Gofal Cymdeithasol **Cymru**
Social Care **Wales**

AI Guide

for social care in Wales

Foreword

The use of Artificial Intelligence (AI) in social care has the potential to rapidly transform the way we work. It's a popular topic and people are curious about what it could mean for them: how it could help, but also the potential challenges it poses.

Excellent social care relies on great relationships, such as the way social workers support children and families, and how care workers interact with those they support. These interactions are what turn social care from a transaction into something that can make a real difference to the meaning and joy in people's lives. However, the advent of AI can often be seen as a threat to these relationships, as it removes the human contact and replaces it with machines or robotics. It can also be seen as something that will threaten jobs in social care.

But what if AI could be used to free up time? Imagine if some of the tasks, like administration and capturing care notes, could be done more quickly and efficiently. This could leave social care workers with more time to spend with the people for whom they provide support. Imagine if AI and technology could alert workers to changes in someone's wellbeing that might need attention?

What makes AI different from other technologies is that it gets better because it's continually learning. This means AI in social care can get better at helping us to understand people's specific needs – but it's not the be-all and end-all. Human connection is at the heart of good social care; where AI simply follows patterns and instructions based on the data it's given. The idea of using AI might sound complicated and intimidating, but it's really just a way for computers to help us with tasks by learning from lots of examples.

That's why it's important to know that AI has limits. The human connection, your experience, and your judgment should always take precedence and make the final decisions.

That's why we've developed this guide. There are enormous opportunities to use AI to help us support people more effectively, but we need to understand its limitations. We hope this guide helps you understand how AI can be a useful tool in your work, and what to think about if you plan to use it.

As with all new technology, AI is still evolving. We'll keep an eye on any developments, potential risks, and opportunities to help support your work by updating our advice as needed.

Lisa Trigg
Director of Improvement and Development

Contents

01 **Introduction**

Changing lives in social care by embracing Artificial Intelligence (AI).

About Artificial Intelligence (AI)

Artificial Intelligence (AI) is when computers can carry out tasks in ways that seem smart, like humans do. This includes things like understanding language, recognising patterns, making decisions or even learning from experience.

AI isn't just a single thing and it's nothing to be scared of – in fact, you likely already use AI all the time without realising it! Some examples of AI you may be familiar with would be:

- voice assistants like Alexa or Siri
- online recommendations you might see when you shop
- autocorrect on your phone
- summaries you see when you use Google to find something
- using voice-to-text on your smartphone.

In social care, AI can help with admin work, spotting patterns in health or care needs, and support you in decision-making.

Think of AI like a smart helper – if you teach it how to do something by showing it lots of examples, it can learn to do that task on its own. For example, it might help identify when someone's condition is changing or when extra support is needed by looking at patterns in their care records.

In social care settings, AI tools have been explored to:

- help fill out routine paperwork so you can spend more time with people
- notice changes in someone's wellbeing that might need attention
- make suggestions about care plans based on what has worked before
- help come up with ideas about how to structure a schedule or plan for activities.

While AI can make mistakes and isn't all knowing, the same is true of all of us who work in social care. You can think of AI tools like a safety net for your work – they won't replace your professional expertise, but they can help you notice patterns and catch things you'd otherwise miss. For example, using a tool to transcribe interviews might capture information you otherwise wouldn't be able to capture using notes all by yourself.

AI works by using something called "algorithms," which are just sets of rules that tell computers how to solve problems. Modern AI systems use huge amounts of data from care records and research to learn these rules on their own.

What makes AI different from other technologies is that it can improve as it learns. This means AI in social care can get better at understanding people's specific needs.

But AI isn't perfect. It doesn't think or feel like a person – it follows patterns and instructions based on the data it's given. That's why it's important to know that AI has limits. The human connection, your experience, and your judgment should always be at the heart of social care.

> *"Think of AI tools like a safety net for your work - it can't replace you, but it can help you catch things that would otherwise fall through the cracks"*
> *- AI pilot group*

Why is AI important?

AI is becoming important in social care because it can help you with your work. AI can make life easier for the people you support.

Let's face it – paperwork and admin tasks take time, leaving less time to be with those you provide care support to. AI can handle some of these tasks automatically, like writing reports, scheduling appointments, or filling out forms. This frees up more time for you to focus on the people you support.

AI can also spot patterns that humans might miss. For example, it can help detect when someone's needs are changing or when they might need extra support before it becomes urgent. This means you can provide the right support at the right time.

Some care organisations are exploring how AI can match the right care worker with the person who needs care and support, based on personalities and needs. This can improve relationships and make the experience better for everyone.

However, AI should never replace the human connection that's at the heart of care. People need empathy, understanding, and real human relationships.

✎ Take note:

Using AI comes with responsibility. It must be used fairly, and that people's private information must be protected. AI can help, but it's important to check its suggestions before acting on them.

Resources and additional reading:

- UK Parliament: Artificial Intelligence, An Explainer
- DSIT: AI Opportunities Action Plan
- BBC: What is AI and how does it work?

AI can make life easier for the people you support.

02 **Types of AI**

Understanding how AI works, and the types and terms you'll come across, can help you use it with confidence.

How does AI work?

