

## Key strategies and contents on digital skills for hybridization of jobs in the Care sector

A new poll of working adults – carried out for the TUC by BritainThinks – shows there is widespread support for improving pay and conditions in the social care sector:

- More than eight in ten (86 per cent) say that improving working conditions for social staff will improve the quality of care services.
- Six in ten (61 per cent) workers earning £50,000 or more say they would be prepared to pay more tax to have better social care services – compared to less than a fifth (17 per cent) who said they wouldn't.
- A similar number (83 per cent) believe that all care workers should all be paid at least £10 per hour – including over three-quarters (77 per cent) of workers who say they voted Conservative in the 2019 general election.

Urgent action needed to fix social care staffing crisis

### CONTEXT

This policy paper presents the conclusions of the workshops held in the framework of the ACSOL Erasmus+ project by the Care Sector triple helix stakeholder working group in the region of the UK.

This is a regional proposal at sectoral level with recommendations and strategies to better approach workers to train them on digital skills that the technological changes and the COVID-19 crisis effects on jobs and labour market conditions has revealed as critical for maintaining jobs on this sector.

The paper includes the identification of opportunities, needs and risks of digital transformation as well as key digital skills and proposals for promoting training within our target group.

## DIGITAL SKILLS IN THE SECTOR

- Using email: send/ receive emails
- Knowledge of office software (Word, Excel, Power Point)
- Talk to friends and family by chat, video calls, Whatsapp, skype, messenger
- Being able to use search engines
- Using social media
- Do online purchases, carry out procedures related to the Treasury and other public administrations
- Input information on a tablet/ computer
- Use specific applications to control client's health

## CHALLENGES

High level of vacancies

High staff turn over

Low response rate to survey

Organisations expected staff to have some level of digital skills

Significant gaps in the workforce

Most care workers do have another job

Not all respondents to the survey use digital skills on a daily basis



## REGIONAL STRATEGIES

### Care service staffing crisis

The TUC says that urgent action is needed to tackle the staffing crisis in social care, which it describes as the “biggest challenge” facing the sector.

It highlights how, at any one time, the social care sector has approximately 122,000 vacancies with staff retention a huge issue. The endemic low pay and job insecurity are key reasons behind carers leaving the profession.

**Ongoing staff shortages** The sector will continue to be plagued by staffing shortages unless ministers improve pay and conditions across the board. Calls for a new settlement and vision for social care that addresses:

- The need for stronger and more resilient care services that has been exposed by the coronavirus pandemic.
- The undervaluing of the care workforce, and the lack of job security and dignity at work.
- The understaffing of care services, and damaging impacts on stretched staff and the quality of care experienced by service users.

The TUC says that there is clear public support for more spending on social care, as well as fairer tax policies that could fund a high-quality National Care Service with decent pay and conditions for staff.

### Staff pay

Analysis by the union body shows that seven out of ten care workers earn less than £10 per hour and that one in four (24 per cent) are employed on zero-hours contracts.

### Training and skills

From our survey, most organisations stated that the pandemic had impacted on the need to use digital for working, with the main area of increased use being in internal and external communications.

Over half of respondents use mobile apps aimed at supporting healthcare workers, with more people being interested in learning how to use them.

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## RECOMMENDATIONS FOR TRAINING IN THE SECTOR

Over 80% use a mobile phone, 75% use a computer and around 35% use iPad

(1) Use of mobile telephone / apps

(2) Use of Tablet iPad

3) Use Computer

### About the Acsol project

2020-1-ES01-KA226-VET-096242

Project title: Acquiring crisis-proof skills through online learning

Project duration: 01.05.2021 – 30.04.2023

Project web page: <https://www.lanbide.euskadi.eus/erasmus+/-/acsol/>

### Project Partnership



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