

Over A Brew Session

26 June 2024

**Ethical use of Artificial Intelligence
and Digital Technology**



**CURATORS
OF CHANGE**

directors of
adass
adult social services
eastern region

connecting innovating improving



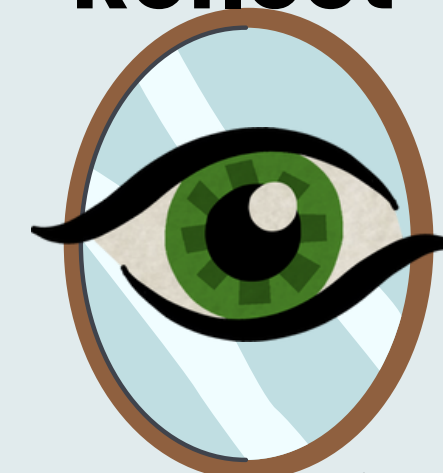
Guide

Grab a brew



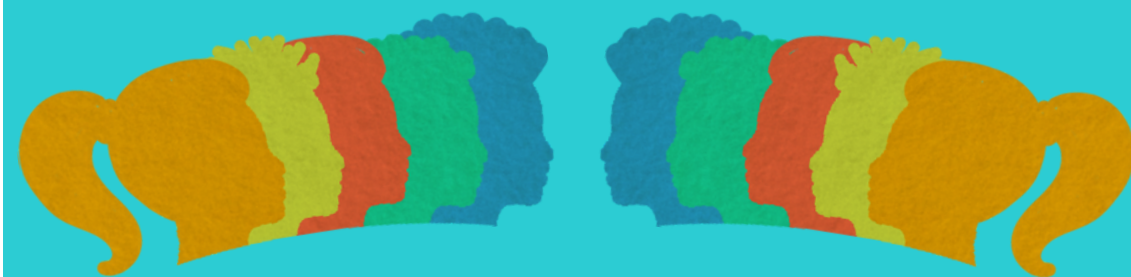
Once you have your brew, ask someone to be the timer

Reflect



Each person has time to think about the questions for ONE minute

Have your say



Each take it in turns to say your response
(TWO mins each)



Use the rest of the time to reflect on what's been said
(no fixing)

Still got some time?



Talk about:
What's not been said?
What are your lasting thoughts?

INFUSED WITH THE CAMERADOS PRINCIPLES

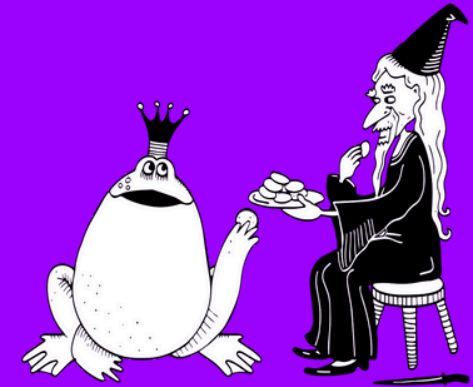
**MIX WITH PEOPLE WHO
ARE NOT LIKE YOU**



**ASK SOMEONE WHO IS
STRUGGLING TO HELP YOU**



**NO FIXING - JUST BE
ALONGSIDE ONE ANOTHER**



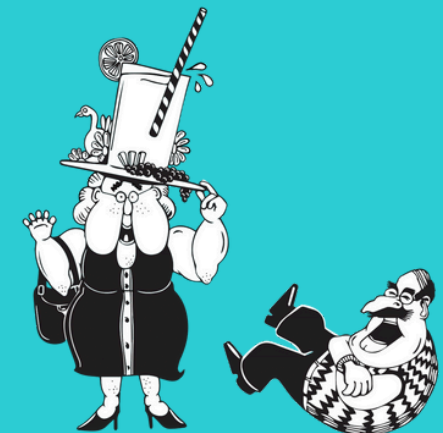
**IT'S OK TO DISAGREE
RESPECTFULLY**



**IT'S OKAY TO BE A BIT
RUBBISH SOMETIMES**



**TO BE SILLY IS TO
BE HUMAN**



Summary points of the Over a Brew discussion

**24 people
attended the
session to
share ideas,
insights and
views... Over
Brew**



**Positives
Experiences with
Artificial Intelligence**

**Fears and
Negatives of
Artificial
Intelligence**

**Opportunities for
using Artificial
Intelligence**

**Safeguarding
Issues of using
Artificial
Intelligence**

INTRODUCTION

This workshop focused on the ethical use of Artificial Intelligence and Digital Technology in the area of social care and support. We showed a video during the workshop about Artificial Intelligence in Social Care which can be viewed on this page:

<https://adasseast.org.uk/co-production/over-a-brew-virtual-coffee-sessions>

We asked people who attended the session to think about the following questions:

- What were your feelings or thoughts while watching the film?
- In what ways do you think AI could make a positive difference in Social Care?
- What questions should we be asking about AI, and who should we be asking?
- What might we explore further regionally or locally in relation to social care?