AI, or Artificial Intelligence, works a bit like how humans learn – but for computers. Here's a simple way to think about it:

Learning from examples:

AI learns by looking at lots of examples. If you want an AI to recognise cats, you show it thousands of cat pictures. Over time, it figures out what makes a cat look like a cat.

Spotting patterns:

AI is great at spotting patterns in information, even ones humans might miss. In social care, it might notice that certain behaviours often happen before someone needs extra support.

Making predictions:

Once AI learns patterns, it can make informed suggestions about what might happen next. For example, it might predict when someone's health could decline based on changes in their daily routine.

Improving over time:

The more information AI has, the better it gets. This is why AI tools often become more accurate the longer they're used.

Following rules:

AI doesn't think for itself, it's not human – it follows sets of instructions called "algorithms" to process information and make decisions.

Take note:

AI doesn't think like people do, it doesn't have feelings or understand the "why" behind things – it's more like a very clever calculator that follows data and patterns. That's why, in social care, AI should support and not replace human judgement and experience. It's also why understanding emotions and personal situations is so important.

Resources and additional reading:

- CDPS: Understanding artificial intelligence
- GOV UK: A guide to using AI in public services
- BBC: What is AI and how does it work?
- GOV UK: AI Opportunities & Action Plan

What types of AI should staff be aware of?

AI comes in different forms, each with its own strengths and weaknesses. In social care, you will most often come across **Narrow AI**, **Generative AI** and **Predictive AI**.
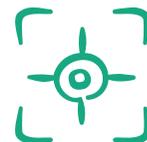
Narrow AI

Narrow AI is designed to perform specific tasks really well. Unlike general AI that can handle many different jobs, narrow AI focuses on doing one thing extremely well.

For example, narrow AI might:

- automatically schedule staff rotas based on client needs
- transcribe meetings and care plan discussions into written notes
- analyse medication records to spot potential errors or interactions.

These tools are great at specific, well-defined tasks but they don't understand the wider context of social care or have general intelligence. Because of this, narrow AI needs human oversight – especially when dealing with complex or unusual situations. **See Section 4** of this guidance around ensuring AI is fair and inclusive.

Narrow AI examples might include:
Google Translate, Amazon Alexa, Apple FaceID, Siri.

Generative AI

Generative AI ("gen AI") creates new content based on patterns it has learned. It can generate text, images, or other media that wasn't explicitly programmed.

For example, generative AI might:

- draft personalised care plans based on assessment information
- simplify complex care procedures into easy-to-understand directions
- convert documents into accessible formats, like large print or audio.

While generative AI can save time, it's important to double-check its outputs for accuracy. Sometimes these tools can produce "hallucinations" or made-up information. AI can help, but final decisions should always be made by a person.

Gen AI examples might include: ChatGPT, Microsoft Copilot, Google Gemini, Claude.

Predictive AI

Predictive AI uses past data to make informed guesses about what might happen next. In social care, this can help spot risks early and identify potential issues before they escalate.

For example, predictive AI might:

- identify early warning signs of declining health based on behavioural changes
- flag people who may need additional support during extreme weather
- help plan staffing needs by predicting changes in care requirements.

These AI tools can be powerful tools for early intervention, but they rely on high-quality data to make good decisions. AI can highlight potential concerns, but professional judgement should be used to decide the best course of action.

Predictive AI examples might include; Azure Machine Learning, Oracle DataScience, IBM SPSS.

"My AI tools are kind of like my personal assistant. I can give them things to help me with and then I add to the results"
- AI pilot group

Resources and additional reading:

- Types of AI: Understanding Artificial Intelligence in 2025
- Interactive Design Foundation: What is Narrow AI?
- Digital Care Hub: What is Generative AI?
- CDPS: Understanding generative artificial intelligence

Key concepts and terms in AI

AI comes with its own set of terms, but don't worry – most of them are simpler than they sound. Below are some key concepts explained in a clear and practical way.

Algorithm

An algorithm is a set of steps that an AI follows to solve a problem – think of it as a recipe that tells the AI what to do with information.

In social care, algorithms might:

- identify people who need extra help or support
- help arrange staff schedules
- spot patterns in care records and flag concerns.

Different algorithms do different jobs – some can sort information, others can predict events, and some can generate new information.

Training Data

Training data is the collection of examples AI learns from. If we want AI to recognise when someone needs support, we feed it thousands of real-life examples of people in different situations.

The quality of training data matters. If the data you use mostly includes young people, the AI might not work well for older adults. That's why diverse, well-balanced data is crucial for fair and accurate AI information.

Bias

Bias happens when AI produces unfair or unequal results for certain groups of people. This often happens when the training data isn't representative of everyone.

For example, if an AI system is trained mostly on data from young men, it might not work well for women. In social care, this could mean people don't get the right support based on things like age, ethnicity, gender, health conditions or needs.

This is why checking AI outputs for accuracy and fairness is essential – AI can't always be trusted to make the right call all on its own.

> *Algorithms apply its rules to training data, which can create biases. You get to control the prompts and parameters for generative AI, but watch out for hallucinations in the outputs.*

Prompts

A prompt is the question or instruction you give to an AI system. The way you phrase your prompt affects the response you get.

