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AI Readiness Checklist

Is your organisation ready to adopt AI with confidence?



Every organisation starts somewhere

Artificial intelligence (AI) is becoming an increasingly important part of health and social care.

It helps providers reduce administrative pressures, improve productivity and create more time for delivering high-quality care. But successful AI adoption isn't just about choosing the right technology.

It starts with building the right foundations.

Introducing AI without clear governance, appropriate safeguards or staff understanding can increase risk rather than reduce it. That's why taking the time to assess your organisation's readiness is one of the most important first steps on your AI journey.

This checklist has been designed to help care providers evaluate their current level of preparedness across the key areas that underpin responsible AI adoption, from governance and approved tools to staff training, data protection and ongoing monitoring.

You don't need to have every measure in place before you begin exploring AI. Instead, think of this checklist as a practical benchmarking tool that helps you understand where you're already well prepared and where further planning may be needed.

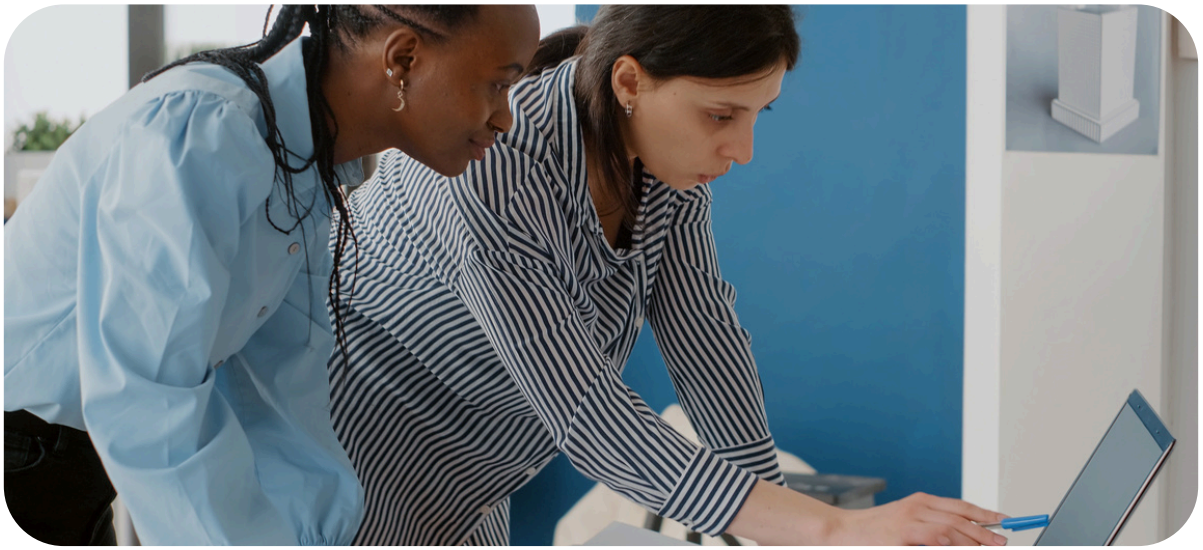
For each question, simply indicate whether it is:

- **In place** – This is fully established within your organisation.
- **In progress** – Work has started, but further development is needed.
- **Not started** – This has not yet been addressed.

By the end of the checklist, you'll have a clearer picture of your organisation's AI readiness and the next steps you can take to introduce AI safely, responsibly and with confidence.

Section A: Policy and Governance

#	Question	Status	Notes
A1	Do we have a written AI policy that has been approved by senior leadership?		
A2	Does our AI policy cover purpose, scope, acceptable use, and human oversight?		
A3	Is our AI policy communicated to all staff and accessible in the workplace?		
A4	Is there a named owner for AI risk, compliance, procurement, and data protection?		
A5	Do we have a governance structure (e.g. a lead person or committee) responsible for overseeing AI?		
A6	Is our AI policy reviewed at least annually?		