POSITIVES

*Would be good for
language barriers*

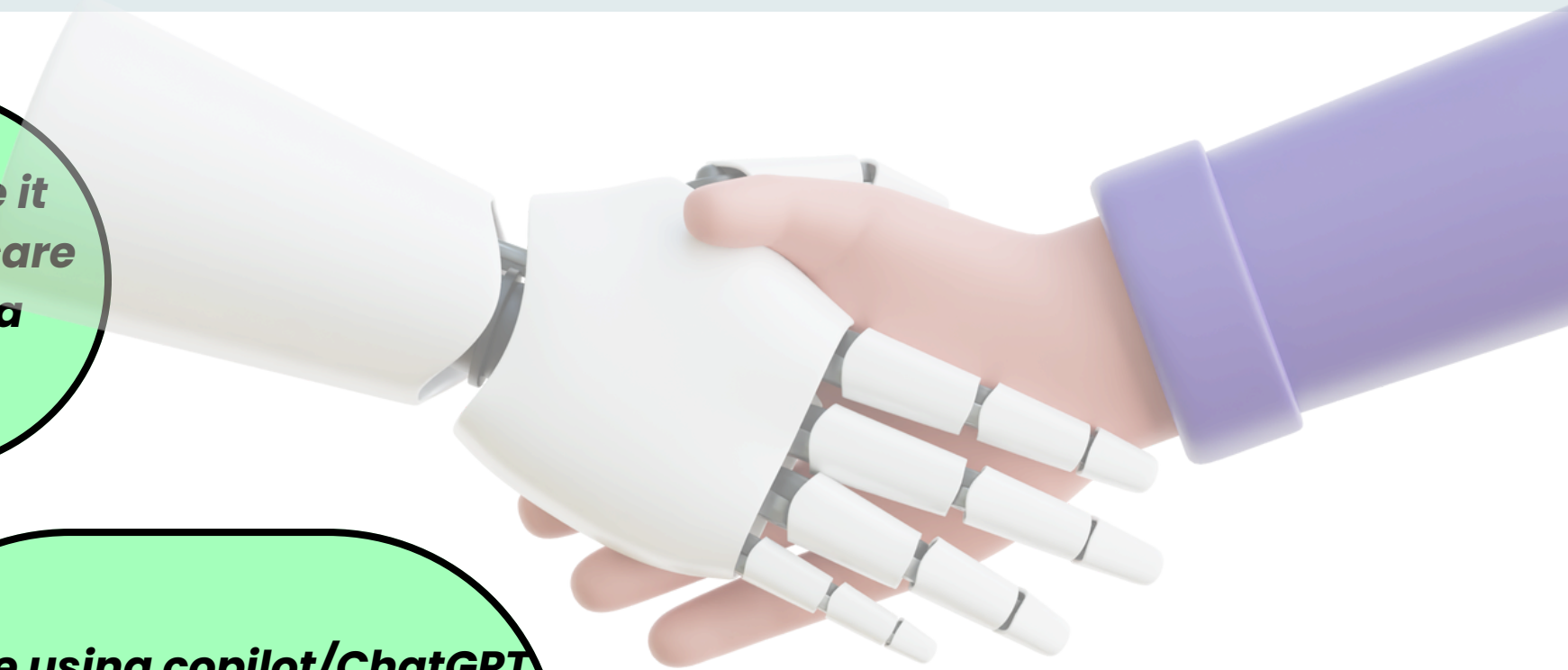
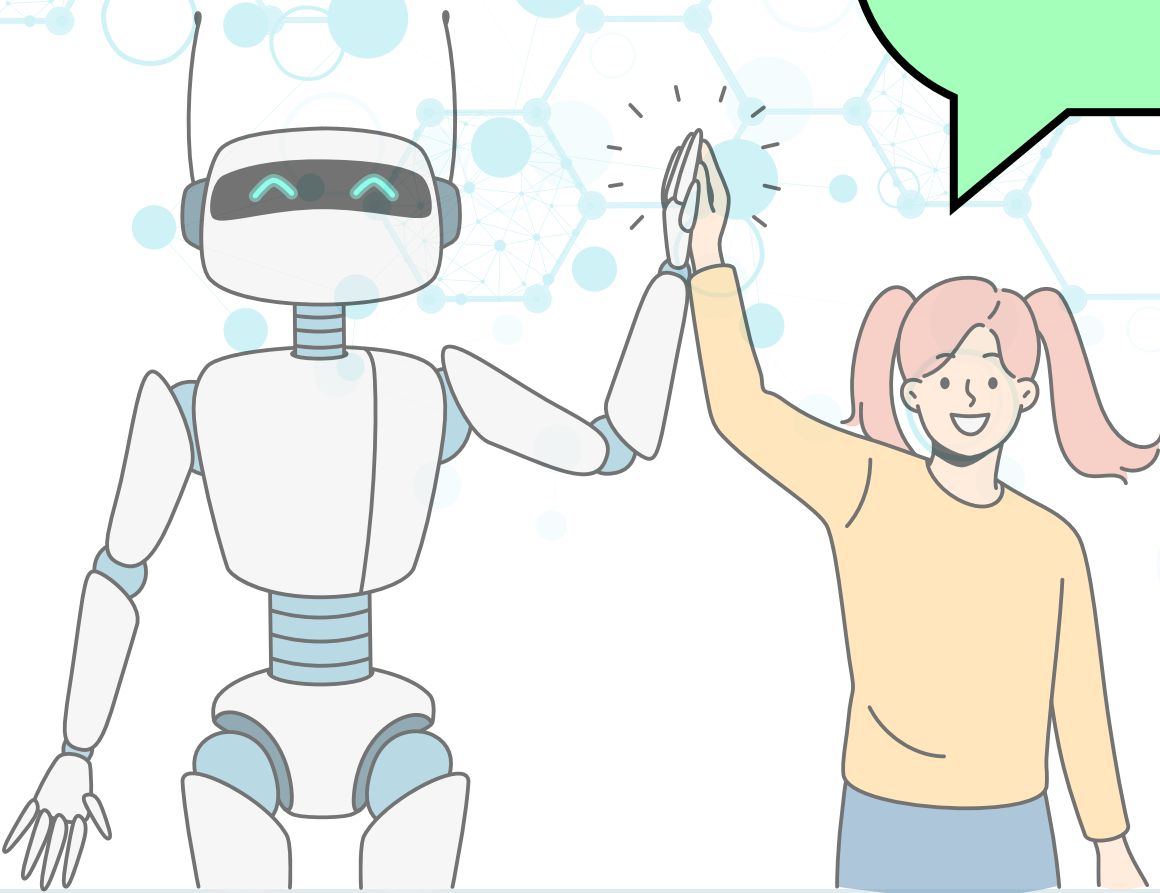
*A great example of where it
works: Dementia Cat in a care
home setting to help as a
soothing tool*