For example, in social care, you might use prompts to:

- ask an AI to draft a care plan template
- summarise notes for easier reading
- translate information for people who speak different languages.

Remember – clear and specific prompts lead to better and more useful results. Always check with your organisation before entering confidential information into an AI tool. See sections **3** and **4** of this document.

Hallucinations

Hallucinations happen when an AI makes up information that sounds real but isn't true.

AI doesn't actually "know" things, it just identifies patterns. Sometimes, this means AI will generate false information, like:

- fake policies or best practice that don't really exist
- incorrect summaries of notes or reports
- misleading advice that sounds highly believable.

Because of this, we can't always rely on information produced by AI – we should always verify important information (or seek expert opinion), especially when it will affect someone's care.
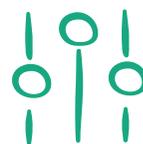
Parameters

Parameters are the settings inside an AI that control how it works. Think of them like dials or buttons on a machine – changing them affects how they process information.

More parameters usually mean:

- more complex and accurate results
- more power and higher cost.

When choosing AI tools, you and your organisation need to balance accuracy, benefits and costs to find the right tools for your needs.

Outputs

Outputs are the results that an AI tool has in response to a prompt. These could be text, images, summaries, recommendations, or other forms of content, depending on the tool being used.

In social care, AI outputs might include:

- a draft support plan based on case notes
- a summary of a long report for easier reading
- an automatic translation of a service user's request.

AI outputs can be useful, but they need to be checked for accuracy, fairness, and relevance. AI doesn't always get things right, so your oversight is essential – especially when decisions could impact people's lives.

Resources and additional reading:

- UK Gov: Data Ethics Framework & Glossary
- Wales Gov: Using AI in the public sector
- UK Gov: A guide to using AI in the public sector
- Government Digital Service: AI Playbook for the UK

Common acronyms and further resources

Acronym	Term
AI	Artificial Intelligence
DL	Deep Learning
DPIA	Data Protection (or Privacy) Impact Assessment
GenAI	Generative Artificial Intelligence
LLM	Large Language Model
ML	Machine Learning
NLP	Natural Language Processing

Further reading is available here: **_UK Playbook for AI: Fields of AI._**

Data Protection (or Privacy) Impact Assessment:

Information Commissioner's Office: What is a DPIA?
Information Commissioner's Office: Guide to DPIAs

Large Language Models, GenAI:

Amazon Web Services, Demystifying generative AI
UK Playbook for AI: Fields of AI

Natural Language Processing (NLP):

What is NLP (Natural Language Processing)?

03 **Ethics**

Using AI in care comes with responsibility, and calls for fair, safe, and informed choices every time.

What's the big deal about AI?

AI tools are getting better and better all the time. They have lots of potential to improve the way that care support is delivered. However, generative AI tools are also a new technology and come with risks.

Our approach is that we are all in this together and that using AI tools effectively is going to be a journey. This guide is intended to be a helpful starting place for exploration. The advice here should open the conversation around how to use AI effectively and ethically, rather than shut down collaboration and discussion.

AI tools can be helpful, but they don't think or understand situations like people do. As we have already mentioned in this guidance, they follow patterns of information. AI won't always give you correct information or guidance, so it's important you learn to use them carefully and responsibly.

#1
A key concern with AI is privacy. Many AI tools need information about people to work properly. This can include personal or sensitive details, such as health information, daily routines, or notes from a conversation or meeting. Always follow your organisation's policies about what information you put into an AI tool – this helps protect privacy and keeps people safe (e.g. following GDPR and Data Protection Act of 2018). When in doubt, ask who your **Senior Responsible Officer (SRO)** would be to help advise around data usage, security, and privacy.

#2
Another big issue is fairness. AI tools might work better for some groups of people than others, depending on the data it was trained on. Because of this, it's important you check information or guidance produced by AI and make sure it's fair for all groups of people.

✍ Take note:

Remember AI should support your work – not replace your judgement.

Resources and additional reading:

