%	14 14%	19 12%
Lack of strategic leadership	2 4%	2 2%	3 2%
Care staff lack the required digital skills	8 14%	22 21%	21 13%
REMOVED - 05/21 - Other areas are a greater priority for investment	8 14%	5 4%	17 11%
Reluctance among service users	9 16%	9 9%	25 16%
This type of technology is difficult to use	3 5%	4 4%	5 3%
This type of technology is perceived as irrelevant for providing care services	8 14%	10 10%	20 13%
Organisation too small / not necessary	2 3%	3 3%	4 2%
Other	- -	1 1%	- -
Weighted Total	54	105	160
There are no barriers to accessing and using digital technology	8 16%	23 22%	31 19%
Don't know	2 3%	9 8%	9 6%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 235

COVID_CHANGE. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Since the COVID-19 pandemic we make greater use of technology in our organisation	**488**	228	203	35	41	54	83	82	54	115	99	329	104	33	300	151	486
	80% bl	87% Zb	73%	87%	87% b	79%	81%	78%	82%	84%	76%	77%	87% Zl	90%	78%	83%	80%
We use technology to the same extent as before in our organisation	**113**	32	73	5	6	13	17	22	11	20	30	92	15	3	77	31	115
	19% a	12%	26% Za	13%	13%	19%	17%	21%	17%	15%	23%	22% Zmn	13%	7%	20%	17%	19%
Since the COVID-19 pandemic we make less use of technology in our organisation	**3**	2	1	-	-	-	1	1	-	-	1	3	-	-	3	-	3
	*	1%	*	-	-	-	1%	1%	-	-	1%	1%	-	-	1%	-	*
Don't know	**4**	2	2	-	-	1	1	-	1	1	-	3	-	1	3	-	4
	1%	1%	1%	-	-	1%	1%	-	1%	1%	-	1%	-	3%	1%	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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ASC tech review NHSX
(PUBLIC)

19 Nov 2021
Table 236

COVID_CHANGE. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Since the COVID-19 pandemic we make greater use of technology in our organisation	**488**	294	405	481	217	210	207	168	347	321	344	140	126	24	337	486
	80%	79%	79%	80% b	82% fg	80%	78%	78%	78%	78%	80%	83%	81%	80%	80%	80%
We use technology to the same extent as before in our organisation	**113**	74	103	111	46	53	56	44	92	86	83	29	29	5	79	115
	19%	20%	20% Zc	19%	17%	20%	21% d	21%	21% Z	21%	19%	17%	19%	17%	19%	19%
Since the COVID-19 pandemic we make less use of technology in our organisation	**3**	-	3	3	-	-	-	-	2	2	2	1	-	-	3	3
	*	-	1%	*	-	-	-	-	*	*	*	*	-	-	1%	*
Don't know	**4**	3	3	4	1	1	2	2	2	3	3	-	-	1	3	4
	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	-	-	3%	1%	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 237

COVID_CHANGE. To what extent, if at all, has the COVID-19 pandemic changed your organisation's use of technology?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Since the COVID-19 pandemic we make greater use of technology in our organisation	**488**	50	343	76	488	412	463	377	56	253	132	488	-	486
	80% l	71%	84% Zac	75%	80%	81%	83% Zde	83% Zde	85%	82%	76%	100% Zl	-	80%
We use technology to the same extent as before in our organisation	**113**	20	62	24	113	96	87	75	9	52	39	-	113	115
	19% bfgk	29% Zb	15%	24% b	19% fg	19% fg	16%	16%	13%	17%	23%	-	100% Zk	19%
Since the COVID-19 pandemic we make less use of technology in our organisation	**3**	-	2	-	3	1	2	2	-	2	1	-	-	3
	* e	-	*	-	* e	*	*	*	-	1%	1%	-	-	*
Don't know	**4**	-	2	1	4	3	4	2	1	2	1	-	-	4
	1%	-	*	1%	1%	1%	1%	*	2%	1%	1%	-	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

ASC tech review NHSX
(PUBLIC)

19 Nov 2021
Table 238

COVID_NEW. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**486**	230	201	33	38	57	76	91	64	102	96	344	91	30	309	141	486
Weighted Total	**488**	228	203	35*	41*	54*	83*	82*	54*	115*	99*	329	104*	33**	300	151	486
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**7**	2	2	2	2	2	-	2	1	1	1	3	1	2	4	2	7
	1%	1%	1%	6% Zab	5% a	3%	-	2%	2%	1%	1%	1%	1%	7%	1%	1%	1%
Audio assistants (e.g. Amazon Alexa or Google Home)	**45**	28	12	2	4	6	4	6	7	11	10	30	11	2	25	19	46
	9% b	12% Zb	6%	7%	9%	11%	5%	8%	14%	10%	11%	9%	11%	7%	8%	13%	9%
Video conferencing software (e.g. Zoom or MS Teams)	**395**	183	162	32	36	43	67	67	43	94	81	263	85	30	238	127	393
	81%	80%	80%	90%	88%	79%	81%	82%	80%	82%	81%	80%	81%	91%	79%	84%	81%
Financial accounting software (QuickBooks, Sage)	**20**	5	10	3	4	3	4	4	2	1	7	13	3	3	7	11	20
	4% ao	2%	5%	8%	10% a	5%	4%	5%	3%	1%	7% i	4%	3%	10%	3%	7% o	4%
HR management software	**22**	13	8	1	1	3	4	4	-	4	7	14	6	2	12	8	23
	5%	5%	4%	2%	2%	5%	5%	5%	-	4%	7% i	4%	6%	5%	4%	5%	5%
Rostering software	**20**	6	9	2	2	3	4	2	2	3	7	12	5	2	13	5	21
	4%	3%	5%	7%	6%	5%	5%	2%	3%	3%	7%	4%	4%	6%	4%	3%	4%
Care scheduling software	**27**	11	11	2	3	4	7	2	2	4	8	17	5	3	9	15	26
	5% o	5%	5%	4%	7%	8%	8%	2%	3%	4%	8%	5%	5%	10%	3%	10% Zo	5%
Digital care rostering or care management software	**34**	11	20	2	2	7	10	3	2	4	9	26	4	3	21	12	34
	7%	5%	10% Z	4%	4%	13% hi	12% hi	3%	3%	3%	9%	8%	4%	10%	7%	8%	7%
Digital care records or planning system	**42**	16	20	3	3	12	9	7	3	5	6	29	6	5	20	19	42
	9% o	7%	10%	10%	8%	22% Zhijk	11%	9%	6%	4%	6%	9%	5%	16%	7%	13% o	9%
REMOVED - 05/21 - Digital care planning system	**27**	12	10	4	4	6	6	5	1	5	4	16	6	3	14	11	26
	5%	5%	5%	11%	9%	11% i	7%	6%	2%	4%	4%	5%	6%	10%	5%	7%	5%
Electronic medication administration record (eMAR)	**40**	13	23	1	2	4	9	5	4	11	6	28	6	5	20	15	40
	8%	6%	11% a	3%	5% d	7%	11%	6%	8%	10%	6%	8%	6%	15%	7%	10%	8%
OTHER - TECH BUSMAN	**9**	4	3	-	-	-	1	4	-	3	1	4	3	1	3	4	9
	2% o	2%	2%	-	-	-	1%	5% Z	-	2%	1%	1%	3%	2%	1%	3%	2%
Personal alarms	**14**	3	10	-	-	3	3	2	2	1	3	9	2	3	7	6	14
	3%	1%	5% Za	-	-	5%	4%	2%	3%	1%	3%	3%	2%	8%	2%	4%	3%
Monitoring equipment with sensors	**25**	10	12	1	1	4	5	3	1	3	9	14	2	7	11	9	25
	5%	4%	6%	3%	3%	7%	6%	4%	2%	3%	9%	4%	2%	20%	4%	6%	5%
Weighted Total	**488**	228	203	35*	41*	54*	83*	82*	54*	115*	99*	329	104*	33**	300	151	486
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**5**	3	2	-	-	-	1	1	2	-	1	3	1	1	3	2	5
	1%	1%	1%	-	-	-	1%	1%	3%	-	1%	1%	1%	3%	1%	1%	1%
Customer facing apps or platforms to help users keep updated with care	**57**	24	29	1	1	10	9	6	4	16	12	37	11	6	32	19	57
	12%	10%	14% e	3%	2%	18%	11%	8%	7%	14%	12%	11%	10%	17%	11%	13%	12%
Robotic technology (e.g. robotic walkers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virtual reality applications	**5**	4	1	-	-	-	1	-	1	2	1	5	-	-	4	1	5
	1%	2%	1%	-	-	-	1%	-	1%	2%	1%	1%	-	-	1%	1%	1%
Sensory technology which recreates physical feelings using haptic technology	**4**	2	2	-	-	-	2	-	-	1	1	3	1	-	3	1	4
	1%	1%	1%	-	-	-	3%	-	-	1%	1%	1%	1%	-	1%	1%	1%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**59**	30	22	5	5	5	16	9	5	12	11	37	14	6	33	22	59
	12%	13%	11%	13%	11%	10%	19% Z	11%	9%	11%	11%	11%	14%	18%	11%	14%	12%
Other - TECH_CARE	**8**	4	5	-	-	-	-	3	-	3	2	6	3	-	8	-	8
	2%	2%	2%	-	-	-	-	4%	-	3%	2%	2%	2%	-	3%	-	2%
None of these	**60**	28	27	3	4	7	9	11	8	14	11	45	11	1	41	14	60
	12%	12%	13%	8%	9%	12%	11%	13%	15%	12%	11%	14%	11%	4%	14%	9%	12%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : 120-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 239

COVID_NEW. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**486**	288	405	479	213	204	203	166	345	323	342	140	123	25	338	486
Weighted Total	**488**	294	405	481	217	210	207	168	347	321	344	140	126	24**	337	486
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**7**	2	5	6	2	1	-	-	4	3	4	3	1	-	6	7
	1% c	1%	1%	1%	1%	*	-	-	1%	1%	1%	2%	1%	-	2%	1%
Audio assistants (e.g. Amazon Alexa or Google Home)	**45**	21	37	45	14	15	15	12	32	29	30	15	17	2	27	46
	9% d	7%	9%	9%	6%	7%	7%	7%	9%	9%	9%	10%	13%	8%	8%	9%
Video conferencing software (e.g. Zoom or MS Teams)	**395**	243	323	389	182	174	168	140	278	252	271	120	102	22	271	393
	81% i	83%	80%	81%	84% i	83%	81%	83%	80%	78%	79%	86%	81%	89%	80%	81%
Financial accounting software (QuickBooks, Sage)	**20**	11	15	19	7	11	9	9	13	10	14	6	7	2	11	20
	4%	4%	4%	4%	3%	5%	4%	6%	4%	3%	4%	5%	5%	8%	3%	4%
HR management software	**22**	10	19	22	10	8	10	10	17	14	14	8	9	3	11	23
	5% n	4%	5%	5%	4%	4%	5%	6%	5%	4%	4%	6%	7%	11%	3%	5%
Rostering software	**20**	9	18	20	7	6	8	5	17	13	13	6	6	1	13	21
	4%	3%	4%	4%	3%	3%	4%	3%	5%	4%	4%	4%	5%	3%	4%	4%
Care scheduling software	**27**	14	23	27	11	12	8	7	21	17	18	6	7	1	19	26
	5%	5%	6%	6%	5%	6%	4%	4%	6%	5%	5%	5%	5%	3%	6%	5%
Digital care rostering or care management software	**34**	18	31	34	14	11	15	12	26	28	24	10	9	1	24	34
	7%	6%	8%	7%	6%	5%	7%	7%	7%	9% Ze	7%	7%	7%	3%	7%	7%
Digital care records or planning system	**42**	25	37	41	19	18	19	15	32	28	28	12	13	-	29	42
	9%	9%	9%	9%	9%	8%	9%	9%	9%	9%	8%	8%	10%	-	9%	9%
REMOVED - 05/21 - Digital care planning system	**27**	13	21	26	13	10	9	7	17	12	16	8	12	-	15	26
	5% l	4%	5%	5%	6%	5%	4%	4%	5% i	4%	5%	6%	9% Z	-	4%	5%
Electronic medication administration record (eMAR)	**40**	28	35	40	22	17	20	16	33	25	28	11	11	-	29	40
	8%	9%	9%	8%	10%	8%	10%	9%	9% i	8%	8%	8%	9%	-	9%	8%
OTHER - TECH_BUSMAN	**9**	3	8	9	2	1	3	2	7	5	7	2	2	3	4	9
	2% e	1%	2%	2%	1%	*	2% e	1%	2% e	2%	2%	2%	2%	11%	1%	2%
Personal alarms	**14**	4	14	14	3	3	4	3	13	9	13	1	7	1	5	14
	3% an	1%	3% a	3% a	1%	1%	2%	2%	4% de	3%	4%	1%	6% Zn	5%	2%	3%
Weighted Total	488	294	405	481	217	210	207	168	347	321	344	140	126	24**	337	486
Monitoring equipment with sensors	**25**	11	22	24	8	9	8	8	20	13	20	4	8	1	16	25
	5%	4%	6%	5%	4%	4%	4%	5%	6% i	4%	6%	3%	6%	5%	5%	5%
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**5**	1	5	5	1	1	1	-	5	4	4	1	1	-	4	5
	1% a	*	1% a	1% a	*	*	*	-	1%	1%	1%	1%	1%	-	1%	1%
Customer facing apps or platforms to help users keep updated with care	**57**	34	51	57	24	24	26	22	47	35	41	14	18	1	39	57
	12%	12%	13%	12%	11%	12%	13%	13%	14% i	11%	12%	10%	14%	4%	11%	12%
Robotic technology (e.g. robotic walkers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virtual reality applications	**5**	2	5	5	2	2	1	1	5	5	3	2	2	-	3	5
	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	2%	-	1%	1%
Sensory technology which recreates physical feelings using haptic technology	**4**	1	4	4	1	1	1	1	4	4	3	1	3	-	1	4
	1% n	*	1%	1%	*	*	1%	1%	1%	1%	1%	1%	3% Zn	-	*	1%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**59**	35	47	58	23	24	24	20	41	39	43	15	16	2	41	59
	12%	12%	12%	12%	10%	12%	12%	12%	12%	12%	12%	11%	13%	8%	12%	12%
Other - TECH_CARE	**8**	4	8	8	4	4	4	3	8	8	8	1	3	-	6	8
	2%	1%	2%	2%	2%	2%	2%	2%	2%	3%	2%	1%	2%	-	2%	2%
None of these	**60**	38	52	59	28	29	29	21	44	42	50	10	13	3	44	60
	12% k	13%	13%	12%	13%	14%	14%	12%	13%	13%	15% Zk	7%	11%	11%	13%	12%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 240

COVID_NEW. What types of new technology, if any, has your organisation started using which were not used at all before the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**486**	50	339	79	486	407	461	377	55	246	137	486	-	486
Weighted Total	**488**	50*	343	76*	488	412	463	377	56*	253	132	488	-**	486
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**7**	-	6	1	7	7	7	7	-	3	3	7	-	7
	1%	-	2%	1%	1%	2%	2%	2%	-	1%	2%	1%	-	1%
Audio assistants (e.g. Amazon Alexa or Google Home)	**45**	9	32	5	45	45	45	42	10	27	10	45	-	46
	9%	17%	9%	6%	9%	11% Zd	10%	11% Zd	18% Zdf	11%	8%	9%	-	9%
Video conferencing software (e.g. Zoom or MS Teams)	**395**	41	278	65	395	341	391	304	43	210	104	395	-	393
	81%	82%	81%	85%	81%	83% Zd	85% Zdeg	81%	76%	83%	79%	81%	-	81%
Financial accounting software (QuickBooks, Sage)	**20**	2	18	1	20	20	20	19	7	14	2	20	-	20
	4% j	4%	5%	1%	4%	5%	4%	5%	12% Zdefg	5%	1%	4%	-	4%
HR management software	**22**	2	18	2	22	22	22	21	8	14	4	22	-	23
	5%	4%	5%	2%	5%	5%	5%	6% Zd	15% Zdefg	6%	3%	5%	-	5%
Rostering software	**20**	3	12	5	20	20	19	16	3	12	3	20	-	21
	4%	6%	3%	7%	4%	5%	4%	4%	6%	5%	2%	4%	-	4%
Care scheduling software	**27**	2	22	3	27	27	27	24	6	18	6	27	-	26
	5%	4%	6%	4%	5%	6% Zd	6%	6%	11%	7%	5%	5%	-	5%
Digital care rostering or care management software	**34**	6	27	-	34	34	32	30	6	20	7	34	-	34
	7% c	12% c	8% c	-	7%	8% Zdf	7%	8%	11%	8%	5%	7%	-	7%
Digital care records or planning system	**42**	3	35	3	42	42	42	39	7	25	10	42	-	42
	9%	7%	10% z	4%	9%	10% Zd	9%	10% Zd	12%	10%	7%	9%	-	9%
REMOVED - 05/21 - Digital care planning system	**27**	1	22	3	27	27	27	21	6	14	7	27	-	26
	5%	2%	6%	4%	5%	6% Zd	6%	6%	11%	6%	5%	5%	-	5%
Electronic medication administration record (eMAR)	**40**	3	33	4	40	40	40	36	7	22	10	40	-	40
	8%	7%	10%	5%	8%	10% Zd	9%	9%	12%	9%	8%	8%	-	8%
OTHER - TECH_BUSMAN	**9**	2	6	1	9	8	9	7	1	4	2	9	-	9
	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	-	2%
Personal alarms	**14**	2	9	2	14	14	14	14	1	4	5	14	-	14
	3%	4%	3%	3%	3%	3%	3%	4%	2%	2%	3%	3%	-	3%
Monitoring equipment with sensors	**25**	3	16	5	25	23	25	25	3	11	9	25	-	25
	5%	6%	5%	7%	5%	6%	5%	7% Zdf	6%	4%	7%	5%	-	5%
Weighted Total	**488**	50*	343	76*	488	412	463	377	56*	253	132	488	-**	486
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**5**	1	4	-	5	4	5	5	2	3	-	5	-	5
	1%	2%	1%	-	1%	1%	1%	1%	4% Zdef	1%	-	1%	-	1%
Customer facing apps or platforms to help users keep updated with care	**57**	10	42	5	57	55	57	57	12	36	14	57	-	57
	12%	20% c	12%	7%	12%	13% Zd	12%	15% Zdf	21% Zd	14%	10%	12%	-	12%
Robotic technology (e.g. robotic walkers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virtual reality applications	**5**	1	3	1	5	4	5	4	5	5	-	5	-	5
	1%	2%	1%	1%	1%	1%	1%	1%	9% Zdefg	2%	-	1%	-	1%
Sensory technology which recreates physical feelings using haptic technology	**4**	2	1	1	4	4	4	4	4	3	-	4	-	4
	1% b	4% Zb	*	1%	1%	1%	1%	1%	8% Zdefg	1%	-	1%	-	1%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**59**	7	44	6	59	56	59	53	14	34	19	59	-	59
	12%	15%	13%	8%	12%	14% Zd	13%	14% Zd	25% Zdefg	14%	14%	12%	-	12%
Other - TECH_CARE	**8**	-	8	-	8	5	7	8	-	4	2	8	-	8
	2% ef	-	2%	-	2% ef	1%	1%	2% e	-	2%	2%	2%	-	2%
None of these	**60**	6	37	11	60	40	43	45	9	27	18	60	-	60
	12% ef	12%	11%	14%	12% ef	10%	9%	12% ef	16%	10%	14%	12%	-	12%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