Using AI for voiceover

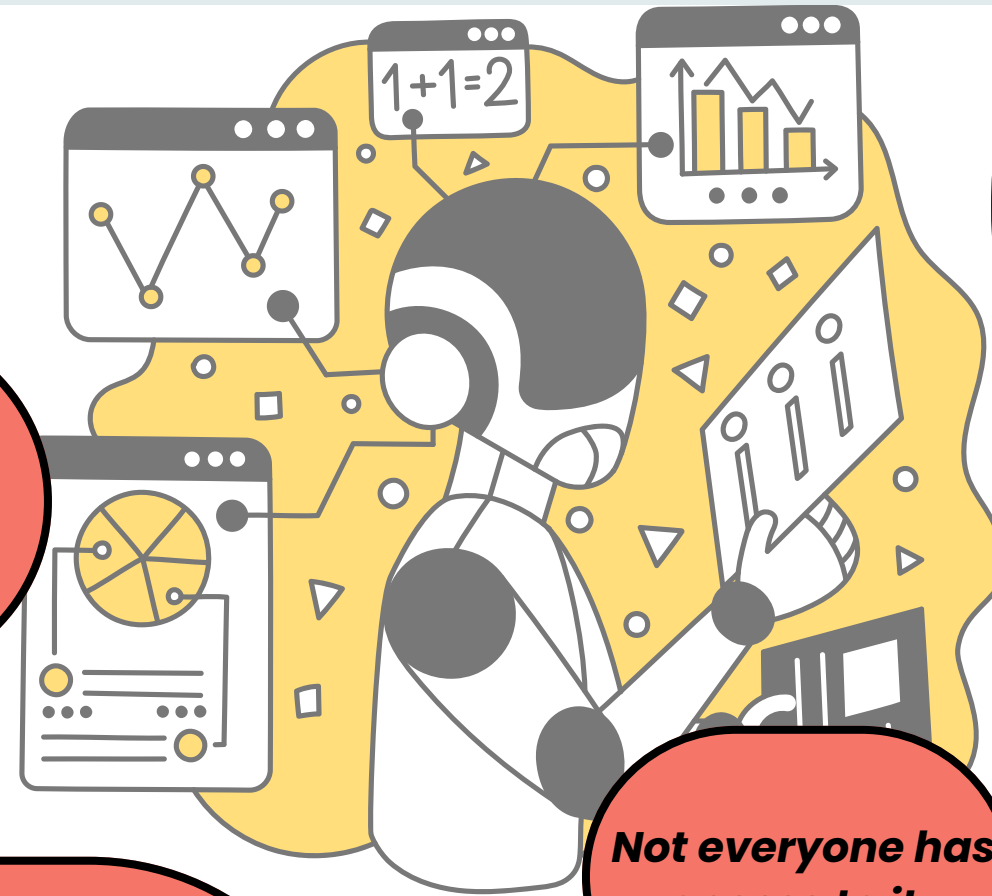
*People using copilot/ChatGPT
to write summaries or rewrite
things in a way that is
understandable.*

