NEWSLETTER

Sussex
Digital
In-Reach
Team

Supporting Care Providers in Sussex

Welcome to The Sussex Digital Team Newsletter. We hope you find the information here helpful as you explore and grow your digital journey within your care setting. QR codes and website links are available in this newsletter to enable you to access more information.

AI IN CARE HOMES

How can AI monitoring keep residents safe in care homes?

Sophisticated sensor systems are being underlined being piloted in care homes. They detect certain sounds or changes in behaviour which may mean the resident needs assistance or medical attention. They then immediately alert staff.

The sensors can detect:

- If a resident calls for help
- If a resident falls
- Restlessness or distress
- Pain (one app being used in some care homes is PainChek. This is an AI-driven system specifically designed to identify if a resident is in pain)
- Coughing or choking
- Air quality
- Potential accidents
- Increased trips to the toilet

The care home technology can record this data, highlighting patterns and out-of-ordinary events. It may be particularly helpful for residents who are not able to express their needs verbally. For example, those who live with dementia or other conditions that effect communication.

These systems must be put in place only with each resident's consent.

A previous pilot scheme saw a 20% reduction in hospital admissions thanks to the technology and a huge 75% fall in night time checks that were not necessary. This suggests that this tech could make care more efficient and cost-effective.

Can AI care for your loved ones?

A BBC article recently reports that using Robots for training carers, sensors that monitor people as they sleep and an app that can detect if someone is in pain - could this be the future of care?

The care sector is increasingly using technology and Artificial Intelligence (AI) to look after the UK's ever-growing elderly population. Despite this, experts have urged people to consider the potential risks of an overreliance on AI in the industry. *"AI can only be part of the solution but not the whole solution,"* says Dr Caroline Green from the University of Oxford.

However, the article also lists the pros, cons and potential risks AI can have on:

- Fall reduction
- App for Pain
- Robot Training
- Care Challenges

To read the full article please click on the **BBC article**

Artificial Intelligence - Understanding generative AI and secure use
What is generative AI and how can I use is safely

THIS MONTHS FREE EVENT

TUESDAY 15TH JULY

SECURE YOUR PLACE BY BOOKING THROUGH OUR EVENTBRITE PAGE

WELCOME TO AN INTRODUCTION INTO USING CHATBOT ARTIFICIAL INTELLIGENCE!

Join us for an interactive online session exploring how to use generative artificial intelligence (AI) in adult social care — safely, responsibly, and with confidence.
We'll focus on real-world uses of AI, such as drafting care plans, analysing data, and supporting day-to-day operations, while ensuring that robust safeguards are in place at every step. The session will cover:

- Human oversight: Why professional judgement must guide all AI-assisted work
- Validation of outputs: How to check for accuracy, relevance, and alignment with care standards
- Data protection: Understanding UK GDPR, avoiding personal identifiable information, and using secure tools
- Ethical and clinical safety: Identifying risks, applying the right policies, and supporting safe decision-making
- Staff training and usage policies: Building confidence and clear boundaries for AI use
- Auditing and traceability: Recording how AI is used and learning from its impact

CYBER AWARENESS FOR SOCIAL CARE

In today's interconnected world, digital systems are vital for healthcare and social care operations. With increasing reliance on technology, ensuring the security of sensitive data —such as patient medical records and financial information—is paramount to avoid unauthorised access and potential breaches.

Training and Education: Regular staff training is essential to ensure that employees can recognise cyber threats such as phishing emails and ransomware attempts. This training helps employees understand their roles and responsibilities in protecting sensitive information

The South East Cyber Resilience Centre highlight how by having trained staff it can help reduce the risk of a cyber attack on your business/care home. To read the article please visit **The South East Cyber Resilience Centre website**

Book using the QR code above!!

We are holding a session on Cyber Awareness for Social Care on **Thursday 17th July**

During this session, we will provide detailed explanations and practical demonstrations on how to do the following:

- Set up multi-factor authentication
- Track and wipe content remotely from mobile devices
- Encrypt your devices
- Change passwords on networking components such as routers, switches, hubs, and firewalls
- Set up private browsing
- Assess and strengthen your passwords
- Optimise your device performance
- Back up data and conduct thorough testing to ensure its integrity.

Please have your devices ready to follow along as we guide you through each practical step. This is an interactive workshop, so you'll have the opportunity to apply what you learn in real time, ask questions if you get stuck, and ensure you leave with the confidence to implement these essential security measures.

YOU TUBE

If you have missed any of our Events then we often record them and upload them to our You Tube Channel.

To see what you may have missed visit **https://www.youtube.com/@sussexdigitalteam**

Don't forget to subscribe to our Channel to ensure that you NEVER miss another upload!!

MORE FREE EVENTS THIS MONTH

Don't forget to book onto our FREE online events this month. Use the QR codes to go straight to each booking page.

eventbrite

Tuesday 8th July

Republish your DSPT in your lunch hour
Republish your DSPT to standards met in your lunch hour.

Tuesday 8th July
Bite-Sized NHSMail: Essential Tips for Social Care Providers
A series of quick, practical 30-minute sessions showing you how to manage your NHSMail account and resolve common problems

Wednesday 9th July
Data Security in Social Care – How and Why
Learn why data security is crucial in social care and discover how to protect sensitive information at our upcoming event!

Thursday 10th July

Republish your DSPT in your lunch hour
Republish your DSPT to standards met in your lunch hour.