ASC tech review NHSX
(PUBLIC)

19 Nov 2021
Table 241

COVID_MORE. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**486**	230	201	33	38	57	76	91	64	102	96	344	91	30	309	141	486
Weighted Total	**488**	228	203	35*	41*	54*	83*	82*	54*	115*	99*	329	104*	33**	300	151	486
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**11**	5	4	1	1	3	-	2	1	2	3	7	2	1	7	4	11
	2%	2%	2%	2%	2%	5% g	-	2%	3%	2%	3%	2%	2%	4%	2%	2%	2%
Audio assistants (e.g. Amazon Alexa or Google Home)	**63**	44	13	4	4	6	10	6	7	17	17	39	14	6	36	20	63
	13% b	19% Zb	6%	12%	10%	11%	12%	8%	12%	15%	17%	12%	14%	19%	12%	13%	13%
Video conferencing software (e.g. Zoom or MS Teams)	**326**	142	139	25	31	36	53	51	37	75	74	219	67	23	200	102	327
	67%	62%	68%	71%	75%	66%	64%	63%	69%	65%	74%	66%	65%	69%	67%	68%	67%
Financial accounting software (QuickBooks, Sage)	**48**	17	24	4	4	9	5	7	6	8	14	25	15	5	28	15	47
	10% l	8%	12%	11%	10%	17% gi	5%	9%	11%	7%	14%	8%	15% l	14%	9%	10%	10%
HR management software	**50**	23	23	2	2	5	15	8	3	11	8	28	16	5	30	15	48
	10% l	10%	11%	5%	4%	9%	18% Zi	10%	6%	9%	9%	8%	15%	14%	10%	10%	10%
Rostering software	**56**	16	35	2	2	9	11	9	5	14	8	37	10	5	30	19	56
	11% a	7%	17% Zae	4%	4%	17%	13%	11%	9%	13%	8%	11%	9%	16%	10%	12%	12%
Care scheduling software	**57**	19	30	6	6	8	12	8	7	12	9	35	12	7	33	17	55
	12% a	8%	15% a	16%	14%	15%	15%	9%	14%	10%	9%	11%	11%	22%	11%	11%	11%
Digital care rostering or care management software	**55**	21	29	5	5	8	13	7	6	15	6	38	9	7	31	20	55
	11%	9%	14%	13%	11%	16% k	15% k	9%	10%	13%	6%	11%	9%	22%	10%	13%	11%
Digital care records or planning system	**73**	30	35	6	7	11	13	11	7	20	12	48	14	9	41	25	72
	15%	13%	17%	16%	16%	20%	16%	13%	13%	17%	12%	14%	14%	27%	14%	17%	15%
REMOVED - 05/21 - Digital care planning system	**45**	19	20	4	4	5	12	7	4	13	5	29	7	7	23	16	45
	9%	8%	10%	11%	9%	8%	14% k	8%	7%	11%	5%	9%	7%	21%	8%	11%	9%
Electronic medication administration record (eMAR)	**56**	16	34	3	5	8	10	9	6	14	9	38	9	8	34	17	56
	12% a	7%	17% Za	9%	11%	15%	12%	12%	11%	12%	9%	12%	8%	23%	11%	11%	12%
OTHER - TECH BUSMAN	**22**	5	17	-	-	1	4	4	1	5	6	18	2	2	17	3	21
	4% a	2%	8% Za	-	-	2%	5%	5%	2%	5%	6%	5%	2%	5%	6%	2%	4%
Personal alarms	**38**	18	19	-	1	7	6	4	2	9	11	24	9	5	19	13	36
	8%	8%	10%	-	2%	13%	7%	4%	4%	8%	11%	7%	9%	14%	6%	8%	7%
Monitoring equipment with sensors	**56**	29	25	2	2	7	9	5	3	18	13	38	11	6	31	20	53
	11%	13%	12%	6%	5%	13%	10%	7%	6%	16%	13%	12%	11%	19%	10%	13%	11%
Weighted Total	**488**	228	203	35*	41*	54*	83*	82*	54*	115*	99*	329	104*	33**	300	151	486
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**9**	6	3	-	-	-	1	2	1	2	3	5	3	1	4	3	8
	2%	3%	1%	-	-	-	1%	2%	2%	2%	3%	2%	3%	3%	1%	2%	2%
Customer facing apps or platforms to help users keep updated with care	**61**	25	26	3	3	7	10	8	3	16	17	39	10	5	35	18	59
	12%	11%	13%	8%	7%	12%	12%	10%	6%	14%	17%	12%	9%	16%	12%	12%	12%
Robotic technology (e.g. robotic walkers)	**2**	1	1	-	-	-	-	1	-	1	-	1	-	1	-	2	2
	*****	1%	*	-	-	-	-	1%	-	1%	-	*	-	4%	-	1% o	*
Virtual reality applications	**10**	7	3	-	-	-	1	1	1	3	5	6	3	1	4	6	9
	2%	3%	2%	-	-	-	1%	1%	1%	2%	5%	2%	3%	3%	1%	4%	2%
Sensory technology which recreates physical feelings using haptic technology	**7**	6	1	-	-	-	-	1	-	3	4	2	3	2	-	6	6
	1% loo	3%	*	-	-	-	-	1%	-	2%	4%	1%	3%	7%	-	4% Zo	1%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**73**	36	28	5	5	5	20	10	4	21	12	43	17	8	34	30	71
	15% o	16%	14%	13%	11%	10%	24% Zfi	13%	7%	19%	12%	13%	16%	23%	11%	20% o	15%
OTHER - TECH_CARE	**7**	4	4	-	-	1	-	2	-	2	2	6	1	1	5	2	8
	2%	2%	2%	-	-	2%	-	3%	-	2%	2%	2%	1%	2%	2%	1%	2%
None of these	**86**	51	30	5	5	9	17	14	9	21	17	63	20	3	58	27	84
	18%	22% Z	15%	14%	12%	16%	20%	17%	17%	18%	17%	19%	20%	9%	19%	18%	17%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 242

COVID_MORE. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	486	288	405	479	213	204	203	166	345	323	342	140	123	25	338	486
Weighted Total	488	294	405	481	217	210	207	168	347	321	344	140	126	24**	337	486
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	11 2%	4 1%	10 2%	11 2%	4 2%	3 1%	3 1%	2 1%	8 2%	6 2%	10 3%	1 1%	1 1%	- -	10 3%	11 2%
Audio assistants (e.g. Amazon Alexa or Google Home)	63 13% d	32 11%	53 13%	61 13%	20 9%	25 12%	24 12%	20 12%	49 14% d	43 13%	44 13%	18 13%	18 14%	3 12%	43 13%	63 13%
Video conferencing software (e.g. Zoom or MS Teams)	326 67%	193 66%	266 66%	319 66%	141 65%	135 64%	136 66%	110 65%	225 65%	209 65%	230 67%	92 66%	78 62%	14 57%	234 69%	327 67%
Financial accounting software (QuickBooks, Sage)	48 10%	35 12%	38 9%	48 10%	30 14% Zhi	26 12%	29 14% Zhi	23 14% Zhi	32 9%	29 9%	32 9%	15 11%	16 13%	1 4%	31 9%	47 10%
HR management software	50 10% n	29 10%	41 10%	49 10%	22 10%	22 10%	22 11%	19 11%	37 11%	30 9%	33 10%	16 11%	22 17% Zn	1 3%	28 8%	48 10%
Rostering software	56 11%	35 12%	47 12%	54 11%	27 13%	28 13%	28 14%	25 15%	46 13%	39 12%	42 12%	12 9%	16 13%	3 11%	37 11%	56 12%
Care scheduling software	57 12% n	36 12%	44 11%	55 11%	26 12%	30 14%	26 13%	25 15%	43 12%	34 11%	39 11%	17 12%	22 17% Zn	3 11%	32 9%	55 11%
Digital care rostering or care management software	55 11%	34 12%	45 11%	54 11%	27 12%	26 12%	24 12%	22 13%	42 12%	38 12%	40 12%	15 11%	16 13%	1 4%	38 11%	55 11%
Digital care records or planning system	73 15%	42 14%	60 15%	71 15%	32 15%	34 16%	31 15%	28 17%	55 16% i	42 13%	54 16%	18 13%	23 18%	1 4%	49 15%	72 15%
REMOVED - 05/21 - Digital care planning system	45 9% c	24 8%	36 9%	42 9%	21 10%	20 10%	16 8%	17 10%	33 10%	26 8%	31 9%	13 9%	17 14%	1 4%	27 8%	45 9%
Electronic medication administration record (eMAR)	56 12%	39 13%	47 12%	54 11%	31 14%	30 15%	30 14%	27 16% Z	45 13%	37 12%	39 11%	16 11%	18 15%	2 7%	36 11%	56 12%
OTHER - TECH_BUSMAN	22 4% k	14 5%	21 5%	22 5%	13 6%	9 4%	13 6%	10 6%	21 6% Z	18 6%	20 6% Zk	2 1%	7 5%	1 5%	14 4%	21 4%
Personal alarms	38 8% k	27 9%	34 8%	38 8%	18 8%	20 10%	17 8%	12 7%	30 9%	26 8%	31 9%	5 4%	13 10%	3 13%	21 6%	36 7%
Weighted Total	488	294	405	481	217	210	207	168	347	321	344	140	126	24**	337	486
Monitoring equipment with sensors	56 11% kn	30 10%	48 12%	54 11%	22 10%	24 11%	21 10%	17 10%	44 13% i	34 11%	45 13% k	8 6%	20 16%	4 15%	32 9%	53 11%
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	9 2%	5 2%	7 2%	9 2%	3 2%	3 2%	3 2%	2 1%	7 2%	6 2%	7 2%	2 1%	4 3%	- -	4 1%	8 2%
Customer facing apps or platforms to help users keep updated with care	61 12% cd	30 10%	52 13%	58 12%	19 9%	24 12%	25 12% d	20 12% d	49 14% di	36 11%	47 14%	13 9%	18 15%	1 4%	42 12%	59 12%
Robotic technology (e.g. robotic walkers)	2 *	2 1%	2 1%	2 *	1 *	2 1%	2 1%	1 1%	2 1%	2 1%	2 1%	- -	2 2% n	- -	- -	2 *
Virtual reality applications	10 2%	7 2%	10 3%	10 2%	4 2%	6 3%	6 3%	5 3%	10 3%	10 3% Z	8 2%	2 1%	4 3%	- -	6 2%	9 2%
Sensory technology which recreates physical feelings using haptic technology	7 1% n	5 2%	7 2%	7 2%	2 1%	2 1%	3 2% g	1 1%	7 2%	7 2% g	7 2%	- -	6 5% Zn	- -	1 *	6 1%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	73 15% a	36 12%	61 15%	70 15%	27 12%	28 13%	28 14%	23 14%	55 16%	47 15%	54 16%	18 13%	21 17%	3 12%	49 14%	71 15%
OTHER - TECH_CARE	7 2%	5 2%	7 2%	7 2%	4 2%	4 2%	5 3%	3 2%	7 2%	6 2%	7 2%	- -	2 2%	- -	5 2%	8 2%
None of these	86 18%	53 18%	73 18%	86 18%	43 20%	40 19%	38 18%	30 18%	63 18%	60 19%	59 17%	27 19%	22 17%	7 30%	57 17%	84 17%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 243

COVID_MORE. What type of existing technology has your organisation made greater use of than before the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**486**	50	339	79	486	407	461	377	55	246	137	486	-	486
Weighted Total	**488**	50*	343	76*	488	412	463	377	56*	253	132	488	-**	486
Smartwatches (e.g. Garmin, FitBit, Apple Watch)	**11**	1	9	1	11	11	11	10	2	7	1	11	-	11
	2%	1%	2%	2%	2%	3%	2%	3%	4%	3%	1%	2%	-	2%
Audio assistants (e.g. Amazon Alexa or Google Home)	**63**	9	42	11	63	57	62	58	21	37	14	63	-	63
	13%	19%	12%	14%	13%	14%	14%	15% Zdf	37% Zdefg	15%	11%	13%	-	13%
Video conferencing software (e.g. Zoom or MS Teams)	**326**	40	227	46	326	273	319	254	43	169	84	326	-	327
	67%	79% c	66%	60%	67%	66%	69% Zde	67%	77%	67%	64%	67%	-	67%
Financial accounting software (QuickBooks, Sage)	**48**	4	38	6	48	48	47	39	8	22	14	48	-	47
	10%	8%	11%	8%	10%	12% Zdf	10%	10%	14%	9%	11%	10%	-	10%
HR management software	**50**	9	36	6	50	50	50	45	15	33	7	50	-	48
	10% j	18%	10%	7%	10%	12% Zdf	11%	12%	27% Zdefg	13% j	5%	10%	-	10%
Rostering software	**56**	8	41	7	56	56	54	50	11	30	14	56	-	56
	11%	16%	12%	9%	11%	14% Zdf	12%	13% Zd	19%	12%	11%	11%	-	12%
Care scheduling software	**57**	8	42	6	57	57	57	51	15	31	14	57	-	55
	12%	16%	12%	8%	12%	14% Zdf	12%	14% Zd	26% Zdefg	12%	10%	12%	-	11%
Digital care rostering or care management software	**55**	10	44	2	55	55	55	50	14	29	14	55	-	55
	11% c	19% c	13% c	2%	11%	13% Zdf	12%	13% Zd	24% Zdefg	11%	11%	11%	-	11%
Digital care records or planning system	**73**	9	58	6	73	73	73	66	15	40	15	73	-	72
	15%	17%	17%	8%	15%	18% Zdf	16% Zd	18% Zd	27% Zdf	16%	11%	15%	-	15%
REMOVED - 05/21 - Digital care planning system	**45**	7	35	2	45	45	45	42	15	27	9	45	-	45
	9% c	15% c	10% c	3%	9%	11% Zd	10%	11% Zd	26% Zdefg	11%	7%	9%	-	9%
Electronic medication administration record (eMAR)	**56**	4	44	8	56	56	56	53	10	27	15	56	-	56
	12%	9%	13%	10%	12%	14% Zdf	12%	14% Zdf	17%	11%	11%	12%	-	12%
OTHER - TECH BUSMAN	**22**	2	13	3	22	18	21	12	1	7	10	22	-	21
	4% g	5%	4%	4%	4% g	4% g	5% g	3%	2%	3%	8% Zi	4%	-	4%
Personal alarms	**38**	5	29	3	38	35	38	38	7	19	8	38	-	36
	8%	9%	8%	5%	8%	8%	8%	10% Zdf	12%	7%	6%	8%	-	7%
Monitoring equipment with sensors	**56**	8	41	6	56	53	56	56	9	29	14	56	-	53
	11%	15%	12%	8%	11%	13% Zd	12%	15% Zdef	17%	11%	11%	11%	-	11%
Weighted Total	**488**	50*	343	76*	488	412	463	377	56*	253	132	488	-**	486
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	**9**	2	7	-	9	9	9	9	5	5	1	9	-	8
	2%	4%	2%	-	2%	2%	2%	2%	8% Zdefg	2%	1%	2%	-	2%
Customer facing apps or platforms to help users keep updated with care	**61**	10	44	7	61	57	61	61	15	33	16	61	-	59
	12%	20%	13%	9%	12%	14%	13%	16% Zdef	27% Zdefg	13%	12%	12%	-	12%
Robotic technology (e.g. robotic walkers)	**2**	2	-	-	2	2	2	2	2	1	1	2	-	2
	*****	4% Zb	-	-	*	1%	*	1%	4% Zdefg	1%	1%	*	-	*
Virtual reality applications	**10**	2	8	-	10	10	10	10	10	6	1	10	-	9
	2%	4%	2%	-	2%	2%	2%	3%	18% Zdefg	2%	1%	2%	-	2%
Sensory technology which recreates physical feelings using haptic technology	**7**	2	5	-	7	7	7	7	7	6	1	7	-	6
	1%	4%	1%	-	1%	2%	2%	2%	13% Zdefg	3%	1%	1%	-	1%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	**73**	9	57	5	73	70	73	67	20	44	18	73	-	71
	15% c	19% c	17% c	6%	15%	17% Zd	16% Zd	18% Zdf	36% Zdefg	18%	14%	15%	-	15%
OTHER - TECH CARE	**7**	1	6	-	7	5	7	7	1	4	1	7	-	8
	2%	3%	2%	-	2%	1%	2%	2%	2%	2%	1%	2%	-	2%
None of these	**86**	6	55	20	86	68	71	61	4	45	22	86	-	84
	18% fh	11%	16%	27% Zab	18% fh	16%	15%	16%	8%	18%	17%	18%	-	17%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 244

COVID_LESS

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Less clients	**1**	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1
	*	-	*	-	-	-	-	1%	-	-	-	*	-	-	*	-	*
No change	**1**	1	-	-	-	-	-	-	-	-	1	1	-	-	1	-	1
	*	*	-	-	-	-	-	-	-	-	1%	*	-	-	*	-	*
Staff are more manual based / use technology less	**1**	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1
	*	*	-	-	-	-	1%	-	-	-	-	*	-	-	*	-	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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19 Nov 2021
Table 245

COVID_LESS

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Less clients	**1**	-	1	1	-	-	-	-	1	1	1	-	-	-	1	1
	*	-	*	*	-	-	-	-	*	*	*	-	-	-	*	*
No change	**1**	-	1	1	-	-	-	-	-	1	-	1	-	-	1	1
	*	-	*	*	-	-	-	-	-	*	-	*	-	-	*	*
Staff are more manual based / use technology less	**1**	-	1	1	-	-	-	-	1	-	1	-	-	-	1	1
	*	-	*	*	-	-	-	-	*	-	*	-	-	-	*	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 246

COVID_LESS

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Less clients	**1**	-	-	-	1	1	1	1	-	-	1	-	-	1
	*	-	-	-	*	*	*	*	-	-	1%	-	-	*
No change	**1**	-	1	-	1	-	1	-	-	1	-	-	-	1
	*	-	*	-	*	-	*	-	-	*	-	-	-	*
Staff are more manual based / use technology less	**1**	-	1	-	1	-	-	1	-	1	-	-	-	1
	*	-	*	-	*	-	-	*	-	*	-	-	-	*

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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ASC tech review NHSX
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19 Nov 2021
Table 247

COVID_CONT. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**486**	230	201	33	38	57	76	91	64	102	96	344	91	30	309	141	486
Weighted Total	**488**	228	203	35*	41*	54*	83*	82*	54*	115*	99*	329	104*	33**	300	151	486
Yes	**441**	206	183	32	37	52	73	76	48	105	88	302	93	27	272	135	441
	90%	90%	90%	90%	91%	95%	89%	93%	89%	91%	88%	92%	89%	80%	91%	89%	91%
No	**28**	12	13	1	1	3	5	3	4	8	5	15	8	3	17	9	27
	6%	5%	7%	4%	3%	5%	6%	4%	8%	7%	5%	5%	7%	10%	6%	6%	6%
Don't know	**19**	11	6	2	2	-	5	3	2	3	7	12	4	3	11	7	18
	4%	5%	3%	7%	6%	-	6%	3%	3%	3%	7%	3%	4%	10%	4%	5%	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 248

COVID_CONT. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**486**	288	405	479	213	204	203	166	345	323	342	140	123	25	338	486
Weighted Total	**488**	294	405	481	217	210	207	168	347	321	344	140	126	24**	337	486
Yes	**441**	265	367	435	192	196	192	156	313	290	317	120	116	23	303	441
	90%	90%	91%	91%	88%	93%	93%	93%	90%	90%	92%	86%	92%	93%	90%	91%
						d	d	d			k					
No	**28**	14	21	26	13	7	8	8	19	19	18	9	7	2	19	27
	6%	5%	5%	5%	6%	4%	4%	5%	5%	6%	5%	7%	6%	7%	6%	6%
					e											
Don't know	**19**	15	16	19	12	7	6	4	15	11	9	10	3	-	16	18
	4%	5%	4%	4%	6%	3%	3%	2%	4%	4%	3%	7%	2%	-	5%	4%
	j				efg							Zj				

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 249

COVID_CONT. Thinking about the future, do you think your organisation will continue to use technology in the same way it has during the COVID-19 pandemic?

