



Run with social care
for social care.

Co-production in Digital Care: Putting People in Control

9th July 2026

House Keeping

- This webinar is being recorded
- Attendees **are on mute and can't be seen**
- **Please put your name and organisation in the chat**
- Please use the **Q&A** function to ask questions, not the chat
- You will get access to the recording and the presentation



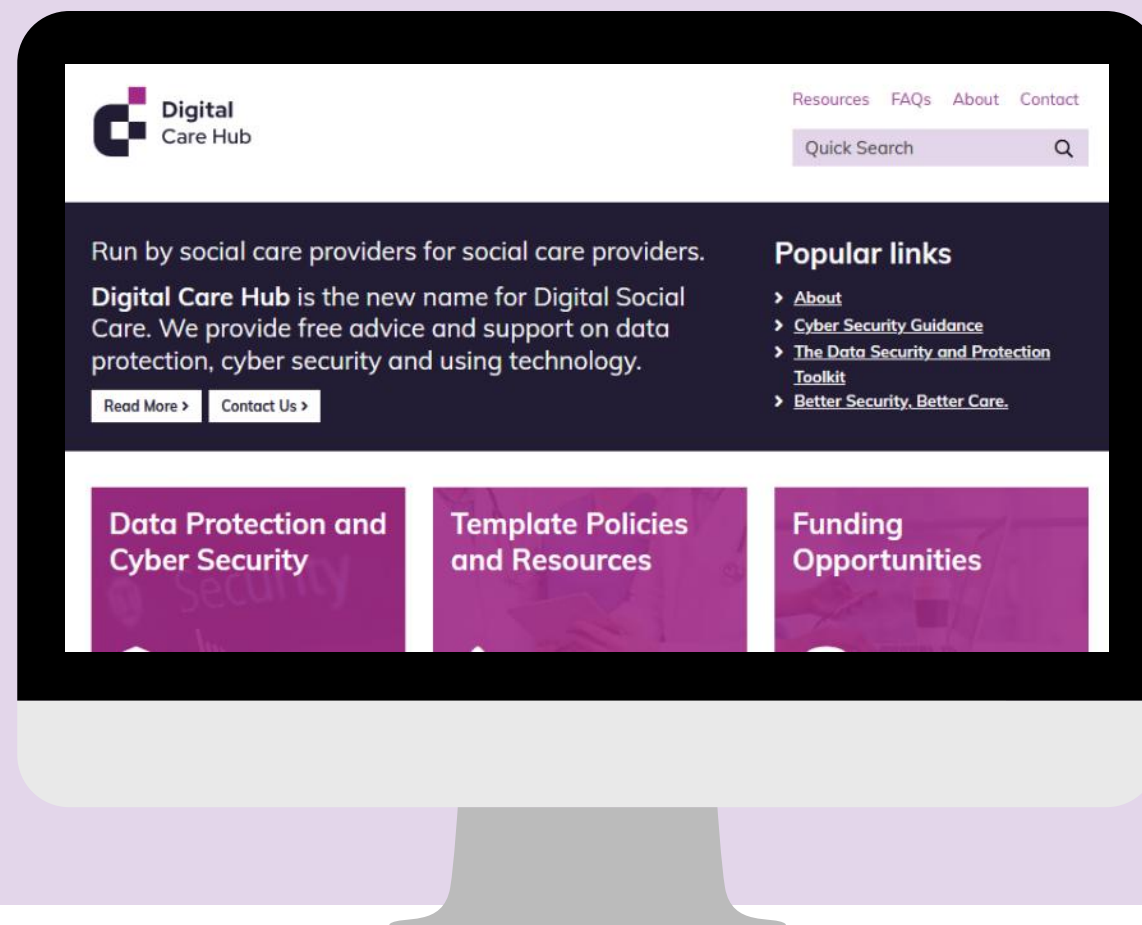
Photo by [Valeriia Svitlini](#) on [Unsplash](#)

Digital Care Hub – who are we?

Digital Care Hub is a **not-for-profit organisation**.

We help care organisations use **digital technology confidently and safely** through **practical guidance, resources, and tools on data protection, cybersecurity, and digital transformation**.

Our work supports over 20,000 care providers across England to adopt digital tools securely, improve quality of care, and build digital confidence across the sector.



