AI in Social Care

AI training for care providers

Use AI well, not just more

Practical AI training for care providers, built around the work your people actually do – and measured, so you know whether it worked.



CPD-certified trainer | Care-sector specialist | Independent

David Mance · aiinsocialcare.com

THE OPPORTUNITY

Most teams already have the tools. Few have the skill.

Most care organisations already have AI. Copilot is in the inbox, ChatGPT is on someone's phone, and a few enthusiasts are getting real value. Meanwhile most people try it once, get something generic back and give up.

What's usually missing isn't access to tools. It's the skill to brief AI properly, the judgement to know how to refine a response, and a shared understanding of what should never go into it. This training builds all three – delivered by someone who specialises in care, and treats your regulator's questions as part of the course rather than an afterthought.

WHAT THE TRAINING COVERS

The training teaches transferable skills, not a tour of software features, and every exercise uses your own tasks. Before we start, each group sends five or six jobs they do every week. Those become the practice material, so people leave having already improved something real.

01 **Foundations**
What AI can and can't do reliably, why a plausible answer can still be wrong, and when a human must check, approve or take over.

02 **Prompting that works**
A simple structure for briefing AI: your goal, the context it needs, and the format you want back.

03 **Checking and improving the output**
How to question an answer, spot what's missing, and get a second draft that's better than the first.

04 **From prompts to workflows**
Turning a good prompt into something reusable: a shared prompt library, a repeatable workflow, or a simple assistant for a specific job.

05 **Using it safely**
What should never go into a prompt about the people you support, how that links to your own policies, and the questions leaders should be asking.

> Sessions are grouped by role where possible, so a finance team, a care team and a teaching team each practise on work that looks like theirs. We most commonly train on Microsoft Copilot, because that's what most care organisations have – but we're tool-agnostic. The focus is transferable skills over models.

OUTCOMES

Outcomes, and how we measure them

A feedback form tells you people enjoyed the day. It doesn't tell you whether anyone's work changed. We measure three times.

BEFORE

Baseline

Where people are starting from, before the first session.

STRAIGHT AFTER

Immediate shift

What changed on the day, while it's fresh.

30 DAYS ON

What stuck

Whether new habits held once people were back at work.

What your people leave with

- A tested set of prompts for their own recurring tasks, ready to reuse and share.
- A simple, repeatable way to brief AI that works across tools.
- A clear sense of what should never go into AI, and when a human has to sign off.

What leaders get

A short report showing movement by team, the most common blockers and a recommended next step. That gives you evidence for your board – and a sound answer if an inspector asks how you've prepared staff to use AI.

81% of staff said the training had changed how they work.

Surveyed three weeks later · BABICM AI training series for case managers

KEEPING SKILLS CURRENT

Continual learning in a fast-moving space

The tools your staff use are changing every few months. So how do you keep their skills current without sending everyone on a new course each time?

1. First, I teach principles and frameworks rather than which button to press. A person who knows how to brief AI, check what comes back and spot when not to trust it can adapt when the tool changes. Someone who only learned the menus has to start again.

2. Second, I stay on as your learning partner rather than leaving you to it. Progress is checked again over time, so learning follows each person's role and confidence rather than one course for everyone. In practice that might include:

- Short monthly practice sessions on a set task.
- A shared prompt library your teams build together.
- A quarterly briefing on what's changed and what it means for your policies.
- Working with a few named champions who support colleagues between sessions.

Which of these you need, and how often, depends on your organisation, so the plan is built with you rather than taken off the shelf.

WHY A SECTOR SPECIALIST

Plenty of trainers can teach prompting. Fewer know care.

Fewer know what a care plan, a daily log or a placement report needs to say, or what happens if the wrong detail ends up in the wrong tool. That difference shapes every example, every exercise and every rule in the room.

- **We know the regulators**

  None of the UK regulators has an AI rulebook. CQC, Ofsted and the Care Inspectorate ask the same key questions: did leaders make sensible decisions, is there human oversight, and is people's information safe? Ofsted, for example, has said it won't judge AI tools themselves, but will look at leaders' decision-making and the impact on children and learners.

- **We're independent**

  I take no commission from any AI vendor. When I recommend a tool, or suggest you stop using one, there's nothing in it for me either way. Most of the time the answer is to get more from what you already have.

- **Governance is part of the package**

  Training sits alongside your policies, not in place of them. Where an organisation needs more, governance, GDPR and regulatory work are covered with my partner Graham Brittain.

ABOUT DAVID MANCE



I'm a CPD-certified AI trainer and the founder of AI in Social Care, an independent training and governance practice focused on the care sector.

Before care, I spent my career in places where getting the rules right mattered – including human rights, Deloitte and the big banks.

I teach training and governance together. Banning AI doesn't stop staff using it, it just stops them telling you. The better answer is to show people what good use looks like and put sensible rules around it.

I host the AI in Social Care podcast, and work with care providers, membership bodies and charities across the UK.

WHAT PEOPLE SAY

"A genuine turning point... Our staff went from feeling wary of 'the robots' to seeing AI as a manageable junior colleague."

Scot Bower · CEO, CSW

"We wanted a practical, robust AI governance framework that we and our members could trust. David worked closely with our Board and Central Team to develop a framework that supports the safe use of AI and reflects our values. He also helped us develop a webinar series for members, offering a practical and accessible introduction to using AI in case management. Throughout, David has felt like part of our team – practical, approachable, and able to make a complex subject easy to understand."

Anne Bishop · CEO, BABICM

"One of the most valuable investments I have made in my business. David's advice was practical, easy to apply, and grounded in the realities of running a homecare service."

Stephanie McKigen · Managing Director, Dalriada Homecare

ORGANISATIONS I'VE WORKED WITH

Scottish Care · BABICM (British Association of Brain Injury & Complex Case Management) · Keychange

DALRIADA HOMECARE · Mayfield Home Care Services Ltd · CSW everyone free to believe

Splendid Care · Lincolnshire Care Association (Supporting social care across Lincolnshire) · NASAP

Next step

A short conversation about where AI is already being used in your organisation, and which tasks your people would most like help with. From there I'll suggest a format and send a fixed price, with no obligation.

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aiinsocialcare.com

Book a call →