*Provides equal or
better outcomes*

*Fantastic Roadtrip Bus with AI - Phones
which could translate languages =
useful if English is not your first
language*



FEARS AND NEGATIVES



**Biggest fear:
designer/developer
bias**

**Frustration with
chat bots**

**Can be a loss of
privacy**

**Already seeing the
impact of children on
language skills etc..**

**What scares you most - mostly
that managers think it will
replace people or make decisions
about someone's care**

**Not everyone has
access to it**

**Talking about the VR world - and
headsets, and the side effects of
people using them, in terms of
nausea and sickness and
headaches etc - so we need to be
mindful of this...**

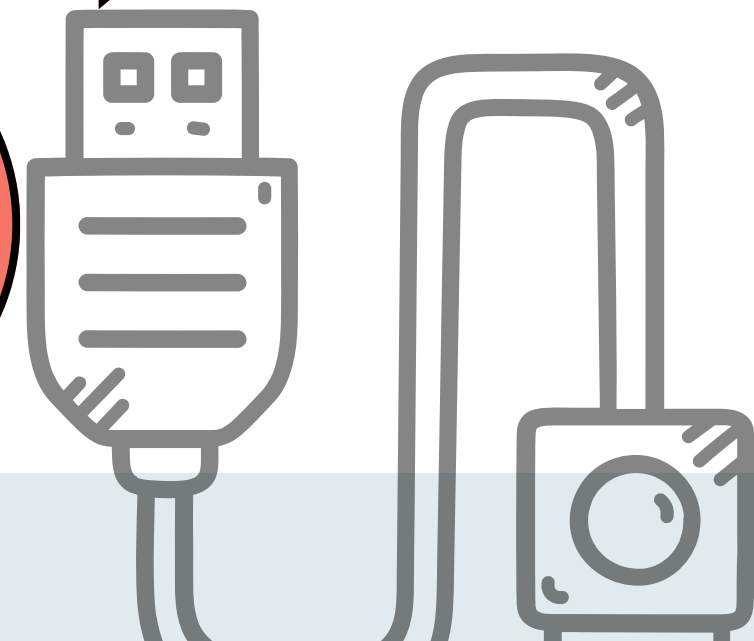
**That goes against
personalised care surely -
'GP profit' shouldn't be put
ahead of what is the best
option for the patient.**

**Cons outweigh the pros at
the moment - as there is
not enough reliability etc**

**Reminds me of the recent
writers strike in America - AI
taking over the role /
creative license from actual
people.**

**How intelligent is AI? Only as good as
people that program it? What if they
do not have relevant experience about
what matters to people?**

**Concerned about
limitations of poor data
and programming and AI
solutions being mis sold**



FEARS AND NEGATIVES

*Issues of bias,
transparency*

*Why do we expect higher
standards of behaviour or ethics
from machines - why are we not
listening as humans?*

*Flipside - 'A' spoke about using a chat bot for
a bank which just went around in circles and
didn't resolve the problem. Eventually spoke
to a human and resolved quickly*

*Fear - like the
terminator - AI
might gang up on
us*

*What about the
neurodiverse
community?*

*Who is the robot here? People
or machines? Why are we
expecting machines to behave
more humanly than we do
ourselves?*