- The Turning Institute: AI Ethics & Governance
- UK Gov: Understanding artificial intelligence ethics & safety
- Government Digital Service: AI Playbook for the UK
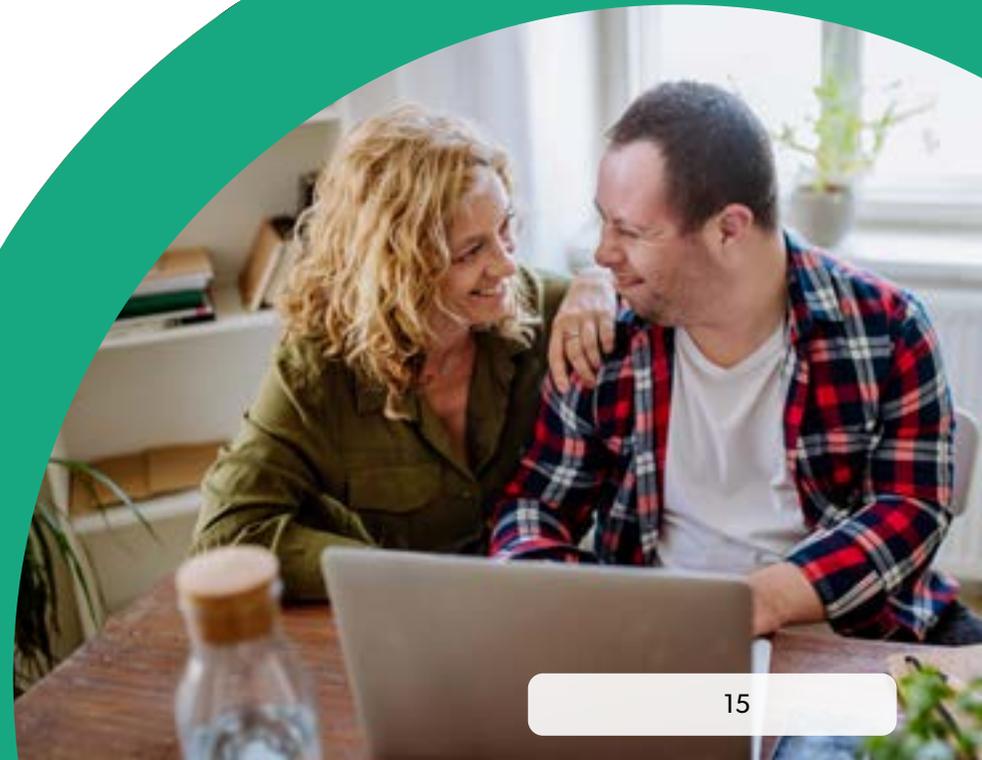
Principles for responsible AI use

To use AI responsibly and safely, we have outlined some principles based on ***A pro-innovation approach to AI regulation (UK GOV).***

1 Safety and security

AI tools should help, not harm. Always use AI tools that are approved by your organisation and follow the guidance on safe use. AI can make mistakes, so check its responses for accuracy. Never enter personal or sensitive information into an AI tool unless your organisation has approved it or if supported by official guidance.

☑ Do:

- check that AI-generated information is accurate and up-to-date
- use AI tools approved by your organisation.

☒ Don't:

- put personal or sensitive information into AI tools without approval
- assume AI knows best – always use your professional judgment.

2 Clarity and openness

Be clear about why you are using AI and what you want to accomplish. Different AI tools have different strengths, so pick the right tool for the job at hand. If an AI tool gives you information that affects how people receive care, make sure it comes from trusted experts and follow best practices.

☑ Do:

- tell your colleagues when you're using AI for work tasks
- obtain consent from the people you care for when using AI enabled technology. See **Section 4** of this guide for more on consent and data protection.

☒ Don't:

- hide that you are using AI
- trust AI-generated content without reviewing what it produces.

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3 Fairness

AI should work for everyone and not discriminate. Some AI tools may be biased, so check that information works for people from different backgrounds, ages, cultures, and situations.

☑ Do:

- make sure that the AI is considering the needs and backgrounds of all types of people. See **Section 4** of this guide for more information on how to do this
- give AI clear and fair instructions (prompts) to avoid bias.

☒ Don't:

- use AI as your only source of information when supporting people
- accept AI-generated content that might lead to unfair outcomes.

4 Accountability

Remember, AI is a tool – you are still responsible for your work. Use only AI tools that are approved by your organisation. If you notice any problems, report it straight away.

☑ Do:

- learn about AI tools to improve your skills and knowledge
- know who to contact in your organisation with any questions or concerns.

☒ Don't:

- rely on AI to make final decisions about your job or someone's care
- blame AI for mistakes – you are responsible for your own work.

5 The right to ask questions

AI is not always right. If something seems incorrect or unfair, question it or get support. Remember that AI is here to help, not to replace, your expertise as a social care professional.

☑ **Do:**

- check, question and correct any mistakes
- think critically about how you are using AI in your work and ask for guidance when you need it!

☒ **Don't:**

- assume that AI knows better than you do
- use AI tools that can't explain their sources or reasoning – if in doubt, don't take the risk.

✏ **Take note:**

By following these principles, you can use AI responsibly while building trust with others. Remember, it's not just about what AI can do – it's about how **you** use it to create positive outcomes for everyone!

Resources and additional reading:

- The Turning Institute: AI Ethics & Governance
- UK Gov: AI Regulation & Innovation whitepaper
- Government Digital Service: AI Playbook for the UK
- CDPS: Understanding artificial intelligence ethics and safety

