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Part 1 A Care Provider's Guide to AI

From curious to confident



Helping health and social care providers understand, adopt and benefit from AI with confidence.

2026-2027 Edition

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Moving from uncertainty to opportunity

Artificial intelligence (AI) is no longer a future concept for health and social care.
It is here, and it is rapidly becoming part of everyday operations.

Artificial intelligence (AI) is no longer a future concept for health and social care. It is here, and it is rapidly becoming part of everyday operations.

Yet for many providers, AI can feel overwhelming. Questions around safety, trust, governance, regulation and workforce adoption often make it difficult to know where to begin. With so much information available, separating genuine opportunity from hype can feel like a challenge in itself.

That's why we've created From Curious to Confident, a two-part guide designed specifically for health and social care providers. Rather than focusing purely on technology, this guide provides a practical roadmap to help organisations understand, adopt and benefit from AI with confidence. Whether you're just beginning to explore AI or are already considering how it fits into your organisation, the aim is to provide clear, practical guidance at every stage of your journey.

Part One focuses on building understanding and confidence. We'll explore what AI is, why it matters to the care sector, address some of the biggest concerns around workforce impact, explain how AI can be used safely and ethically, and look at how to bring your teams with you on the journey.

Part Two moves from understanding to implementation. It explores how to build the right foundations for AI adoption, choose trusted AI solutions, understand the role of agentic AI, and begin applying AI confidently across your organisation. ailable, separating genuine opportunity from hype can feel like a challenge in itself.

Throughout both guides, one principle remains constant:
AI should enhance human care, not replace it.

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Section One: Understanding AI: What It Really Means for Care

Building confidence starts with understanding.

Artificial intelligence has become one of the most discussed technologies of our time. It is appearing in conversations about almost every industry, from finance and education to healthcare and social care.

However, with increased attention comes increased uncertainty. For many care providers, AI can feel like a complex or distant concept. Headlines often focus on the most advanced possibilities of AI, which can create unrealistic expectations or understandable concerns about what it means for people, jobs and the future of care.

The reality is much simpler.

AI is not one single technology, and it is not designed to replace the expertise of care professionals. Instead, AI is a collection of technologies that can help people work more effectively by processing information, identifying patterns, automating repetitive tasks and supporting better decision-making.

For health and social care providers, the opportunity is not about making technology the centre of care. It's about using technology to remove barriers that prevent professionals from spending more time on what matters most: delivering high-quality, personalised support. Understanding AI is the first step towards using it confidently, safely and responsibly.



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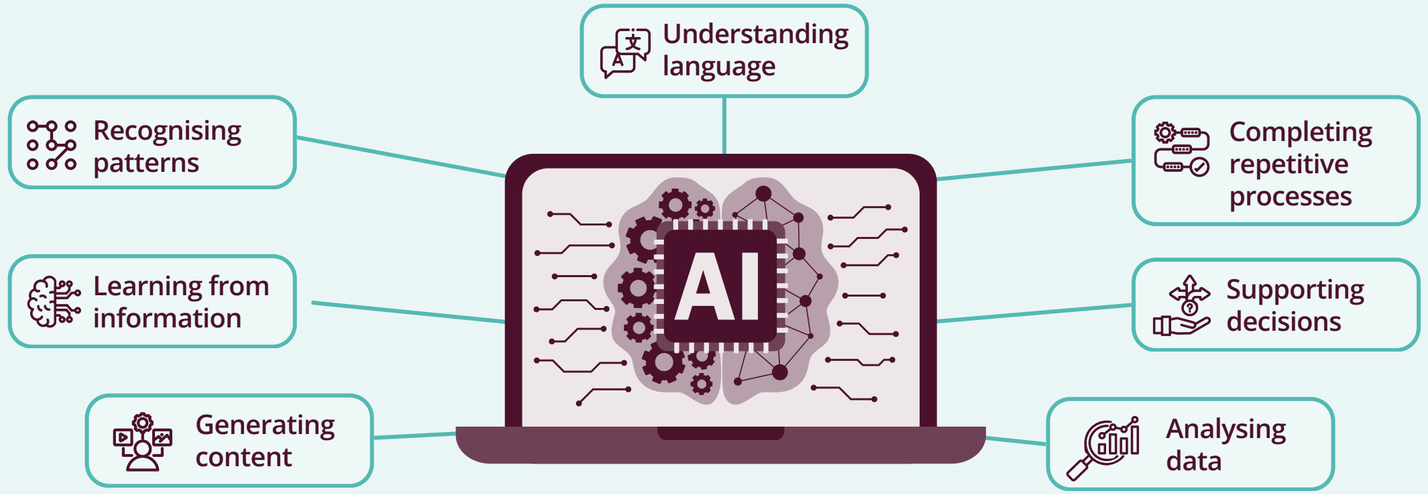
What is artificial intelligence?

Artificial intelligence (AI) refers to technology that enables computers to perform tasks that traditionally require human intelligence. These tasks may include:



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What is artificial intelligence?

Although AI can perform increasingly sophisticated tasks, it does not think, feel or understand the world in the same way humans do.

