

Care Technology Procurement Toolkit

A practical guide for social care providers to explore, procure and implement technology.

September 2026

Make every technology decision count

The right technology should improve care, ease pressure on staff and help your budget go further.

This pack helps choose solutions that fit your service.

Use it to:

- Assess your digital readiness
- Identify your organisation's needs and choose a solution that fits
- Evaluate safety, quality, governance and value before you buy
- Navigate procurement and plan for successful implementation

For care provider owners, managers and anyone involved in choosing or implementing digital technology.

Open the section you need, use the resources with your team and work through the pack as required.

Where are you in your procurement journey?

1 Are you digitally ready?

[What Good Looks Like Self Assessment Tool](#)

[Get Started with Digital Tool](#)

2 Understanding the problem

[Becoming a Digital Social Care Organisation](#)

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Are you digitally ready?

Get Started with Digital Tool

[Click Here](#)

Essential

This is a 10-minute multiple-choice questionnaire which asks questions about your current use of digital technology and data, helping to identify next steps tailored to your level of digital maturity. Upon completion, the survey signposts users to relevant guidance, support, and resources, covering largely the basics needed to get started with digital tools.

Topics covered include:

- Internet connectivity
- Data Security and Protection Toolkit (DSPT)
- Access to secure email
- Securing mobile and tablet devices
- Digital Social Care Records
- Telecare and the digital phone switchover
- The Digital Skills Framework

What Good Looks Like (WGLL) Framework - Self Assessment Tool

[Click Here](#)

Essential

This framework sets out best practice advice for social care providers. It covers what is needed from leaders and your organisation to digitally enable your workplace and workforce. The assessment is based around 7 key success measures. The self assessment tool allows you to easily assess and review your organisation against the success measures. Completing lets you:

- Generate a summary of your overall rating for each measure
- Access resources including links to guides, frameworks, training, videos, podcasts and case studies to help you improve in each measure

Adult Social Care Digital Skills Framework

[Click Here](#)

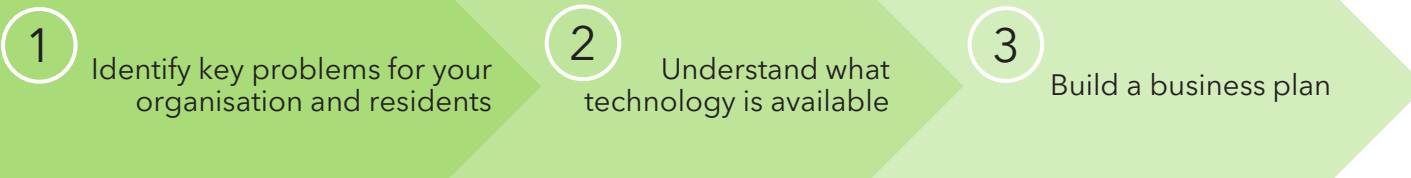
Recommended

This framework helps you assess your workforce’s digital skills. It is organised in two levels:

- Digital skills for all - foundational skills for everyone in adult social care.
- Go further - advanced skills for those in leadership, supervisory, or digital champion roles.

Use this resource to identify staff training needs and access learning for each theme, helping your team make the most of digital tools and support high-quality care.

Understanding the Problem



Becoming a Digital Social Care Organisation pages 8-15

[Click Here](#)

1

This guide is a **practical** resource designed to help social care managers and leaders plan, implement, and sustain digital transformation. The resource shares real-world insights from care providers and includes other useful resources and DIY templates for teams to use.

Pages 8-15 help readers to:

- Scope and prioritise your organisations key problems
- Build a business plan
- Generate a specification of what your digital solution needs

Care Tech Guide

[Click Here](#)

2

A catalogue of the different care technologies currently available. Explore and compare care technologies, with information on their features and suppliers.

ADASS TSA Blueprint Services Overview

[Download Here](#)

3

This resource highlights the potential challenges a care provider organisation might face and:

• The technology that could help solve it	• Qualitative ROI
• How it works	• Examples of suppliers
• Intended care related outcomes	• Additional use cases for the solution
• Quantitative ROI	

ADASS TSA Blueprint Financial Model

[Download Here](#)

3

This is an excel spreadsheet that provides a simple calculator to support building an initial case for investment for proactive and preventative care services. This version of the financial model contains calculators for: Reassessment, Long Term Care and Falls Management which currently have the most established ROI.

Choosing a Solution or Supplier

Becoming a Digital Social Care Organisation pages 16-19

[Click Here](#)

This guide is a **practical resource** designed to help social care managers and leaders plan, implement, and sustain digital transformation. The resource shares real-world insights from care providers and includes other useful resources and DIY templates for teams to use. Pages 16-19 provide practical advice and templates to aid in comparing suppliers and solutions.

Assured Solutions Decision Tool

[Click Here](#)

Use this tool to compare NHS England-assured digital social care record (DSCR) suppliers and find the best fit for your service. Assured suppliers have been assessed against minimum capabilities, national standards and financial and security checks.

NICE Evidence Standards Framework (ESF)

[Click Here](#)

The ESF provides a structured approach to evaluating Digital Health Technologies based on their intended use and impact. The ESF ensures that the technologies are effective, safe and provide value for money. Use the framework to question suppliers and make informed purchasing decisions.