Base : Participants who are using more technology since the COVID-19 pandemic

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**486**	50	339	79	486	407	461	377	55	246	137	486	-	486
Weighted Total	**488**	50*	343	76*	488	412	463	377	56*	253	132	488	-**	486
Yes	**441**	44	312	72	441	375	421	347	53	231	119	441	-	441
	90%	88%	91%	94%	90%	91%	91%	92%	94%	91%	90%	90%	-	91%
								Zd						
No	**28**	6	16	3	28	23	25	19	-	15	10	28	-	27
	6%	12%	5%	4%	6%	5%	5%	5%	-	6%	8%	6%	-	6%
		b												
Don't know	**19**	-	15	2	19	15	17	11	4	7	3	19	-	18
	4%	-	4%	2%	4%	4%	4%	3%	6%	3%	2%	4%	-	4%
	g				g									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 250

FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which you may implement.

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**326**	129	159	21	28	42	52	52	36	68	76	220	68	24	203	102	320
	54%	49%	57%	52%	59% d	62%	51%	50%	54%	50%	59%	52%	57%	65%	53%	56%	53%
Business support and care management software (accounting software, rostering software, scheduling software)	**305**	122	140	28	35	33	59	49	32	69	64	210	62	19	189	98	303
	50%	46%	50%	69% Zab	74% Zab	48%	57%	47%	48%	51%	49%	49%	52%	53%	49%	54%	50%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**270**	119	122	17	22	34	46	45	30	60	54	178	62	20	164	86	270
	44% l	45%	44%	41%	47% d	50%	45%	43%	46%	44%	42%	42%	52%	55%	43%	47%	44%
Advanced technology (e.g. robotics and augmented reality)	**118**	51	56	4	7	17	20	18	11	24	28	79	26	9	67	43	119
	19%	20%	20%	10%	14% d	25%	20%	17%	16%	18%	22%	18%	22%	23%	18%	23%	20%
Other	**5**	-	5	-	-	-	-	1	1	2	1	5	-	-	2	3	5
	1%	-	2% Za	-	-	-	-	1%	1%	2%	1%	1%	-	-	*	2%	1%
Don't know	**52**	20	29	2	2	1	14	10	4	10	13	38	11	2	34	14	51
	9% f	8%	10%	5%	5%	1%	14% f	9% f	7%	7%	10% f	9%	9%	5%	9%	8%	8%
None of these	**69**	39	22	3	3	11	5	12	9	21	12	53	9	3	49	14	73
	11% bg	15% Zb	8%	8%	7%	16% g	5%	12%	14% g	15% g	9%	12%	7%	9%	13%	8%	12%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 251

FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which you may implement.

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**326**	210	274	321	151	151	157	125	236	222	235	87	84	15	227	320
	54%	57%	53%	54%	57%	57%	59% Zhi	58%	53%	54%	55%	51%	54%	49%	54%	53%
Business support and care management software (accounting software, rostering software, scheduling software)	**305**	198	253	300	144	137	143	113	221	205	211	91	70	18	217	303
	50%	53%	49%	50%	54%	52%	54%	53%	50%	50%	49%	54%	45%	57%	51%	50%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**270**	163	233	267	117	118	118	97	204	182	201	68	71	14	185	270
	44%	44%	45%	45%	44%	45%	44%	45%	46%	44%	47%	40%	46%	45%	44%	44%
Advanced technology (e.g. robotics and augmented reality)	**118**	73	104	116	49	55	56	43	93	81	91	26	45	4	70	119
	19% n	20%	20%	19%	19%	21%	21%	20%	21%	20%	21%	16%	29% Zn	11%	17%	20%
Other	**5**	4	5	5	3	3	4	4	5	5	3	2	1	1	3	5
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	1%	1%
Don't know	**52**	33	47	51	19	28	24	18	40	37	35	14	15	1	36	51
	9%	9%	9%	9%	7%	10% d	9%	8%	9%	9%	8%	8%	10%	3%	9%	8%
None of these	**69**	38	56	66	26	24	24	20	47	43	50	18	18	4	48	73
	11%	10%	11%	11%	10%	9%	9%	9%	11%	10%	12%	11%	12%	12%	11%	12%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 252

FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which you may implement.

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**326**	42	229	43	326	293	307	258	41	171	87	275	49	320
	54% cl	60% c	56% c	43%	54%	57% Zdf	55% Zd	57% Zd	62%	55%	50%	56% Zl	43%	53%
Business support and care management software (accounting software, rostering software, scheduling software)	**305**	30	218	48	305	265	286	229	42	158	85	247	56	303
	50%	42%	53% Z	48%	50%	52%	51% Zd	50%	64% Zdefg	51%	49%	51%	50%	50%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**270**	31	189	42	270	237	253	216	34	149	67	234	35	270
	44% l	45%	46%	42%	44%	46% Zd	46%	47% Zd	51%	48% j	39%	48% Zl	31%	44%
Advanced technology (e.g. robotics and augmented reality)	**118**	20	85	11	118	111	114	100	26	64	31	100	16	119
	19% c	29% Zc	21% c	11%	19%	22% Zd	21% Zd	22% Zd	40% Zdefg	21%	18%	21%	14%	20%
Other	**5**	-	5	-	5	4	4	3	-	3	1	5	-	5
	1%	-	1%	-	1%	1%	1%	1%	-	1%	1%	1%	-	1%
Don't know	**52**	6	31	8	52	36	44	38	4	21	18	35	15	51
	9% ek	8%	8%	8%	9% e	7%	8%	8%	6%	7%	10%	7%	13% k	8%
None of these	**69**	9	38	18	69	46	56	44	4	35	24	49	18	73
	11% befgk	13%	9%	18% Zb	11% efg	9%	10% e	10%	7%	11%	14%	10%	16%	12%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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19 Nov 2021
Table 253

FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?

Base : Participants who may use more than one type of digital technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**241**	99	114	16	22	32	40	39	31	50	49	168	48	16	152	77	241
Weighted Total	**245**	101*	116	17**	23**	31*	44*	34*	27*	56*	53*	164	55*	18**	149	84*	241
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**77**	34	36	3	6	11	17	11	5	16	17	48	24	3	44	30	74
	31%	34%	32%	19%	25%	38%	37%	33%	20%	27%	32%	29%	43%	19%	30%	35%	31%
Business support and care management software (accounting software, rostering software, scheduling software)	**99**	39	43	11	15	10	18	17	13	25	16	68	18	8	66	29	99
	40%	39%	37%	68%	66%	32%	41%	49%	49%	45%	31%	42%	34%	48%	44%	34%	41%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**93**	38	42	8	12	15	12	18	10	22	17	65	18	7	56	32	94
	38%	38%	36%	49%	50%	48%	27%	51% g	39%	38%	32%	39%	32%	39%	38%	38%	39%
Advanced technology (e.g. robotics and augmented reality)	**27**	12	14	-	-	4	3	2	4	9	6	19	5	3	16	8	27
	11%	12%	12%	-	-	12%	7%	5%	14%	15%	12%	11%	9%	16%	11%	10%	11%
Other	**15**	7	6	-	-	1	3	1	3	5	1	9	3	1	7	4	15
	6%	7%	5%	-	-	5%	7%	3%	12%	9%	3%	6%	5%	5%	5%	5%	6%
Don't know	**5**	2	3	-	-	1	-	1	-	3	1	2	2	1	2	4	5
	2%	2%	3%	-	-	3%	-	2%	-	4%	2%	1%	4%	8%	1%	4%	2%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 254

FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?

Base : Participants who may use more than one type of digital technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**241**	157	207	238	110	113	120	95	181	168	175	63	64	11	166	241
Weighted Total	**245**	163	210	242	113	118	123	98*	185	170	180	61*	64*	11**	170	241
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**77**	54	64	75	34	42	40	26	58	49	55	20	23	2	53	74
	31%	33%	31%	31%	30%	35% g	32% g	27%	31%	29%	30%	33%	36%	16%	31%	31%
Business support and care management software (accounting software, rostering software, scheduling software)	**99**	66	85	98	49	48	46	43	69	68	64	33	16	5	78	99
	40% jl	41%	40%	41%	44%	40%	38%	44% f	37%	40%	35%	55% Zj	26%	48%	46% Zl	41%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**93**	58	79	93	41	39	45	38	69	66	72	21	26	4	63	94
	38%	36%	37%	38%	36%	33%	36%	39% e	37%	39%	40%	34%	41%	37%	37%	39%
Advanced technology (e.g. robotics and augmented reality)	**27**	19	25	27	12	13	15	9	22	19	21	7	13	1	13	27
	11% n	12%	12%	11%	11%	11%	12%	9%	12%	11%	11%	11%	21% Zn	10%	8%	11%
Other	**15**	8	13	13	6	4	5	2	12	10	9	5	6	2	8	15
	6% cg	5%	6%	5%	5% g	3%	4% g	2%	7% g	6% g	5%	7%	9%	15%	4%	6%
Don't know	**5**	4	5	5	4	4	4	4	5	5	5	-	2	-	3	5
	2%	3%	2%	2%	4%	4%	3%	4%	3%	3%	3%	-	3%	-	2%	2%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 255

FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?

Base : Participants who may use more than one type of digital technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**241**	31	170	34	241	213	227	192	31	133	65	205	34	241
Weighted Total	**245**	31**	173	34*	245	219	231	194	32**	136	65*	208	36*	241
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**77**	14	54	5	77	69	71	60	12	45	18	68	9	74
	31% c	43%	31% c	14%	31%	32%	31%	31%	37%	33%	28%	33%	26%	31%
Business support and care management software (accounting software, rostering software, scheduling software)	**99**	8	69	20	99	87	95	76	13	54	26	82	16	99
	40%	26%	40%	60% Zb	40%	40%	41%	39%	42%	39%	40%	40%	46%	41%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**93**	15	66	11	93	84	87	78	10	49	26	80	12	94
	38%	47%	38%	32%	38%	39%	38%	40%	32%	36%	40%	38%	34%	39%
Advanced technology (e.g. robotics and augmented reality)	**27**	3	20	4	27	24	25	21	7	14	8	23	5	27
	11%	9%	12%	12%	11%	11%	11%	11%	21%	10%	13%	11%	13%	11%
Other	**15**	1	10	2	15	13	14	12	3	10	3	12	3	15
	6%	3%	6%	7%	6%	6%	6%	6%	11%	7%	5%	6%	9%	6%
Don't know	**5**	-	5	-	5	4	5	4	2	5	-	5	1	5
	2%	-	3%	-	2%	2%	2%	2%	6%	4%	-	2%	2%	2%
None of these	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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FUT_TECH_PRI. Thinking about the types of digital technology you may implement in the next five years, which will be your top priority?

Base : Participants who may use more than one type of digital technology in the next five years
FUT_TECH. In the next five years what new types of technology, if any, do you think your organisation may implement to help support the services they deliver? Please think about broad types you are not currently using or specific new technologies in these groups which you may implement.

Base : All Respondents

	Unweighted Total	Weighted Total	Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	Business support and care management software (accounting software, rostering software, scheduling	Support and monitoring technology (personal alarms, sensors for monitoring, voice-operated curtains	Advanced technology (e.g. robotics and augmented reality)	Other	Don't know	None of these
Unweighted Total	**241**	241	215	194	205	102	3	-	-
Weighted Total	**241**	245	220	199	206	102	3	-	-
Consumer technology and apps (mobile tablets, audio assistants, mobile apps for health and fitness)	**74**	77	77	57	67	34	-	-	-
	31%	31%	35%	29%	32%	33%	-	-	-
Business support and care management software (accounting software, rostering software, scheduling software)	**99**	99	84	99	78	24	-	-	-
	41%	40%	38%	50%	38%	24%	-	-	-
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	**94**	93	86	68	93	43	-	-	-
	39%	38%	39%	34%	45%	42%	-	-	-
Advanced technology (e.g. robotics and augmented reality)	**27**	27	24	19	24	27	1	-	-
	11%	11%	11%	10%	12%	27%	30%	-	-
Other	**15**	15	12	12	9	11	1	-	-
	6%	6%	6%	6%	4%	11%	29%	-	-
Don't know	**5**	5	4	5	3	3	1	-	-
	2%	2%	2%	3%	2%	3%	42%	-	-
None of these	**-**	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 257

FUT_USER. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**262**	116	120	14	16	34	40	47	37	44	60	190	47	14	172	72	262
Weighted Total	**262**	115	120	15**	18**	32*	43*	42*	32*	50*	63*	181	54*	16**	164	80*	262
Staff delivering care	**186**	81	85	10	13	24	29	30	21	36	46	123	43	12	111	60	187
	71%	70%	71%	67%	72%	75%	68%	72%	65%	72%	73%	68%	79%	74%	68%	75%	71%
Managerial and administrative staff	**162**	68	72	9	12	22	26	23	20	28	42	105	38	8	99	49	162
	62%	59%	60%	61%	67%	69%	61%	56%	63%	56%	66%	58%	70%	53%	61%	61%	62%
Service users	**134**	58	55	14	17	16	23	22	15	29	30	90	28	10	77	49	132
	51%	50%	46%	94%	95%	50%	52%	52%	46%	57%	47%	50%	52%	63%	47%	61%	50%
Carers of service users	**132**	53	64	10	11	16	18	21	15	27	36	90	30	7	81	45	131
	51%	46%	53%	67%	64%	50%	42%	50%	46%	54%	57%	50%	55%	47%	49%	56%	50%
Home carers	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	7%	-	3%	-	-	-	-	-	-	-	-	-	*
Home sharers	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	7%	-	3%	-	-	-	-	-	-	-	-	-	*
Don't know	**9**	4	5	-	-	-	3	2	1	1	2	7	2	-	9	1	10
	4%	4%	4%	-	-	-	7%	6%	2%	2%	4%	4%	4%	-	5%	1%	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 258

FUT_USER. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**262**	157	219	257	110	112	113	87	182	171	183	75	67	11	184	262
Weighted Total	**262**	162	219	257	112	115	115	86*	185	171	181	75*	69*	10**	183	262
Staff delivering care	**186**	116	156	181	82	82	88	65	134	121	134	49	49	8	129	187
	71%	72%	71%	71%	74%	72%	76%	76%	72%	71%	74%	65%	72%	84%	70%	71%
Managerial and administrative staff	**162**	108	132	157	76	82	78	58	110	98	108	49	40	8	113	162
	62%	67% bc	60%	61%	68% i	72% Zhi	68% hi	67%	59%	58%	59%	65%	59%	85%	62%	62%
Service users	**134**	85	109	132	69	66	60	48	92	85	94	37	40	5	89	132
	51%	53%	50%	51%	62% Zfhi	58%	52%	55%	49%	50%	52%	50%	58%	53%	48%	50%
Carers of service users	**132**	78	115	130	60	63	66	48	98	86	97	33	38	7	88	131
	51%	48%	52%	51%	54%	55%	57%	56%	53%	50%	54%	43%	55%	68%	48%	50%
Home carers	**1**	1	1	1	1	1	1	1	1	1	1	-	1	-	-	1
	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	2%	-	-	*
Home sharers	**1**	1	1	1	1	1	1	1	1	1	1	-	1	-	-	1
	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	2%	-	-	*
Don't know	**9**	5	9	9	3	3	5	3	8	9	8	2	3	-	7	10
	4%	3%	4%	4%	3%	3%	4%	3%	4%	5%	4%	2%	4%	-	4%	4%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 259

FUT_USER. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**262**	34	173	40	262	231	244	202	36	130	74	218	43	262
Weighted Total	**262**	35*	174	38*	262	233	245	203	37*	135	71*	218	43*	262
Staff delivering care	**186**	26	126	24	186	167	174	147	27	100	44	154	31	187
	71%	77%	72%	64%	71%	71%	71%	72%	74%	74%	63%	71%	72%	71%
Managerial and administrative staff	**162**	22	106	26	162	143	153	130	24	80	43	132	29	162
	62%	62%	61%	69%	62%	62%	62%	64%	64%	59%	61%	61%	67%	62%
Service users	**134**	19	99	12	134	116	127	112	23	67	35	119	15	132
	51%	54%	57%	31%	51%	50%	52%	55%	61%	50%	49%	55%	34%	50%
	cl		Zc					Zde				Zl		
Carers of service users	**132**	19	92	18	132	120	130	113	22	66	33	113	19	131
	51%	54%	53%	48%	51%	52%	53%	55%	60%	49%	47%	52%	44%	50%
							Zd	Zde						
Home carers	**1**	-	1	-	1	1	1	1	-	-	1	1	-	1
	*	-	1%	-	*	1%	1%	1%	-	-	2%	1%	-	*
Home sharers	**1**	-	1	-	1	1	1	1	-	-	1	1	-	1
	*	-	1%	-	*	1%	1%	1%	-	-	2%	1%	-	*
Don't know	**9**	3	5	1	9	9	9	4	1	3	2	9	-	10
	4%	8%	3%	2%	4%	4%	4%	2%	3%	3%	3%	4%	-	4%
	g				g	g	g							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 260