AI systems identify patterns within information and use those patterns to generate responses, predictions or recommendations. This means AI is most powerful when combined with human expertise

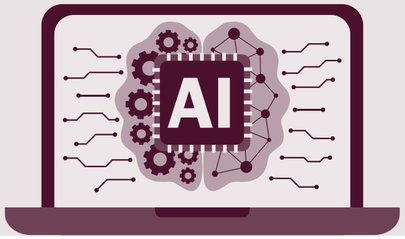
A care professional brings:

- Compassion
- Experience
- Context
- Emotional understanding
- Professional judgement



AI brings:

- Speed
- Consistency
- The ability to process large amounts of information
- Support with repetitive tasks



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How does AI work?

At a basic level, AI works by learning from information and using what it has learned to complete tasks. The process can be broken down into four stages:

1. Data and information

AI systems are trained using large amounts of information, allowing them to identify patterns and relationships. The quality of this information matters. Accurate, relevant and responsibly managed data helps create more reliable AI systems.

2. Learning and recognising patterns

AI uses algorithms to analyse information and identify patterns. For example, an AI system may learn how language is structured, how information is organised or how certain trends appear within data.

3. Generating an output

Once trained, AI can produce an output based on the information available to it.

This could include:

- A written summary
- A suggested response
- A pattern or trend
- A prediction
- A recommendation

4. Human review and decision-making

This is one of the most important parts of responsible AI. AI outputs should support people, not replace them.

A professional should always remain responsible for reviewing information, applying their knowledge and making decisions.

In care settings, human oversight is essential because every person receiving care is unique.

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Different types of AI explained

Not all AI works in the same way. Different technologies are designed to solve different problems. Understanding the differences helps providers identify where AI may create genuine value.

Generative AI

Generative AI is one of the most recognised forms of AI because it can create new content based on instructions provided by a user. It can generate:

- Text
- Summaries
- Reports
- Images
- Communications
- Structured information

For care providers, generative AI has significant potential to reduce administrative workload. Examples include:

- Helping draft care documentation
- Summarising lengthy information
- Supporting meeting preparation
- Creating first drafts of communications or policies

However, generative AI should always be reviewed by a person before information is used operationally.

AI can help create content. People ensure that content is accurate, appropriate and personalised.

Machine Learning

Machine learning (ML) is a type of AI that enables systems to learn from data and identify patterns over time.

Rather than being programmed with every possible outcome, machine learning systems analyse information and improve their ability to recognise trends. In health and social care, machine learning can support areas such as:

- Identifying patterns in operational data
- Supporting risk analysis
- Understanding workforce trends
- Improving planning and decision-making

For example, machine learning may help identify changes in patterns that could require attention, allowing care providers to take a more proactive approach.

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Different types of AI explained

Natural Language Processing (NLP)
Natural Language Processing allows computers to understand, interpret and generate human language.

Because care relies heavily on communication and documentation, NLP has significant relevance for the sector. Examples include:

- Voice recognition
- Transcription
- Digital assistants
- AI-supported documentation
- Searching large amounts of written information

NLP helps technology understand the way people communicate, making digital tools easier and more natural to use.



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Different types of AI explained

Large Language Models (LLMs)
Large Language Models are AI systems trained on vast amounts of text data to understand and generate human language.

They power many of the generative AI tools people are now familiar with. LLMs can help with tasks such as:

- Answering questions
- Summarising information
- Producing written content
- Supporting research

However, because LLMs generate responses based on patterns rather than human understanding, outputs must always be reviewed and validated.



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Different types of AI explained

Agentic AI
Agentic AI is an emerging area of AI that focuses on systems capable of completing more complex tasks by planning actions and working towards a goal.

Rather than simply responding to individual instructions, AI agents may be able to support workflows by:

- Gathering information
- Completing routine tasks
- Coordinating processes
- Supporting users across different systems

For care providers, the future potential of agentic AI could include reducing administrative complexity and helping teams manage processes more efficiently.

However, as with all AI technologies, appropriate governance, security and human oversight remain essential.



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How AI is already supporting care providers

Although AI can sometimes feel like a future concept, many organisations are already exploring practical ways to use it. Examples include:

Reducing administrative workload
AI can support tasks such as:

- Creating summaries
- Structuring information
- Supporting documentation
- Preparing reports

This can help professionals spend less time completing repetitive tasks.

Improving access to information
AI can help users find and understand information more quickly. For managers, this could mean easier access to insights across areas such as:

- Compliance
- Workforce information
- Operational performance

Supporting better decisions
AI can identify patterns and highlight information that may otherwise take significant time to analyse. However, decisions remain the responsibility of experienced professionals.