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

04 **Use of data, bias, and training**

It's important to know how to use AI tools safely and fairly. This means protecting people's personal information and making sure AI treats everyone fairly.
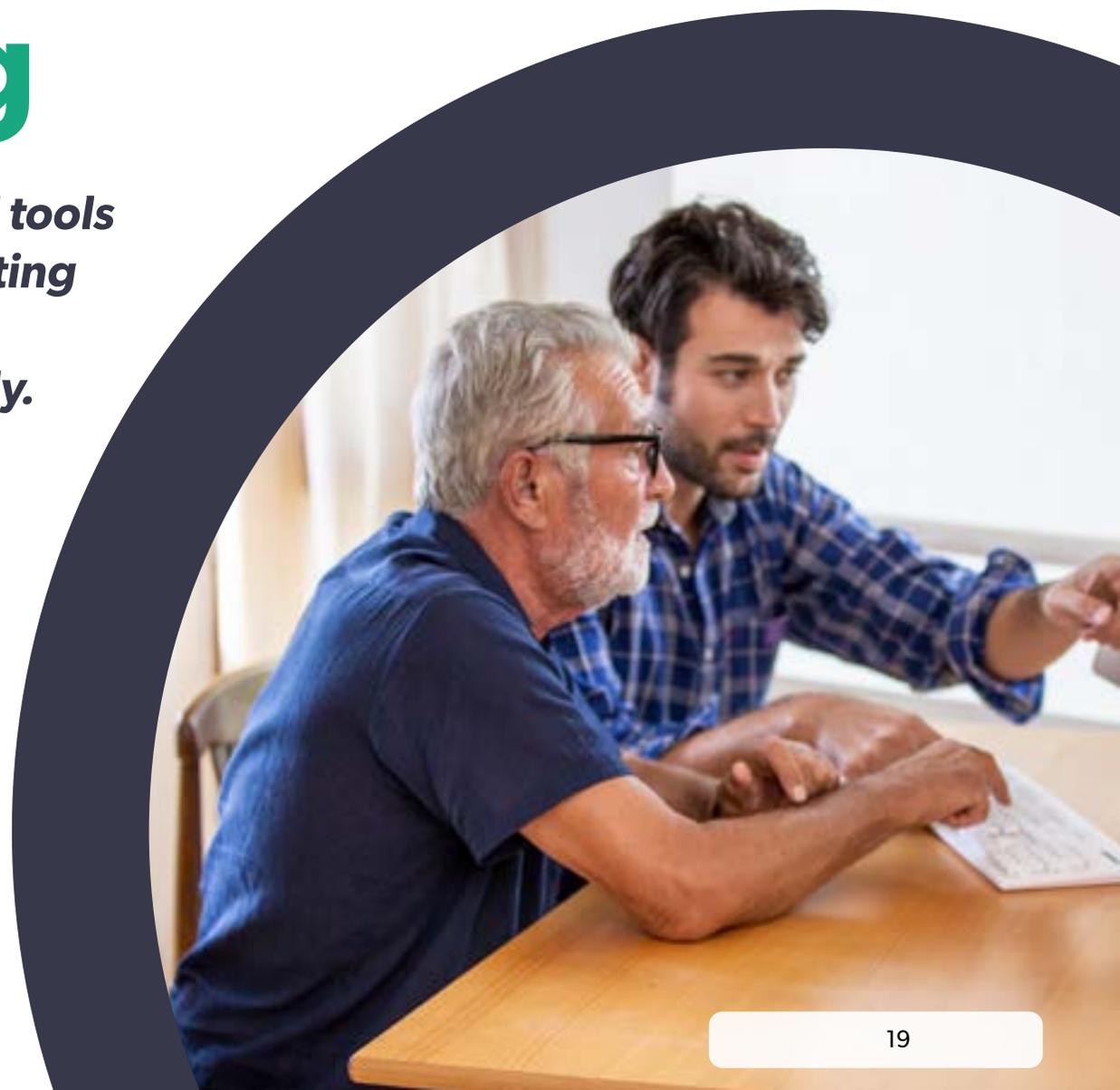
Use of data and AI tools

As a social care worker, it's important to understand how to use AI tools safely by protecting people's personal and sensitive data, as well as making sure AI treats people fairly. Here's an overview of what you need to know:

Step 1
Check your organisation's AI policies

- Before using any AI tools, check if your organisation has approved it. Some tools are designed to keep data safe, while others may not meet data protection standards.

- Never use free or publicly available AI tools for handling personal, sensitive or private data – unless your organisation has approved it.

Step 2
Understand personal and sensitive data

To use AI safely, some types of data require extra care. You should never enter personal and sensitive information into AI tools – unless you have specific permission to do so.

What is personal or sensitive data?

Personal data helps identify someone while sensitive data refers to any information that could be used unfairly against them. Examples include:

- people's names
- ID numbers (e.g. NHS numbers)
- where people live or work
- health conditions
- race or ethnicity
- religion
- sexual orientation.

To use AI safely, some types of data require extra care.

Step 3
Safety and security

Here are some key tips to keep data safe:

☑ Do:

- **only share what's needed** – don't add extra details that aren't necessary

- **anonymise data** – remove personal or sensitive information

- **get permission** – always check with your organisation on what data to enter into which tools. You also need to obtain consent as you would anyway from the person receiving care and support

- **report concerns** – if you think there might be a problem with privacy, report it to your Data Protection Officer (DPO) or another responsible person

- **get consent** – make sure you're getting appropriate consent from the people you care for when using AI tools. Check with your organisation and ask about policies for getting informed consent.

☒ Don't:

- ignore rules and policies – never input personal or sensitive information into an unapproved AI tool

- keep data you don't need – don't keep personal data on your computer or phone that you won't need for your work.

Resources and additional reading:

- What is personal data? (Information Commissioner's Office)
- Generative AI - an overview (Senedd Research)

Checking AI tools for fairness

When you get information or guidance from an AI tool, it's important to make sure it's fair for everyone. Here's how you can do that:

Look for equal treatment

Check if AI is being fair to all groups of people. Consider reviewing outputs for any signs of bias, for example, with respect to age, health conditions, gender, race, culture, and socio-economic backgrounds.

