

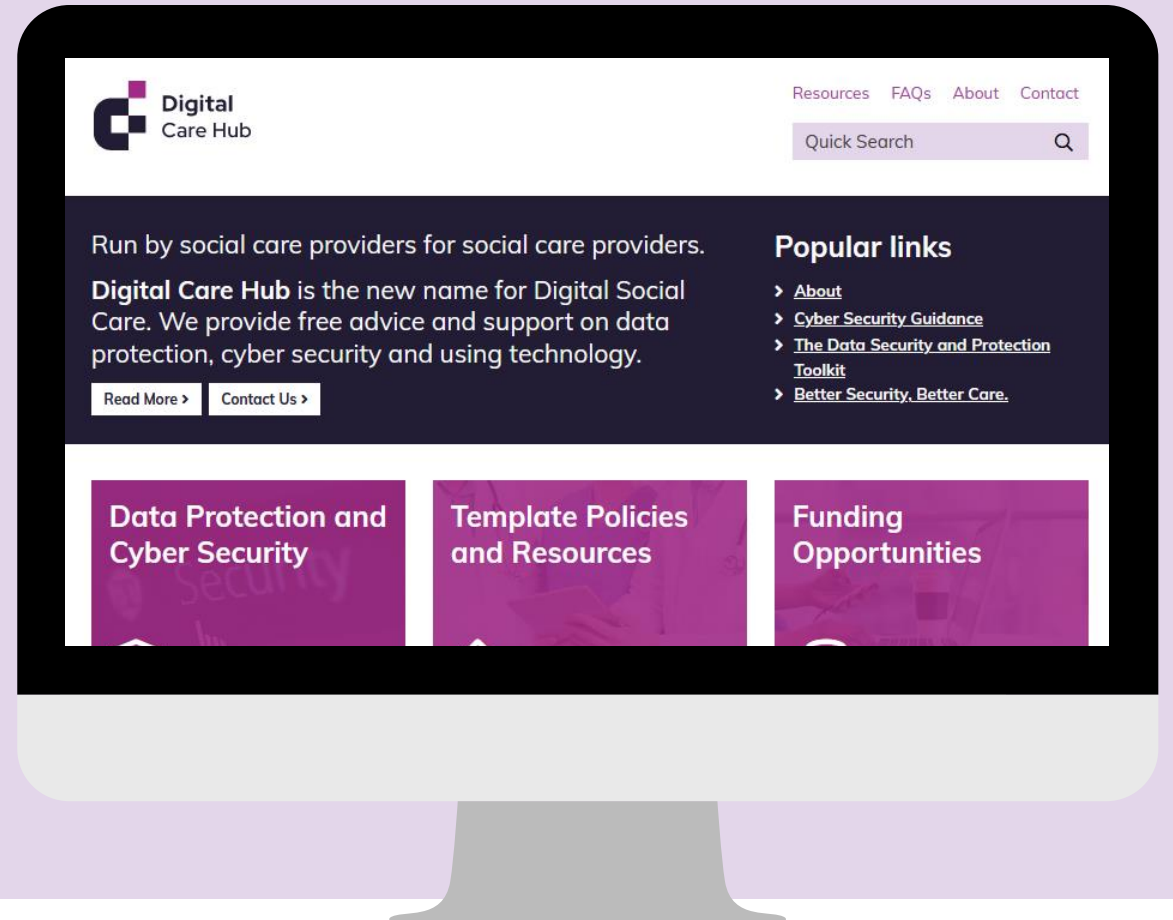


Run by social care providers  
for social care providers.