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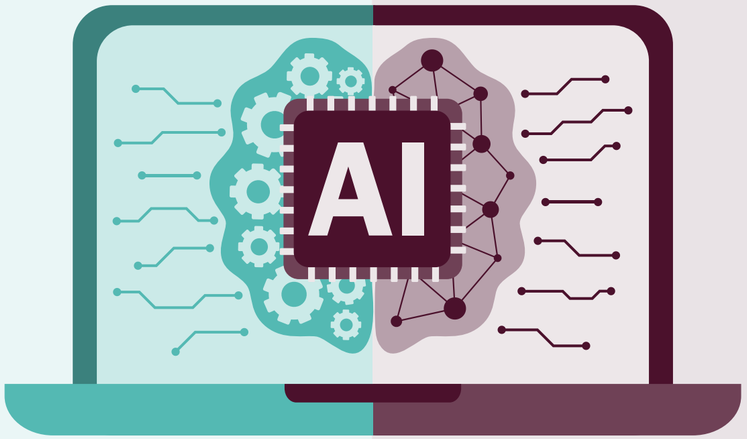
What AI can and cannot do

Understanding AI's capabilities and limitations is essential for responsible adoption.

AI can:

- Process large amounts of information quickly
- Identify patterns and trends
- Support repetitive administrative tasks
- Generate drafts and summaries
- Help professionals access information more efficiently



AI cannot:

- Replace human relationships
- Understand emotions in the same way people do
- Provide genuine empathy or compassion
- Take responsibility for decisions
- Replace professional expertise

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The key takeaway

AI is not about replacing the human element of care.

The greatest opportunity comes from combining the strengths of people and technology.

AI can support the tasks that take time. Care professionals provide the understanding, compassion and judgement that make great care possible.

As providers begin their AI journey, the most important question is not:

"How can AI replace what we do?"

It is however to ask:

"How can AI help us do more of what matters?"

Remember:

AI is not a replacement for care professionals. It is a tool that can help them spend more time doing what technology cannot:
caring for people.

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Section Two: Why AI Matters Now

Supporting care providers through a changing landscape.

Health and social care has always been a people-focused sector. Every day, care professionals provide vital support, build relationships and help people live with dignity, independence and choice. However, providers are operating in an increasingly challenging environment.

Rising demand for care, workforce pressures, increasing complexity of needs and growing regulatory expectations are creating significant challenges for organisations across the sector. AI will not solve every challenge facing health and social care.

However, when introduced responsibly, AI can become an important tool to support care providers by helping teams work more efficiently, reducing unnecessary administrative pressures and creating more time for meaningful care.

The question for providers is no longer simply whether AI is relevant, it's:

"Where can AI help us deliver better outcomes for the people we support and the teams who care for them?"



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The workforce challenge

Care professionals dedicate their time to supporting people, but many also face increasing administrative demands. Common pressures include:

- Time spent completing documentation
- Managing compliance requirements
- Updating records
- Preparing reports
- Completing repetitive tasks

Care is built around people, and technology will never replace the need for skilled, compassionate care teams. However, technology can help providers better support those teams.

By reducing time spent on repetitive administrative tasks, AI can help professionals focus more of their time on activities that require human skills, such as building relationships, providing reassurance and delivering personalised care.

The administrative burden

Care professionals and managers dedicate significant time to recording information, completing documentation and meeting compliance requirements. Accurate records are essential to safe, effective care. Documentation supports continuity, accountability and quality improvement.

However, administrative tasks can sometimes reduce the amount of time available for direct interaction with people receiving care. Examples of time-consuming activities include:

- Writing and reviewing notes
- Creating summaries
- Preparing reports
- Updating records
- Gathering information for audits and inspections

AI has the potential to support these processes by helping teams organise information, create summaries and reduce repetitive work. The aim is not to remove documentation requirements. It's to make documentation easier, more efficient and less burdensome.

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Improving productivity without compromising care

When people hear the word "productivity", it can sometimes feel disconnected from care. However, improving productivity in social care is not about doing more with fewer people. It's about helping teams use their time effectively. Responsible use of AI can help providers:

Reduce repetitive tasks
AI can support routine activities, allowing staff to spend less time on administration.

Improve access to information
AI-powered tools can help users find relevant information more quickly, supporting faster and more informed decisions.

Support consistency
AI can help structure information and improve processes, while professionals remain responsible for reviewing and approving outputs.

Create more capacity for care
By reducing unnecessary workload, AI can help create more opportunities for meaningful interactions.

The question providers should ask is not:

"How can AI replace what we do?"

It is however ok to ask:

"Where can AI help us spend more time doing what matters?"



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Supporting better decision-making

Care providers make important decisions every day. Managers need visibility into:

- Quality and compliance
- Workforce performance
- Operational challenges
- Changing needs within services

AI can help by analysing information, identifying patterns and highlighting areas that may require attention.

For example, AI could help surface trends across documentation, identify areas for improvement or make it easier to understand large amounts of information.

However, AI should always support decision-making, not make decisions independently. The expertise of care leaders and professionals remains central.

Improving the experience of care teams

The benefits of AI are not only operational. Used correctly, AI can support the people who deliver care by reducing some of the frustrations associated with administrative workload. A technology-enabled workplace can help staff by:

- Reducing repetitive tasks
- Making information easier to access
- Supporting confidence and consistency
- Allowing more time for meaningful interactions

This is particularly important as providers look for ways to improve staff experience and create environments where professionals can focus on delivering high-quality care.