FUT_USER. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**278**	119	118	27	31	30	44	54	41	54	55	210	42	12	189	72	278
Weighted Total	**273**	113	119	28**	32**	28**	48*	47*	34*	61*	56*	199	46*	14**	179	77*	278
Staff delivering care	**135**	58	55	11	15	11	25	27	14	35	22	101	17	8	84	39	138
	49%	51%	47%	39%	47%	39%	53%	58%	41%	58%	40%	51%	36%	53%	47%	51%	50%
Managerial and administrative staff	**226**	89	98	26	29	21	38	36	30	54	46	157	42	13	150	60	230
	83% l	79%	83%	94%	91%	77%	79%	78%	89%	89%	81%	79%	92%	90%	84%	77%	83%
Service users	**56**	23	22	4	5	4	8	16	8	14	7	38	7	3	33	15	59
	20%	20%	19%	13%	17%	13%	16%	33% Zk	24%	23%	12%	19%	16%	20%	18%	20%	21%
Carers of service users	**81**	31	36	8	9	4	13	20	9	20	15	57	11	6	54	19	83
	30%	27%	30%	28%	27%	13%	28%	42% Z	28%	32%	27%	29%	24%	45%	30%	24%	30%
Home carers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Home sharers	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
	*****	-	-	-	4%	-	3%	-	-	-	-	-	-	-	-	-	*
Don't know	**15**	11	3	1	1	2	2	3	1	2	5	13	2	-	13	2	15
	5% b	10% Zb	2%	3%	3%	7%	4%	7%	2%	3%	9%	7%	4%	-	7%	3%	5%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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ASC tech review NHSX
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19 Nov 2021
Table 261

FUT_USER. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**278**	173	231	273	124	118	120	101	192	184	176	97	55	18	205	278
Weighted Total	**273**	175	227	268	125	120	123	101*	191	181	173	94*	59*	17**	197	278
Staff delivering care	**135**	88	115	133	69	61	62	52	95	90	84	50	24	10	101	138
	49%	50%	51%	50%	56%	51%	50%	52%	50%	50%	48%	54%	40%	60%	51%	50%
Managerial and administrative staff	**226**	151	182	221	110	103	108	90	154	141	142	79	51	16	159	230
	83%	87%	80%	82%	88%	86%	87%	89%	81%	78%	82%	84%	86%	90%	81%	83%
	bi	Zbc		b	Zhi	i	hi	Zhi								
Service users	**56**	36	49	55	29	26	27	26	42	40	40	15	15	3	38	59
	20%	20%	21%	20%	23%	22%	22%	26%	22%	22%	23%	16%	25%	17%	19%	21%
Carers of service users	**81**	55	69	80	45	43	46	42	56	56	57	23	17	6	58	83
	30%	32%	30%	30%	36%	36%	38%	41%	29%	31%	33%	25%	29%	33%	29%	30%
					Z		Zh	Zhi								
Home carers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Home sharers	**1**	1	1	1	1	1	1	1	1	1	1	-	1	-	-	1
	*****	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	2%	-	-	*
Don't know	**15**	9	13	15	4	6	5	2	11	11	9	4	4	-	11	15
	5%	5%	6%	6%	4%	5%	4%	2%	6%	6%	5%	4%	7%	-	6%	5%
	g					g	g		g	g						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 262

FUT_USER. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**278**	24	183	59	278	236	257	203	35	140	78	218	58	278
Weighted Total	**273**	24**	182	56*	273	235	253	199	36*	139	75*	215	56*	278
Staff delivering care	**135**	10	93	28	135	115	128	103	14	67	38	105	30	138
	49%	43%	51%	50%	49%	49%	51%	52%	39%	48%	51%	49%	53%	50%
Managerial and administrative staff	**226**	15	156	46	226	195	210	164	31	114	61	177	48	230
	83%	64%	85%	82%	83%	83%	83%	83%	88%	82%	81%	82%	86%	83%
Service users	**56**	3	42	9	56	51	54	49	8	28	14	45	10	59
	20%	14%	23%	15%	20%	22%	21%	25%	23%	20%	19%	21%	18%	21%
								Zdf						
Carers of service users	**81**	3	61	14	81	73	79	63	9	39	22	66	15	83
	30%	14%	33%	25%	30%	31%	31%	32%	25%	28%	29%	30%	27%	30%
Home carers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Home sharers	**1**	-	1	-	1	1	1	1	-	-	1	1	-	1
	*****	-	1%	-	*	1%	*	1%	-	-	2%	1%	-	*
Don't know	**15**	4	5	5	15	10	13	9	1	7	3	13	2	15
	5%	18%	3%	10%	5%	4%	5%	5%	3%	5%	4%	6%	4%	5%
	be			b	e									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 263

FUT_USER. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**246**	112	104	17	20	30	36	51	32	50	47	176	43	15	157	67	246
Weighted Total	**241**	108	102	18**	21**	29**	38*	46*	26*	55*	48*	167	47*	15**	150	69*	246
Staff delivering care	**131**	61	50	9	13	15	26	24	10	31	26	89	25	8	81	36	134
	54%	56%	49%	52%	60%	53%	67%	51%	40%	56%	54%	53%	53%	51%	54%	51%	54%
							i										
Managerial and administrative staff	**83**	31	38	6	8	9	11	21	9	24	7	57	14	6	49	22	87
	34%	28%	38%	32%	37%	32%	30%	47%	35%	45%	15%	34%	29%	39%	32%	32%	35%
	k							Zk	k	k							
Service users	**125**	44	58	14	18	18	19	26	14	27	20	84	21	12	77	32	128
	52%	40%	57%	81%	84%	64%	50%	57%	53%	50%	43%	50%	45%	80%	52%	47%	52%
	a		a														
Carers of service users	**88**	29	43	7	10	15	15	19	10	18	13	57	15	9	50	24	90
	37%	27%	42%	42%	48%	52%	39%	40%	37%	33%	26%	34%	31%	58%	33%	35%	37%
	a		a														
Home carers	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
	1%	-	-	-	6%	-	3%	-	-	-	-	-	-	-	-	-	*
Home sharers	**1**	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
	1%	-	-	-	6%	-	3%	-	-	-	-	-	-	-	-	-	*
Don't know	**13**	9	3	1	1	2	1	3	2	2	2	11	2	-	11	1	15
	5%	8%	3%	5%	4%	6%	3%	7%	9%	4%	5%	7%	4%	-	7%	1%	6%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 264

FUT_USER. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**246**	140	208	242	97	94	97	81	177	160	174	69	67	10	169	246
Weighted Total	**241**	141	203	237	97*	96*	97*	79*	174	155	170	67*	67*	10**	164	246
Staff delivering care	**131**	72	107	128	54	52	53	43	92	82	95	34	39	6	86	134
	54%	51%	53%	54%	56%	54%	55%	54%	53%	53%	56%	51%	59%	60%	52%	54%
Managerial and administrative staff	**83**	50	69	79	39	38	36	33	56	55	60	21	22	2	58	87
	34%	35%	34%	33%	40%	40%	38%	42% h	32%	35%	35%	32%	32%	24%	36%	35%
Service users	**125**	83	104	125	59	52	56	42	87	79	86	38	37	4	85	128
	52%	59% Zbc	51%	53% Z	61% Zh	54%	58%	53%	50%	51%	51%	56%	55%	40%	51%	52%
Carers of service users	**88**	54	71	85	42	39	39	35	58	53	64	23	29	3	57	90
	37%	38%	35%	36%	43% h	41%	40%	44% hi	34%	34%	38%	34%	43%	31%	35%	37%
Home carers	**1**	1	1	1	-	-	1	-	-	1	1	-	1	-	-	1
	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	-	2%	-	-	*
Home sharers	**1**	1	1	1	-	-	1	-	-	1	1	-	1	-	-	1
	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	-	2%	-	-	*
Don't know	**13**	8	10	13	6	3	4	4	8	6	8	5	3	-	10	15
	5%	5%	5%	6%	6%	3%	4%	4%	5%	4%	5%	7%	4%	-	6%	6%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 265

FUT_USER. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**246**	30	162	44	246	213	226	193	28	126	62	202	42	246
Weighted Total	**241**	29**	159	43*	241	212	222	190	27**	125	59*	199	41*	246
Staff delivering care	**131**	13	91	24	131	119	121	106	13	64	33	108	23	134
	54%	44%	57%	55%	54%	56%	54%	56%	47%	51%	56%	54%	56%	54%
Managerial and administrative staff	**83**	8	57	18	83	76	78	69	10	42	22	68	13	87
	34%	26%	35%	41%	34%	36%	35%	36%	38%	34%	38%	34%	33%	35%
Service users	**125**	16	88	17	125	109	116	96	16	68	26	102	22	128
	52%	54%	55%	39%	52%	51%	52%	50%	61%	54%	44%	51%	54%	52%
Carers of service users	**88**	11	60	14	88	82	85	74	7	48	17	71	16	90
	37%	38%	38%	32%	37%	39%	38%	39%	27%	39%	29%	36%	40%	37%
Home carers	**1**	1	-	-	1	1	1	1	-	1	-	1	-	1
	1%	4%	-	-	1%	1%	1%	1%	-	1%	-	1%	-	*
Home sharers	**1**	1	-	-	1	1	1	1	-	1	-	1	-	1
	1%	4%	-	-	1%	1%	1%	1%	-	1%	-	1%	-	*
Don't know	**13**	2	8	3	13	7	11	8	2	6	4	13	-	15
	5%	8%	5%	6%	5%	3%	5%	4%	6%	5%	7%	7%	-	6%
	e				e		e							

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 266

FUT_USER. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**133**	59	62	6	6	16	23	19	18	26	31	102	18	7	88	35	133
Weighted Total	**129**	56*	60*	6**	6**	15**	24**	16**	15**	27**	31**	97*	19**	7**	83*	36*	133
Staff delivering care	**63**	29	29	1	1	8	16	8	8	12	11	46	7	5	42	15	65
	49%	51%	47%	13%	13%	51%	68%	51%	51%	43%	35%	48%	39%	64%	50%	42%	49%
Managerial and administrative staff	**44**	21	21	-	-	5	15	6	4	5	9	29	10	3	28	12	45
	34%	37%	34%	-	-	30%	64%	36%	26%	20%	30%	30%	50%	36%	34%	33%	34%
Service users	**49**	16	26	2	2	8	7	8	7	13	6	36	6	3	28	14	51
	38%	29%	44%	32%	32%	54%	30%	49%	44%	46%	19%	37%	30%	49%	33%	38%	38%
Carers of service users	**35**	14	19	-	-	6	6	6	4	7	6	24	5	3	21	11	36
	27%	25%	31%	-	-	40%	26%	35%	29%	25%	19%	25%	29%	37%	26%	30%	27%
Home carers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Home sharers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**34**	16	13	4	4	2	7	5	2	5	13	27	4	3	26	9	35
	27%	29%	22%	68%	68%	13%	28%	31%	15%	19%	43%	28%	23%	36%	31%	24%	26%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 267

FUT_USER. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**133**	80	115	130	53	54	57	42	97	86	90	40	41	3	89	133
Weighted Total	**129**	80*	112	126	52*	54*	57*	40*	96*	84*	86*	38*	41*	3**	85*	133
Staff delivering care	**63**	37	55	61	26	27	25	17	47	40	37	23	20	2	41	65
	49%	46%	49%	48%	50%	50%	43%	43%	49%	48%	43%	60%	48%	71%	48%	49%
Managerial and administrative staff	**44**	26	40	43	17	21	18	13	36	30	29	14	9	1	35	45
	34%	33%	36%	34%	32%	38%	32%	32%	38%	36%	33%	38%	21%	31%	41%	34%
	I														Zl	
Service users	**49**	32	41	48	25	24	23	18	38	32	36	12	19	1	29	51
	38%	40%	37%	38%	49%	44%	40%	46%	39%	38%	41%	31%	46%	31%	34%	38%
					Z											
Carers of service users	**35**	21	33	35	18	18	17	15	30	22	26	7	14	2	20	36
	27%	26%	30%	28%	33%	34%	30%	36%	31%	27%	30%	17%	33%	60%	24%	27%
Home carers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Home sharers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**34**	22	30	34	13	13	17	10	23	20	24	9	9	-	26	35
	27%	28%	27%	27%	24%	24%	30%	24%	24%	24%	27%	23%	21%	-	30%	26%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 268

FUT_USER. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**133**	15	88	22	133	117	122	103	21	64	38	101	31	133
Weighted Total	**129**	14**	85*	22**	129	114	118	99*	21**	63*	36*	97*	31**	133
Staff delivering care	**63**	6	45	9	63	57	58	50	9	31	18	46	16	65
	49%	40%	53%	40%	49%	50%	49%	50%	42%	49%	50%	48%	53%	49%
Managerial and administrative staff	**44**	2	32	8	44	40	39	34	9	20	13	33	11	45
	34%	14%	38%	36%	34%	35%	33%	34%	40%	31%	36%	34%	35%	34%
Service users	**49**	6	33	8	49	45	45	39	9	23	16	36	13	51
	38%	39%	39%	39%	38%	39%	38%	39%	42%	37%	46%	37%	41%	38%
Carers of service users	**35**	3	23	8	35	32	33	30	5	17	9	25	10	36
	27%	22%	28%	35%	27%	28%	28%	30%	22%	27%	26%	26%	31%	27%
Home carers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Home sharers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**34**	4	18	10	34	29	31	25	5	16	6	25	8	35
	27%	26%	21%	45%	27%	25%	26%	25%	24%	25%	17%	26%	26%	26%
	b													

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 269

FUT_USER : SUMMARY TABLE:

Base : Participants who may use technology in the next five years

	A. Thinking about Consumer technology and apps your organisation may use in the future, who do you think the main users will be?	B. Thinking about Business support and care management software your organisation may use in the future, who do you think the main users will be?	C. Thinking about Support and monitoring technology your organisation may use in the future, who do you think the main users will be?	D. Thinking about Advanced technology your organisation may use in the future, who do you think the main users will be?
Unweighted Total	262	278	246	133
Weighted Total	262	273	241	129
Staff delivering care	186	135	131	63
	71%	49%	54%	49%
Managerial and administrative staff	162	226	83	44
	62%	83%	34%	34%
Service users	134	56	125	49
	51%	20%	52%	38%
Carers of service users	132	81	88	35
	51%	30%	37%	27%
Home carers	1	-	1	-
	*	-	1%	-
Home sharers	1	1	1	-
	*	*	1%	-
Don't know	9	15	13	34
	4%	5%	5%	27%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 270

FUT_BEN. What benefits, if any, do you think Consumer technology and apps would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**261**	116	120	13	15	34	39	47	37	44	60	190	47	13	172	71	261
Weighted Total	**261**	115	120	14**	17**	32*	42*	42*	32*	50*	63*	181	54*	15**	164	79*	261
Improve quality of care provided to the people who use our services	**194**	89	85	11	13	28	33	29	21	41	42	131	46	10	116	64	192
	74%	78%	71%	75%	79%	85%	80%	69%	67%	81%	67%	72%	84%	68%	71%	81%	74%
Improve staff productivity	**191**	79	91	9	12	27	30	32	21	39	42	129	42	9	110	63	190
	73%	69%	76%	66%	71%	83%	70%	77%	65%	79%	67%	71%	77%	64%	67%	80%	73%
	o																
Improve staff job satisfaction	**162**	72	72	8	11	21	31	26	20	32	32	105	40	8	94	53	162
	62%	63%	60%	59%	65%	66%	73%	63%	62%	64%	50%	58%	73%	58%	57%	67%	62%
	klo						k										
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**132**	59	53	11	13	15	20	23	17	31	25	91	24	9	80	38	134
	51%	51%	44%	77%	81%	48%	49%	56%	55%	63%	39%	50%	45%	62%	49%	48%	51%
	bk									k							
Improve the health outcomes or wellbeing of people who use our services	**182**	79	83	9	12	27	28	30	20	36	41	123	42	8	105	63	181
	70%	69%	70%	65%	70%	83%	68%	72%	64%	72%	64%	68%	77%	58%	64%	80%	69%
	o															Zo	
Improve the quality of life for carers	**163**	73	73	8	11	22	28	24	21	34	35	108	40	8	98	53	163
	63%	64%	61%	59%	65%	69%	66%	58%	66%	68%	55%	60%	73%	58%	60%	67%	62%
Improve the information people who use our services can access	**182**	81	82	10	13	26	29	27	20	37	42	126	40	8	110	59	180
	70%	70%	69%	73%	78%	80%	70%	66%	64%	75%	66%	70%	73%	58%	67%	75%	69%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**130**	61	53	9	11	21	20	18	20	25	26	87	32	6	77	43	131
	50%	53%	44%	63%	69%	65%	48%	43%	62%	50%	42%	48%	58%	44%	47%	54%	50%
						k											
Cost savings	**107**	40	55	5	8	15	18	12	13	24	25	68	30	4	61	38	105
	41%	35%	46%	39%	48%	46%	43%	29%	42%	47%	39%	38%	55%	26%	38%	48%	40%
													Zl				
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**74**	34	30	4	7	8	12	10	11	18	14	46	18	5	43	23	75
	28%	29%	25%	31%	42%	25%	30%	25%	34%	36%	22%	25%	33%	34%	26%	30%	29%
Other - please write in (SPECIFY)	**15**	5	8	1	1	1	2	3	3	3	4	11	2	1	10	4	16
	6%	4%	7%	6%	5%	3%	5%	6%	9%	6%	6%	6%	3%	8%	6%	5%	6%
Don't know	**17**	11	6	-	-	2	2	1	3	3	7	12	4	1	13	4	17
	6%	9%	5%	-	-	6%	5%	2%	8%	6%	10%	7%	7%	8%	8%	5%	7%
(DO NOT READ OUT,SPONTANEOUS) None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 271

FUT_BEN. What benefits, if any, do you think Consumer technology and apps would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**261**	156	218	256	110	111	112	86	182	171	182	75	66	11	184	261
Weighted Total	**261**	161	218	256	112	113	114	85*	185	171	180	75*	68*	10**	183	261
Improve quality of care provided to the people who use our services	**194**	121	165	191	87	91	85	67	141	127	141	50	53	10	131	192
	74%	75%	76%	75%	78%	80%	75%	79%	76%	74%	78% Z	66%	79%	100%	71%	74%
Improve staff productivity	**191**	122	161	186	88	90	88	68	138	124	137	50	55	10	125	190
	73% n	76%	74%	73%	79%	79%	77%	80%	74%	73%	76%	66%	82% n	100%	68%	73%
Improve staff job satisfaction	**162**	99	136	157	72	80	70	56	117	101	118	40	46	9	106	162
	62% n	62%	63%	62%	65%	70% Zfi	61%	66%	63%	59%	65%	53%	68%	92%	58%	62%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**132**	77	109	128	60	55	52	42	93	78	91	38	39	6	88	134
	51% i	48%	50%	50%	54% f	48%	46%	50%	50% i	45%	50%	51%	57%	58%	48%	51%
Improve the health outcomes or wellbeing of people who use our services	**182**	112	154	178	81	82	84	65	132	118	133	45	51	9	122	181
	70% k	70%	71%	70%	72%	72%	74%	76%	71%	69%	74% Zk	60%	76%	92%	66%	69%
Improve the quality of life for carers	**163**	102	141	160	74	75	75	56	121	105	119	41	49	9	105	163
	63% n	64%	65%	63%	66%	66%	66%	66%	65%	62%	66%	54%	73% n	92%	57%	62%
Improve the information people who use our services can access	**182**	112	157	179	78	82	80	59	137	123	134	44	51	10	121	180
	70% k	70%	72%	70%	70%	72%	70%	69%	74% Z	72%	75% Zk	59%	75%	100%	66%	69%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**130**	79	108	128	57	61	57	45	94	80	92	35	38	9	83	131
	50% n	50%	49%	50%	51%	53%	50%	53%	51% i	47%	51%	46%	56%	92%	45%	50%
Cost savings	**107**	73	90	106	49	52	52	37	80	69	79	25	32	5	70	105
	41%	45%	41%	41%	44%	46%	46%	43%	43%	40%	44%	34%	47%	52%	38%	40%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**74**	46	60	73	33	36	33	25	51	41	51	22	19	4	51	75
	28% i	29%	28%	28%	30%	32% i	29%	29%	28% i	24%	28%	30%	28%	39%	28%	29%
Other - please write in (SPECIFY)	**15**	9	10	14	7	7	8	7	8	7	7	9	5	-	11	16
	6% j	6%	5%	6%	6%	6%	7%	8%	4%	4%	4%	11% Zj	7%	-	6%	6%
Don't know	**17**	11	14	17	5	6	9	4	12	12	11	4	4	-	13	17
	6%	7%	6%	7%	5%	5%	8% dg	5%	6%	7%	6%	5%	6%	-	7%	7%
Weighted Total	**261**	161	218	256	112	113	114	85*	185	171	180	75*	68*	10**	183	261
(DO NOT READ OUT,SPONTANEOUS) None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 272