Think about who might be left out

Ask yourself, does the AI forget about any groups of people or types of situations? Remember to always apply your professional judgement to decide what is relevant depending on the scenario.

Use common sense

If something seems unfair, unusual or just plain wrong, trust your instincts and seek guidance.
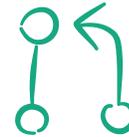
Compare results

Try asking the AI the same question in different ways – do the answers change? Remember you can often add additional information and context if you don't like the results you're seeing.

Get a second opinion

Ask a colleague to check the results you get from AI. They might spot problems that you haven't noticed.

Resources and additional reading:

- Optiblack: AI bias audits, 7 steps to detect algorithmic bias
- Digital Care Hub: AI and care planning what you need to know

Getting informed consent on the use of AI tools

It's important to remember that you may need to get informed consent from the people you provide care services to in order to use AI tools.

Check with your organisation and ask about what policies and procedures you need to follow.

If this sounds intimidating, don't worry! Getting consent to use technology is something you're likely doing already; you may just not realise it. Many care organisations have terms of service which govern how all your IT systems are being used.

> **Take note:**
>
> The key thing to keep in mind is that you still need to follow the processes your organisation has in place.

Remember to always apply your professional judgement

05 Thinking of using or buying AI?

Getting started with AI means knowing what problem you're solving, who needs to be involved, and how to plan for safe and effective use.
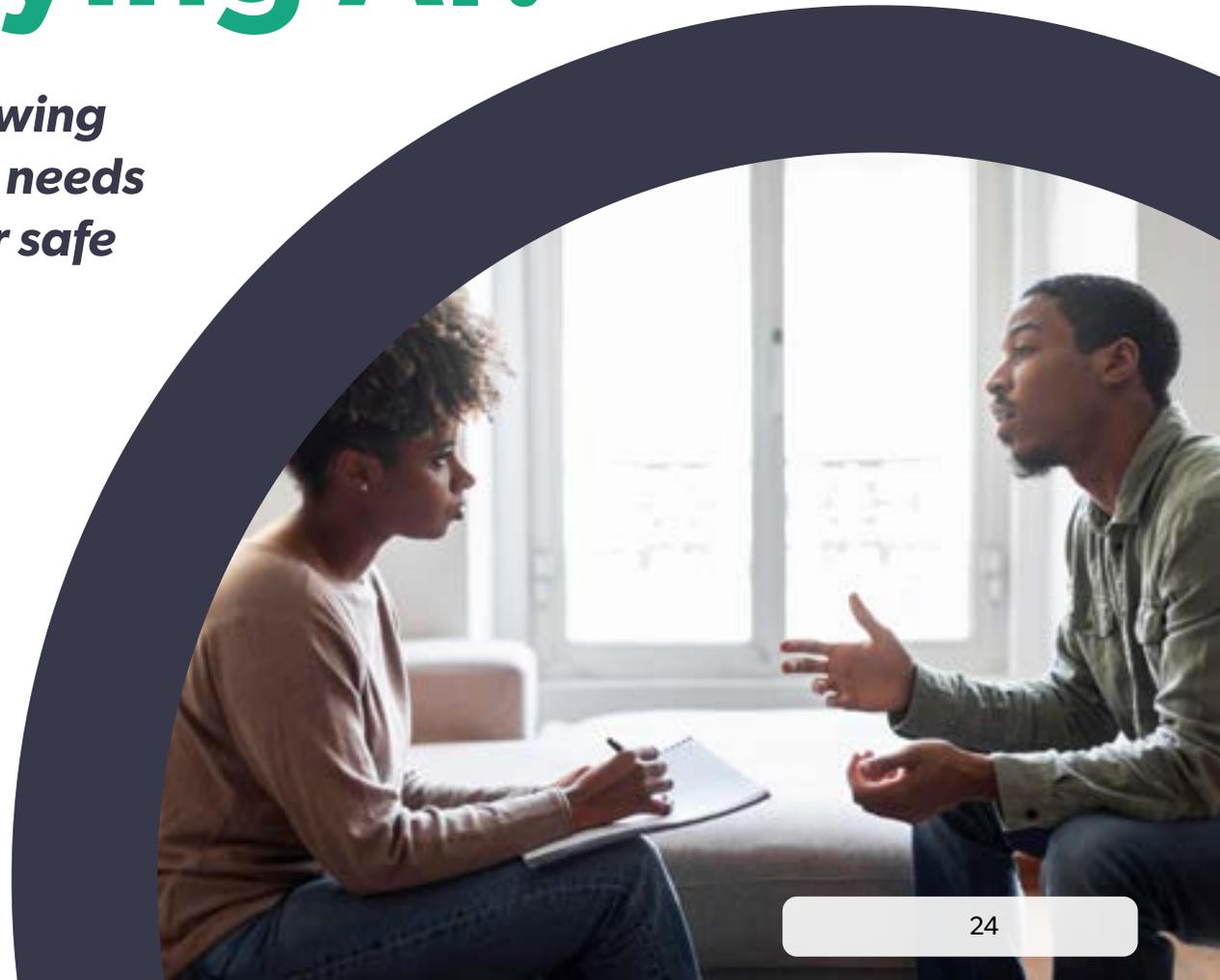
So, you're thinking about using AI…

Before you begin, it's important to understand why you want AI and how it will help you and your organisation. AI is a tool, not a solution by itself. You should start by identifying a clear problem you're trying to solve that AI could help with – creating a business case can help you uncover the right tools for you.