Friday 11th July

Bite-Sized NHSMail: Essential Tips for Social Care Providers
A series of quick, practical 30-minute sessions showing you how to manage your NHSMail account and resolve common problems

Monday 14th July

Republish your DSPT in your lunch hour
Republish your DSPT to standards met in your lunch hour.

Tuesday, July 15

Bite-Sized NHSMail: Essential Tips for Social Care Providers
A series of quick, practical 30-minute sessions showing you how to manage your NHSMail account and resolve common problems

Thursday, July 17

Bite-Sized NHSMail: Essential Tips for Social Care Providers
A series of quick, practical 30-minute sessions showing you how to manage your NHSMail account and resolve common problems

Book Now!

▶ **LIVE WEBINAR**

Book Now!

MICROSOFT SUPPORT FOR WINDOWS 10 ENDING 14 OCTOBER 2025

Microsoft will end support for Windows 10 on 14 October 2025. That means no more security updates, bug fixes, or technical support – which could leave your devices and data at risk. This quick guide explains what you it means and what you need to do.

What does "End of Life" mean?
It's when Microsoft stops supporting Windows 10. Your device will still turn on and work, but it won't receive security updates anymore.
That's dangerous because as time goes on, hackers discover new ways to exploit old systems. Without updates, your device becomes an easier target for viruses, data theft, and cyber-attacks.

How do I upgrade?
Your device must be running Windows 10 version 2004 or later to upgrade.
Upgrading is easy.
On your computer or laptop, go to:

Settings > Update & Security > Windows Update > Click on Download and Install.

- You can also go to the ***Windows 11 Installation Assistant***
- You may be able to upgrade for **free** if your device meets the system requirements.
- Check your PC with Microsoft's tool: ***PC Health Check Tool***

Why upgrade to Windows 11?
- Keeps your system protected with regular security updates
- Runs smoother with new features and better performance
- Works with the latest software and apps
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For more information about Minimum hardware requirements for Windows 11 please visit ***The Digital Care Hub's Website***

SOCIAL CARE CYBER CRIME SHOWDOWN: HACKER VS POLICE

Hosted by Digital Care Hub in partnership with Merseyside Police

Join us for a high-impact webinar where our very own ethical hacker, Sam, will reveal how cyber criminals target systems and devices in real time. Watch simulated attacks unfold and gain expert insights from Merseyside Police on how to identify vulnerabilities, boost your cyber defences, and stay one step ahead of cyber crime.

Whether you're new to cybersecurity or looking to sharpen your defences, this is a session you won't want to miss.

This session has been designed for adult social care providers in England and is aimed at people who make decisions about the use of technology in care services.

This might include:

· Owners

· Registered Managers

· Nurses

· Senior Care Staff

· Administrators

· IT Professionals

· Quality & Compliance Leads

THURSDAY 3RD JULY

SOCIAL CARE CYBER CRIME SHOWDOWN: HACKER VS POLICE BOOK NOW!!

In addition, we are often joined by people who support adult social care providers with digitisation – this includes ICB digital leads, local and national care associations, commissioners, technology suppliers and consultants.

With thanks to Merseyside Police

The Merseyside Police – Cyber Dependent Crime Unit (CDCU) deliver an effective and coordinated police response to cybercrime that protects the public, businesses, and organisations, and ensures the UK is secure and resilient to cyber threats.

Through the 4Ps Strategy and coordination with national partners within Team Cyber UK, the CDCU strives to:

- Prepare organisations and individuals to respond to and recover from cyber incidents
- Assist organisations and individuals Protect themselves from cybercrime
- Prevent individuals engaging in cyber criminality through engagement and deterrence
- Undertake complex and diligent investigations to Pursue cyber criminals and bring them to justice

EAST SUSSEX PARTNERS IN CARE AWARDS

Thursday 13th November 2025
at the East Sussex National Hotel, Golf Resort & Spa
Nominations open Wednesday 28th May and close 31st July.
Finalists revealed September.

The categories have been finalised and Partners in Care are in full swing of accepting your nominations now.
Please click on the award categories below to view the criteria and submit your nomination.

Ancillary Worker/Team Award

Aspiring Talent through Learning and Development Award

Care Leadership Award

Care Newcomer of the Year

Care Worker of the Year

Complex Care Award

Excellence in Adult Social Care Nursing

Hidden Gem Award

Innovation in Social Care Award

International Excellence in Social Care

Outstanding Contribution to Social Care

Outstanding Unpaid Contribution to Social Care

Unpaid Carers and Volunteers Across East Sussex

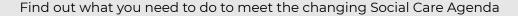You only have THIS month to make your nominations!!

Sussex Care Showcase 10th September 2025 Brighton Race Course

Why You Should Attend

- Hear the latest on workforce development
- Keep up to date with changing legislation
- Find out what you need to do to meet the changing Social Care Agenda
- Find out how to make the most of funding for training
- Explore strategies to ensure your care services are rated as the best quality
- Gain practical business advice for the future
- Find out how to work towards best outcomes for service users
- Develop your CPD Portfolio.

Find out what you need to do to meet the changing Social Care Agenda

- Business Advice
- Legislation Updates
- Training & Development
- Funding Opportunities

With Access to

- Guidance
- Free Training
- Networking

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FACEBOOK

Did you know that we have our very own Facebook page?

We post daily our FREE event links, relevant news and other exciting media.
Follow our page using this QR code to keep up to date.

Almost at 200 FOLLOWERS!

Supporting care providers in Sussex
www.sussexdigitalteam.co.uk　　support@sussexdigitalteam.co.uk