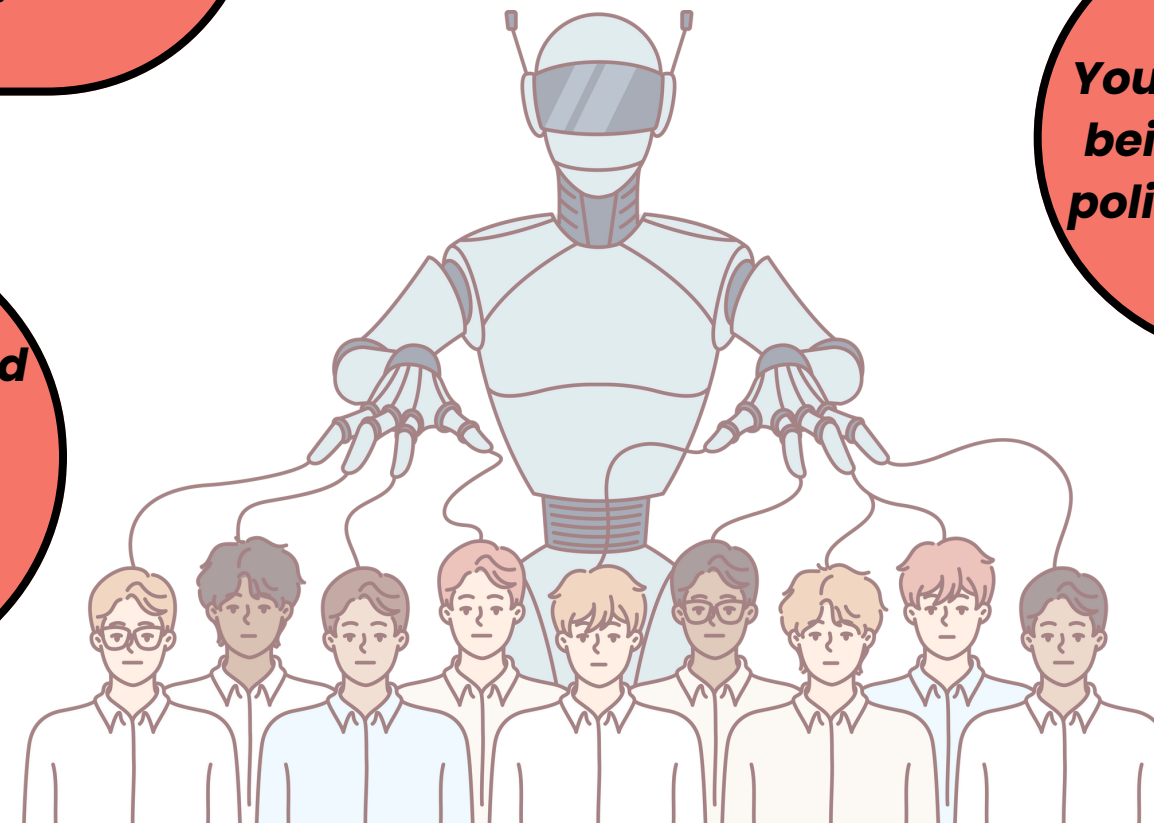
AI Breakdown

*Does it offer enough
options for those who
have to use it?*

*You don't know if what you are
being told is good for you or a
political/organisation decision*

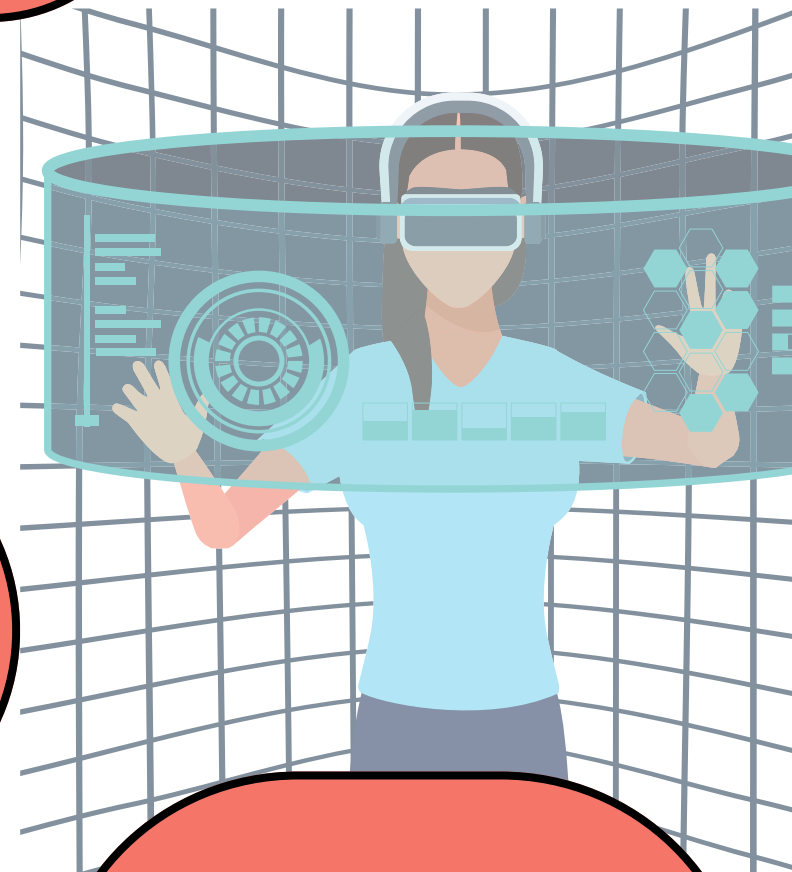
*Danger of limiting
options and
solutions*