FUT_BEN. What benefits, if any, do you think Consumer technology and apps would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**261**	34	173	39	261	230	243	201	36	130	74	217	43	261
Weighted Total	**261**	35*	174	37*	261	232	244	202	37*	135	71*	217	43*	261
Improve quality of care provided to the people who use our services	**194**	26	137	21	194	173	184	156	33	102	51	163	30	192
	74% c	74%	79% Zc	57%	74%	74%	75%	77%	91% Zdefg	76%	72%	75%	70%	74%
Improve staff productivity	**191**	27	133	24	191	174	178	147	28	103	48	158	32	190
	73%	78%	76%	64%	73%	75%	73%	73%	77%	76%	68%	73%	73%	73%
Improve staff job satisfaction	**162**	23	115	16	162	148	155	133	26	79	42	135	26	162
	62% c	68% c	66% c	42%	62%	64%	64%	66% Zd	70%	58%	59%	62%	60%	62%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**132**	14	97	14	132	122	126	108	26	67	36	111	21	134
	51%	41%	56% Z	38%	51%	53%	52%	54%	72% Zdefg	50%	51%	51%	47%	51%
Improve the health outcomes or wellbeing of people who use our services	**182**	26	130	18	182	167	170	145	28	97	45	152	29	181
	70% c	76% c	75% Zc	48%	70%	72% Zdf	70%	71%	76%	72%	64%	70%	66%	69%
Improve the quality of life for carers	**163**	22	121	15	163	150	156	133	25	87	38	139	24	163
	63% c	64%	70% Zc	40%	63%	65%	64%	66%	69%	64%	53%	64%	54%	62%
Improve the information people who use our services can access	**182**	28	128	17	182	166	171	150	27	101	43	150	32	180
	70% c	80% c	74% c	46%	70%	71%	70%	74% Zdf	72%	75% j	61%	69%	73%	69%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**130**	17	93	12	130	119	123	104	20	67	35	107	22	131
	50% c	49%	54% c	33%	50%	51%	50%	51%	56%	50%	50%	49%	50%	50%
Cost savings	**107**	15	80	10	107	96	99	84	17	58	25	90	16	105
	41% c	42%	46% Zc	26%	41%	41%	41%	42%	47%	43%	35%	42%	37%	40%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**74**	8	56	8	74	66	71	60	16	42	17	61	12	75
	28%	22%	32%	23%	28%	29%	29%	29%	44% Zdefg	31%	24%	28%	29%	29%
Other - please write in (SPECIFY)	**15**	2	12	2	15	14	15	10	3	8	5	14	2	16
	6%	5%	7%	4%	6%	6%	6%	5%	7%	6%	7%	6%	4%	6%
Don't know	**17**	3	5	7	17	12	13	13	1	8	5	13	4	17
	6% bef	9%	3%	18% Zb	6% ef	5%	6%	7%	3%	6%	6%	6%	9%	7%
(DO NOT READ OUT,SPONTANEOUS) None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 273

FUT_BEN. What benefits, if any, do you think Business support and care management software would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**277**	119	118	26	30	30	43	54	41	54	55	210	42	11	189	71	277
Weighted Total	**272**	113	119	27**	31**	28**	47*	47*	34*	61*	56*	199	46*	13**	179	76*	277
Improve quality of care provided to the people who use our services	**167**	62	79	18	21	13	35	32	20	41	25	119	31	10	106	50	169
	61% k	55%	66%	66%	68%	49%	76% Zk	69% k	58%	67% k	45%	59%	68%	73%	59%	66%	61%
Improve staff productivity	**180**	67	85	19	22	15	34	35	20	45	32	128	34	11	112	57	182
	66% o	60%	72%	70%	71%	54%	73%	74%	59%	73%	56%	64%	74%	80%	62%	76% o	66%
Improve staff job satisfaction	**157**	56	74	17	21	11	31	28	23	39	24	110	30	8	100	47	156
	57% ak	50%	62%	64%	66%	41%	66% k	60%	67% k	65% k	42%	55%	66%	61%	56%	62%	56%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**103**	45	38	12	15	9	17	24	11	25	17	70	22	3	62	30	105
	38%	40%	32%	46%	47%	32%	37%	51% Zk	32%	42%	30%	35%	48%	22%	35%	39%	38%
Improve the health outcomes or wellbeing of people who use our services	**160**	60	72	19	23	13	33	29	17	42	26	112	31	9	99	49	161
	59% k	53%	61%	68%	72%	46%	70% k	62%	50%	70% k	46%	56%	67%	68%	55%	65%	58%
Improve the quality of life for carers	**146**	49	70	17	21	13	24	26	18	39	26	104	27	7	95	40	147
	54% a	43%	59% a	64%	66%	46%	52%	56%	52%	64%	46%	52%	60%	50%	53%	52%	53%
Improve the information people who use our services can access	**170**	66	78	16	19	14	33	30	20	40	32	118	35	8	105	52	170
	62%	58%	66%	58%	61%	52%	71%	63%	57%	66%	58%	59%	75%	61%	59%	69%	61%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**113**	41	51	15	17	8	24	21	12	31	17	78	26	4	75	32	114
	42%	37%	43%	56%	55%	30%	52% k	44%	35%	51% k	31%	39%	57% Zl	33%	42%	43%	41%
Cost savings	**104**	39	47	12	15	7	23	16	14	25	18	70	26	3	64	33	104
	38%	34%	40%	43%	47%	27%	49%	34%	41%	42%	32%	35%	56% Zl	25%	36%	43%	38%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**70**	33	25	7	9	5	14	12	9	20	9	47	16	2	44	20	72
	26%	30%	21%	28%	28%	20%	29%	27%	26%	33%	17%	24%	36%	18%	24%	26%	26%
Other - please write in (SPECIFY)	**19**	6	7	3	3	4	1	8	3	3	-	12	2	-	12	3	21
	7%	5%	6%	9%	8%	13%	2%	17% Zgjk	9% k	5%	-	6%	4%	-	7%	4%	8%
Don't know	**26**	16	8	1	1	3	2	3	4	6	7	18	5	1	21	3	28
	9%	14%	6%	3%	3%	13%	4%	7%	12%	9%	13%	9%	10%	9%	12%	4%	10%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 274

FUT_BEN. What benefits, if any, do you think Business support and care management software would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**277**	172	230	272	124	117	119	100	192	184	175	97	54	18	205	277
Weighted Total	**272**	174	226	267	125	119	122	100*	191	181	172	94*	58*	17**	197	277
Improve quality of care provided to the people who use our services	**167**	110	142	164	86	73	81	66	123	113	108	57	37	10	120	169
	61%	63%	63%	62%	69% Ze	61%	66%	66%	64%	62%	63%	61%	64%	59%	61%	61%
Improve staff productivity	**180**	116	153	177	90	82	84	72	133	118	117	58	42	12	126	182
	66%	67%	68%	66%	72%	69%	69%	72%	70% i	65%	68%	62%	72%	71%	64%	66%
Improve staff job satisfaction	**157**	107	132	154	80	81	79	67	115	104	98	52	39	10	108	156
	57%	62%	58%	57%	64%	68% Zi	64%	66% Zi	60%	57%	57%	55%	67%	57%	55%	56%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**103**	62	83	100	50	42	42	36	72	63	65	36	26	7	70	105
	38%	36%	37%	38%	40%	35%	34%	36%	38%	35%	38%	38%	44%	42%	36%	38%
Improve the health outcomes or wellbeing of people who use our services	**160**	106	134	157	80	77	76	66	118	108	102	54	40	10	111	161
	59%	61%	59%	59%	64%	65%	62%	66%	62%	60%	60%	58%	68%	55%	56%	58%
Improve the quality of life for carers	**146**	100	122	143	76	69	73	61	107	99	93	50	35	9	101	147
	54%	58%	54%	53%	61% Z	58%	59%	61%	56%	54%	54%	53%	60%	52%	52%	53%
Improve the information people who use our services can access	**170**	110	146	167	83	77	84	71	129	120	114	54	38	13	118	170
	62%	63%	65%	62%	66%	65%	68%	71% Z	68% Z	66%	66%	57%	66%	77%	60%	61%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**113**	75	92	111	56	53	56	50	81	72	70	40	31	5	78	114
	42%	43%	41%	42%	45%	44%	46%	50% Zi	43%	40%	41%	42%	52%	28%	40%	41%
Cost savings	**104**	67	89	102	49	49	51	43	77	71	69	34	24	7	72	104
	38%	38%	39%	38%	39%	41%	42%	43%	41%	39%	40%	36%	41%	42%	37%	38%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**70**	37	58	69	30	27	27	25	49	42	47	22	12	6	52	72
	26% a	21%	26%	26% a	24%	22%	22%	25%	26%	23%	28%	23%	20%	34%	27%	26%
Other - please write in (SPECIFY)	**19**	12	15	17	9	9	10	9	9	13	9	10	7	-	12	21
	7% ch	7%	7%	6%	7%	8%	8% h	9% h	5%	7% h	5%	11%	12%	-	6%	8%
Don't know	**26**	14	19	25	8	7	8	6	15	15	16	9	5	2	19	28
	9%	8%	9%	9%	6%	6%	6%	6%	8%	8%	10%	10%	8%	9%	10%	10%
Weighted Total	**272**	174	226	267	125	119	122	100*	191	181	172	94*	58*	17**	197	277
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 275

FUT_BEN. What benefits, if any, do you think Business support and care management software would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**277**	24	183	58	277	235	256	202	35	140	78	217	58	277
Weighted Total	**272**	24**	182	55*	272	234	252	198	36*	139	75*	214	56*	277
Improve quality of care provided to the people who use our services	**167**	15	120	28	167	148	159	128	26	80	50	129	37	169
	61%	63%	66% Z	52%	61%	63%	63% Zd	65%	72%	58%	66%	60%	65%	61%
Improve staff productivity	**180**	16	131	30	180	161	175	135	25	90	51	146	33	182
	66% c	69%	72% Zc	54%	66%	69% Zd	69% Zd	68%	70%	65%	68%	68%	58%	66%
Improve staff job satisfaction	**157**	16	108	27	157	141	153	122	20	79	41	124	31	156
	57%	69%	59%	50%	57%	60% Zd	60% Zd	62% Zd	57%	57%	55%	58%	55%	56%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**103**	11	71	18	103	92	98	80	19	48	30	80	23	105
	38%	48%	39%	32%	38%	39%	39%	40%	52%	34%	40%	37%	41%	38%
Improve the health outcomes or wellbeing of people who use our services	**160**	17	114	25	160	145	156	122	23	76	49	128	30	161
	59% c	73%	63% c	47%	59%	62% Zd	62% Zd	61%	64%	55%	65%	60%	54%	58%
Improve the quality of life for carers	**146**	15	104	23	146	131	140	109	21	74	38	115	29	147
	54%	65%	57%	43%	54%	56% Zd	56% Zd	55%	58%	53%	51%	54%	51%	53%
Improve the information people who use our services can access	**170**	16	124	26	170	156	163	134	23	86	49	134	34	170
	62% c	68%	68% Zc	47%	62%	67% Zd	64% Zd	68% Zd	64%	62%	65%	62%	61%	61%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**113**	14	80	17	113	104	112	89	21	52	32	93	18	114
	42%	57%	44%	31%	42%	45% Zd	44% Zd	45%	59% Zd	37%	43%	44%	33%	41%
Cost savings	**104**	10	74	16	104	96	102	83	15	51	25	82	20	104
	38%	44%	41%	29%	38%	41% Zd	40% Zd	42% Zd	42%	37%	34%	38%	36%	38%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**70**	6	48	14	70	60	69	56	12	32	15	56	13	72
	26%	26%	26%	25%	26%	26%	27% Zd	28%	35%	23%	20%	26%	24%	26%
Other - please write in (SPECIFY)	**19**	2	14	3	19	16	19	14	3	13	2	18	1	21
	7%	9%	8%	5%	7%	7%	8%	7%	7%	9%	3%	8%	2%	8%
Don't know	**26**	3	8	10	26	17	18	15	4	15	5	21	4	28
	9% bef	15%	5%	18% Zb	9% ef	7%	7%	8%	10%	11%	7%	10%	8%	10%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 276

FUT_BEN. What benefits, if any, do you think Support and monitoring technology would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**245**	112	104	16	19	30	35	51	32	50	47	176	43	14	157	66	245
Weighted Total	**240**	108	102	17**	20**	29**	37*	46*	26*	55*	48*	167	47*	14**	150	68*	245
Improve quality of care provided to the people who use our services	**170**	77	68	15	18	21	31	35	18	41	25	113	37	11	100	52	173
	71% k	71%	66%	87%	89%	75%	83% k	76% k	68%	74% k	52%	68%	78%	78%	67%	77%	71%
Improve staff productivity	**153**	69	60	13	16	17	27	33	14	37	24	99	36	8	85	47	154
	64% klo	63%	59%	76%	80%	59%	74% k	73% k	55%	68%	50%	59%	76%	53%	57%	69%	63%
Improve staff job satisfaction	**141**	67	51	13	16	17	23	30	16	31	23	93	30	9	82	43	143
	59% b	62%	50%	78%	82%	59%	62%	66%	62%	57%	48%	56%	64%	59%	55%	64%	58%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**118**	55	44	11	13	13	16	23	14	30	21	84	23	5	74	34	122
	49%	51%	43%	68%	67%	47%	43%	50%	55%	56%	43%	50%	49%	33%	49%	51%	50%
Improve the health outcomes or wellbeing of people who use our services	**165**	75	65	13	17	20	23	35	16	40	30	110	35	10	96	51	167
	69%	69%	64%	81%	84%	72%	63%	77%	61%	74%	63%	66%	74%	69%	64%	74%	68%
Improve the quality of life for carers	**137**	61	52	12	16	17	21	26	16	33	25	89	29	9	78	41	139
	57% lo	57%	50%	73%	78%	61%	56%	57%	61%	60%	51%	53%	62%	61%	52%	61%	57%
Improve the information people who use our services can access	**145**	65	59	10	14	18	23	31	15	34	25	96	30	10	84	45	148
	61%	60%	58%	63%	69%	62%	61%	68%	58%	63%	51%	57%	64%	68%	56%	66%	60%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**116**	52	43	10	13	12	18	24	15	29	18	76	22	9	64	38	119
	48% o	48%	42%	60%	67%	42%	48%	52%	58%	53%	38%	45%	47%	61%	43%	56%	49%
Cost savings	**92**	40	34	6	10	16	14	14	10	20	18	57	21	4	49	29	92
	38% lo	37%	34%	39%	49%	57%	39%	31%	38%	36%	37%	34%	44%	31%	33%	43%	38%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**60**	28	23	5	6	9	10	11	10	12	8	39	14	4	35	20	63
	25%	25%	22%	29%	31%	31%	26%	24%	38% k	22%	18%	23%	29%	27%	23%	29%	26%
Other - please write in (SPECIFY)	**19**	7	9	1	1	3	2	3	1	6	4	13	2	3	12	5	20
	8%	7%	9%	6%	5%	9%	6%	7%	3%	11%	9%	8%	5%	20%	8%	7%	8%
Don't know	**23**	12	11	-	-	3	2	2	4	4	8	20	3	-	19	4	24
	10%	11%	10%	-	-	9%	5%	4%	16%	7%	18% h	12% Z	5%	-	13% Z	6%	10%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 277

FUT_BEN. What benefits, if any, do you think Support and monitoring technology would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**245**	139	207	241	97	93	96	80	177	160	173	69	66	10	169	245
Weighted Total	**240**	140	202	236	97*	95*	96*	78*	174	155	169	67*	66*	10**	164	245
Improve quality of care provided to the people who use our services	**170**	95	142	167	71	72	66	55	121	107	124	43	49	9	111	173
	71%	68%	70%	71%	73%	76%	69%	71%	70%	69%	74%	65%	75%	92%	68%	71%
Improve staff productivity	**153**	89	127	150	65	65	64	53	111	97	108	42	46	9	99	154
	64%	64%	63%	64%	67%	68%	67%	68%	64%	63%	64%	64%	69%	88%	60%	63%
Improve staff job satisfaction	**141**	79	115	138	58	61	55	47	100	90	102	36	43	6	92	143
	59%	56%	57%	59%	59%	64%	57%	60%	58%	58%	60%	54%	64%	64%	56%	58%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**118**	66	94	115	53	46	41	33	82	71	81	34	36	6	75	122
	49%	47%	46%	49%	55% fg	48%	42%	43%	47%	46%	48%	51%	55%	64%	46%	50%
Improve the health outcomes or wellbeing of people who use our services	**165**	91	138	162	68	68	65	54	121	111	126	37	50	8	107	167
	69% k	65%	68%	69%	70%	72%	67%	69%	69%	72%	74% Zk	55%	76%	80%	65%	68%
Improve the quality of life for carers	**137**	75	111	134	58	55	54	44	96	88	100	35	43	6	88	139
	57%	54%	55%	57%	59%	58%	56%	57%	55%	57%	59%	52%	65%	64%	54%	57%
Improve the information people who use our services can access	**145**	80	122	143	59	56	59	49	108	96	107	36	43	7	95	148
	61%	57%	60%	61%	61%	59%	61%	63%	62%	62%	63%	55%	65%	72%	58%	60%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**116**	63	96	113	47	48	43	35	85	77	80	33	37	8	71	119
	48% n	45%	47%	48%	49%	51%	45%	45%	49%	50%	48%	49%	56%	80%	43%	49%
Cost savings	**92**	47	78	91	34	35	32	30	71	62	71	19	24	6	62	92
	38%	34%	39%	39%	35%	37%	33%	39% f	41%	40%	42%	29%	37%	56%	38%	38%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**60**	32	50	60	26	25	21	21	46	38	44	14	15	3	42	63
	25%	23%	25%	25%	27%	27%	22%	27% f	26%	24%	26%	21%	23%	32%	25%	26%
Other - please write in (SPECIFY)	**19**	12	17	18	5	6	11	7	16	14	13	6	5	-	14	20
	8% c	9%	8%	7%	5%	6%	12% de	9%	9%	9%	8%	10%	8%	-	9%	8%
Don't know	**23**	16	19	23	8	9	11	8	16	12	12	9	6	-	16	24
	10% j	12%	10%	10%	8%	10%	11%	11%	9%	8%	7%	13%	10%	-	10%	10%
Weighted Total	**240**	140	202	236	97*	95*	96*	78*	174	155	169	67*	66*	10**	164	245
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 278