# AI Projects

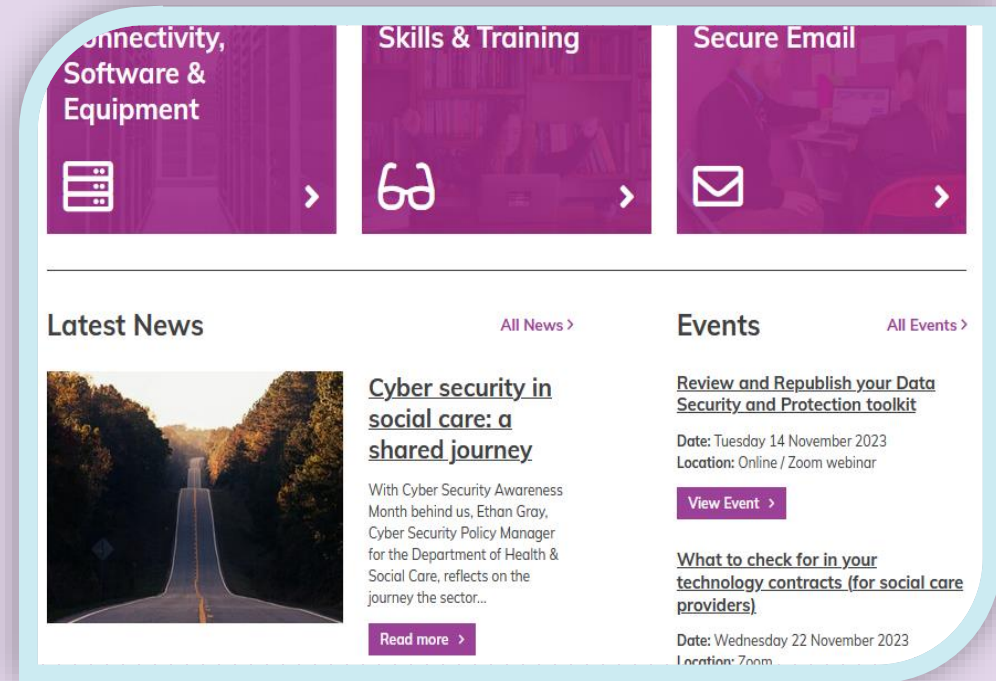
# Digital Care Hub – who are we?

- A partnership project run by the Care Provider Alliance. We represent care providers of adults with physical, sensory or learning disabilities, people with mental ill-health, and older people
- Cover almost 10,000 organisations, employ over 600,000 staff and support an estimated 1 million people.
- **Run by social care providers, for social care providers.**
- We work in partnership with providers, representative bodies, and statutory bodies to support the digital journey of adult social care providers in England.
- We are funded by Department of Health and Social Care and NHS England



# What do we do?

- Guidance and support
- Helpline
- Success Stories
- Newsletter
- Funding resources
- Events and webinars
- Digital Special Interest Group
- and more ...



# What is artificial intelligence?

“the intelligence demonstrated by a machine which can learn and make decisions for itself. Artificial Intelligence shows up in technologies as varied as spellcheck to self-driving cars. It is an area which is growing rapidly in health and social care. E.g.

Machine  
Learning

Natural  
Language  
Processing

Predictive  
Analytics

Roomba  
(iRobot)

Pepper  
(Softbank  
Robotics)

Siri  
(Apple) or  
Bixby  
(Samsung)

Cortana  
(Microsoft  
)

Tesla (and  
other self-  
driving  
cars)

# What is Generative AI?



**Copilot**

Your everyday AI companion



**ChatGPT**

**Gemini**



**DALL·E 2**



**synthesia**

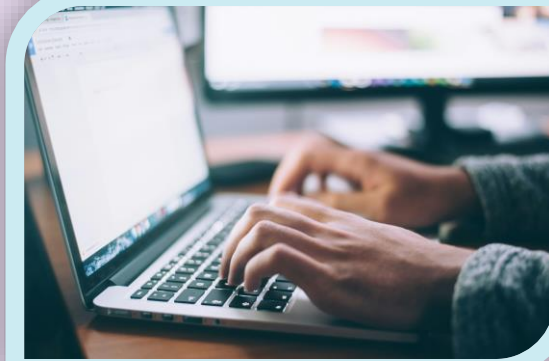
‘Generative AI’ is a type of AI that has been trained using vast amounts of text, images etc. to create new text, photos, videos etc. that read, look or sound like they have been produced by a human.