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The opportunity for care providers

Every provider is at a different stage of their AI journey. Some may already be exploring AI-enabled tools, while others are still building their understanding of what AI could mean for their organisation. There is no single starting point.

The most successful organisations will be those that take a thoughtful approach:

- ✓ Understand where AI can add genuine value
- ✓ Involve teams early
- ✓ Establish clear policies and governance
- ✓ Choose technology partners carefully
- ✓ Keep people at the centre of every decision

Key takeaway

AI is not about replacing the people who deliver care. It's about giving them better tools to do their jobs.

The opportunity is not simply faster processes or new technology. The opportunity is creating more time, better information and stronger support for the people who make care possible.

The future of care is not technology replacing people.

It's technology helping people spend more time doing what matters most.

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Section Three: The Human Question: Will AI Take Over Our Jobs?

"The future of care isn't humans versus AI. It's humans and AI working together."

For many people, this is the first question that comes to mind when AI is mentioned.

- Will it replace jobs?
- Will technology make care professionals less valuable?
- Will there still be a place for people in the future of care?

These concerns are completely understandable. Throughout history, new technologies have changed the way people work, and AI is already transforming industries around the world. It's natural for care professionals to wonder what this could mean for their own roles.

The reassuring reality is that health and social care is unlike almost any other sector. While AI is becoming increasingly capable of completing administrative and information-based tasks, it cannot replicate the qualities that sit at the heart of great care: empathy, compassion, trust and human connection.

AI isn't here to replace care professionals. It's here to support them.



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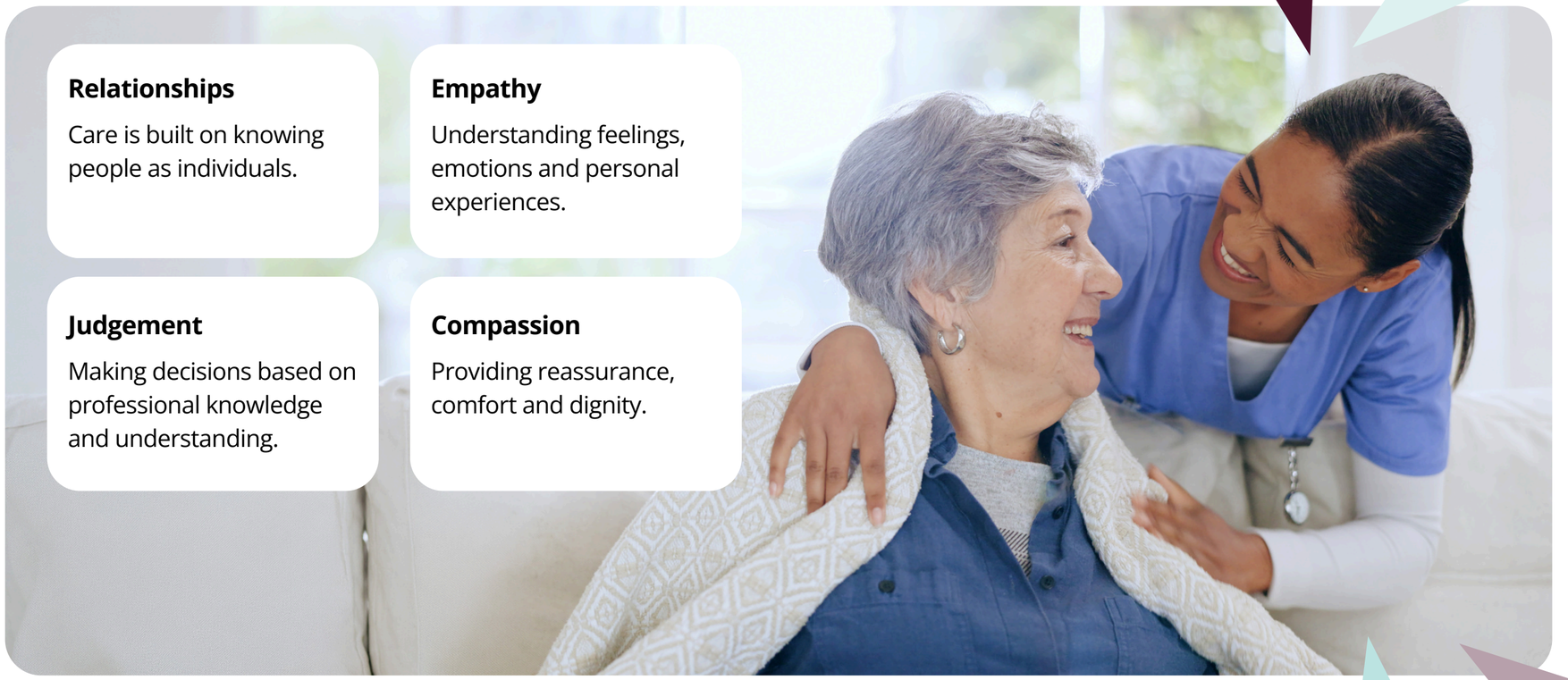
What makes care human?

