our SOMERSET

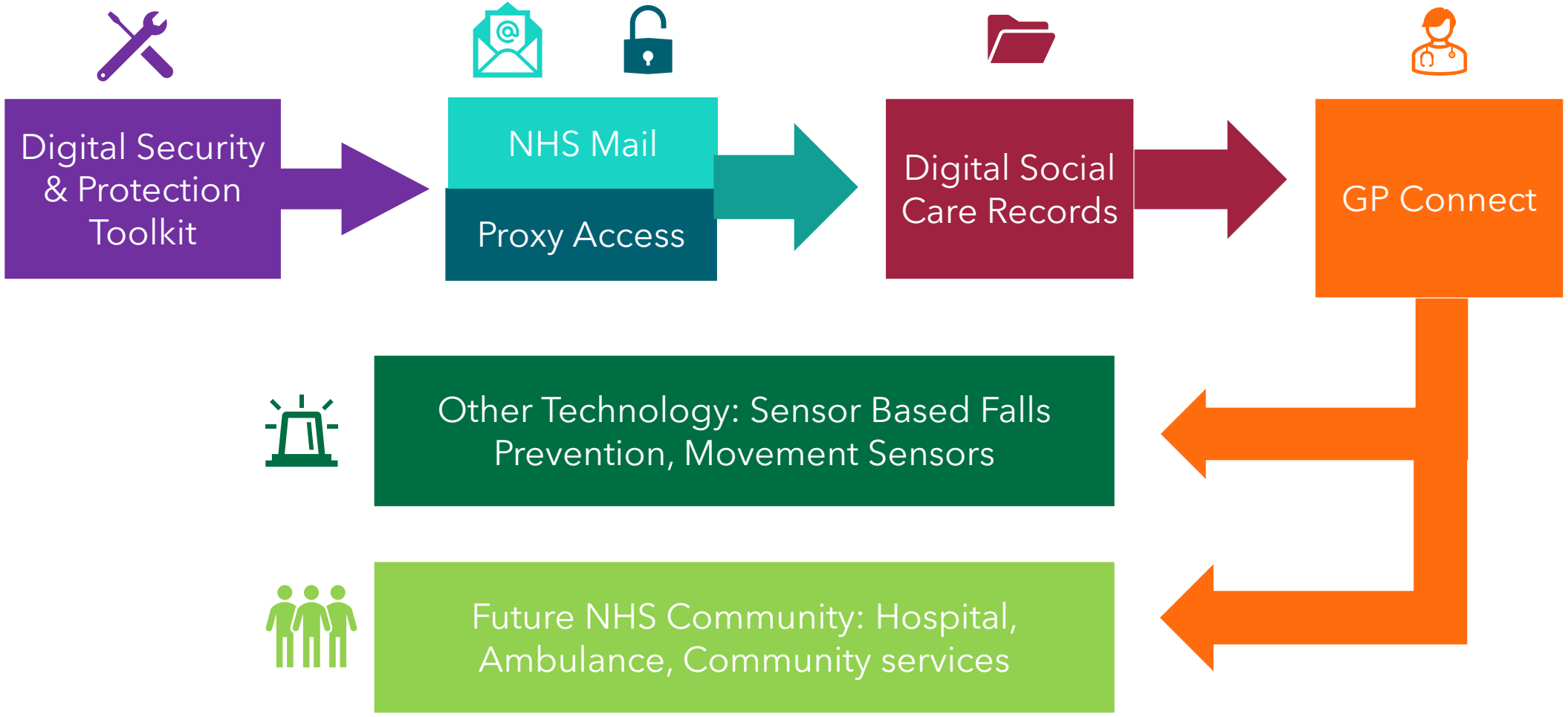
Going Digital
Training, Benefits and Opportunities.

RCPA
Registered Care Providers Association Ltd.

NHS
Somerset

Somerset Council

Your Digital Journey



Digital Security & Protection Toolkit

RCPA
Registered Care Providers Association Ltd.

RCPA is the local support organisation for the DSPT – please get in touch for any support you need for completing and republishing the DSPT. The support is completely free and can be delivered online or in-person.

Data Security & Protection Toolkit (DSPT)

An online self-assessment of your organisation's data security

Demonstrates compliance with data protection legislation & contractual agreements

Gives advice and is a checklist of good practice

Reviewed annually

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New Resources for DSPT

DSPT
Better security.
Better care.

3.2.1 – Have at least 95% of staff, directors, trustees and volunteers in your organisation completed training on data security and protection, and cyber security, in the last twelve months?

New free online training is available for social care providers to use with all members of staff. Will go live 7th December 2023.

To access the free training visit – www.digitalcarehub.co.uk

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New DSPT training

DSPT
Better security.
Better care.

Digital Care Hub

- Specifically for all staff working in adult social care services – using plain English and lots of visual imagery.
- Introduces why data security and protection is important and shows you what you should do to keep data safe
- 4 bite sized eLearning modules
- Learning guide for mangers and learners – release date TBC
- Can access on mobiles, tablets and laptops
- Includes an assessment with a certificate if 80% achieved
- Tested within the sector

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Learning outcomes for frontline social care staff

DSPT
Better security.
Better care.