Step 1
Understand your needs

Before buying or setting up AI, you should ask yourself:

- What problems are you trying to solve?
- How could AI help you work smarter, faster or safer?
- Do you have the right data for AI to work properly?

AI should be used to help or improve services, not used just because the tools are available. Without clear scenarios for using AI, investing in AI can end up leading to wasted time and effort, and bring high risk.

For more guidance: take a look at:

- **ICO's How to use AI and Personal Data**
- **Managing Technology that Manages People (Workforce Partnership Council)**

Step 2
Do you have the right people and expertise?

AI requires oversight to make sure it works safely and fairly. Ask yourself:

Do we have the technical expertise and support to manage and monitor AI?

☑ **Yes:** Great, you should make sure your experts are involved in buying and managing your AI tool(s).

☒ **No:** Consider working with a trusted third-party who can provide support and guidance.

If you lack in-house expertise and support, you may also need to add AI guidance into your policies. Everyone needs to know how to check AI decisions and avoid risks like bias or misinformation.

Resources and additional reading:

- CDPS: Assessing if artificial intelligence is the right solution
- CDPS: Planning and preparing for artificial intelligence implementation

Step 3
Getting your data ready for AI

AI is only as good as the data you provide – or the AI has been provided by its creator. This may seem counter-intuitive because AI tools are getting better all the time based on their own training data. However, many of the benefits that AI can provide can only be realised if you provide the AI with data that's relevant to you and your organisation.

For example, you could be using Microsoft Copilot, which can be powerful, but it needs access to relevant and high-quality data to deliver useful insights in your organisation or work. The tool would also need to be made available to all staff members.

Think of it like this: If AI is trained on incomplete or poor-quality data, it won't give you reliable results. To prepare your organisation for AI, focus on strong data foundations.

Avoid ROT: Redundant, Outdated, or Trivial data.

When preparing your data, make sure you're not including:

Redundant data – repeating the same information in different places

Out-dated data – using old information that no longer applies

Trivial data – filling AI with irrelevant details that won't help decision-making.

Step 4
Responsible AI use

When choosing AI, you should consider these key points:

Transparency: Can you explain where the AI gets its data or how it makes decisions?

Fairness: Does the AI treat all people equally and does it feel right to you?

Accountability: Who is responsible for the AI and if it gets something wrong?

Privacy: Does the AI meet data protection policies, regulations and laws?

By thinking carefully about AI before using it, you can make sure it improves services, protects people's rights, and builds trust.

Resources and additional reading:

- CDPS: Managing your artificial intelligence project
- AIDRS: Regulations and guidance for adopters
- AIDRS: Data compliance checklist for adopters

06 Areas where AI could help

AI can reduce admin, support decisions, and free up time — helping you focus more on the people you support.

Examples and guidance for frontline social care workers:

AI tools are becoming very helpful for social care workers. They can handle common tasks like filling out forms or organising notes, so you'll have more time to spend with the people you provide care for.

AI can also quickly find important information or give you suggestions based on data, making it easier for you to make good decisions. Of course, remember that AI needs to be used carefully. These tools should help, not replace, your personal judgment and care.

The benefits of using AI tools:

Reduce the time you spend on admin work. AI tools can help you complete your usual paperwork or reports.

Easily find information about the people you care for. AI tools can make it easier for you to find information about people's history of care or health conditions.

Make better decisions. AI tools can help you look at lots of information quickly, or help you create care plans that are personalised to needs and circumstances.

Smarter scheduling for how you provide care and support.

Offer more personalised support for you in your work.

"Admin is taking up a large part of the role… I want to become a social worker who is involved in supporting the families, not sat at my desk."
- *Social worker at Torfaen County Borough Council*

Exploring AI tools in social care

The following are some example scenarios of how AI can be used in your work. Remember that AI tools are a new technology and that each example or scenario will require some research to see if it's right for you and your organisation:

Creating helpful summaries or diagrams, based on a person's case file. One example of this could be creating a map of what relationships a child has in their life.

✍ Take note:

AI tools are only as good as the data they have access to.

Helping you complete your usual paperwork or reports. AI tools could help you complete paperwork by auto-completing parts of the form. Examples would be fields like names, addresses, and phone numbers.

✍ Take note:

Always check AI information for accuracy. Never assume that AI got it right just because the technology seems to work well.

Turning your spoken notes into written case reports. You can talk to your work phone and describe what's happened that day. AI can then turn your words into a neat, organised report. Don't capture notes on your personal phone (rather than work phone) because you will be breaking GDPR rules.

✍ Take note:

AI is likely to make mistakes and not write everything down. Always review what AI writes for you. Never submit a report that is written by AI without checking it carefully.