Agenda

Time	Agenda Item	Name
12:00 – 12:05	Welcome and Housekeeping	Katie Thorn
12:05 – 12:40	Social Care Institute of Excellence (SCIE) Think Local Act Persona (TLAP)l- The National Co Production Advisory Group (NCAG)	Dan Lacey Paula Sardinha Caroline Waugh
12:40-13:00	Royal British Legion	Jo-Anne Wilson
13:00-13:20	Care Workers Charity	Olivia Firth Amanda Jayne
13:20 – 13:30	Q and A	Katie Thorn
13:30	Close	

Dan Lacey– SCIE
Paula Sardinha – NCAG
Caroline Waugh - NCAG



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Reflections on Co-production Week

Care Equity: Is Care Fair?

Dan Lacey, Practice Development Consultant (SCIE)

Caroline Waugh, National Co-production Advisory Group (NCAG)

Paula Sardinha, National Co-production Advisory Group (NCAG)

Reflections from Co-production Week

- **Technology can support equity** - only if it is co-produced!
- **Relationships are the foundation for care equity** – they should come first
- **Care equity means recognising that people with lived experience bring expertise** – valuing all forms of experience equally.
- **Be curious and be brave** – question assumptions.
- **There is no one size fits all approach** - every person, community and organisation is different.
- **Small steps, big impact!** - start somewhere and celebrate the small wins.



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Thank you

For more information please contact:

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www.scie.org.uk



YouTube



Jo-Anne Wilson MBE RN
QN

Royal British Legion



Working together to make it home

Jo-Anne Wilson MBE RN QN
Registered Manager







People
coming
together as
equals



Involvement
Participation
Engagement



Inclusive
Accessible
All opinions
count



Stakeholders Power sharing Group discussion



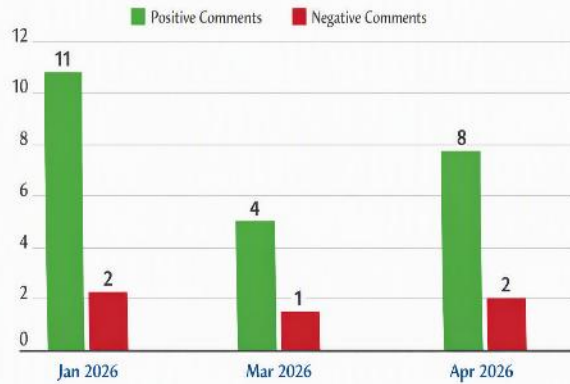
Galanos House Resident-Led Dining Room Audit 2026

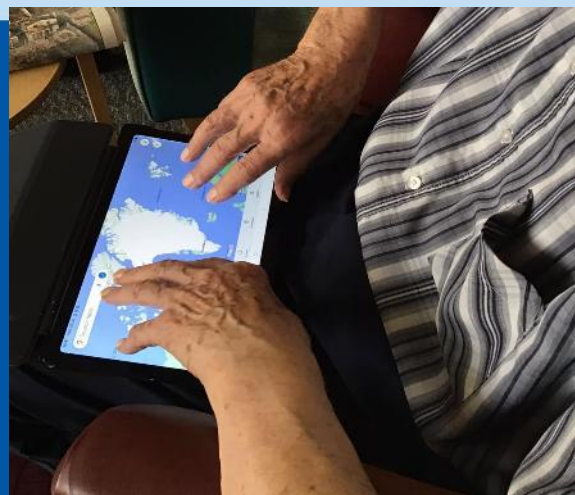
This is an internal audit designed and completed by the residents.

The criteria and outcomes, chosen by the residents, will be reviewed at the monthly food forum meetings.



