



# Digital Skills & Innovation in Care Conference

8:30am - 2:15pm  
Thursday, 22<sup>nd</sup> February 2024  
The Ashford International Hotel

Programme

Digital | Tech | Education | Skills | Care

# Digital Skills & Innovation in Care Conference 2024

## Programme

#DigitalCare

### Digital Skills and Innovation Care

**08:30** Arrivals & Networking Sign-in & Refreshments outside Kent Suite

**09:00** Welcome Welcome from Jonathan Shaw Conference Chair

### 09:10 Setting the Scene

Nadra Ahmed CBE - Chair, National Care Association

Teresa Murray - Deputy Leader, Medway Council

Lucy Druesne - Chief Contracts & Policy Officer, Kent Invicta Chamber of Commerce

Paul Sayers - Chief Information & Strategy Officer, East Kent Colleges Group

### 10:05 Enabling a digital culture

Cathy Bellman - Deputy Director, East Kent Health & Care Partnership

Sarah Da Costa - Chief Administration Officer and Keith Easley - IT Manager, LDC Care

Dave Harris - Chief Operating Officer, Time 4 U Ltd

Pia Rathje-Burton - Locality Manager, Skills for Care

Georgina Walton - Senior Project Manager, Adult Social Care & Health, KCC

### 11:00 Tea & Coffee Networking

### 11:20 How can assistive technology be integrated into Health and Social Care

Alan Matthews - Director, Automated Spaces

Clare Burgess - Chief Executive Kyndi, Ltd

Phil Neilson - Chief Executive Officer AVERio

Billy Smith - Curriculum Consultant, East Kent Colleges Group

Vernon Kearl - Health and Social Care, Canterbury College

Clare Brown Health and Social Care, MidKent College

### 12:20 Enabling change through funding, regulation and policy

Professor Vic Rayner OBE - Chief Executive Officer, National Care Forum

Christopher Drysdale (CQC)

Andy Buttery, Director of Regional Simulation and Human Factors Project (CCCU)

Robert McClaren - Director of Policy, Policy Connect

Paul Smith - Director, Foundations

### 13:10 Plenary

### 13:15 Lunch Networking & Demo Options

### 14:15 Conference Close

## Welcome to the Conference

### East Kent Colleges Group is pleased to welcome you to the Digital Skills and Innovation in Care Conference.

The conference is funded through the Local Skills Improvement Fund, as part of the college's care focused project, which is one of four LSIF projects that have attracted £5m of additional funding to Kent and Medway, via the county's three further education colleges.

The LSIF projects complement the priorities detailed in the Kent Invicta Chamber of Commerce [Local Skills Improvement Plan](#). We hope you enjoy the conference and participate in discovering more about understanding the use of digital technologies and its implementation, enabling innovative and effective change in the care sector.

#### Context & Purpose

This conference builds on the Digital Care Conference held late 2023 and it aims to provide an opportunity for delegates to participate in positive thematic discussions concerning digital technologies in the Care sector. The intention is for the conference to recognise various challenges, whilst focusing on practical approaches and solutions.

#### Delegates will benefit from:

- Finding out about Assistive Technology
- Practical workshops designed to assist implementation
- Information about funding and accessing training, which complements the provision already available through Skills for Care and other organisations
- Networking with providers, stakeholders and employers.

The format of the conference is primarily panel based with four thematic panels, chaired by Jonathan Shaw. Each panel will seek to engage audience participation at key points using Slido as well as direct audience feedback.

#### Conference Exhibitors

Special thanks to our conference digital technology exhibitors. During the networking lunch you will be able to check out some of the examples of new technologies being deployed in care settings which help to improve care provider operation, efficiency and importantly patient care. Exhibitor details are provided later in this programme.

## Conference Chair



### **Jonathan Shaw, Kent Further Education Strategic Director & Conference Chair**

Jonathan is the Strategic Director for Kent Further Education (KFE). Jonathan was previously Chief Executive of the think tank Policy Connect. Jonathan's variable career has included being a farm worker, care assistant and social worker before being elected to Parliament for three terms between 1997-2010. During his time as an MP he was Minister for Disabled People.

