



# Digital strategy 2021-2024

## 'Developing a digital culture'

Our strategy shows our aspirations, intent, and commitment to make a positive difference to improve the health and wellbeing of the people we care for, enabled by digital. It is not just about the technology but about our mindset, culture, organisational values, and guiding principles.

### Our vision

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- Striving to be the best we can be digitally
  - Improving our digital maturity
  - Working in collaboration to deliver joined up care and support
  - Better experiences for our staff, service users, carers and communities
  - Insight driven change through continuous engagement, co-production, and feedback
  - Improving digital skills and competency
  - Addressing digital exclusion and inequalities

### Our strategy objectives

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- Improving the digital skills and competencies of our staff
  - Improving the digital capabilities of our service users and carers
  - Addressing barriers to digital inclusion and digital inequalities

### To support the delivery of the digital strategy, we have identified the following outcomes:

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- Championing digital inclusion and digital equality, ensuring that no-one is left behind
  - Keeping our staff, service users' and carers' information safe
  - Developing a Trustwide digital culture
  - Learning from digital best-practices
  - Developing a digitally capable workforce that embraces a flexible work-life balance
  - Designing services that are fit for today and ready for tomorrow
  - Reduce duplication and waste to enhance care delivery, ways of working and improve service user, carer, and staff experience

### How we will achieve this (with a strong collaborative working approach with partners):

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- Improve digital intelligence and make it more accessible and user friendly
  - Develop an effective digital infrastructure that supports innovation
  - Support our digitally skilled workforce
  - Supporting our service users and carers with access to care that has digital embedded
  - Better use of digital care records and information sharing

### How we will measure success:

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- Our staff will feel confident, skilled and empowered in the use of digital solutions
  - Our service users and carers feel informed, involved and confident that digital solutions complement the care they receive
  - Digital technology supports us to deliver better care in local communities
  - Information is shared efficiently, appropriately and safely
  - The drive for continuous digital innovation and improvement is embedded in our services

More information on our digital strategy is available on the intranet.

If you require a copy of this information in any other format or language please contact your line manager.

With **all of us** in mind.