Rate My Plate Feedback:
Positive and Negative Comments

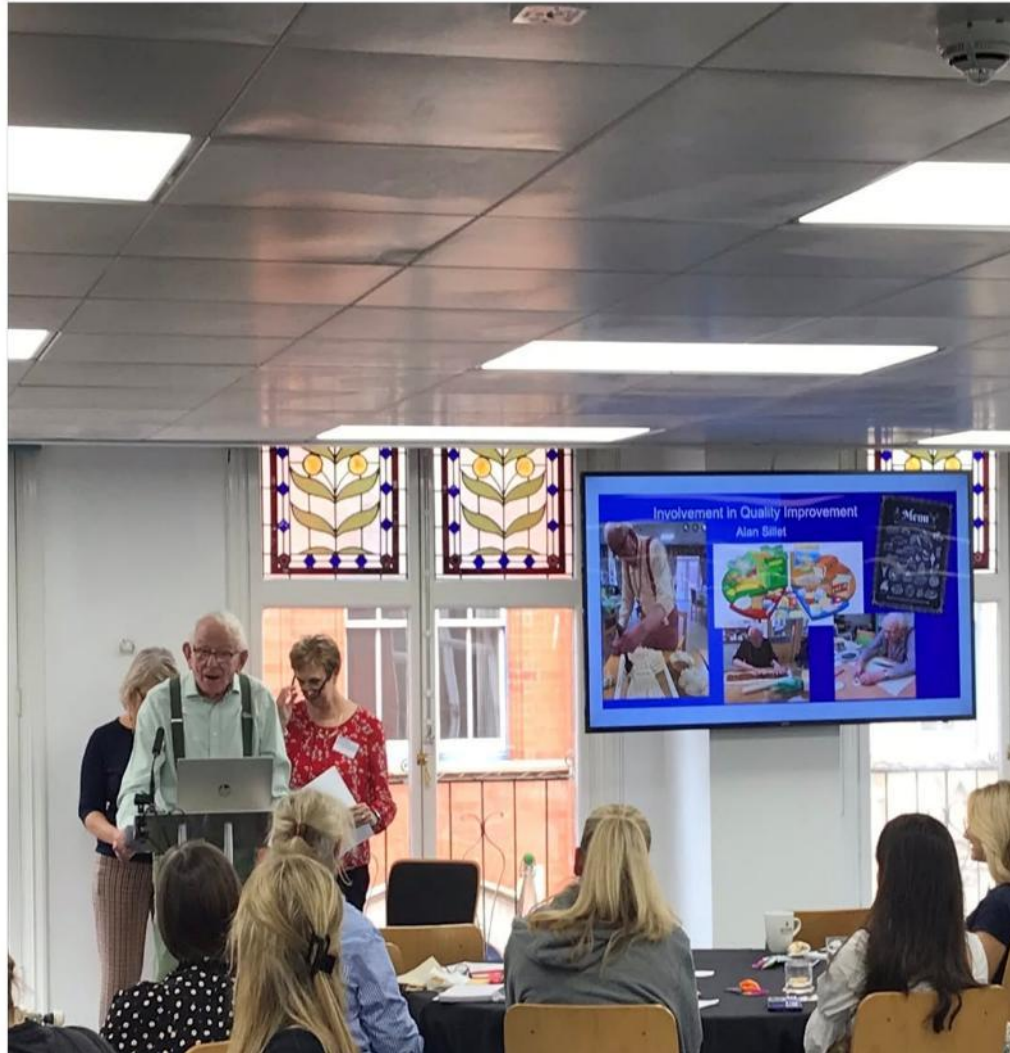




World Cuisine



Absolutely fabulous to hear from Alan from Galanos House at #ENRICH2023 - hearing his experience of living in a care home & being involved in research & quality improvement is really inspiring
#InclusiveResearch [twitter.com/sandraprew/sta...](https://twitter.com/sandraprew/status/1711111111)



Valuing
people's
knowledge
and
expertise

People were empowered to be involved in working in partnership with the management team to support decision making that directly impacted on their lives. From participating in staff interview panels and developing their own quality audits to planning and organising events and activities in the home