## Guests & Panel Members

### Setting the scene



### **Nadra Ahmed CBE, DL Chairman – National Care Association**

Nadra has been involved in the field of Social Care for over 40 years. She has been the Chairman of NCA since 2001 and is a trustee of Royal British Legion Industries and Governor at Canterbury Christchurch University. She is also the Co-Convenor of the Cavendish Coalition. She is currently the Chair of the Care Provider Alliance which brings together 11 national representative bodies in the sector.

Nadra has been a member of a number of Government advisory committees in the DHSC including at Ministerial level and Government Taskforces. Nadra is a regular contributor to journals and conferences and is frequently called upon by major media networks to represent the views of Social Care providers both nationally and internationally. In 2006 she was awarded the OBE for her services to Social Care and in 2023 Nadra was awarded the CBE for her continued services to Social Care. In March 2023 Nadra took over the role of High Sheriff of Kent.



### **Teresa Murray, Deputy Leader of Medway Council, Cabinet Member for Health & Adult Services**

Teresa has a professional background in further and higher education having been a senior manager at Midkent college and later in Prison education at HMP Maidstone. She is an experienced elected councillor in Rochester was Spokesperson for Health and Adult services while in opposition on Medway council and became Deputy Leader and Cabinet portfolio holder for this area of work in 2023. Teresa chairs the Medway Health and Wellbeing Board, is a member of the Kent and Medway Integrated Care partnership and serves on the Local Government Association's Community Wellbeing board.



### **Lucy Druesne, Chief Contracts & Policy Officer, Kent Invicta Chamber of Commerce**

Lucy is responsible for the management and delivery of the Chambers contracts and grants, including Business Support and Skills. She has a watching brief on key policy changes, understanding and disseminating the information relevant to the organisation and chamber members. Part of the Senior Management Team, Lucy managed the Local Skills Improvement Plan development and has had a key role in working across sectors on the FE college led Skills Development Fund and more recently LSIF projects.





**Paul Sayers, Chief Information & Strategy Officer, East Kent Colleges Group**

Paul is the Group's Chief Information and Strategy Officer. His role sees him lead on the Group's strategic work, its MIF function and planning for future growth and projects. He also takes the lead on key stakeholder engagement, developing partnerships which support the Group's strategic objectives across its provision. Before leaving the SFA, Paul worked as Head of Area Relationships with responsibility for £150m of public and private sector education and training contracts, as well as for strategic stakeholder partnerships.

## Enabling a digital culture



**Cathy Bellman, Deputy Director, East Kent Health and Care Partnership**

Cathy is an NHS professional with experience in leadership and operational management. She is passionate about cross-organisational integrated working; health, local authorities, voluntary care sector. She leads on transformation and change programmes, focus for increasing 'out of hospital' provision, using digital and technical innovations to support this.



**Sarah Da Costa, Chief Administrative Officer, LDC Care Co**

Sarah da Costa is the Chief Administrative Officer at LDC Care Co, and has overseen a number of projects which aim to increase digital skills and enhance the use of technology across the workforce for the purpose of improving the experiences of both the employee and the people we support within our care settings.



**Keith Easley, Head of IT, LDC Care Co**

Keith is the Head of IT at LDC Care Co and has implemented, adapted, and helped develop several digital systems. Keith utilises a user-centric approach, ensuring usability for employees whilst meeting business needs and visions. Keith believes digital systems should reduce the burden of administration tasks and have a positive impact on the people being supported.



**Dave Harris - Chief Operating Officer, Time 4 U Ltd**

Dave Harris is an experienced strategic manager and motivational team leader with over 30 years experience in adult social care, having delivered front line services and managed at senior and executive levels for both the public and voluntary sectors at a local, regional and national level.



**Pia Rathje-Burton - Locality Manager, Skills for Care**

Pia Rathje-Burton is a Locality Manager at Skills for Care, acting as the main point of contact for social care providers in their area, offering support on workforce development. She works across Kent and Medway and has worked in social care for 25 years, including as a registered manager for 15 years.



**Georgina Walton, Senior Project Manager, Adult Social Care & Health,  
Kent County Council**

Georgina (Gina) Walton has worked in Social Care and Health for 16 years in various Programme and Change Management roles. Gina is an experienced project manager and worked in the public sector and private organisations before working in Social care.

