



Hwb Gwyddorau Bywyd Cymru
Life Sciences Hub Wales

Artificial Intelligence for Voice Transcription in Social Care

Executive Summary



Artificial Intelligence technologies have the potential to improve social care by automating manual, administrative tasks, hence allowing for social care practitioners to focus on delivering high-quality care. In particular, AI may be used to transcribe conversations between practitioners and people accessing care, and use these conversations to generate notes or care plans.

There are a number of AI systems being used by UK local authorities, with Magic Notes by Beam being the current market leader. Other available systems include The Social Work Way and ICS.AI's SMART Copilot for Local Government, whilst other councils utilise non-specialised AI platforms such as Microsoft Copilot. IEG Group have developed an AI tool for the NHS Continuing Healthcare (CHC) programme to reduce manual note taking, although this is currently targeted towards multi-disciplinary team meetings.

Larger care management software providers such as Birdie, Access and System C have also developed transcription platforms that integrate with their wider software packages. Smaller developers include Cardiff-based Stable, CareVoice, Unique IQ and Caption.Ed. The UK Government's AI incubator has also developed Minute, which could be applied in social care settings. In addition, international companies such as Ordis are bringing their AI transcription system to the UK market.

Finally, Lexacom and Tortus, AI transcription tools that are predominantly used in healthcare settings, have also been applied to community health settings and hence may have application in social care.

Want to read more?

Email hello@lshubwales.com to get the full report, accessing key insights, statistics and know-how about artificial intelligence in social care.



About Sector Intelligence

Our team gathers and analyses insights on market trends, customer needs and the wider industry landscape. This shapes strategies, identifies risks and finds new growth opportunities. Commissioning organisations include SMEs, health boards, Welsh Government, academia and SMEs.

About Life Sciences Hub Wales

We drive the development and adoption of life sciences innovation in health and social care in Wales. We're a dynamic interface, connecting life sciences innovators with research partners, funding opportunities, end users and frontline health and social care teams to support well-being and ultimately generating growth, jobs and prosperity across Wales.

How we can help you

Find out how our support can help your innovation reach the frontline by emailing hello@lshubwales.com.

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