Section B: Approved Tools

#	Question	Status	Notes
B1	Do we maintain a register of approved AI tools?		
B2	Is there a clear process for evaluating and approving new AI tools before use?		
B3	Have all AI tools in use been assessed for data protection compliance (DPIA completed)?		
B4	Do we have data processing agreements in place with all AI vendors?		
B5	Do staff know which tools are approved and which are not?		
B6	Have we addressed the risk of staff using unapproved AI tools with organisational data?		

Section C: Staff Training

#	Question	Status	Notes
C1	Have all staff who use AI tools received appropriate training?		
C2	Does training cover the limitations of AI, including the risk of errors and bias?		
C3	Do staff understand their data protection obligations when using AI?		
C4	Do staff know how to escalate concerns or report AI-related incidents?		
C5	Are training records maintained and up to date?		
C6	Is refresher training provided when new tools are introduced or policies updated?		



Section D: Human Oversight

#	Question	Status	Notes
D1	Is there a clear requirement for human review of all AI-generated outputs before action is taken?		
D2	Do staff feel empowered to override AI recommendations?		
D3	Are AI-assisted decisions documented, including evidence of human review?		
D4	Are there clear escalation routes when AI produces unexpected or concerning outputs?		
D5	Is AI never the sole basis for a decision that significantly affects a person's care?		

Section E: Data Protection

#	Question	Status	Notes
E1	Do we have a named Data Protection Officer (or nominated lead) for AI-related matters?		
E2	Have DPIAs been completed for all AI tools that process personal data?		
E3	Are service users and residents informed when AI is used in decisions about their care?		
E4	Do we have a process for handling data subject rights requests relating to AI?		
E5	Are we confident that no personal data is being entered into unapproved AI platforms?		



Section F: Ongoing Monitoring

#	Question	Status	Notes
F1	Do we have a process for reporting and investigating AI-related incidents?		
F2	Is AI use subject to regular audit?		
F3	Do we review vendor performance and compliance on a regular basis?		
F4	Are we monitoring for changes in regulation or guidance that affect our AI use?		
F5	Do we have a mechanism for staff to provide feedback on AI tools?		

Quick Reference: Your AI Foundation at a Glance

Building Block	Key Question	Owner
AI Policy	Do we have clear rules for how AI is used?	Registered Manager
Approved Tools	Do we know exactly which tools are in use and why?	Procurement Lead
Acceptable Use	Do staff know what they can and can't do?	All managers
Human Oversight	Is a human always in the loop for care decisions?	All care staff
Training	Can staff use AI safely and confidently?	Training Lead
Risk	Are risks identified, assessed, and managed?	Risk Owner
Compliance	Are we meeting our regulatory obligations?	Compliance Lead
Data Protection	Is personal data protected in every AI interaction?	DPO
Monitoring	Are we checking that everything is working as it should?	Governance Lead

Your AI Journey Starts Here

Completing this checklist is an important first step towards adopting AI responsibly.

Whether you've identified strong foundations or uncovered areas that need further development, understanding your current level of readiness will help you make informed decisions as your organisation explores AI.

Remember, becoming AI-ready isn't about implementing every new technology as quickly as possible. It's about creating the right environment for AI to deliver meaningful value, with clear governance, trusted technology, engaged teams and a commitment to keeping people at the centre of every decision.

As AI continues to evolve, organisations that invest in these foundations today will be better placed to embrace future innovation with confidence.



Next steps

Once you've completed your assessment, consider the following actions:

- Review any areas marked Not started and prioritise the most critical gaps.
- Develop or update your AI policy and governance framework.
- Ensure staff understand how AI should be used safely and responsibly.
- Review the AI tools currently being used across your organisation.
- Establish a plan for ongoing monitoring, training and continuous improvement.

AI readiness isn't a destination; it's an ongoing journey. By taking a structured approach today, you'll be better equipped to adopt AI in a way that supports your teams, strengthens compliance and ultimately improves outcomes for the people you care for.

Continue your AI journey



Explore From Curious to Confident: **A Care Provider's Guide to AI** for practical guidance on understanding artificial intelligence, building confidence across your organisation, implementing AI responsibly and choosing trusted AI solutions that support high-quality care.

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

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