Analysing patterns in a person's behaviour over time. AI can look at your notes and spot trends you might miss.

✍ Take note:

Don't rely on AI to do everything for you. Make sure you use AI alongside your own work and not instead of it.

Translating conversations or documents when working with families who speak different languages.

✍ Take note:

AI translations aren't perfect, so make sure you get them checked by someone else, especially for important information. Check with your organisation to see if they have a policy around using AI for translation.

Suggesting fun activities for people based on their age and interests. AI can give you ideas for games or crafts that match a person's needs.

📝 Take note:

Keep in mind that AI tools don't know the person. Use your judgment to pick good activities.

Summarise official guidance around any queries that you may have while providing care and support. AI chat-bots for instance can respond to questions around what the official guidance consists of, which can help save time.

📝 Take note:

It's important to make sure the AI tools you are using can access the most recent guidance. Always check the AI outputs for errors or missing information. It's also critical you use the right tool, which has been trained on the right dataset for these kinds of summary tasks.

67 per cent of social workers agreed that using Copilot improved their overall productivity

76 per cent of social workers agreed that Copilot saved them effort while completing routine administrative tasks.

– Results from a pilot study at Torfaen County Borough Council

Resources and additional reading:

- Skills for care: How AI can make social care better
- Social care today: How can we boost AI use in children's social care?
- North Yorkshire Council: Using AI to reimagine children's social care
- CDPS: Examples of artificial intelligence use

Examples and guidance for social care management

AI is revolutionising how we manage social care with adults and children. As someone involved in overseeing staff and care services, you're likely facing challenges like tight budgets, increasing demand, and staff shortages.

AI can help address these issues by streamlining administrative tasks, improving decision-making, and enhancing the quality of care. While AI won't replace the human touch in social care, it can be a powerful tool to help your team work more efficiently and effectively, ultimately leading to better outcomes for the people you serve.

> *In a pilot study conducted with Torfaen County Borough Council, social workers indicated they saved:*
>
> - *33 to 44 per cent of time when writing reports*
> - *50 per cent of time when writing a draft initial statement*
> - *50 to 70 per cent of time when summarising documents*
> - *50 to 80 per cent of time writing case notes.*

It's important to not rely on AI predictions without human judgement.

The benefits of using AI tools:

Help reduce costs and deploy resources more effectively

Assist in making decisions and planning for care and support services

Improves efficiency and free up staff time for care and support

Smarter scheduling for how you support people

More personalised support for you in your work.

Exploring use cases for AI tools:

Here are some example scenarios of how AI can be used in your work. Remember that AI tools are a new technology and that each use case will require some research to see if it's right for you and your organisation.

Using AI tools to record meetings and conversations. The AI tool can produce summaries of meetings, help you draft reports, and offer advice about how to make future meetings with staff more productive based on past data.

📝 Take note:

AI suggestions are only as good and thorough as the data the AI has access to! The more high-quality data you can give an AI tool, the better.

Complete routine paperwork and other admin tasks. In scenarios where you end up having to write reports and enter the same information multiple times, AI can help you auto-populate those forms. When it comes to writing specific types of reports, AI can help you structure information based on a specific format, audience, or template.

📝 Take note:

Carefully review the outputs of AI tools for incorrect or missing information. Make sure you're following your organisation's rules around personal and sensitive data.

Identifying patterns in care needs. One thing AI tools can help you with is identifying trends in how staff are interacting with people. AI tools can also look at an individual's history of care and flag potential trends or problems before a human being might notice them.

> ### 📝 Take note:
>
> It's important that care workers and other staff apply their professional experience and judgement, rather than simply follow the AI.

Supporting staff whose first language is different from yours. One thing AI tools can do well is adjust their outputs based on the context they are given. For example, if you have staff whose second or third language is English, AI could help summarise or even re-structure information to make things simpler and easier to understand.

> ### 📝 Take note:
>
> Double check AI outputs to ensure the information is accurate and comprehensive.

Help prioritise what work needs to get done. AI tools can analyse requests for care and support based on urgency, and type of care and support needed.

> ### 📝 Take note:
>
> AI should never replace human judgement or make final decisions.

Analyse data and report on how people are feeling. An AI tool could take in a large amount of data and then help evaluate what's been positive and negative.

> ### 📝 Take note:
>
> It's key to give AI enough context and background data so that it can more accurately report its results.

Flag risks and predict needs before they arise. AI tools can take in lots of data and then use that information to flag potential problems, reach conclusions, and make predictions about what will happen next. An example might be using a secure AI tool to look at information about people living in a care homes to identify who might be at most risk of developing health issues based on their previous data.

> ### 📝 Take note:
>
> It's important not to rely on AI predictions without human judgement.

> **Resources and additional reading:**
>
> - LOTI: Opportunities in Social Care
> - UK Gov: AI Regulation & Innovation whitepaper
> - Government Digital Service: AI Playbook for the UK

![Social Care Wales logo] Gofal Cymdeithasol **Cymru**
Social Care **Wales**

Thank you for reading

We hope this document has provided you with key information about how you should use AI and how it can help in your role within social care.

If you have any questions about the information in this document, please contact:

digital@socialcare.wales