

Making sure digital care records work for you

Who is this for?

People drawing on care and their families



What is this leaflet about?

May 2026

This leaflet shares key messages to help make sure digital care records work well for people drawing on care and their families.

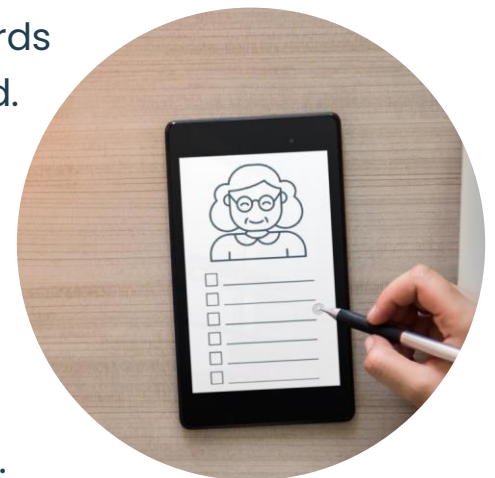
Digital care records are computer systems that help care teams keep track of your care. They can make care safer, quicker, and more joined-up. But they need to be easy to use and fair for everyone.

What did we do?

We wanted to understand how digital care records are being used and how they could be improved.

To do this, we spoke to:

- **30 care organisations**, including home care providers and care homes.
- **86 people**, including care workers, managers, people who draw on care, their families, and the companies that make digital care records.



We listened carefully to what they said about what works well and what needs to change. Here we share what we learnt...

What did we learn?



Some people find digital systems hard to use

Digital care records without accessibility features can be harder to use for people with disabilities or a low English level. This is especially concerning because the care workforce is diverse and international.

Digital care records need to be designed so everyone can use them easily. Otherwise, they can make it hard for families without internet or smart devices to stay involved in care planning. Care organisations should choose a digital care record that has a **'patient and family portal'** so people can still be included in their care.

People drawing on care and their families want clear and honest communication

Care staff and managers might worry that people expect their information to update straight away on the digital care record. But most people drawing on care and their families don't know much about these records.

People do want care staff to talk to them clearly and honestly. Not involving people properly raises ethical questions about fairness, consent, and their right to be part of care planning.



Want to Know More?

If you would like to learn more about digital care records, you can ask your care provider or email the research team here: cpec.socrates@lse.ac.uk

You can watch our video where we share what people drawing on care, families, and care workers told us. Click on the link or scan the code with your phone camera: www.youtube.com/watch?v=MunNdQ2nSQo