Technology cannot replace:



Relationships

Care is built on knowing people as individuals.

Empathy

Understanding feelings, emotions and personal experiences.

Judgement

Making decisions based on professional knowledge and understanding.

Compassion

Providing reassurance, comfort and dignity.

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Care will always be about people

Every interaction in care is unique. No two people receiving care have the same needs, experiences or preferences. Supporting someone through illness, helping them maintain their independence or simply taking the time to listen requires emotional intelligence, professional judgement and genuine compassion.

These are qualities that cannot be automated. Technology cannot comfort someone who feels anxious.

- It cannot build trusting relationships with families.
- It cannot notice the subtle changes in a person's mood that come from truly knowing them.
- And it cannot make ethical decisions based on professional experience and individual circumstances.

Those responsibilities will always belong to people. Instead of replacing these skills, AI has the potential to protect them by reducing the administrative pressures that often compete for carers' time and attention.

So, what can AI do?

Although AI can't provide care, it can help make delivering care easier. Across health and social care, professionals spend a significant amount of time completing documentation, searching for information, writing reports and carrying out repetitive administrative tasks.

These responsibilities are essential, but they can take valuable time away from direct care. AI can help by supporting tasks such as:

- Drafting care notes and summaries
- Organising information into clear, structured formats
- Summarising incidents or meetings
- Highlighting patterns or trends within data
- Helping users find relevant information more quickly
- Assisting with routine administrative tasks

By taking some of the pressure away from paperwork, AI gives professionals more opportunity to focus on the work that only people can do. In other words, AI supports the process, and people provide the care.

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What this could look like in practice

Imagine a support worker has just finished a busy shift. Instead of spending the next 20 minutes typing up detailed notes, they use an AI-powered documentation tool to create a structured first draft based on their observations.

The support worker reviews the notes, makes any necessary changes, adds important context and approves the final record.
The AI hasn't replaced their knowledge or professional judgement. It has simply reduced the time spent on administration.

That extra time can be used where it matters most, whether that's spending longer with a resident, supporting a colleague or simply reducing the pressure at the end of a demanding shift.

AI changes tasks, not purpose

One of the biggest misconceptions about AI is that it replaces entire jobs. In reality, it's far more likely to change individual tasks within a role. This has happened before.

Digital care records changed the way documentation was completed. Electronic medication administration records (eMAR) changed how medicines were recorded. And mobile care apps changed the way information was accessed.

None of these technologies removed the need for skilled care professionals. Instead, they helped modernise how work was carried out. AI is the next step in that journey.

Rather than replacing care professionals, it's expected to reduce repetitive tasks and make day-to-day work more efficient. The purpose of care remains exactly the same, only the tools evolve.

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New technology brings new opportunities

As AI becomes more common, new skills will become increasingly valuable across health and social care. These aren't technical programming skills. Instead, they'll focus on using AI confidently, responsibly and critically. Future-ready care organisations will encourage teams to develop skills such as:

- Understanding what AI can and can't do
- Reviewing AI-generated outputs for accuracy
- Recognising when professional judgement is needed
- Protecting sensitive information
- Using AI responsibly and ethically

Just as digital skills have become an important part of modern care, AI literacy is likely to become another valuable capability for the workforce. The care providers who invest in building these skills now will be better prepared for the future.

Building confidence through communication

Introducing AI isn't just about implementing new technology. It's about helping people feel comfortable using it.

Open conversations are one of the most effective ways to reduce uncertainty. Encourage teams to ask questions, raise concerns and explore how AI could support their day-to-day work. Sharing practical examples can also help staff see AI in a different light. Instead of focusing on complex technology, show how AI might help reduce paperwork, simplify reporting or make information easier to find.

When people understand how AI can make their jobs easier rather than harder, confidence naturally begins to grow.



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Keeping people at the centre

One principle should remain at the heart of every AI decision in health and social care:

- People stay in control.
- AI can generate suggestions.
- People make decisions.
- AI can identify patterns.
- People apply professional judgement.
- AI can support documentation.
- People provide compassionate, personalised care.

The best outcomes happen when technology complements human expertise, rather than attempting to replace it.



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Five ways AI could give care professionals more time back

1. Reduce time spent on documentation

AI can help draft care notes, summaries and reports, leaving staff to review, personalise and approve the final version.

2. Make information easier to find

Instead of searching through multiple records or documents, AI can help surface relevant information more quickly.

3. Simplify repetitive administrative tasks

Routine activities, such as summarising meetings or organising information, can often be completed more efficiently with AI support.

4. Highlight useful insights

AI can identify trends or patterns across data, helping managers focus their attention where it's needed most.

5. Create more opportunities for meaningful care

Ultimately, every minute saved on administration is a minute that can be spent supporting the people who rely on care services.

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Key takeaway

AI is designed to reduce the administrative burden that often prevents care teams from spending more time with the people they support.

Health and social care will always depend on compassion, empathy, trust and professional judgement. These are uniquely human qualities that technology cannot replicate.

The future of care isn't about choosing between people and AI. It's about giving people better tools to deliver even better care.