FUT_BEN. What benefits, if any, do you think Support and monitoring technology would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**245**	30	162	43	245	212	225	192	28	126	62	201	42	245
Weighted Total	**240**	29**	159	42*	240	211	221	189	27**	125	59*	198	41*	245
Improve quality of care provided to the people who use our services	**170**	19	121	25	170	151	158	144	22	96	39	145	23	173
	71%	67%	76% Zc	59%	71%	72%	71%	76% Zdef	80%	76%	65%	73%	58%	71%
Improve staff productivity	**153**	18	111	18	153	139	145	127	21	82	35	131	21	154
	64% c	62%	70% Zc	44%	64%	66%	66% Zd	67% Zd	78%	66%	59%	66%	52%	63%
Improve staff job satisfaction	**141**	18	100	19	141	125	135	121	18	80	29	121	18	143
	59% l	64%	63%	46%	59%	60%	61% Zd	64% Zde	68%	64%	49%	61% l	44%	58%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**118**	12	84	18	118	105	110	96	18	67	21	99	18	122
	49% j	42%	53%	43%	49%	50%	50%	51%	68%	54% j	36%	50%	46%	50%
Improve the health outcomes or wellbeing of people who use our services	**165**	20	118	23	165	149	156	144	23	94	35	142	21	167
	69% cl	68%	74% Zc	54%	69%	71%	70%	76% Zdef	84%	75% Zj	59%	72% Zl	53%	68%
Improve the quality of life for carers	**137**	18	98	18	137	122	130	121	17	78	27	116	19	139
	57% j	61%	62% Zc	44%	57%	58%	59%	64% Zdef	65%	62% j	46%	59%	47%	57%
Improve the information people who use our services can access	**145**	17	107	18	145	132	140	126	19	84	32	124	19	148
	61% c	59%	67% Zc	44%	61%	63%	63% Zd	67% Zdef	72%	67% Z	54%	63%	48%	60%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**116**	12	87	16	116	107	113	105	17	67	27	99	15	119
	48%	40%	55% Z	38%	48%	51%	51% Zd	56% Zdef	62%	53%	46%	50%	37%	49%
Cost savings	**92**	11	66	12	92	85	88	82	14	53	18	76	14	92
	38%	39%	41%	30%	38%	40%	40%	43% Zdf	52%	42%	30%	39%	34%	38%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**60**	8	42	7	60	55	58	53	12	38	10	46	13	63
	25%	28%	27%	17%	25%	26%	26%	28% Zd	43%	31% Zj	16%	23%	31%	26%
Other - please write in (SPECIFY)	**19**	2	14	3	19	19	17	14	1	9	6	16	3	20
	8%	5%	9%	7%	8%	9%	8%	7%	3%	7%	10%	8%	8%	8%
Don't know	**23**	5	7	8	23	18	19	14	3	9	7	15	8	24
	10% bgk	19%	4%	18% b	10% g	8%	9%	7%	10%	7%	12%	8%	19% Zk	10%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
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Table 279

FUT_BEN. What benefits, if any, do you think Advanced technology would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**132**	59	62	5	5	16	22	19	18	26	31	102	18	6	88	34	132
Weighted Total	**128**	56*	60*	5**	5**	15**	23**	16**	15**	27**	31**	97*	19**	6**	83*	35*	132
Improve quality of care provided to the people who use our services	**67**	32	31	-	-	10	13	7	10	18	8	47	13	3	40	19	69
	52%	57%	51%	-	-	69%	58%	41%	68%	66%	26%	48%	67%	57%	48%	54%	52%
Improve staff productivity	**62**	31	28	-	-	10	12	8	9	15	8	43	12	3	37	18	64
	48%	55%	46%	-	-	69%	53%	46%	57%	54%	26%	45%	62%	57%	44%	51%	48%
Improve staff job satisfaction	**50**	23	22	-	-	10	10	3	7	13	6	34	10	3	28	14	51
	39%	42%	37%	-	-	69%	44%	20%	44%	48%	20%	35%	50%	43%	33%	40%	39%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**56**	28	23	1	1	10	10	8	7	14	7	38	12	3	31	18	57
	44% lo	50%	38%	23%	23%	63%	44%	49%	44%	52%	24%	39%	61%	57%	37%	51%	43%
Improve the health outcomes or wellbeing of people who use our services	**62**	30	27	1	1	10	10	9	8	17	7	44	11	3	34	20	64
	48% o	53%	44%	23%	23%	69%	44%	54%	55%	61%	24%	45%	56%	57%	41%	56%	48%
Improve the quality of life for carers	**47**	24	20	-	-	10	9	3	7	14	5	32	10	3	27	13	49
	37%	43%	34%	-	-	63%	39%	20%	44%	50%	17%	33%	50%	43%	33%	38%	37%
Improve the information people who use our services can access	**51**	25	23	-	-	10	10	5	7	12	8	35	9	3	28	17	53
	40%	44%	38%	-	-	63%	44%	30%	44%	45%	25%	37%	48%	57%	34%	48%	40%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**53**	24	27	-	-	9	9	5	8	14	9	36	11	3	30	16	55
	41%	42%	44%	-	-	58%	39%	31%	50%	50%	28%	37%	56%	57%	36%	46%	42%
Cost savings	**27**	12	14	-	-	5	5	3	6	7	3	17	6	3	14	10	29
	21% o	21%	23%	-	-	30%	21%	16%	41%	25%	8%	18%	29%	43%	16%	30%	22%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**28**	13	13	-	-	5	4	2	6	7	3	17	7	3	14	10	29
	22% lo	24%	21%	-	-	36%	17%	10%	41%	27%	11%	17%	35%	43%	16%	28%	22%
Other - please write in (SPECIFY)	**21**	5	12	2	2	1	5	2	1	4	9	14	2	3	11	8	20
	17% a	9%	20%	28%	28%	6%	20%	11%	6%	16%	28%	15%	9%	43%	13%	22%	15%
Don't know	**34**	16	14	3	3	3	5	5	4	6	11	28	5	-	24	9	36
	26%	29%	23%	49%	49%	18%	22%	30%	26%	22%	35%	29%	24%	-	29%	25%	27%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 280

FUT_BEN. What benefits, if any, do you think Advanced technology would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**132**	79	114	129	53	53	56	41	97	86	89	40	40	3	89	132
Weighted Total	**128**	79*	111	125	52*	53*	56*	39*	96*	84*	85*	38*	40*	3**	85*	132
Improve quality of care provided to the people who use our services	**67**	39	59	65	29	31	29	20	52	43	46	18	24	2	40	69
	52%	50%	53%	52%	56%	59%	52%	52%	54%	52%	54%	47%	60%	69%	48%	52%
Improve staff productivity	**62**	36	56	60	28	32	27	20	50	39	44	15	23	2	37	64
	48%	46%	50%	48%	54%	61% Zfi	48%	51%	52%	47%	51%	40%	56%	69%	44%	48%
Improve staff job satisfaction	**50**	26	43	48	23	23	19	16	38	29	34	13	18	2	29	51
	39%	33%	39%	38%	45%	43%	35%	40%	40%	35%	40%	34%	45%	69%	35%	39%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**56**	34	49	54	27	28	24	18	44	34	40	13	24	1	31	57
	44% n	43%	44%	43%	51%	52%	43%	47%	46% i	40%	47%	34%	59% Zn	29%	37%	43%
Improve the health outcomes or wellbeing of people who use our services	**62**	37	54	60	29	31	29	20	48	38	42	17	24	2	36	64
	48%	48%	49%	48%	56%	59% i	51%	51%	50%	46%	49%	45%	59%	69%	42%	48%
Improve the quality of life for carers	**47**	25	42	46	21	20	18	13	38	29	33	12	19	2	27	49
	37%	32%	38%	37%	39%	37%	33%	34%	39%	35%	38%	32%	46%	69%	32%	37%
Improve the information people who use our services can access	**51**	27	46	49	21	25	22	16	41	31	35	13	18	2	31	53
	40%	34%	41%	39%	40%	47%	39%	40%	43%	38%	41%	35%	46%	69%	36%	40%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**53**	34	48	52	28	30	26	19	42	32	37	13	19	1	33	55
	41%	43%	43%	42%	54% Zi	57% Zhi	47%	49%	44% i	38%	44%	34%	47%	40%	39%	42%
Cost savings	**27**	14	23	27	13	14	12	10	18	17	19	9	9	1	17	29
	21%	18%	21%	21%	24%	26%	21%	25%	19%	20%	22%	23%	23%	40%	20%	22%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**28**	15	24	27	10	13	12	8	21	16	19	9	9	-	19	29
	22%	18%	22%	22%	19%	24%	21%	20%	21%	19%	22%	23%	21%	-	23%	22%
Other - please write in (SPECIFY)	**21**	13	18	18	9	5	10	5	18	16	16	5	7	-	14	20
	17% c	16%	16%	15%	16% e	10%	19% e	13%	18% e	19% e	19%	14%	17%	-	17%	15%
Don't know	**34**	23	28	34	11	13	14	11	22	20	17	14	10	1	23	36
	26% j	29%	25%	27%	20%	24%	25%	29%	23%	24%	20%	38% j	24%	31%	27%	27%
Weighted Total	**128**	79*	111	125	52*	53*	56*	39*	96*	84*	85*	38*	40*	3**	85*	132
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 281

FUT_BEN. What benefits, if any, do you think Advanced technology would have for your organisation and its users?

Base : Participants who may use technology in the next five years

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**132**	15	88	21	132	116	121	102	21	64	38	100	31	132
Weighted Total	**128**	14**	85*	21**	128	112	117	98*	21**	63*	36*	96*	31**	132
Improve quality of care provided to the people who use our services	**67**	5	52	9	67	61	65	56	13	38	17	55	11	69
	52%	38%	62% Z	43%	52%	54%	55% Zd	57%	60%	60%	47%	57%	37%	52%
Improve staff productivity	**62**	5	48	7	62	56	59	51	13	31	17	50	10	64
	48%	38%	57% Z	34%	48%	50%	51%	52%	60%	50%	47%	52%	34%	48%
Improve staff job satisfaction	**50**	5	39	6	50	47	49	41	11	27	10	39	10	51
	39%	32%	46% Z	30%	39%	42%	41%	42%	51%	43%	29%	41%	31%	39%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	**56**	6	44	6	56	53	55	48	13	32	12	46	9	57
	44%	41%	52% Z	29%	44%	47% Zd	46% Zd	49% Zd	60%	51%	34%	48%	28%	43%
Improve the health outcomes or wellbeing of people who use our services	**62**	7	49	6	62	58	60	51	13	36	14	51	10	64
	48%	47%	58% Z	29%	48%	52%	51%	51%	60%	57%	39%	53%	34%	48%
Improve the quality of life for carers	**47**	4	37	6	47	43	46	40	11	29	9	39	7	49
	37%	26%	44% Z	30%	37%	39%	39%	41%	51%	46%	26%	41%	24%	37%
Improve the information people who use our services can access	**51**	5	41	5	51	48	48	44	10	28	10	40	10	53
	40%	38%	48% Z	24%	40%	43%	41%	44%	48%	45%	29%	41%	34%	40%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	**53**	5	41	5	53	51	50	44	12	30	13	42	10	55
	41%	38%	49% Z	25%	41%	45% Zd	43%	44%	56%	47%	36%	44%	31%	42%
Cost savings	**27**	4	21	3	27	25	27	19	7	14	6	23	4	29
	21%	25%	24%	15%	21%	23%	23%	20%	32%	23%	16%	24%	12%	22%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	**28**	5	19	3	28	26	27	23	6	15	6	22	5	29
	22%	38%	23%	15%	22%	23%	23%	23%	27%	23%	16%	23%	16%	22%
Other - please write in (SPECIFY)	**21**	4	14	2	21	19	20	15	7	11	3	15	6	20
	17%	29%	17%	8%	17%	17%	17%	16%	32%	17%	8%	16%	21%	15%
Don't know	**34**	3	16	10	34	27	28	24	3	13	13	22	11	36
	26% bf	24%	19%	49%	26% f	24%	23%	25%	13%	21%	36%	23%	37%	27%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
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Table 282

FUT_BEN. SUMMARY TABLE:

Base : Participants who may use technology in the next five years

	A. What benefits, if any, do you think Consumer technology and apps would have for your organisation and its users?	B. What benefits, if any, do you think Business support and care management software would have for your organisation and its users?	C. What benefits, if any, do you think Support and monitoring technology would have for your organisation and its users?	D. What benefits, if any, do you think Advanced technology would have for your organisation and its users?
Unweighted Total	261	132	111	98
Weighted Total	261	129	107	95
Improve quality of care provided to the people who use our services	194 74%	70 55%	63 59%	41 43%
Improve staff productivity	191 73%	71 55%	56 52%	37 39%
Improve staff job satisfaction	162 62%	68 53%	52 49%	32 34%
REMOVED - 05/21 - Improve the overall wellbeing of people who use our care services	132 51%	58 45%	65 61%	37 39%
Improve the health outcomes or wellbeing of people who use our services	182 70%	58 45%	65 61%	39 41%
Improve the quality of life for carers	163 63%	60 46%	52 49%	31 33%
Improve the information people who use our services can access	182 70%	64 50%	47 44%	32 34%
Reduce demand for other healthcare services outside of our organisation (e.g. GPs or A&E)	130 50%	51 39%	46 43%	34 36%
Cost savings	107 41%	43 33%	29 27%	15 16%
REMOVED - 05/21 - Cost savings which we could use to offset greater costs elsewhere	74 28%	43 33%	32 30%	19 20%
Other - please write in (SPECIFY)	15 6%	12 9%	11 10%	16 17%
Don't know	17 6%	23 18%	19 18%	34 36%
Weighted Total	261	129	107	95
None	- -	- -	- -	- -

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**

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Table 283

FUT_BARR. Thinking about implementing digital technology in your organisation over the next five years, what barriers, if any, do you think your organisation will face implementing this technology?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domiciliary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Poor business case for investment	**146**	61	69	8	9	18	25	27	15	32	28	105	30	4	100	38	146
	24% n	23%	25%	18%	19%	26%	25%	26%	23%	23%	22%	25%	25%	10%	26%	21%	24%
Current budget pressures in the organisation	**344**	153	153	18	24	39	60	54	34	79	78	244	73	11	215	105	343
	57% n	58%	55%	45%	50%	57%	59%	52%	51%	58%	60%	57% n	61% n	30%	56%	58%	56%
Lack of awareness about what digital technology is available	**210**	93	98	9	13	28	33	31	20	49	49	148	44	9	133	63	208
	35%	36%	35%	23%	27%	41%	32%	29%	30%	36%	38%	35%	37%	25%	35%	35%	34%
Risks to data security/ compliance with GDPR	**147**	66	67	8	10	19	25	18	17	32	37	108	32	1	101	38	144
	24% hn	25%	24%	20%	22%	28%	24%	17%	25%	23%	28% h	25% n	27% n	3%	26%	21%	24%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**158**	74	69	5	6	16	23	25	17	46	31	110	32	7	93	48	153
	26% de	28% de	25%	12%	12%	24%	22%	23%	27%	33% Z	24%	26%	27%	18%	24%	26%	25%
Lack of time to focus on the developments needed	**233**	110	101	11	12	27	35	37	26	59	50	162	50	9	143	72	231
	38%	42% e	36%	26%	25%	39%	34%	35%	39%	44%	38%	38%	42%	26%	37%	40%	38%
Lack of strategic leadership	**90**	36	48	3	3	8	14	16	7	24	21	69	15	3	58	26	87
	15%	14%	17%	8%	7%	11%	13%	15%	11%	18%	16%	16%	12%	9%	15%	14%	14%
Lack of knowledge around change management	**130**	57	60	7	7	16	27	17	12	29	29	98	23	4	87	36	128
	21%	21%	22%	18%	16%	24%	26%	17%	18%	21%	22%	23%	19%	10%	23%	20%	21%
Lack of skills and knowledge to implement digital technologies	**192**	91	77	12	15	22	34	27	18	47	43	131	40	9	119	56	188
	32%	35%	28%	30%	31%	32%	33%	26%	27%	34%	33%	31%	34%	25%	31%	31%	31%
Care staff lack the required digital skills	**272**	135	112	15	19	33	50	37	33	65	53	203	52	9	176	82	273
	45% bhn	51% Zb	40%	36%	41%	49%	49%	36%	50% h	48%	41%	48% Zn	43% n	23%	46%	45%	45%
REMOVED - 05/21 - Other areas are a greater priority for investment	**96**	51	35	5	6	16	15	17	10	17	20	72	17	3	67	22	99
	16% b	19% Zb	12%	13%	13%	23% j	15%	16%	15%	12%	16%	17%	14%	7%	17%	12%	16%
Reluctance among service users	**222**	85	121	7	13	26	41	33	25	55	42	159	46	10	137	72	220
	36% d	32%	43% Zade	17%	27% d	38%	40%	32%	37%	40%	32%	37%	39%	28%	36%	40%	36%
Organisation too small / not necessary	**2**	1	1	-	-	1	-	1	-	-	-	2	-	-	2	-	2
	*	*	*	-	-	1%	-	1%	-	-	-	*	-	-	*	-	*
Lack of training to use	**3**	-	3	-	-	1	-	-	-	2	-	2	-	1	2	1	3
	1%	-	1%	-	-	1%	-	-	-	2%	-	1%	-	3%	1%	1%	*
This type of technology is difficult to use	**1**	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1
	*	*	-	-	-	-	1%	-	-	-	-	*	-	-	*	-	*
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
This type of technology is perceived as irrelevant for providing care services	**1**	1	-	-	-	-	-	-	-	-	1	1	-	-	1	-	1
	*	*	-	-	-	-	-	-	-	-	1%	*	-	-	*	-	*
Too much uncertainty / what the future holds	**1**	-	1	-	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	*	-	-	-	1%	-	-	-	-	*	-	-	-	1%	*
Other	**1**	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1
	*	*	-	-	-	-	1%	-	-	-	-	*	-	-	*	-	*
There are no barriers to accessing and using digital technology	**57**	19	29	6	6	7	2	16	7	13	11	40	7	7	33	17	59
	9% g	7%	10%	16%	14%	11% g	2%	15% Zg	11% g	10% g	9% g	9%	6%	18% m	9%	10%	10%
Don't know	**20**	10	10	-	-	2	8	2	1	2	6	16	4	-	12	6	19
	3%	4%	4%	-	-	3%	8% Zhi	2%	1%	2%	5%	4%	3%	-	3%	3%	3%
Single barrier mentioned	**108**	45	54	8	8	9	22	16	15	23	23	74	24	9	70	33	108
	18%	17%	19%	21%	18%	13%	22%	15%	23%	17%	18%	17%	20%	25%	18%	18%	18%
2 barriers mentioned	**89**	40	40	8	8	9	13	17	9	18	23	61	18	9	63	23	89
	15%	15%	14%	19%	17%	14%	13%	16%	14%	13%	17%	14%	15%	24%	16%	13%	15%
3 or more barriers mentioned	**333**	149	146	18	25	41	57	55	33	80	67	237	67	12	204	103	333
	55% n	57%	53%	44%	52% d	60%	56%	52%	51%	58%	52%	55% n	56% n	33%	53%	57%	55%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 284