CQC 2025





Ownership Culture Sharing



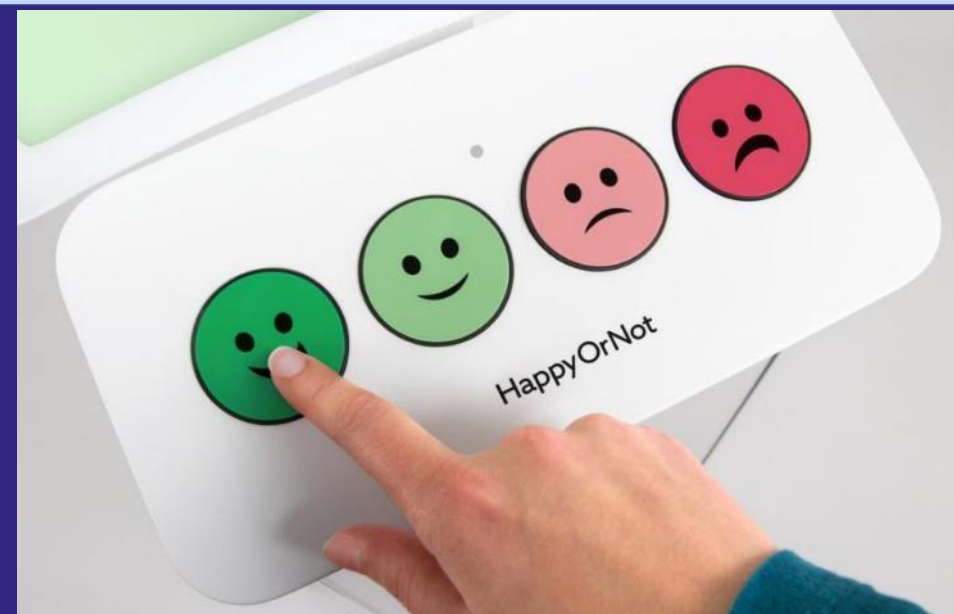


Menu planning & recipes

Rate my Plate App

Hydroponic growing

Digital Audits





Olivia Firth and Amanda Jayne

Care Workers Charity







The Care Workers' Charity Exists to Support Care Workers' in Times of Crisis

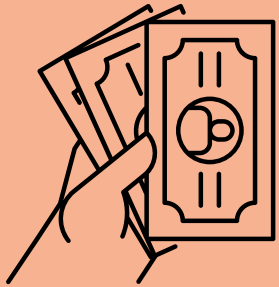
Financial
Grants

Wellbeing
Support

Advocacy



CWC Advocacy



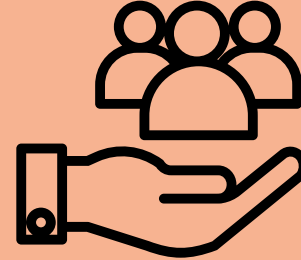
Improved Pay

All care workers in the UK to be paid as a legal minimum the [Real Living Wage](#) as set by Living Wage Foundation.



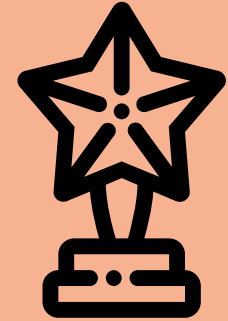
Registration

Introduce compulsory registration for English care workers, as is already in place in Scotland, Wales and Northern Ireland.



Full Funding

Government to increase central funding for social care to cover a fair cost of care for providers and Local Authorities.



Recognition

Work towards parity of esteem and pay for care workers with their counterparts in the NHS.



The Care Worker Advisory Board and Champions Project.



Established in 2024, with funding from The Rayne Foundation.



Diverse and national network of 40 care workers from across all four nations.



This network is a platform for care workers to share regional insights, foster collaboration and learning, enhance their skills and visibility, and share their experiences to help shape the future success and prosperity of the Adult Social Care Sector.



Why Digital Tools Need Care Worker Co-Production

Daily Experts

Fewer
Workarounds

Safer, Faster
Care

Trust, Not Fear.



Impact of Collaboration and Co-Production.



92% either strongly agreed or agreed that being listened to and valued has increased their morale and led to them delivering better care.



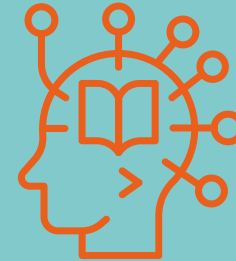
96% either strongly agreed or agreed that their sense of belonging and/or pride in the care worker community has improved.



88% either strongly agreed or agreed that they are more aware or have greater access to and uptake of training opportunities.



100% either strongly agreed or agreed that they feel valued and appreciated within the project.



88% either strongly agreed or agreed that they feel better equipped with the relevant skills and knowledge to do their job.



96% either strongly agreed or agreed that they feel part of a supportive community of care workers.



92% either strongly agreed or agreed that they feel their wellbeing has increased.



Co-Producing Digital Tools: What Good Looks Like.

Commit to consistent communication, not one off engagement.

Close the feedback loop.

Build trust through safe, anonymous routes to speak up.

Create a culture where feedback is welcomed, not punished.

See care workers as whole people, not just job roles.

Pay care workers for their time and expertise.

Embed co-production as standard practise.



Centring Care Workers: A Guide, June 2026.



Scan me!



Get in touch to find out more



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Q&A



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