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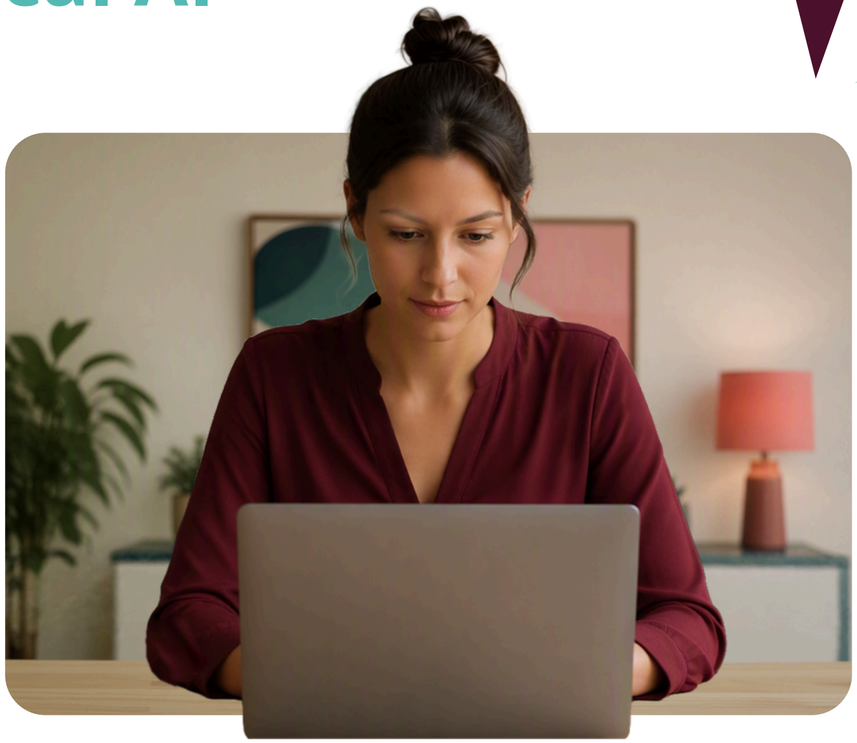
Confidence in AI starts with using it responsibly.



Adopting AI isn't simply about choosing the right technology. For health and social care providers, it's also about ensuring that AI is introduced in a way that is safe, secure and aligned with the values of compassionate care.

Care services manage some of the most sensitive personal information imaginable. They make decisions that affect people's health, well-being, and quality of life every day. Because of this, any technology used within the sector must be held to the highest standards of security, transparency and accountability.

The good news is that responsible AI isn't about avoiding risk altogether. Like any digital technology, AI comes with considerations that need to be understood and managed. With the right governance, clear policies and trusted technology partners, providers can confidently embrace AI while maintaining the trust of the people they support, their families and their workforce.

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Understanding AI risks

AI is an incredibly powerful tool, but it's important to recognise that it isn't infallible. Understanding its limitations is just as important as understanding its capabilities.

Rather than accepting every AI-generated response at face value, organisations should treat AI as a tool that supports professional expertise.

Some of the key areas providers should be aware of include accuracy, bias, data privacy and appropriate use. Providers should understand:

1. AI hallucinations

One of the most widely discussed AI risks is something known as an AI hallucination. Despite the unusual name, the concept is straightforward.

An AI hallucination occurs when an AI system generates information that sounds convincing but is inaccurate, incomplete or entirely fabricated. This can happen because AI predicts the most likely response based on patterns in data rather than checking whether the information is factually correct.

For this reason, AI-generated content should always be reviewed before it's used. Whether it's a summary, report or draft document, professionals remain responsible for checking that the information is accurate, relevant and appropriate.

2. AI bias

AI systems learn from data, and if that data contains gaps or biases, the outputs may reflect them.

Responsible AI development involves testing, monitoring, and continually improving AI systems to reduce bias wherever possible. It also reinforces why professional judgement remains so important, particularly in health and social care, where every individual has unique needs and circumstances.

3. Data privacy

Protecting personal information has always been a priority for care providers, and AI should be no different.

Any AI tool used within a care organisation should support compliance with relevant data protection requirements and provide appropriate safeguards for handling sensitive information.

Providers should also understand where information is stored, how it's processed and who has access to it before introducing any AI solution into their organisation.

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Understanding Shadow AI

One of the biggest risks facing organisations today isn't necessarily AI itself. It's the use of AI without appropriate oversight. This is often referred to as Shadow AI.

Shadow AI occurs when employees use publicly available AI tools without organisational approval or guidance. It usually happens with good intentions. Someone wants to save time drafting an email, summarising meeting notes or organising information, so they turn to a free AI tool they have found online.

The challenge is that these tools may not meet the security, privacy or governance standards required for handling workplace information.

If sensitive or confidential information is entered into an unauthorised platform, care services could face unnecessary risks around data protection, confidentiality and compliance.

For care providers, where information often relates to vulnerable individuals, staff must understand which AI tools are approved and how they should be used.

Creating a culture of responsible AI

Reducing risk isn't about banning AI or discouraging innovation. In fact, doing so may increase the likelihood of staff seeking their own solutions outside of organisational oversight.

