

Exploring the use of AI in Adult Social Care:

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IMPACT
Improving Adult Care Together

Northern Ireland

Social

Care

Council



DHCNI
Digital Health & Care
Northern Ireland
HSC Goes Digital

WHO IS IMPACT?



- **IMPACT** is **IMP**roving **Adult Care Together**
- £15m UK centre for implementing evidence in adult social care. Economic and Social Research Council (ESRC) and the Health Foundation funded. Led by Professor Jon Glasby at the University of Birmingham. [Mission, Vision and Work – IMPACT](#)
- 4 different ways to support evidence-informed changes for the issues, challenges, and opportunities that adult social care faces.

Demonstrator:

- Use evidence to address major strategic issues and long-term change -
- [Demonstrators – IMPACT](#)

Facilitator:

- A bottom-up change projects in local services -
- [Facilitators – IMPACT](#)

Networks:

- Bringing local people together to work on practical changes -
- [Networks - IMPACT](#)

Accessible guides and resources

- [Ask IMPACT - IMPACT](#)

IMPACT Networks

Exploring the use of AI in adult social care

England



Wales



Scotland



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And Northern Ireland Social Care Council (NISCC)



Key themes

- **Awareness** : Most people had heard, some have > experience in using AI
- **Usage**: 50% used CHATGPT previously, 1 used a voice recognition software
- **Risks/Concerns**: 1 person not keen on AI at all – all had concerns re: risks
- **Relevance**: Examples were relevant, some used/implemented in their workplace.
- **Formal groups**: HSC AI Steering Group to agree some initial “guardrails”/ principles and to develop framework



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Ways that you think AI can help adult social care

- Example from director of an social care organisation; introducing AI
 - ⇒ **improved commute time** and schedules for the frontline staff => **resources saving** for human coordinators => **reinvestment** into training his social carers staff on technology.
- Focus on areas where social care has been improved on technology.
- Agree areas where AI should definitely **NOT** be used.
- Tools to be introduced correctly, in a simple language for everyone to understand

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Ways that you think things can go wrong

- **Not always right** - AI system not perfect e.g. voice recognition can slow down process in order to verify. User has to check back or repeat himself.
- **Pace of change:** AI moving at fast pace – can any AI strategy keep up??
- **Governance:** what “ethical consideration” - good governance is key moving forward
- **Ethics:** Consideration of applicability of AI advice/guidance especially on medical issues.
- **Inequalities:** CHATGPT data more likely from more privileged area globally; ethnic minorities and less developed areas NO access to internet nor opportunities for use

Where do we see AI?



Administration and Management
Logistics
Risk and Predictive Analysis



AI in Social Care Practice

1. Interventions and Reporting
2. Research and Analysis supporting evidence based practice
3. Communication and Assessment