The Department of Health and Social Care has commissioned [NICE to develop a new Evidence Standards Framework](#) specifically for Digital Care Technologies in adult social care. This is expected to be published in Spring 2027.

TEC Quality - Quality Standards Framework (QSF)

[Click Here](#)

The Quality Standards Framework (QSF) is the UK's only UKAS-accredited scheme for Technology Enabled Care (TEC). It independently verifies that suppliers meet recognised safety, quality and effectiveness standards. Using a QSF-certified supplier can reduce risk, strengthen governance and provide confidence that technology is safe, supported and fit for purpose. It also demonstrates to commissioners and inspectors that recognised standards were considered.

Choosing a Solution or Supplier

What to check for in your technology contracts

[Click Here](#)

This webinar helps social care providers prepare to buy a digital system, choose a suitable supplier and negotiate contracts. It focuses on digital social care records, with practical advice relevant to other technology purchases.

Digital Technology Assessment Criteria (DTAC)

[Click Here](#)

DTAC helps you assess whether a digital tool meets baseline safety, security and usability standards. Ask suppliers for their completed assessment and supporting evidence before you buy.

Funding

Digital funding in social care is fragmented and often tied to short-term programmes or pilots.

Use the resources throughout this pack to plan your budget, assess expected benefits and choose and implement technology that offers lasting value.

Also stay connected with your ICB, local authority, care associations and local forums to hear about opportunities early.

Digitising Social Care

[Click Here](#)

Digitising Care Hub

[Click Here](#)

Learning and Development Funding for Adult Social Care

[Click Here](#)

Useful digital tools don't always come at a cost. These following digital tools give teams quicker access to the information they need to save time and deliver better care for residents.



London Care Record - A digital system integrated with your existing Digital Social Care Record system, that gives you an up-to-date record of a resident's health and care information from across different parts of the NHS and social care in London. It enables access to information such as medicines, allergies, test results, care plans and discharge summaries.



Universal Care Plan - An editable digital personalised care plan that securely shares your resident's care needs, preferences and wishes, supporting better personalised and coordinated care.

GP Connect – Allows staff and connected systems to view current GP clinical information in real time, reducing manual requests and helping teams act on up-to-date information.

For further information on eligibility requirements, please access the relevant links above.

Implementation

Becoming a Digital Social Care Organisation pages 20-25

[Click Here](#)

This guide is a **practical** resource designed to help social care managers and leaders plan, implement, and sustain digital transformation. The resource shares real-world insights from care providers and includes other useful resources and DIY templates for teams to use.

Find practical advice on implementing a new digital solution on pages 20-25.

Monitoring your Digital Contracts Well

[Click Here](#)

This **webinar** helps providers get the most out of relationships with software suppliers and delivers advice on contract management and negotiation.

Managing Suppliers and Contracts

[Click Here](#)

This resource is about why it's important to manage your suppliers and contracts. It provides details around what your contract must include, keeping track of your suppliers and changing suppliers

Care Technologist Training Programme

[Click Here](#)

A Care Technologist is a new care professional role that has recently been added to the Care Workforce Pathway. The role involves helping individuals find, choose and use technology that will support their independence, wellbeing and connections with others. The training programme supports those enrolled to develop the skills and confidence needed to use digital technology in a person-centred way.

Technology in Practice: System-led Examples and Provider Case Studies

Explore the examples below to discover what has worked, the outcomes achieved and lessons learned.

Case Studies – provider led examples

[**Oakland Care Group** takes a “pain point first” approach](#): define the problem and desired outcome before selecting technology. Their experience highlights the importance of staff involvement, system integration, measurable benefits and cyber security. Read about the various tech and AI solutions implemented by the care group.

[**Be Caring** replaced fragmented, paper-based processes with a bespoke digital platform](#). Staff involvement, practical training and peer support helped improve adoption, efficiency, oversight and service quality.

[**Orchard Care Homes** piloted PainChek to identify pain in residents with dementia](#). It then introduced it across 23 homes. It improved pain management and contributed to a 10% reduction in antipsychotic medicine use.

System led examples and evidence

North Central London ICB introduced **Whzan** remote monitoring in 116 care homes. [This UCLPartners report](#) covers benefits, implementation barriers and lessons for providers.

[**Health Innovation Network South London** explores how care homes are using technology for falls detection and prevention](#). **Coloma Court**, **Havering Care Homes** and **Azalea Court** trialled AI sensors, 3D monitoring and acoustic technology to detect falls quickly and identify patterns that may prevent future incidents. Discover their outcomes, challenges and lessons learned.

[A report by Skills for Care](#) identified investment in staff learning and development as a key factor in supporting retention in social care. [Care Providers Voice \(CPV\) have purchased Flourish’s services](#) to support providers in Barking and Dagenham, Redbridge, Waltham Forest, Newham and Havering to access **free** online learning until 31 March 2029.

[The Strategy Unit highlights the organisational and workforce benefits of DSCRs](#). Over 80% of providers already use a DSCR, if you still need to make the jump, listen to this webinar: [Busting Myths about Digital Social Care Records](#)