Gina is a Senior Project Manager in the Adult Social Care Innovation Delivery Team, which drives change that matters for people who draw on care and support, the workforce and partners to improve outcomes for the people in Kent. Gina oversees a range of projects that have an innovation and/or digital focus. You can contact Gina on [Georgina.walton@kent.gov.uk](mailto:Georgina.walton@kent.gov.uk).

## How can assistive technology be integrated into Health and Social Care



**Alan Matthews – Managing Director of Automated Spaces**

Automated Spaces designs, installs and supports Independent Living solutions as well as Smart Home and Home Cinema solutions. Alan designed the Independent Living Smart Spaces demonstration rooms for the College Care Kent project.

Automated Spaces one of only 16 companies globally to achieve CEDIA ‘Member of Excellence’ designation.

(Custom Electronic Design & Installation Association)

[www.automatedspaces.co.uk/independent-living-technology](http://www.automatedspaces.co.uk/independent-living-technology)



**Clare Burgess - Chief Executive Kyndi Ltd**

Prior to joining Kyndi Clare enjoyed various roles working within the public and private sectors as well as the VCSE sector. Drawn to working in roles that are within the health & social care sector, she is now CEO of Kyndi Ltd.

Passionate about ensuring that people are able to have fulfilling and independent lives and particularly our most vulnerable, Clare feels working at Kyndi gives a great opportunity to ensure our communities have access to services that show great impact to the level of independence that they can achieve, whilst also complementing and supporting other health and social care services in this respect.



**Phil Neilson - Chief Executive Officer AVERio**

Phil has spent over 15 years’ as the driving force behind the digital transformation for some of the UK’s largest social care providers, covering home care, supported living, residential care and beyond. Phil started AVERio with a clear goal in mind: provide a way for social care to deliver more informed care, prevent reoccurring issues, and improve the use of data in care planning.

[AVERio.co.uk](http://AVERio.co.uk)



### **Billy Smith, Principal Consultant at Billy Smith Ltd**

Billy is a freelance consultant specialising in education and technology. With over twenty years' experience, he has worked in education, government and public sector organisations, holding leadership positions at middle, senior and executive level. He is passionate about leveraging technologies to enhance education, improve lives and enrich communities.



### **Kent Further Education: Clare Brown (MidKent College) & Vernon Kearl (East Kent Colleges Group), Health & Social Care Curriculum Leads**

Completing this panel are the lead representatives for health and social care provision from two of the county's FE college organisations. Combined the three FE colleges serving the county provide education and skills training to over three thousand people ever year specifically in health and social care and related career pathways. It forms one of the largest areas of provision across the three colleges at 12% of all learners.

## **Enabling change through funding, regulation and policy**



### **Professor Vic Rayner OBE - Chief Executive Officer, National Care Forum**

Professor Vic Rayner OBE is CEO of the National Care Forum. As CEO she chairs the government national workforce advisory group. She also chairs the National Social Care Advisory Group and has been at the forefront of promoting digital transformation across care.

She sits on a range of government and national specialist groups with a focus on the social care workforce, digital transformation, new models of care and regulation. She was awarded an OBE for services to social care in 2021.



### **Christopher Drysdale**

Christopher Drysdale is a Regulatory Policy Manager in the adult social team for the Care Quality Commission. He has a background in information technology, e-commerce, and public health with 20 years' experience of regulation in health and social care. In regulation he has held roles in local authority assessment, data and insight, corporate provider inspection and policy. Chris is the CQC policy lead for how CQC will register corporate providers, provider level assessment and technology and innovation in the ASC sector (digital social care records, cyber security and AI).



**Andy Buttery; BSc; MSc; DipMedEd (Dist.); RODP**  
**Regional Simulation & Human Factors Project Lead for Kent, Surrey, & Sussex**  
**Interim Director of Simulation for IPE & Nursing Canterbury Christ Church University.**

After 20 years clinical, took a full-time role as simulationist & human factors enthusiast in 2004. Andy is confident that Simulation-Based Education will continue to evolve and provide elegant, effective solutions to challenges in health and care.

Association for Simulated Practice in Healthcare Executive Committee; Conference Committee

International Journal of Healthcare Simulation Operational Board Member.