FUT_BARR. Thinking about implementing digital technology in your organisation over the next five years, what barriers, if any, do you think your organisation will face implementing this technology?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Poor business case for investment	**146** **24%**	85 23%	134 26% Zc	145 24%	57 21%	63 24%	65 24%	47 22%	111 25%	100 24%	102 24%	42 25%	34 22%	12 39%	100 24%	146 24%
Current budget pressures in the organisation	**344** **57%**	204 55%	300 58% Z	340 57%	143 54%	153 58%	151 57%	121 56%	257 58%	240 58%	245 57%	96 57%	83 53%	17 55%	245 58%	343 56%
Lack of awareness about what digital technology is available	**210** **35%**	130 35%	184 36%	208 35%	95 36%	97 37%	105 39% Z	82 38%	159 36%	149 36%	145 34%	62 36%	52 34%	12 38%	146 35%	208 34%
Risks to data security/ compliance with GDPR	**147** **24%**	89 24%	133 26% Zc	145 24%	60 23%	67 25%	72 27% d	53 25%	115 26%	106 26%	103 24%	41 25%	33 21%	7 21%	107 25%	144 24%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**158** **26%** k	90 24%	145 28% Zac	156 26%	61 23%	68 26%	73 28% d	58 27%	128 29% Zd	111 27%	125 29% Zk	31 18%	42 27%	11 35%	105 25%	153 25%
Lack of time to focus on the developments needed	**233** **38%**	136 37%	204 40%	229 38%	98 37%	98 37%	107 40%	86 40%	182 41% Z	163 40%	165 38%	65 39%	50 32%	12 38%	171 41%	231 38%
Lack of strategic leadership	**90** **15%**	55 15%	82 16%	90 15%	36 14%	42 16%	45 17% d	33 15%	73 17%	63 15%	62 14%	26 15%	19 12%	8 26%	63 15%	87 14%
Lack of knowledge around change management	**130** **21%** l	81 22%	109 21%	128 21%	60 23%	59 22%	64 24%	50 23%	96 22%	86 21%	90 21%	37 22%	24 15%	8 26%	98 23% l	128 21%
Lack of skills and knowledge to implement digital technologies	**192** **32%**	117 31%	161 31%	189 32%	82 31%	80 30%	85 32%	69 32%	142 32%	129 31%	131 30%	58 34%	44 28%	10 33%	138 33%	188 31%
Care staff lack the required digital skills	**272** **45%**	157 42%	235 46%	269 45%	110 41%	113 43%	114 43%	88 41%	199 45%	188 46%	183 42%	85 50%	61 39%	12 39%	199 47%	273 45%
REMOVED - 05/21 - Other areas are a greater priority for investment	**96** **16%** jl	52 14%	82 16%	94 16%	34 13%	38 14% R	34 13%	24 11%	64 14%	62 15%	60 14%	31 19%	21 13%	8 27%	66 16%	99 16%
Reluctance among service users	**222** **36%** k	138 37%	201 39% Zc	221 37%	93 35%	108 41% d	112 42% Zd	89 41% d	179 41% Z	170 41% Zd	173 40% Zk	47 28%	52 33%	10 33%	160 38%	220 36%
Organisation too small / not necessary	**2** *	1 *	2 *	2 *	- -	- -	1 *	- -	2 *	2 *	2 *	- -	2 1% n	- -	- -	2 *
Lack of training to use	**3** **1%**	2 1%	2 *	3 1%	1 *	1 *	2 1%	1 1%	2 *	1 *	2 *	1 1%	- -	- -	3 1%	3 *
Weighted Total	608	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
This type of technology is difficult to use	**1** *	1 *	- -	1 *	1 *	- -	1 *	1 *	- -	- -	- -	1 1%	- -	- -	1 *	1 *
This type of technology is perceived as irrelevant for providing care services	**1** *	1 *	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	1 *
Too much uncertainty / what the future holds	**1** *	1 *	1 *	1 *	1 *	1 *	1 *	1 *	1 *	- -	- -	1 1%	1 1%	- -	- -	1 *
Other	**1** *	1 *	- -	1 *	1 *	- -	1 *	1 *	- -	- -	- -	1 1%	- -	- -	1 *	1 *
There are no barriers to accessing and using digital technology	**57** **9%** n	35 10%	46 9%	55 9%	25 9%	25 9%	25 9%	21 10%	41 9%	33 8%	42 10%	13 7%	25 16% Zn	4 14%	28 7%	59 10%
Don't know	**20** **3%**	9 3%	18 4%	20 3%	7 2%	7 2%	6 2%	6 3%	17 4%	15 4%	16 4%	4 2%	5 3%	3 10%	12 3%	19 3%
Single barrier mentioned	**108** **18%**	77 21% Zb	88 17%	108 18%	59 22% Zfhi	59 22% Zfhi	49 19%	43 20%	72 16%	68 17%	77 18%	32 19%	22 14%	4 12%	83 20%	108 18%
2 barriers mentioned	**89** **15%** fk	51 14%	71 14%	87 15%	35 13% R	35 13% R	30 11%	20 9%	62 14% R	58 14% R	59 14%	29 17%	20 13%	5 17%	64 15%	89 15%
3 or more barriers mentioned	**333** **55%**	199 54%	289 56%	328 55%	139 52%	138 52%	155 58% de	124 58% de	252 57%	237 57%	237 55%	92 55%	82 53%	15 48%	236 56%	333 55%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 285

FUT_BARR. Thinking about implementing digital technology in your organisation over the next five years, what barriers, if any, do you think your organisation will face implementing this technology?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Poor business case for investment	**146** **24%**	17 23%	92 23%	32 32%	146 24%	131 26%	137 25%	117 26%	13 20%	74 24%	44 25%	113 23%	31 28%	146 24%
Current budget pressures in the organisation	**344** **57%** a	27 38%	244 60% Za	62 61% a	344 57%	298 58%	320 58%	278 61% Zdef	36 55%	182 59%	97 56%	278 57%	64 56%	343 56%
Lack of awareness about what digital technology is available	**210** **35%** a	16 23%	146 36% a	39 39% a	210 35%	188 37% Zdf	189 34%	170 37% Zdf	18 27%	108 35%	59 34%	169 35%	40 35%	208 34%
Risks to data security/ compliance with GDPR	**147** **24%** k	13 19%	103 25%	23 23%	147 24%	132 26% Zd	136 24%	120 26% Zd	11 17%	70 23%	41 24%	107 22%	39 34% Zk	144 24%
Lack of infrastructure (e.g. broadband connectivity, Wi-Fi)	**158** **26%**	16 23%	107 26%	30 30%	158 26%	142 28% Zdf	144 26%	136 30% Zdf	18 28%	86 28%	38 22%	127 26%	29 25%	153 25%
Lack of time to focus on the developments needed	**233** **38%**	20 29%	163 40%	41 40%	233 38%	210 41% Zd	219 39%	187 41% Zd	24 37%	118 38%	67 38%	190 39%	41 36%	231 38%
Lack of strategic leadership	**90** **15%**	10 14%	57 14%	18 18%	90 15%	82 16% r	82 15%	73 16%	6 9%	48 16%	22 12%	69 14%	20 17%	87 14%
Lack of knowledge around change management	**130** **21%** a	7 10%	92 23% a	25 25% a	130 21%	113 22%	119 21%	104 23%	10 15%	62 20%	34 19%	110 23%	18 16%	128 21%
Lack of skills and knowledge to implement digital technologies	**192** **32%** a	15 21%	127 31%	44 44% Zab	192 32%	169 33%	176 32%	155 34% Zdf	19 29%	98 32%	51 29%	160 33%	30 26%	188 31%
Care staff lack the required digital skills	**272** **45%** a	19 27%	185 45% a	56 56% Za	272 45%	243 48% Zdfh	252 45%	219 48% Zdfh	22 34%	140 45%	78 45%	215 44%	55 49%	273 45%
REMOVED - 05/21 - Other areas are a greater priority for investment	**96** **16%** a	4 6%	68 17% a	19 18% a	96 16%	83 16%	88 16%	78 17%	9 14%	53 17%	23 13%	75 15%	20 18%	99 16%
Reluctance among service users	**222** **36%** h	27 38%	151 37%	35 35%	222 36% h	200 39% Zdfh	204 37% h	182 40% Zdfh	16 25%	109 35%	65 37%	175 36%	46 41%	220 36%
Organisation too small / not necessary	**2** *	- -	1 *	- -	2 *	1 *	2 *	1 *	- -	1 *	- -	2 *	- -	2 *
Lack of training to use	**3** **1%** g	- -	2 1%	1 1%	3 1% g	2 *	3 1% g	1 *	- -	1 *	1 1%	2 *	- -	3 *
This type of technology is difficult to use	**1** *	- -	1 *	- -	1 *	1 *	1 *	1 *	- -	- -	1 1%	1 *	- -	1 *
Weighted Total	608	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
This type of technology is perceived as irrelevant for providing care services	**1** *	1 1% b	- -	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	1 *
Too much uncertainty / what the future holds	**1** *	- -	1 *	- -	1 *	1 *	1 *	1 *	1 2% Zdf	1 *	- -	1 *	- -	1 *
Other	**1** *	- -	1 *	- -	1 *	1 *	1 *	1 *	- -	- -	1 1%	1 *	- -	1 *
There are no barriers to accessing and using digital technology	**57** **9%** efg	13 18% Zbc	37 9%	6 6%	57 9% efg	42 8%	47 8%	36 8%	6 8%	23 7%	20 12%	41 8%	16 14%	59 10%
Don't know	**20** **3%** e	2 3%	13 3%	2 2%	20 3% e	13 2%	17 3%	13 3%	2 3%	11 4%	5 3%	14 3%	4 4%	19 3%
Single barrier mentioned	**108** **18%** g	14 20%	73 18%	17 17%	108 18% g	86 17%	98 18% g	69 15%	17 26% g	58 19%	29 17%	91 19%	18 15%	108 18%
2 barriers mentioned	**89** **15%**	11 16%	59 14%	13 13%	89 15%	74 14%	87 16% Zd	65 14%	12 19%	39 13%	33 19%	73 15%	14 12%	89 15%
3 or more barriers mentioned	**333** **55%** a	30 42%	227 56% a	63 62% a	333 55%	297 58% Zdfh	307 55%	273 60% Zdfh	29 44%	177 57%	86 49%	268 55%	62 55%	333 55%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
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Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 286

FUT_SUPP. What support do you think you will need to overcome the barriers of implementing digital technology?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Improvement in our technology infrastructure through investment in broadband and Wi-Fi	**241**	110	107	12	13	33	41	33	22	56	56	174	44	10	155	71	238
	40% h	42%	38%	28%	27%	49% h	41%	32%	33%	41%	43%	41%	37%	28%	40%	39%	39%
Upskilling of the workforce	**388**	172	171	24	30	50	63	62	37	88	88	273	76	20	237	123	387
	64%	65%	61%	60%	64%	72% i	62%	60%	56%	64%	67%	64%	63%	55%	62%	68%	64%
Help to understand the different digital technologies available in the market	**339**	151	151	19	24	46	56	60	29	73	76	240	71	10	206	108	338
	56% in	57%	54%	46%	51%	67% Zi	54%	57%	45%	53%	59%	56% n	59% n	28%	54%	59%	56%
Help to develop a business case for investment	**226**	92	108	12	14	27	38	40	16	51	54	158	47	7	138	72	226
	37% in	35%	39%	30%	30%	39%	37%	38%	25%	38%	42% i	37% n	39% n	20%	36%	40%	37%
Support within my organisation to have time to review investment in digital technology	**288**	129	132	14	19	33	51	44	24	66	70	210	55	11	186	83	283
	47% in	49%	48%	35%	40%	48%	50%	42%	37%	49%	53% i	49% n	46%	31%	49%	46%	47%
Advisory or consultancy services to help us decide what technology we should use	**280**	129	122	15	20	35	52	52	24	58	60	197	59	12	167	95	280
	46%	49%	44%	37%	43%	51%	51%	50%	36%	42%	46%	46%	50%	32%	44%	52%	46%
Support to improve project management and change management processes	**212**	95	99	9	10	27	37	34	17	46	51	155	42	9	134	67	212
	35%	36%	36%	22%	22%	40%	36%	32%	26%	33%	39%	36%	35%	23%	35%	37%	35%
Greater availability of funding to invest in digital technologies	**417**	182	192	23	30	52	71	63	38	96	97	296	82	22	263	129	415
	69% hi	69%	69%	57%	63% d	76% hi	69%	60%	58%	71%	74% hi	69%	68%	61%	69%	71%	68%
I do not feel my organisation requires support to overcome these barriers	**42**	14	21	4	4	5	2	11	9	12	4	29	6	3	27	10	44
	7% g	5%	7%	10%	8%	7%	2%	10% gk	13% Zgk	9% g	3%	7%	5%	9%	7%	5%	7%
Reduce / address costs of technology	**6**	5	1	-	-	-	1	1	-	2	1	2	3	1	3	2	5
	1% l	2%	*	-	-	-	1%	1%	-	2%	1%	*	2%	3%	1%	1%	1%
Other	**1**	-	1	-	-	-	-	-	-	-	1	1	-	-	1	-	1
	*	-	*	-	-	-	-	-	-	-	1%	*	-	-	*	-	*
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Don't know	**22**	13	8	1	1	2	6	4	2	4	4	14	6	2	14	5	22
	4%	5%	3%	2%	2%	2%	6%	4%	2%	3%	3%	3%	5%	6%	4%	3%	4%
Single type of support mentioned	**103**	36	55	11	11	10	19	15	15	19	25	74	23	4	63	35	102
	17%	14%	20%	27% a	23%	14%	19%	14%	23%	14%	19%	17%	19%	11%	16%	19%	17%
2 types of support mentioned	**60**	33	21	5	5	5	10	7	11	15	11	44	9	6	42	14	62
	10%	12%	8%	13%	11%	8%	10%	7%	17% Zh	11%	9%	10%	7%	18%	11%	8%	10%
3 types of support mentioned	**373**	164	170	19	25	47	64	66	29	83	85	262	74	18	231	116	371
	61% di	62%	61%	46%	53% d	69% i	62% i	63% i	45%	61% i	65% i	61%	62%	50%	60%	64%	61%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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FUT_SUPP. What support do you think you will need to overcome the barriers of implementing digital technology?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Improvement in our technology infrastructure through investment in broadband and Wi-Fi	**241**	150	212	237	102	104	118	92	191	166	172	63	63	13	165	238
	40%	40%	41% Zc	40%	39%	39%	45% Zde	43%	43% Zi	40%	40%	37%	41%	41%	39%	39%
Upskilling of the workforce	**388**	228	329	381	163	163	171	135	290	265	272	110	92	20	276	387
	64%	61%	64%	64%	61%	62%	64%	63%	65%	64%	63%	65%	59%	65%	65%	64%
Help to understand the different digital technologies available in the market	**339**	202	291	334	145	140	152	124	255	239	242	93	85	17	237	338
	56%	54%	57%	56%	55%	53%	57% e	58% e	58%	58%	56%	55%	55%	57%	56%	56%
Help to develop a business case for investment	**226**	138	205	224	93	101	104	85	177	162	158	65	54	15	158	226
	37%	37%	40% Zc	37%	35%	38%	39%	40%	40% Z	39%	37%	38%	35%	48%	37%	37%
Support within my organisation to have time to review investment in digital technology	**288**	171	257	284	119	122	125	99	227	199	203	80	67	19	202	283
	47%	46%	50% Zc	47%	45%	46%	47%	46%	51% Zdi	48%	47%	47%	43%	61%	48%	47%
Advisory or consultancy services to help us decide what technology we should use	**280**	170	242	277	124	122	124	96	209	194	195	81	74	19	188	280
	46%	46%	47%	46%	47%	46%	47%	45%	47%	47%	45%	48%	47%	61%	44%	46%
Support to improve project management and change management processes	**212**	130	186	210	94	98	97	82	161	150	144	63	47	15	150	212
	35%	35%	36%	35%	36%	37%	37%	38%	36%	36%	33%	37%	30%	48%	36%	35%
Greater availability of funding to invest in digital technologies	**417**	255	362	413	179	178	186	144	318	294	303	109	106	24	287	415
	69%	69%	71% Zc	69%	68%	67%	70%	67%	72% Z	71% Z	70%	64%	68%	79%	68%	68%
I do not feel my organisation requires support to overcome these barriers	**42**	28	32	39	20	16	19	16	26	24	29	12	19	1	23	44
	7% cn	8%	6%	7%	7%	6%	7%	7%	6%	6%	7%	7%	12% Zn	3%	5%	7%
Reduce / address costs of technology	**6**	5	4	6	2	5	2	2	4	4	2	3	1	-	5	5
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%
Other	**1**	1	1	1	-	-	1	-	1	1	1	-	-	-	1	1
	*	*	*	*	-	-	1%	-	*	*	*	-	-	-	*	*
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Don't know	**22**	14	20	22	9	11	8	7	15	15	16	5	5	3	14	22
	4%	4%	4%	4%	3%	4%	3%	3%	3%	4%	4%	3%	3%	10%	3%	4%
Single type of support mentioned	**103**	66	81	103	52	50	45	41	70	68	73	30	24	4	75	102
	17%	18%	16%	17% b	20%	19%	17%	19%	16%	16%	17%	18%	15%	12%	18%	17%
2 types of support mentioned	**60**	28	50	60	18	18	16	13	42	38	42	17	13	1	46	62
	10% adefg	7%	10%	10% a	7%	7%	6%	6%	10% fg	9% f	10%	10%	8%	3%	11%	10%
3 types of support mentioned	**373**	228	324	367	161	161	171	133	285	261	267	101	94	22	258	371
	61%	61%	63% Zc	61%	61%	61%	65%	62%	64% Z	64%	62%	59%	60%	72%	61%	61%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 288