Key Considerations

1. Transparency when AI is involved
2. Accountability for the Use of AI
3. Must be about improving care delivery

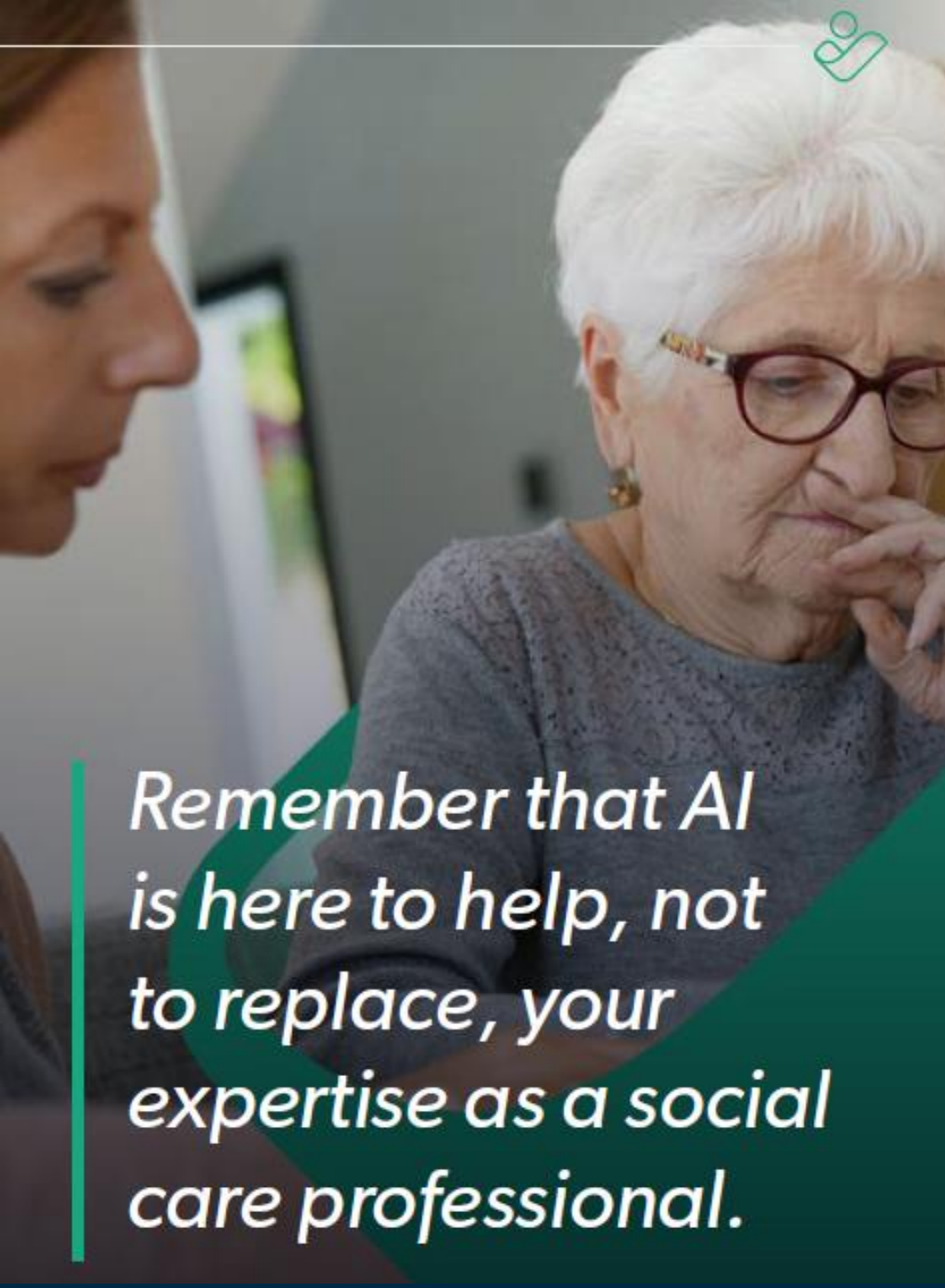


Remember that AI is here to help, not to replace, your expertise as a social care professional.

Cross Network Themes

What AI Adds to Social Care?

- **Meet future demand for care at a time when resources are likely to be decreasing**
- **Example: Being able to speak to AI out of social care working hours**
- **Networks were concerned that AI can take away real social connection and empathy**
- **Relying on AI could de-skill people - e.g. communication and decision making skills**



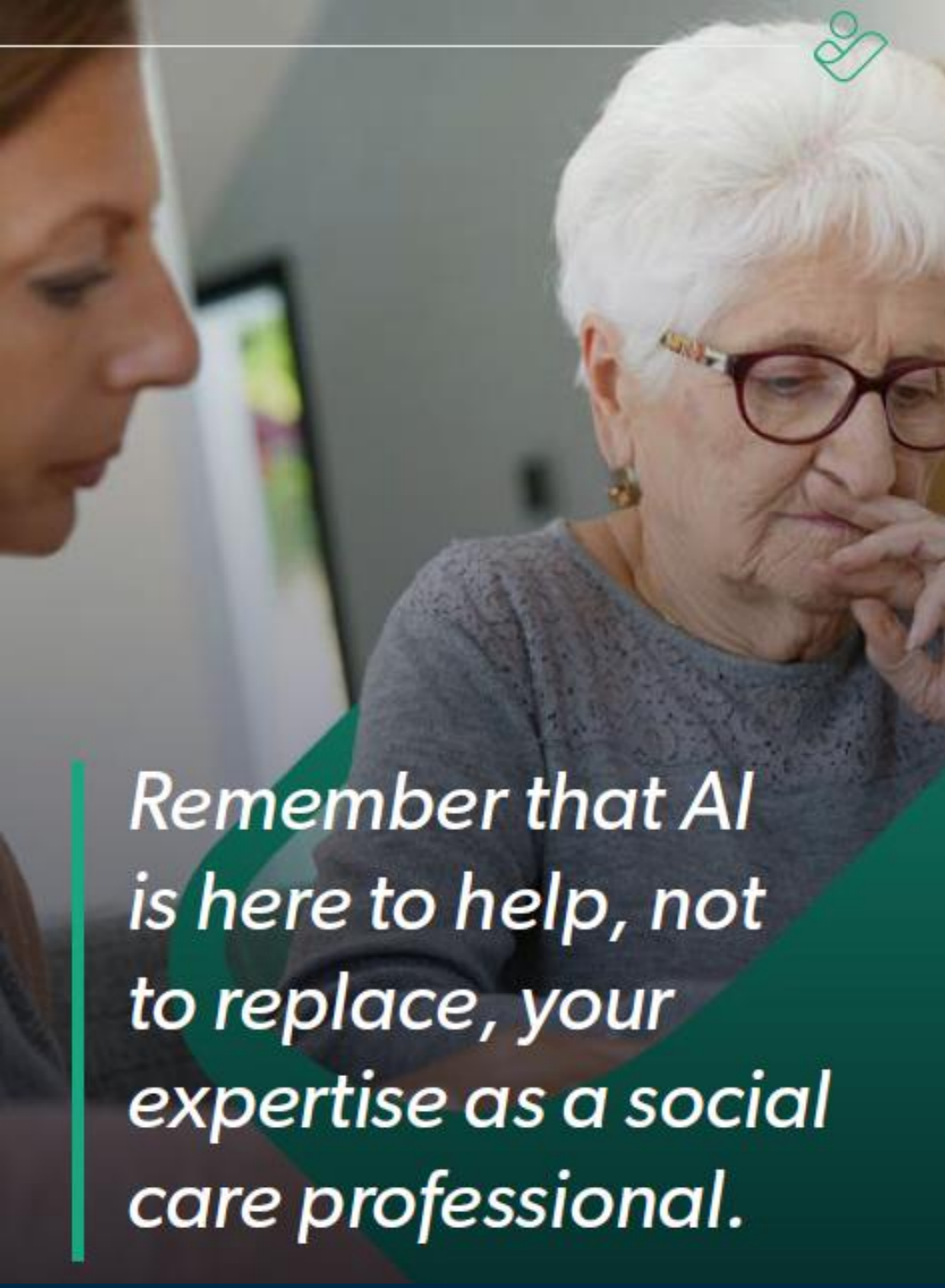
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Cross Network Themes