A more effective approach is to create a culture where AI is understood, supported and used responsibly.
This begins with providing staff with clear guidance on when AI can be used, what information should never be entered into public tools and where approved AI solutions are available.

Training also plays an important role. As AI becomes more widely used across the sector, organisations should ensure employees understand both the opportunities and the responsibilities that come with using it.

Developing an AI policy, appointing AI champions and encouraging open conversations about AI can all help build confidence while reducing unnecessary risks.

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Choosing trusted technology partners

Not all AI solutions are created equal, particularly when it comes to handling sensitive information.

When evaluating AI-enabled software, care providers should look beyond the functionality alone and consider how the technology has been developed, tested and governed. Some useful questions to ask include:

- ✓ How is sensitive data protected?
- ✓ Does the provider have clear security and governance standards?
- ✓ Is AI designed specifically for health and social care?
- ✓ How are AI-generated outputs monitored and improved?
- ✓ Is there transparency around how the technology works?
- ✓ Does the solution allow professionals to review and approve AI-generated content?

Choosing technology that has been designed with security, privacy, and responsible AI principles at its core gives providers greater confidence that they are adopting AI safely.

The Access approach to responsible AI

At The Access Group, we believe AI should empower people, not replace them. Our approach focuses on developing AI that is secure, transparent and practical, helping care providers reduce administrative pressures while maintaining control over decisions and safeguarding sensitive information.

Responsible AI isn't just about introducing new capabilities. It's about ensuring those capabilities are developed with the right safeguards from the outset.

That means keeping people involved in decision-making, protecting customer data, being transparent about how AI is used, and continuously improving our technology through responsible development practices.

As AI continues to evolve, our commitment remains the same: delivering innovative solutions that help care providers work more efficiently while keeping people, trust and high-quality care at the centre of everything we do.

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Key takeaway

Building trust in AI doesn't happen through technology alone. It comes from combining secure systems, clear governance, ongoing staff education and responsible implementation.

When providers understand both the opportunities and the risks, they can adopt AI with confidence, knowing it has been introduced in a way that supports their teams, protects the people they care for and strengthens the quality of care they deliver.

Safe AI starts with three principles:

1. Choose trusted technology
Use AI solutions that are designed with security, privacy and governance in mind.

2. Create clear guidance
Help staff understand how AI should and shouldn't be used within your organisation.

3. Keep people in control
AI should support professional expertise, with important decisions always remaining in the hands of care professionals.

The Access Perspective

We believe responsible AI should always be human-centred, secure by design and transparent in how it operates. By embedding these principles into our AI-enabled solutions, we're helping care providers innovate with confidence while maintaining the highest standards of care and data protection.



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Section Five: Getting Your Teams On Board

Successful AI adoption starts with people, not technology.

Introducing AI into a care organisation is not simply a technology project. It is a change journey. While choosing the right technology is important, successful adoption depends on something even more fundamental: people feeling informed, supported and confident enough to use it.

For care providers, this is especially important. Care teams are already adapting to significant change, from evolving regulations and workforce pressures to the continued shift towards digital ways of working. The introduction of AI should not feel like another demand placed on already busy teams.

Instead, it should be positioned as an opportunity to make everyday tasks easier, remove unnecessary pressures and support professionals in delivering the best possible care. The most successful care providers will be those who bring their teams with them from the beginning.



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Why people are at the centre of AI adoption

Technology only creates value when people understand it and feel confident using it. A care professional who understands how AI works, why it has been introduced and how it supports their role is far more likely to embrace it than someone who feels that technology has been introduced without explanation.

This means successful AI adoption requires more than simply providing access to a new tool. Providers should focus on:

- Building awareness
- Addressing concerns
- Providing training
- Encouraging feedback
- Celebrating progress

AI adoption is a journey, not a one-time change.



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Understanding common concerns

Whenever new technology is introduced, questions and concerns are natural. Recognising these concerns early allows providers to address them openly and build confidence across their teams.

"Will AI replace my role?"
This is one of the most common concerns around AI. As explored earlier in this guide, AI is designed to support care professionals, not replace them.

The focus should be on how AI can reduce administrative pressures and help teams spend more time on meaningful care.

"Will I be expected to become a technology expert?"
Not everyone feels naturally comfortable with new technology, and this should be recognised. AI adoption does not require every employee to become a technology expert.

Instead, teams need clear guidance, practical examples and opportunities to learn at their own pace. Simple demonstrations showing how AI can support everyday tasks are often more effective than technical explanations.

"What if AI gets something wrong?"
This is an important question and one that responsible organisations should encourage. AI tools are designed to support professionals, but outputs should always be reviewed before being relied upon.

Encouraging staff to question, check and validate AI-generated information is part of responsible AI use. The aim is not blind trust in technology. It is a confident and informed use of technology.

"Will AI make care less personal?"
This concern is particularly relevant in social care. However, the purpose of AI should be to create more opportunities for human connection, not less.