*Orgs like NHS look at AI and
data and totally
underestimate the
complexity of stuff -*



*Help the computer
is taking over*

*There are soon to be fully AI
generated feature films -
what happens to Art if AI
can produce it all?*



OPPORTUNITIES

Giving skilled practitioners a tool to enhance recording and spend more time with the people they work with

ChatGPT being used by students to create essays, very quick way to organise information and workflow feels like an opportunity, can be used to support difficult things around rotas and staffing (if working together this can be effective)

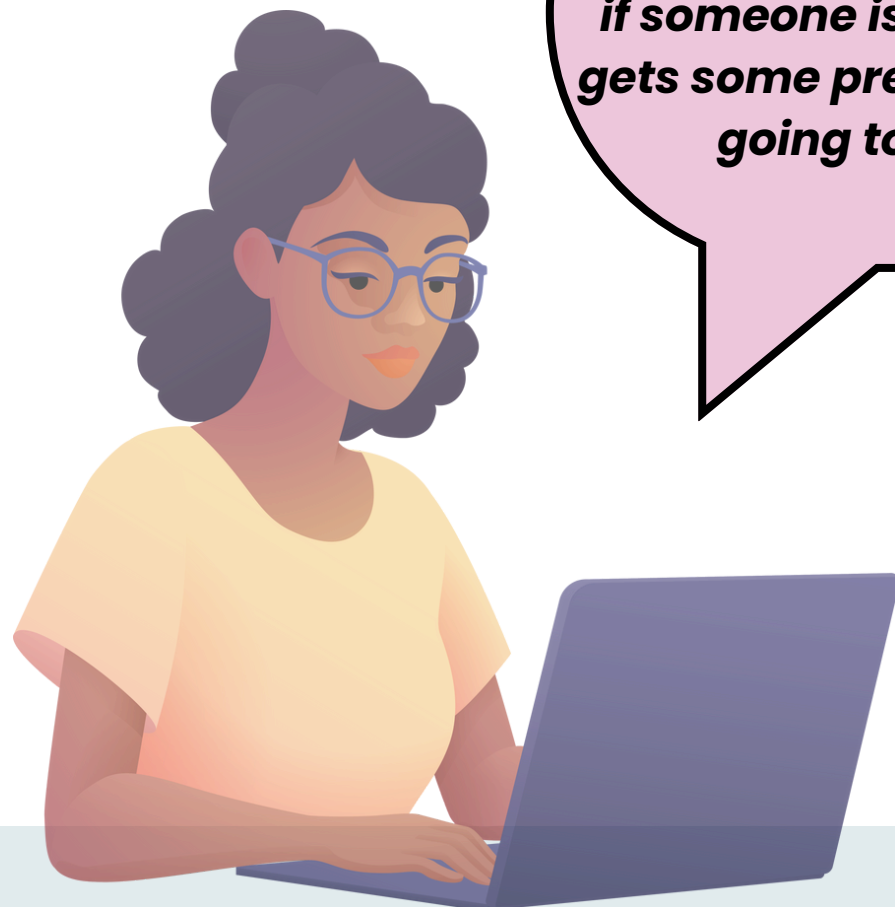
Enhance images to aid diagnosis

What happens when you go down an AI triage and it misses the true meaning - of what you are saying...

My son could benefit by being sent pictures of replacement staff if someone is off sick, so he still gets some preparation for who is going to be with him.

Good for Autistic people as assessment can be a nightmare for us, as social workers do not understand the neurodiversity's of how we react. To develop a process that captures what we say and then key words will then means that the social worker will see the assessment as a way of being dealt with quicker.

Capture key topics in a therapeutic conversation to support service user and clinician between and next sessions



Used in personal life, predictive text, automate tasks on phones, not yet widely implemented in adult social care so limited work experience (but some pilots with e.g. Beam), helpful to support research and the interface of how people work

Excitement: AI could automatically capture what has been said in a meeting rather than writing up assessments/care plans