Does AI save money and time?

Mixed thoughts

- **Human in Loop:** AI content to be checked by staff to make sure it is correct, so not always time saving
- **Costs:** High development costs of AI systems
- **Savings:** Commissioners use AI for administrative tasks - saves them a lot of time & effort
- One network said AI saved staff travel time which freed up time for staff training



Remember that AI is here to help, not to replace, your expertise as a social care professional.

Cross Network Themes

Issues of bias, trust and digital exclusion

- AI and humans can have bias, members wondered if AI is easier to train out of bias
- Certain under-represented groups are more at risk of bias in AI such as ethnic minorities and people with autism and learning disabilities
- Two of the networks think creating clear rules about when and how AI is and isn't used in social care will be helpful
- Members felt worried about trusting AI in social care especially around their case notes

Northern Ireland

AI Adoption Essentials

A Scenario

A social worker, Sarah, is preparing for a visit with a 10-year-old child and their family. She uses AI tools to support her practice:

- Before the visit, an **AI transcription tool** has summarised previous case notes and meetings, giving Sarah a clear overview without hours of manual reading.
- During the visit, she uses a **real-time translation app** to communicate more effectively with the child's grandmother, who speaks limited English.
- After the visit, Sarah uploads her voice notes, and an **AI assistant generates a structured case summary** and flags potential safeguarding concerns based on patterns in the data.
- Later, the service's **AI dashboard** collates anonymised insights across cases, helping managers spot emerging trends in family support needs in the wider population.



The AI RoadMap

What are the key things that matter?

Responsible AI seen through the eyes of our communities.

Compliance, Data Privacy & Cybersecurity

How can I ensure data and algorithms are **secure**, and **protected** against cyber threats?



Human by Design

How will this **impact** myself and others?



Fairness

How can I be sure I am being treated **fairly**?



Transparency, Explainability & Accuracy

How can I **believe** that the technology will do as I say and help me if I need it?



Safety

What **safeguards** are in place to protect me?



Accountability

Who is **responsible** for the solution?



Sustainability

How could these technologies **impact** our planet?