The in-house webpage: <https://blogs.canterbury.ac.uk/simnet/>



**Robert McClaren - Director of Policy, Policy Connect**

Robert is Director of Policy Connect's ATech Policy Lab, which brings together disabled people, researchers, and the tech sector to design policy to make technology work for everyone. Robert's team supports the APPG for Assistive Technology, now in its seventh year of raising the profile of this agenda within Parliament.



**Paul Smith - Director, Foundations**

Paul joined as Director of Foundations in 2015 after spending 25 years working in local government for unitary, district and county councils. Originally qualifying as a Building Surveyor and designing hundreds of home adaptations, he went on to manage two award winning Home Improvement Agencies. He has also spent time as a commissioner of extra care housing and HIA services.

## Tech Demonstration Partners



Tobii Dynavox is a leading developer of access and communication solutions including premium eye tracking technology. Through our innovative technology, Tobii Dynavox supports children and adults with a whole range of disabilities to use communication and eye tracking technology to overcome barriers to education, employment and leisure.

At the Digital Skills and Innovation in Care Conference, we will be showing the TD Pilot - our flagship eye tracking solution for the iPad. The 'Made for iPad' certified TD Pilot gives full access to the iPadOS environment, as well as a wealth of apps for independence, learning, work and leisure.



### The PA Consulting-led Argenti service

Argenti, our innovative approach to Technology Enhanced Lives, provides support to those in need 24 hours a day and connects care workers to people for better, more efficient care. Our multi award winning service delivers better outcomes for the people, for care and health practitioners, as well as realisable financial benefits to commissioners.

At the Digital Skills and Innovation in Care Conference, delegates will have an opportunity to explore the technology we use to support people and to ask our team questions.

### Additional tech demonstrations will be available from:



## Conference Thanks

Thank you to all our panel members and guests, conference chair Jonathan Shaw, East Kent Kent Colleges Group and Kent Further Education organising colleagues and our delegates from over 50 different organisations. Thanks also to The Ashford International Hotel and its staff team for servicing the conference.

## General Information

### Arrivals & Departures

We kindly ask that you ensure that you arrive in time for the morning registration period between 8:30 and 8:55am and move promptly to the Kent Suite once called. If you are a little early that's okay as the hotel has additional lounge and tea and coffee facilities available.

Please bring and wear your organisational lanyard or name badge for this event.

### Helpdesk

A helpdesk will be operating at various points during the event in the **Kent Suite Reception** area.

### Venue Location & Parking

Parking is available and free, but please ensure you log your registration number using the smart pad near the hotel's main reception on arrival to avoid any parking charges. The event organisers are not liable for any parking charges incurred.

Directions to the Hotel: <https://www.ashfordhotel.co.uk/about-us/find-us/>

### Lunch

If you have notified us of any specific dietary requirements when registering for the event online, we will work with the hotel to ensure these are met as best as possible. Note the lunch is buffet style and the various food options will be labelled with dietary advice.

### Access and Support

If you notified us of any specific access, mobility or support needs when registering online, we will work with the hotel to endeavour to do our best to meet your needs.

### Event Evaluation & Feedback

We are keen to get your feedback which you can provide via the link given below. The survey closes noon 1<sup>st</sup> March 2024: <https://forms.office.com/r/B0piFNX0ns>

### Event Key Contacts & Communications



Event Day Contact: Mark Hill- [rule5solutions@gmail.com](mailto:rule5solutions@gmail.com)

East Kent Colleges Group, Lindsey Biggs email: [Lindseybiggs@eastkent.ac.uk](mailto:Lindseybiggs@eastkent.ac.uk)

If you are unable to attend or delayed arriving please email us at: [Rule5solutions@gmail.com](mailto:Rule5solutions@gmail.com) .  
Additional information about KFE's partnership with health and care organisations visit our site at [www.kentfurthereducation.org](http://www.kentfurthereducation.org). Twitter: [@KentFurtherEd](https://twitter.com/KentFurtherEd)

**Kent & Medway Apprentice Graduation Ceremony – 18<sup>th</sup> October 2024**

Become a sponsor: contact [admin@appgradkandm.org](mailto:admin@appgradkandm.org)



[www.appgradkandm.org](http://www.appgradkandm.org)

**#DigitalCare**  
**#KFE4Skills**

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