# How are care organisations using generative AI?



## ChatBots

- To respond to enquiries
- To support staff



## Efficiencies

- To draft policies
- To summarise meeting notes
- To support with email responses

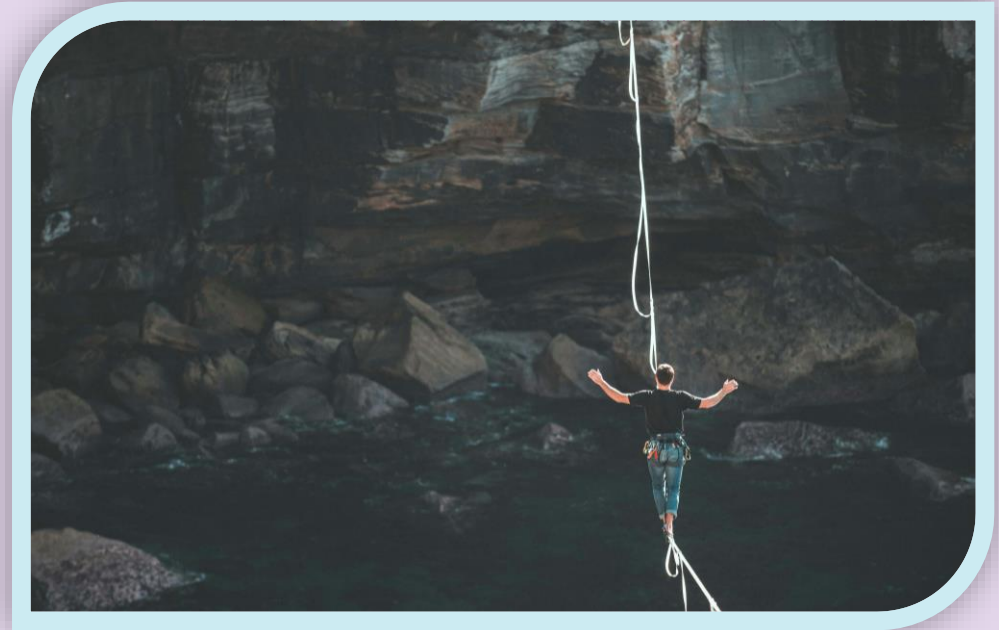


## Activities

- Sharing AI with clients and residents
- Developing photos and games

# What are some of the risks?

- Poor data
- Bias
- Hallucinations
- Disempowering staff



# The Oxford Statement on the Responsible Use of Generative AI in Social Care

- Institute of Ethics in AI, Oxford University, Casson Consulting and Digital Care Hub
- First of a series of 'AI in adult social care' roundtable events to take place as part of a co-production initiative for people in adult social care
- Representatives from 30 organisations



<https://www.oxford-aiethics.ox.ac.uk/oxford-statement-responsible-use-generative-ai-adult-social-care>

# What's in the statement?

**“We urgently need to develop a shared, co-produced framework to underpin the ‘responsible use of generative AI’ in adult social care following this statement and over the next six months (autumn 2024)”**

**“We also need to co-produce actionable guidelines for appropriate usage and deployment of generative AI in social care as well as developing a plan to upskill the whole sector in the use of this technology, a roadmap of existing use cases, clarity around the position of government and regulator, and a compendium of learning from across the globe.”**



Photo by [Desola Lanre-Ologun](#) on [Unsplash](#)

- In collaboration with the Care Workers Charity
- Hosted 22 care and support workers on 16<sup>th</sup> May 2024
- Forthcoming statement
  - Some staff already using this
  - Significant concerns around
    - Data protection
    - Personal liability
    - Loss of jobs – though not for them?
- They want support and help from employers on this

# What have we done so far?

- Set up a steering committee
- Held a care workers' roundtable in collaboration with the Care Workers Charity
- Setting up working groups
  - Practical resources for care providers
  - Ethical framework for choosing generative AI
  - Technology providers
  - People with lived and living experience (Co-production Groups)
- ['Defining responsible use of AI chatbots in social care for older adults'](#) –Caroline Green, article in Nature
- Links with Care Quality Commission, Department of Health and Social Care (DHSC) and Scottish Care, Social Care Wales

# What do we have planned next?

- More working groups
- Launch our public facing website with information on the project, how to get involved and transparency information
- Ethical approval for co-production groups
- Publication of care worker's statement
- Collecting and publishing use cases for generative AI
- Outputs anticipated by Autumn 2024
- Stanford AI Deliberation Platform



# Thank you & Questions?