CONFERENCE ABSTRACT

The ALLIANCE collaboratively explored a human rights-based approach to digital health and social care, ensuring that citizens are protected from exclusions and exacerbated inequalities. This benefits citizens, policy makers, service providers and supports the creation of accessible, innovated, personalised, goal orientated care and learning which is applicable globally.

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A human rights-based approach to the use of digital technologies in health and care, creating a good practice template to allow people to choose, try and practice digital technologies which supports their health, care and wellbeing as well as having access and control of their data.

Creating an international understanding of a human rights-based approach empowers individuals and increases their awareness of the benefits of digital technology in supporting their own health and care. For professionals involved in service design and delivery, the adoption of the principles will make improved services, which are accessible, with a heightened awareness of some of the factors that can widen/exacerbate inequalities.

We believe that an adoption of these five principles for a human rights-based approach to digital health and social care will lead to a more equitable, meaningful use of technology, with benefits for citizens as well as policy makers and service providers.

We engaged with a range of individuals and stakeholders through online workshops and a survey. We talked to people who used digital services, those who provided services and support workers who engaged with digitally excluded groups. Based on their feedback, we refined the principles:

1. People at the centre

2. Digital where it is best suited

3. Digital choice

4. Digital inclusion not just widening access

5. Access and control of digital data.

After developing the five principles, we wanted to extend this beyond theory, to identify practice-based examples where these principles are already at the heart of services. We produced a series of case studies, sharing learning and effectively highlighting the positive impact digital technologies can have on supporting self management, promoting independence and assisting unpaid carers. We also held events where we invited organisations that champion this approach.

Coupland: The ALLIANCE collaboratively explored a human rights-based approach to digital health and social care, ensuring that citizens are protected from exclusions and exacerbated inequalities. This benefits citizens, policy makers, service providers and supports the creation of accessible, innovated, personalised, goal orientated care and learning which is applicable globally.

We work closely with Scottish Government, Digital Health and Care Directorate to ensure a human rights approach is embedded in Scottish policy.

The principles support the ethos of the Scottish Approach to Service Design and underpins developments/ progression of services e.g. Scottish Care Technologist

Our next steps include launching our Scottish Social Services Council (SSSC) Open Badge, offered as a recognition/award to people working in social care for doing further learning and development, on Digital Human Rights Principles. We will continue to map and share good practice as it progresses and develops and strive for it to be imbedded across all industry.

We would like delegates to feel inspired by this approach and to share our vision. To come away with an appetite to apply it practically in the design, delivery, and evaluation of their digital services and to want to raise awareness of it.

The international appreciation and endorsement of a human rights-based approach to digital health and social care would lead to the creation of accessible, personalised and goal-orientated care.