Using AI to write a helpful report suitable for ages 11+

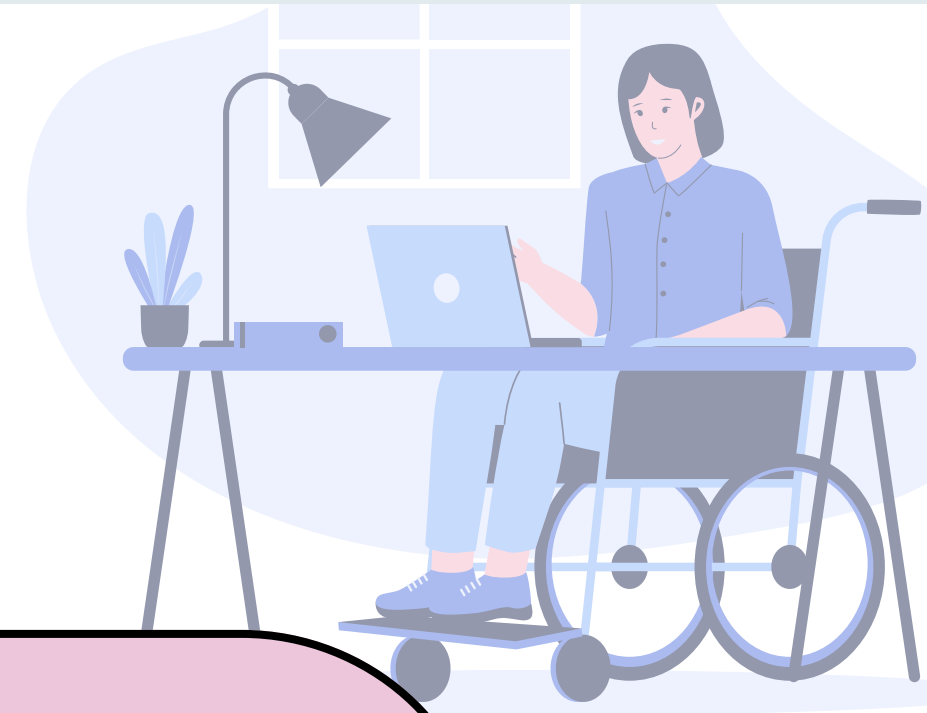
OPPORTUNITIES

*Potentially liberating
for people with
communication
difficulties*

Cost cutting

*Can simplify things and
make things easier if
used right*

*Wanting to integrate AI with
the sensors etc that we use
currently....*



*Some wonderful AI stuff that is
helping people to communicate
more effectively*

*Freeing us up from the
admin tasks that take
time would be a big win*

*I use software to
help with predictive
text*

*There is potential to speed up
some of the administrative stuff,
so we can focus more on the
human interactions etc...*

*Prediction versus
prophecy*

*Co-produce with
the people it
impacts on*

*I am also Autistic but AI
is a help to me*



*Older generation would need to be
trained on how to use the system,
such as in community hubs including
libraries*

*Good tool to
replace some stuff*

SAFEGUARDS

Comes back to trust and making sure that the data and where it comes from is scrutinised

Where is the control in social care going to come from

How do you ensure choice?

What happens if the AI is hacked?

Better understanding with Health & social care as well as the complexities

Scares people if not explained correctly

Make sure the data is reliable and correct

Education and awareness of AI

Understanding of the physical system flow, tested before implementing the AI

More needs to be done for the average person to see what AI is and isn't

Understanding of the physical system flow, tested before implementing the AI

Safety nets within the systems??

Important to ensure AI is used in the right context

How AI can be used with with big data to give indications on future care and highlight possible interventions, but it needs access to all the information

Could this be a cost cutting approach within social care

Need to be careful not to lose human connection

QUESTIONS FOR FUTURE SESSIONS



At what point do we say YES to AI – while it can crunch a huge amount of data – At what point do we as humans need to stop being part of the process (if at all?)

Want to go away and look more at what the gaps are, not just using AI for the sake of it.

Key question of AI as autonomous or assistive ?

Do we get to the point where we stop needing clinicians – opens a box of ethical questions etc...

Take a moment to appreciate how you as a person are being exposed to AI and the message/promises behind that exposure...

Tap into the digital network – to host this conversation? And to learn from people about what is happening regionally and nationally...



FINAL REFLECTIONS

So many useful applications

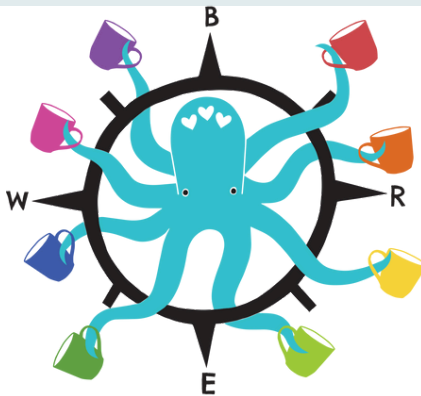
- One member of the group had attended a Roadshow bus on the use of AI and found it really informative. For example, there was a way for a phone to translate a language into English – the example given was translation of French to English.
- This could be really helpful if English is not the first language for a person who is accessing care and support.
- AI has been helpful in drafting reports, finding the right words, and ensuring the text was appropriate for the audience/agegroup being written for.

