

Helpline launched to provide digital support to social care providers affected during coronavirus pandemic

Digital Social Care has set up a new helpline to support the adult social care sector with harnessing technology during the COVID-19 outbreak.

Our team of digital experts are here to help social care providers access practical advice to troubleshoot a technical problem or give in-depth one-to-one support.

Our helpline will be open between 9am and 5pm Monday to Friday by calling 0208 133 3430 or by email on help@digitalsocialcare.co.uk

It's a challenging time in social care and we want to do all we can to share our skills and knowledge to help you. The aim of the helpline is to provide you and your staff with technical advice, so that you can continue to provide care to those who need you during the outbreak.

From developing your remote technology, supporting your teams to use digital tools and assistance in utilising online training, we're here to help.

Our team has expertise in:

- MS Teams and video conferencing
- Remote monitoring
- NHSmail and secure email
- Data protection
- E-learning
- Care planning software
- Assistive technology
- Technology for recruitment
- Data collection e.g. through Capacity Tracker

Over the coming weeks as the pandemic continues, we are expecting an increase in people needing technical help and support, so we encourage everyone who needs advice to get in touch.

Alongside answering your queries, we'll also be collecting feedback from the helpline to rapidly collate best practice on how technology is being used in the sector. Then we can share the ways providers are using technology to support them during this difficult time.

We hope everyone in the social care sector stays safe and healthy. Please do get in touch with our helpline with any questions you may have about technology and digital solutions.

Call 0208 133 3430 or email help@digitalsocialcare.co.uk. We look forward to hearing from you.