FUT_SUPP. What support do you think you will need to overcome the barriers of implementing digital technology?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	608	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	608	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Improvement in our technology infrastructure through investment in broadband and Wi-Fi	**241**	19	168	42	241	206	219	193	28	134	61	201	39	238
	40% a	27%	41% a	42% a	40%	40%	39%	42% Zdf	42%	43%	35%	41%	34%	39%
Upskilling of the workforce	**388**	34	272	66	388	332	354	300	40	192	116	324	60	387
	64% al	49%	67% Za	65% a	64%	65%	64%	66%	61%	62%	67%	66% Zl	53%	64%
Help to understand the different digital technologies available in the market	**339**	34	230	62	339	286	307	263	25	167	99	279	59	338
	56% h	48%	56%	61%	56% h	56% h	55% h	58% fh	38%	54%	57%	57%	52%	56%
Help to develop a business case for investment	**226**	17	151	47	226	191	203	175	20	109	67	180	45	226
	37% a	24%	37% a	46% Za	37%	37%	37%	38%	30%	35%	39%	37%	40%	37%
Support within my organisation to have time to review investment in digital technology	**288**	23	200	53	288	245	262	225	28	145	89	232	54	283
	47% a	33%	49% a	52% a	47%	48%	47%	49%	42%	47%	51%	48%	48%	47%
Advisory or consultancy services to help us decide what technology we should use	**280**	23	195	49	280	237	256	210	23	133	88	233	46	280
	46% a	33%	48% a	49% a	46%	46%	46%	46%	35%	43%	50%	48%	41%	46%
Support to improve project management and change management processes	**212**	13	159	32	212	182	193	163	20	105	61	175	36	212
	35% a	18%	39% Za	32% a	35%	36%	35%	36%	30%	34%	35%	36%	32%	35%
Greater availability of funding to invest in digital technologies	**417**	44	286	75	417	356	383	319	38	218	120	343	70	415
	69% h	62%	70%	74%	69% h	70% h	69% h	70% h	57%	71%	69%	70%	62%	68%
I do not feel my organisation requires support to overcome these barriers	**42**	10	27	4	42	32	37	29	6	21	12	29	12	44
	7%	15% Zbc	6%	3%	7%	6%	7%	6%	9%	7%	7%	6%	11%	7%
Reduce / address costs of technology	**6**	1	4	-	6	6	6	6	1	6	-	6	-	5
	1%	2%	1%	-	1%	1%	1%	1%	2%	2% Z	-	1%	-	1%
Other	**1**	-	-	-	1	1	-	-	-	-	1	-	1	1
	*	-	-	-	*	*	-	-	-	-	1%	-	1% k	*
Weighted Total	608	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Don't know	**22**	3	10	5	22	16	20	13	2	11	3	17	4	22
	4% b	5%	2%	5%	4%	3%	4%	3%	3%	4%	2%	3%	3%	4%
Single type of support mentioned	**103**	14	71	14	103	87	95	73	15	50	31	74	29	102
	17% k	20%	17%	14%	17%	17%	17%	16%	23%	16%	18%	15%	25% Zk	17%
2 types of support mentioned	**60**	6	36	13	60	47	53	46	7	28	18	49	7	62
	10%	9%	9%	13%	10%	9%	10%	10%	11%	9%	10%	10%	6%	10%
3 types of support mentioned	**373**	34	261	66	373	321	343	288	34	192	109	312	60	371
	61% a	48%	64% a	65% a	61%	63%	62%	63%	52%	62%	63%	64% Zl	53%	61%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 289

FUT_DRIVE. Thinking about technological innovation and change, who in your organisation will drive this forward and play a role in deciding the technology you use in the future?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Senior leaders and managers	**470**	205	212	34	39	51	75	88	50	105	101	328	94	29	297	142	472
	77%	78%	76%	83%	83%	74%	73%	84% Z	76%	77%	77%	77%	79%	79%	78%	78%	78%
Staff providing care	**148**	62	68	10	14	8	26	34	19	35	26	104	31	5	98	39	149
	24% f	24%	24%	24%	30% d	12%	25% f	33% Zfk	28% f	26% f	20%	24%	26%	14%	26%	21%	25%
People who pay for the care services my organisation provides	**121**	51	58	4	6	11	21	28	13	28	21	76	34	4	72	38	119
	20% l	19%	21%	10%	13%	15%	21%	26%	20%	20%	16%	18%	28% Zl	11%	19%	21%	20%
Carers of the people who use our services	**117**	47	57	5	7	8	22	30	12	24	21	73	32	6	67	39	117
	19% l	18%	21%	12%	15%	12%	22%	28% Zfjk	18%	17%	16%	17%	26% l	17%	18%	22%	19%
We are open to suggestions from all people involved in our organisation	**366**	154	173	23	30	41	62	67	34	86	76	253	79	21	228	111	364
	60%	59%	62%	57%	63% d	60%	61%	64%	51%	63%	58%	59%	66%	57%	60%	61%	60%
Don't know	**9**	4	4	-	-	1	3	2	2	-	2	9	-	-	9	-	10
	2%	2%	2%	-	-	1%	3%	2%	2%	-	2%	2%	-	-	2%	-	2%
None of these, digital technology is not a priority for my organisation	**4**	1	3	-	-	-	1	1	1	1	1	4	-	-	4	-	5
	1%	*	1%	-	-	-	1%	1%	1%	1%	1%	1%	-	-	1%	-	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 290

FUT_DRIVE. Thinking about technological innovation and change, who in your organisation will drive this forward and play a role in deciding the technology you use in the future?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Senior leaders and managers	**470**	290	395	463	202	202	203	165	335	327	332	134	115	25	330	472
	77%	78%	77%	77%	76%	76%	76%	77%	76%	79% h	77%	79%	74%	81%	78%	78%
Staff providing care	**148**	91	129	146	74	68	69	59	104	105	108	40	38	8	102	149
	24%	25%	25%	24%	28%	26%	26%	28%	23%	26%	25%	24%	25%	26%	24%	25%
People who pay for the care services my organisation provides	**121**	70	107	120	54	50	61	53	92	89	97	24	35	6	80	119
	20% k	19%	21%	20%	20%	19%	23% e	25% Zde	21%	22%	22% Zk	14%	22%	21%	19%	20%
Carers of the people who use our services	**117**	73	106	116	57	51	62	55	86	87	92	25	34	6	77	117
	19%	20%	21% Z	19%	21%	19%	23% Ze	25% Zdeh	19%	21%	21% Z	15%	22%	20%	18%	19%
We are open to suggestions from all people involved in our organisation	**366**	226	318	364	166	164	172	141	275	249	268	95	95	14	257	364
	60%	61%	62%	61% Z	63%	62%	65%	66% Z	62%	60%	62%	56%	61%	47%	61%	60%
Don't know	**9**	6	8	9	5	3	3	2	5	6	7	2	1	1	7	10
	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	3%	2%	2%
None of these, digital technology is not a priority for my organisation	**4**	2	3	3	2	2	2	2	3	3	3	1	3	-	2	5
	1% c	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	*	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
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***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 291

FUT_DRIVE. Thinking about technological innovation and change, who in your organisation will drive this forward and play a role in deciding the technology you use in the future?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Senior leaders and managers	**470**	56	308	83	470	392	427	351	44	236	139	375	90	472
	77%	79%	75%	82%	77%	77%	77%	77%	67%	77%	80%	77%	79%	78%
	h				h									
Staff providing care	**148**	17	101	25	148	126	134	115	17	78	39	130	18	149
	24%	25%	25%	25%	24%	25%	24%	25%	26%	25%	22%	27%	16%	25%
	l											Zl		
People who pay for the care services my organisation provides	**121**	14	81	22	121	108	108	99	13	68	28	110	11	119
	20%	19%	20%	22%	20%	21%	20%	22%	19%	22%	16%	23%	9%	20%
	l					f		f				Zl		
Carers of the people who use our services	**117**	16	77	21	117	106	109	96	14	63	24	107	9	117
	19%	23%	19%	21%	19%	21%	20%	21%	21%	20%	14%	22%	8%	19%
	jl					Zd						Zl		
We are open to suggestions from all people involved in our organisation	**366**	42	262	54	366	321	337	291	42	187	102	310	55	364
	60%	59%	64%	53%	60%	63%	61%	64%	64%	60%	59%	63%	49%	60%
	l		Z			Zdf		Zdf				Zl		
Don't know	**9**	1	3	2	9	7	9	4	2	5	3	7	2	10
	2%	1%	1%	2%	2%	1%	2%	1%	3%	1%	2%	1%	2%	2%
	bg				g		g							
None of these, digital technology is not a priority for my organisation	**4**	1	4	-	4	4	4	3	-	1	2	4	1	5
	1%	1%	1%	-	1%	1%	1%	1%	-	*	1%	1%	1%	1%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
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*** small base**

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Table 292

CASE_EXAMP. Are you aware of any good examples where digital technology has been successfully implemented in adult social care that would make a good case study?

Base : All Respondents

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**608**	267	276	39	45	72	94	118	78	121	125	445	104	34	396	169	608
Weighted Total	**608**	263	278	41*	47*	68*	102*	105	66*	137	130	427	120*	37*	383	182	608
Yes	**222**	83	112	16	19	26	45	43	17	51	40	150	48	14	146	58	221
	36%	32%	40%	39%	41%	38%	44%	42%	26%	37%	31%	35%	40%	39%	38%	32%	36%
	ai		a				ik	i									
No	**286**	129	129	19	22	35	38	45	39	61	68	210	50	19	181	90	291
	47%	49%	46%	47%	47%	51%	37%	43%	60%	45%	52%	49%	42%	51%	47%	49%	48%
	g								Zghj		g						
Don't know	**100**	51	38	6	6	8	19	17	9	25	22	67	22	4	56	34	96
	16%	19%	14%	14%	12%	11%	19%	16%	14%	18%	17%	16%	19%	10%	15%	19%	16%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base**

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Table 293

CASE_EXAMP. Are you aware of any good examples where digital technology has been successfully implemented in adult social care that would make a good case study?

Base : All Respondents

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**608**	364	514	599	261	258	259	213	440	414	431	171	152	31	425	608
Weighted Total	**608**	372	513	599	264	264	265	214	443	411	431	169	155	31**	422	608
Yes	**222**	140	187	219	100	102	109	86	166	151	160	61	70	10	142	221
	36%	38%	36%	37%	38%	39%	41%	40%	37%	37%	37%	36%	45%	34%	34%	36%
	n						Z						Zn			
No	**286**	174	243	283	122	121	121	98	206	190	200	81	63	13	210	291
	47%	47%	47%	47%	46%	46%	46%	46%	47%	46%	46%	48%	41%	44%	50%	48%
Don't know	**100**	58	83	97	42	41	35	30	71	70	71	28	23	7	71	96
	16%	16%	16%	16%	16%	15%	13%	14%	16%	17%	17%	16%	15%	22%	17%	16%
										f						

Fieldwork dates : 30/04/2021 - 04/06/2021
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Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 294

CASE_EXAMP. Are you aware of any good examples where digital technology has been successfully implemented in adult social care that would make a good case study?

Base : All Respondents

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**608**	70	407	104	608	508	555	456	65	301	179	486	115	608
Weighted Total	**608**	71*	409	101*	608	511	556	456	66*	309	174	488	113	608
Yes	**222**	32	157	27	222	193	208	177	38	118	62	185	36	221
	36%	45%	38%	27%	36%	38%	37%	39%	58%	38%	36%	38%	32%	36%
	c	c	c					Zd	Zdefg					
No	**286**	28	179	64	286	248	265	215	21	144	87	219	64	291
	47%	39%	44%	64%	47%	49%	48%	47%	32%	47%	50%	45%	56%	48%
	bhk			Zab	h	h	h	h					Zk	
Don't know	**100**	11	73	10	100	70	83	64	7	47	25	84	14	96
	16%	16%	18%	10%	16%	14%	15%	14%	10%	15%	14%	17%	12%	16%
	cefg		c		efg									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
*** small base**

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Table 295

CASE_ORG. Would you be willing to put us in touch with the organisation(s) involved?

Base : Participants willing to put us in touch with case study organisations

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**221**	84	111	16	19	27	42	48	20	47	37	156	42	14	148	56	221
Weighted Total	**222**	83*	112	16**	19**	26**	45*	43*	17**	51*	40*	150	48*	14**	146	58*	221
Yes	**104**	34	55	5	9	6	20	24	4	27	22	70	17	8	58	31	103
	47%	41%	49%	33%	45%	25%	43%	56%	26%	53%	56%	47%	35%	58%	40%	53%	47%
	o																
No	**84**	38	37	8	8	13	15	12	11	23	11	58	20	5	59	22	85
	38%	45%	33%	50%	41%	51%	32%	27%	65%	45%	27%	39%	41%	36%	41%	38%	38%
Don't know	**34**	12	20	3	3	6	11	7	2	1	7	22	11	1	28	5	33
	15%	14%	17%	17%	14%	25%	24%	17%	9%	3%	17%	15%	24%	6%	19%	9%	15%
	j						j	j			j				Z		

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
*** small base; ** very small base (under 30) ineligible for sig testing**

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Table 296

CASE_ORG. Would you be willing to put us in touch with the organisation(s) involved?

Base : Participants willing to put us in touch with case study organisations

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**221**	136	187	218	98	100	106	84	165	153	159	61	69	10	142	221
Weighted Total	**222**	140	187	219	100*	102*	109	86*	166	151	160	61*	70*	10**	142	221
Yes	**104**	64	93	102	46	49	54	41	84	78	79	24	41	4	59	103
	47%	46%	50%	47%	46%	48%	49%	48%	51%	51%	50%	40%	58%	39%	42%	47%
	n		Zc						Z	Z			Zn			
No	**84**	50	65	83	37	39	36	32	57	52	57	26	17	5	62	85
	38%	36%	35%	38%	38%	38%	33%	38%	35%	34%	36%	43%	24%	46%	44%	38%
	bl			b											Zl	
Don't know	**34**	26	29	34	16	14	19	13	24	22	24	11	12	2	20	33
	15%	18%	15%	16%	16%	13%	18%	15%	15%	14%	15%	17%	18%	15%	14%	15%

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h/i - Z/j/k - Z/l/m/n
*** small base; ** very small base (under 30) ineligible for sig testing**

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19 Nov 2021
Table 297

CASE_ORG. Would you be willing to put us in touch with the organisation(s) involved?

Base : Participants willing to put us in touch with case study organisations

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**221**	31	156	28	221	191	207	178	37	117	62	184	36	221
Weighted Total	**222**	32*	157	27**	222	193	208	177	38*	118	62*	185	36*	221
Yes	**104**	24	66	13	104	95	103	87	23	61	27	83	20	103
	47%	75%	42%	48%	47%	49%	49%	49%	61%	52%	43%	45%	57%	47%
	b	Zb					Zd							
No	**84**	5	67	10	84	73	79	63	8	36	30	75	9	85
	38%	15%	43%	36%	38%	38%	38%	36%	22%	31%	49%	40%	25%	38%
	ahi		Za		h	h	h				Zi			
Don't know	**34**	3	24	4	34	25	26	26	7	20	5	27	6	33
	15%	10%	15%	16%	15%	13%	12%	15%	17%	17%	8%	14%	18%	15%
	efj				ef									

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
***=Less than 0.5 %**
Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e/f/g/h - Z/i/j - Z/k/l
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19 Nov 2021
Table 298

RECONTACT. Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic, including research with staff who provide social care services about their use of technology Would you be willing to provide your contact details so they can contact you within the next 12 months for this purpose?

Base : Participants who have agreed to be re-contacted

		Services provided				Provider region						Number of settings (main service only)			People employed		
	Total (Z)	Care home (a)	Domicilary care (b)	Supported living (d)	Housing with care (e)	East of England (f)	London (g)	South East (h)	South West (i)	North (j)	Midlands (k)	1 (l)	2-5 (m)	6+ (n)	1-49 (o)	50+ (p)	Unwtd Total
Unweighted Total	**376**	172	167	26	29	51	49	65	60	73	78	285	60	21	255	103	376
Weighted Total	**370**	166	166	27**	30**	48*	53*	56*	51*	83*	79*	268	69*	24**	240	112*	376
Yes	**256**	107	123	19	21	40	33	37	33	61	51	185	50	16	165	81	260
	69%	64%	74%	70%	69%	83%	63%	66%	66%	74%	65%	69%	72%	66%	69%	72%	69%
						Zghik											
No	**114**	59	43	8	9	8	19	19	17	22	28	83	20	8	75	32	116
	31%	36%	26%	30%	31%	17%	37%	34%	34%	26%	35%	31%	28%	34%	31%	28%	31%
	f						f	f	f		f						

Fieldwork dates : 30/04/2021 - 04/06/2021
Respondent Type : Care Providers in England
Source : Ipsos MORI
Job Number : J20-094062-01
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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/d/e - Z/f/g/h/i/j/k - Z/l/m/n - Z/o/p/q
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Table 299

RECONTACT. Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic, including research with staff who provide social care services about their use of technology Would you be willing to provide your contact details so they can contact you within the next 12 months for this purpose?

Base : Participants who have agreed to be re-contacted

		Age of people cared for			Condition/impairment cared for						Funding of care		Information storage and management			
	Total (Z)	18-64 years old (a)	65+ (b)	Both 18-64 and 65+ (c)	Learning disability (d)	Mental health condition (e)	Physical disability (f)	Sensory impairment (g)	Older people with dementia diagnosis (h)	Older people without dementia diagnosis (i)	Self-funded (j)	No self funding (k)	Mainly digital systems (l)	Mainly paper systems (m)	Both (n)	Unwtd Total
Unweighted Total	**376**	221	314	372	161	157	155	131	266	250	261	110	78	19	279	376
Weighted Total	**370**	223	308	366	160	160	157	131	263	242	257	107	80*	18**	272	376
Yes	**256**	162	214	253	118	128	120	104	184	167	182	71	53	15	188	260
	69%	73%	69%	69%	74%	80%	76%	79%	70%	69%	71%	67%	67%	81%	69%	69%
						Zdhi	Zhi	Zdhi								
No	**114**	61	94	113	42	32	38	27	80	75	75	36	26	3	84	116
	31%	27%	31%	31%	26%	20%	24%	21%	30%	31%	29%	33%	33%	19%	31%	31%
	efg				eg				efg	efg						

Fieldwork dates : 30/04/2021 - 04/06/2021
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19 Nov 2021
Table 300

RECONTACT. Ipsos MORI may want to re-contact you in the next 12 months about further research on this topic, including research with staff who provide social care services about their use of technology Would you be willing to provide your contact details so they can contact you within the next 12 months for this purpose?

Base : Participants who have agreed to be re-contacted

		Digital maturity			Technology used					NHS DSPT		Impact of COVID-19		
	Total (Z)	Expert (a)	Developing (b)	Novice (c)	Basic (d)	Business support and care manag (e)	Consumer tech and apps (f)	Support and monitoring tech (g)	Advance tech (h)	Yes (i)	No (j)	Greater use of tech (k)	Use tech the same (l)	Unwtd Total
Unweighted Total	**376**	33	248	77	376	325	348	283	29	178	123	297	75	376
Weighted Total	**370**	32*	246	74*	370	322	344	279	29**	180	117	294	73*	376
Yes	**256**	20	173	51	256	228	238	194	19	125	85	209	46	260
	69%	63%	70%	69%	69%	71%	69%	70%	63%	69%	73%	71%	63%	69%
No	**114**	12	73	23	114	94	106	85	11	55	32	85	27	116
	31%	37%	30%	31%	31%	29%	31%	30%	37%	31%	27%	29%	37%	31%

Fieldwork dates : 30/04/2021 - 04/06/2021
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