

Digital record systems: achieving good outcomes for people using adult social care services

Good quality records underpin safe, effective, compassionate, high-quality care. They communicate the right information clearly, to the right people, when they need it. They are an essential part of achieving good outcomes for people who use services.

A good digital records system has more benefits than a paper-based record system. It helps providers to:

- capture information more easily at the point of care
- support staff to respond more quickly to people's needs
- share important information quickly, safely and securely between care settings
- minimise risks to people's safety.

Digital records will increasingly replace paper records. This means digital systems will be vital to capture and share information. This is essential for truly integrated services that work for people.

The Department of Health and Social Care and NHS England lead the NHS Transformation Directorate's [Digitising Social Care programme](#). CQC supports the programme, which aims to encourage and support adult social care providers registered with us to adopt digital social care records.

Our guidance reflects the developing best practice around digital record systems, particularly where it helps to improve the quality and safety of care.

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