By reducing time spent on repetitive tasks, AI can help professionals spend more time with the people they support. The technology should work quietly in the background, helping teams provide more personalised and responsive care.

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How providers can build confidence

Appoint AI champions
One of the most effective ways to support AI adoption is to identify AI champions. AI champions are trusted members of the team who can help colleagues understand, explore and confidently use AI tools.

They do not need to be technical experts.
The most valuable AI champions are people who:

- Are enthusiastic about learning
- Can explain concepts clearly
- Understand colleagues' concerns
- Encourage responsible use
- Share practical examples

Having familiar faces who can support teams helps make AI feel more accessible and less intimidating. Over time, AI champions can help by building confidence, sharing examples, gathering feedback and promoting good practice.

Provide ongoing learning

AI will continue to evolve, meaning adoption should not be treated as a one-off project. The organisations that benefit most will be those that encourage continuous learning and improvement. This could include:

- Regular AI awareness sessions
- Sharing examples of successful use
- Creating opportunities for staff feedback
- Reviewing policies as technology develops
- Encouraging teams to explore new possibilities safely

As AI becomes a more common part of working life, confidence will grow through experience.

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Start small

A common mistake organisations make when introducing new technology is trying to change too much too quickly. Successful adoption often begins with one clear use case. For example:

- Reducing time spent on documentation
- Supporting report creation
- Improving access to information
- Simplifying administrative tasks

Starting with clear, practical use cases helps teams see the value of AI in their own working environment. Once confidence grows, services can explore further opportunities.

Celebrate progress

The ultimate measure of success is whether AI helps improve outcomes for both care teams and the people they support, so show teams how AI is helping.
Examples include:

- Staff experience
- Time saved
- Quality improvements
- Confidence levels
- Care impact

This may be communicated as:

"We saved two hours per week on administration"

or

"Staff have more time for resident interactions."

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Five steps to help your team embrace AI

1. Communicate early
Explain why AI is being introduced, what it will do and what it will not do.

2. Involve your teams
Ask staff about challenges they face and where AI could provide support.

3. Provide training and guidance
Give employees the knowledge and confidence to use AI responsibly.

4. Start with practical examples
Demonstrate real benefits rather than focusing only on the technology itself.

5. Continue listening and adapting
Use feedback to improve how AI is introduced and used.

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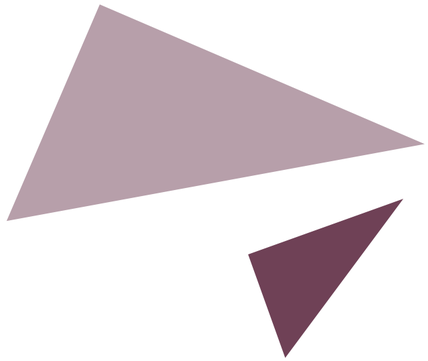
Key takeaway

The success of AI in care will not be determined by technology alone. It will be determined by the confidence, understanding and involvement of the people using it.

The goal is not to create a workforce that works alongside machines. The goal is to empower care professionals with better tools, better information and more time to focus on what they do best.

Because when people are supported through change, technology has the greatest opportunity to make a positive difference.



AI adoption checklist

Before introducing AI, ask:

- ☐ **Have we explained why we are introducing AI?**
- ☐ **Have we involved the people who will use it?**
- ☐ **Do teams understand how AI supports their roles?**
- ☐ **Do we have clear guidance and policies in place?**
- ☐ **Are staff confident asking questions and providing feedback?**

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You've Built the Foundations. Now It's Time to Put AI into Practice

Understanding AI is the first step towards using it with confidence.

Throughout this guide, we've explored what AI is, why it's becoming increasingly important for health and social care, how it can support care professionals, and the importance of introducing AI responsibly with security, governance and people at its core.

The next stage of the journey is turning that understanding into action.

In Part Two, we'll explore how to build a strong AI foundation within your organisation, develop the right governance, choose trusted AI-enabled solutions and see how AI is already transforming everyday care delivery through real-world scenarios.

We'll also introduce you to Access Evo Agentic, exploring how the next generation of AI is helping care providers move beyond simple automation towards intelligent, connected workflows that reduce administrative burden while keeping people firmly at the centre of every decision.

Whether you're beginning to explore AI or planning your next steps, Part Two will help you move from understanding the possibilities to implementing them with confidence.

Coming up in Part Two



- Creating your AI foundation
- Choosing the right AI tools
- Introducing Access Evo Agentic
- AI in action: real-world care scenarios
- Looking ahead to the future of AI in care

Because understanding AI is only the beginning. The real opportunity comes from putting it into practice.

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From curious to confident with Access Evo

Our expert team of software specialists are ready to show you how you understand the journey to adopt and benefit from AI with confidence.

Book a call

About The Access Group

The Access Group is one of the leading providers of business management software to mid-sized UK and Asia Pacific organisations. It helps more than 60,000 customers across commercial and not for profit sectors become more productive and efficient. Its innovative Access Workspace cloud solutions transform the way business software is used, giving every employee the freedom to do more. Founded in 1991, The Access Group employs approximately 5,000 people.

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