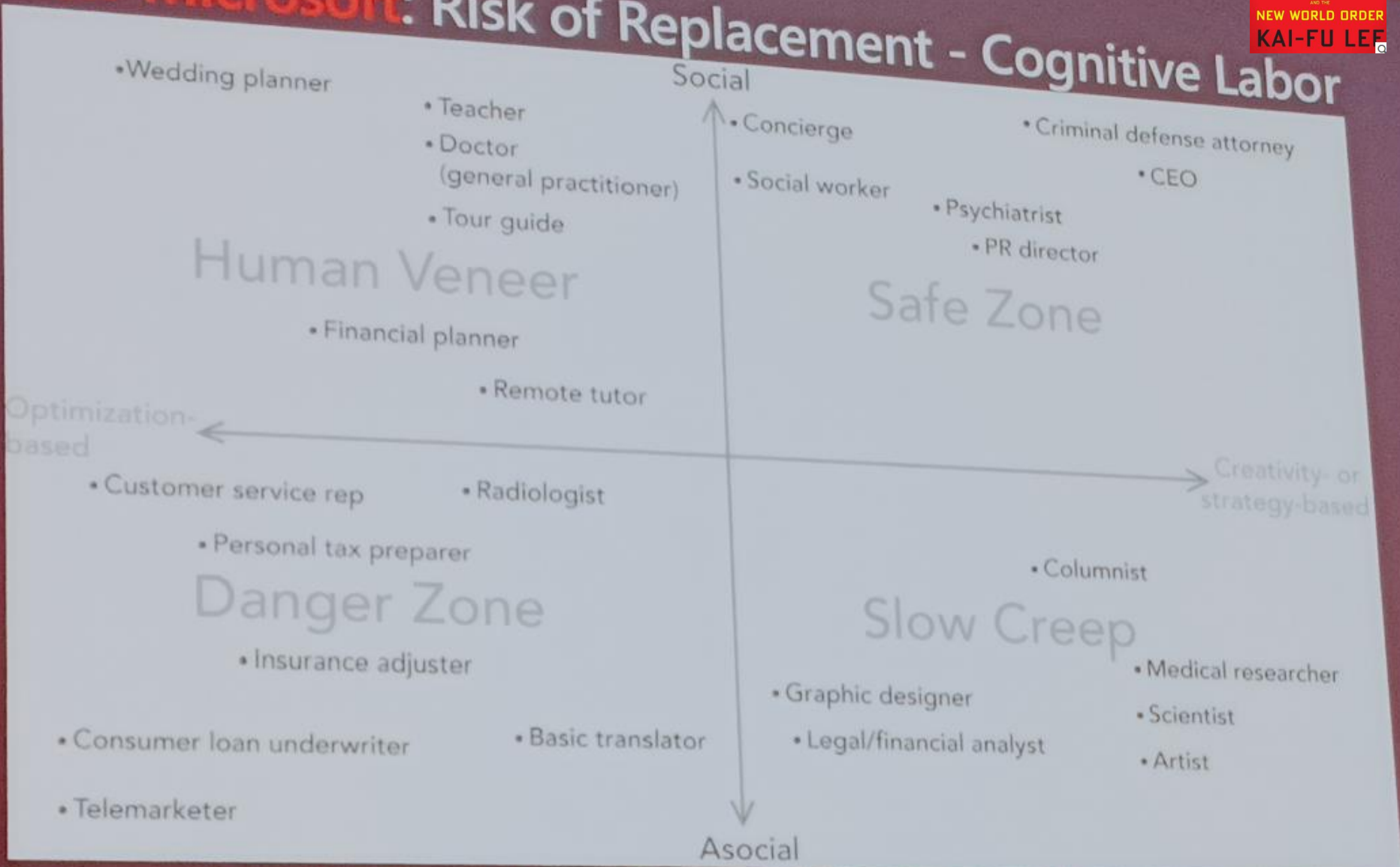


Northern Ireland

AI and Cognitive Jobs

AI
SUPER-
POWERS
CHINA,
SILICON VALLEY,
AND THE
NEW WORLD ORDER
KAI-FU LEE

Non-Microsoft: Risk of Replacement - Cognitive Labor



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Finalising our action plan.....

What are you trying to change?

Who will be leading the change?

What are the main activities?

Who will participate in these activities?

What are the key outputs?

What are the benefits in the medium term?

What are the longer-term goals?

Building the action plan....please take note!!

Our Challenges

Build Trust and confidence in the use of AI

- Educating everyone to be more digitally aware and how to keep themselves safe
- Building trust and reassurance with a human led back up
- Enabling the workforce to support people as part of the use of AI.
- Support to scale and sustain learning and work with Regulators to develop policy change
- Isolation and issues faced by rural population and families and carers



Building the action plan....please take note!!

What we need to do!!

Develop in conjunction with people with lived experience and accessible (e.g. easy read) to everyone (service users, carers, workforce), an AI toolkit starting initially with education materials (from a trustable source) that include the following factual information:



- “What is AI”, “Why we use AI” and how it supports social care
- Reform of adult social care (affordable, sustainable and how AI is going to be part of that)
- AI Policies that are in place
- Pros and Cons of AI: how can AI benefit providers, services users, carers and workforce
- Updated to become an AI resource repository

Building the action plan....please take note!!

Our Outcomes



- Greater clarity and confidence on what AI is being used and not used for within social care settings
- Clear explanation on consent for data to be used in AI for everyone including carers
- Service users, carers & social care workforce receiving appropriate and relevant education to develop a good awareness and sound understanding of implications of using AI.
- Promote the toolkit through NISCC Lunchtime seminars, Learning Zone module on Social Care and AI
- Development of a Video / charter / guidance
- Link with an impartial, trustworthy, non-biased partner e.g. NI AI Competency Centre (<https://www.aicc.co/>) as an option for scaling resources.

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Northern Ireland
**Social
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Council**

INVESTORS IN PEOPLE
We invest in people Platinum

**Social
Care
Against
Racism**

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