One size doesn't fit all

- It is sometimes assumed that an AI Bot can answer all the questions but often it sends people in circles and doesn't achieve the solution people are looking for.

Plenty of worries about AI

- Lack of privacy/fear of hackers/data being used which is out of date/taking away peoples jobs/the wrong language being used/AI taking over everything/losing choice and control/deliberately using false data or data which is not good in terms of the outcomes/lack of liability/dependence on tech and impact of this.



FINAL REFLECTIONS

If used in the right way and at the right time, AI can be helpful and has potential

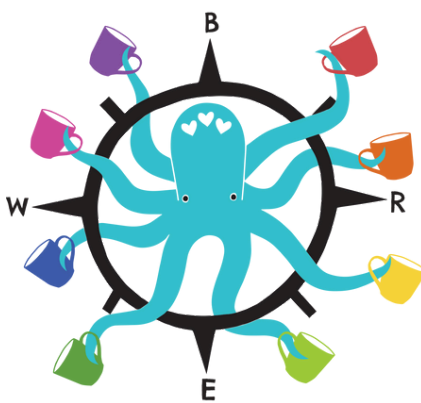
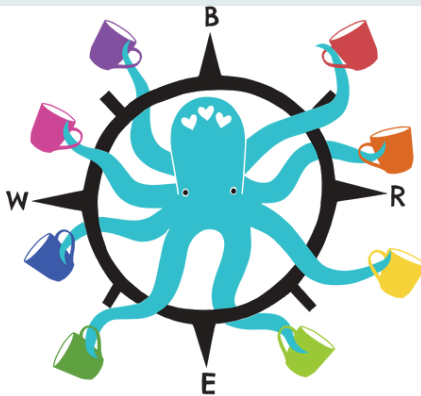
- Alexa reminders/notifications for a person who accesses care and support, identifying risks and preventing risks, having conversations with people, reducing delays, communication through pictures, helping with decision making, potentially cutting costs in the long run, helping with language barrier.

AI needs to be trusted and the risks explained


- We expect a lot more from machines than we do of ourselves.
- The level of complexity is often underestimated and therefore, the wheels fall off
- Good tool but can't replace everything.

Should be coproduced by the people who will be impacted by it

- People's wellbeing needs to be considered.
- Money and resources need to be put into the right places to achieve better outcomes for the people we serve.
- There needs to be openness in what's being offered and why and how it works.
- Everything should be considered in partnership such as across health and the social care landscape.



FEEDBACK FROM THE SESSION



*Great to have space to hear
others and consider my own
views.*

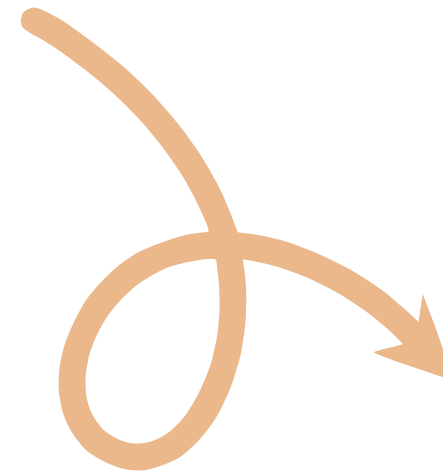
*The start of a bigger
conversation I suggest and
everyone needs to be involved.*



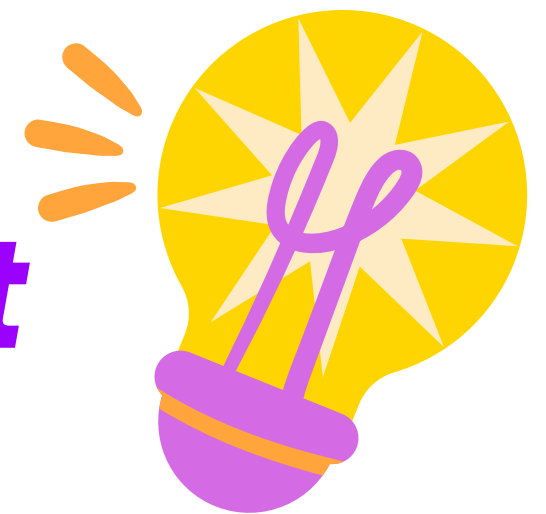
*Appreciate the opportunity to
think about this.*



**Great
fun**



**Very thought
provoking**





Thank You!



**Please join us for the next session on 24
July 2024... to talk about Diversity and
Equality... Over a Brew!**