1. Understand the importance of data security and protection in the care system and your personal responsibility to handle data safely
2. Be able to apply relevant data security and protection legislation and principles
3. Be aware of physical and digital threats to data security and know how to avoid them, including:
    i. being alert to social engineering
    ii. safe use of digital devices
    iii. safe keeping of physical records
4. Be able to identify data breaches and incidents and know what to do if one happens

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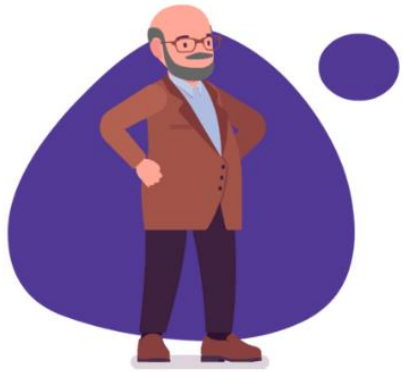
Four characters with different roles

DSPT
Better security.
Better care.



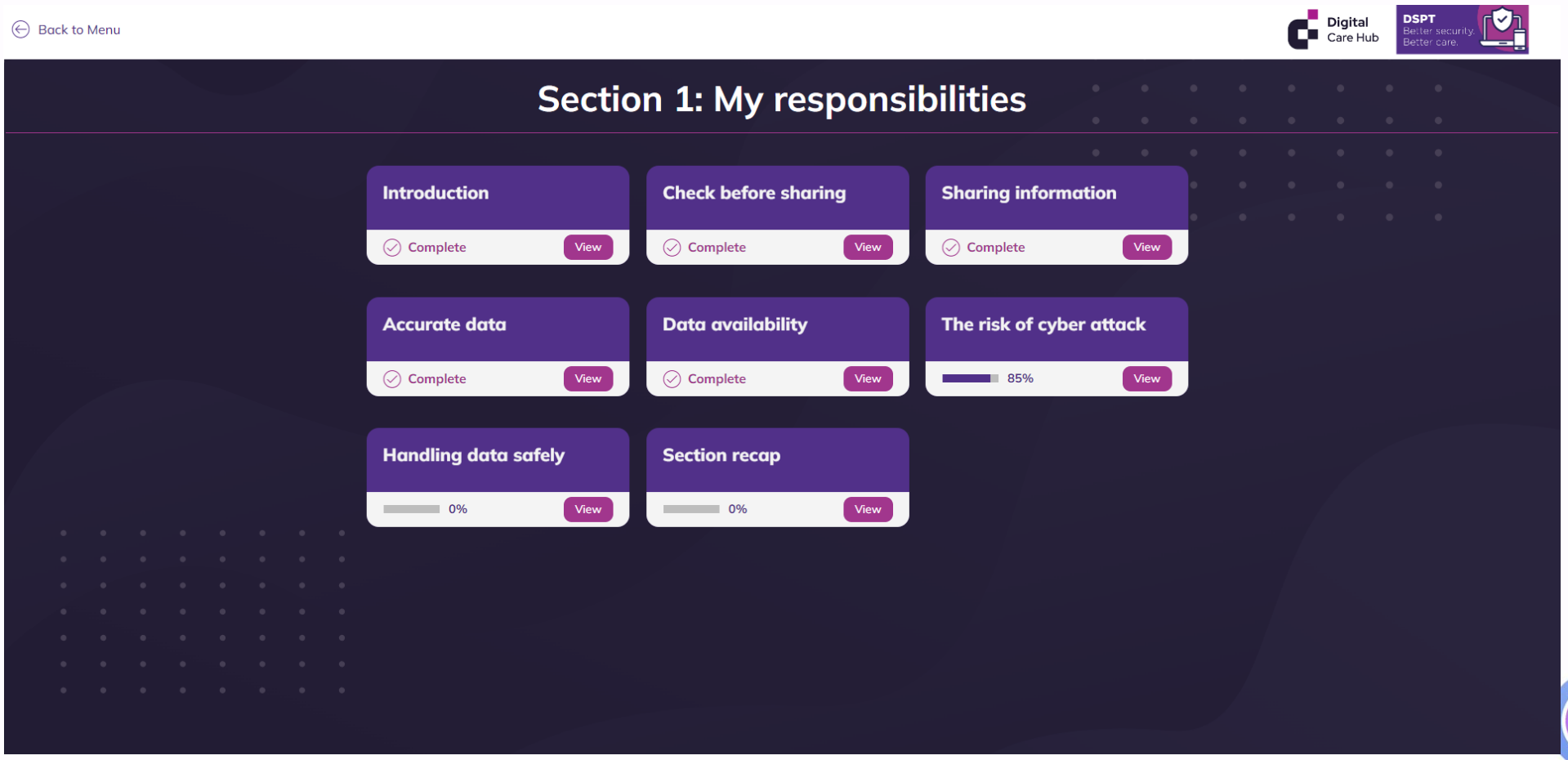
Arthur is a volunteer for the Larches Centre.

Abdul works at Tree Tops care home. The care home relies on paper-based records as it doesn't have a digital social care record.

Annie is a support worker for Willows Support. She is often out and about in the community visiting the people she supports.

Gloria works in the office for Elm Home Care.

DSPT
Better security.
Better care.



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DSPT
Better security.
Better care.

Accurate data

Scenario - Abdul and Charity

Now scroll down to continue

They are looking after Elsie. The care plan states that Elsie needs to be repositioned in bed every 2 hours to prevent pressure sores. Charity turned Elsie at 2pm but wrote down 16.00 by mistake.

Stop and think

Imagine what might happen to the people you care for and support if you don't record important information or make accurate records?

Data security and protection leads to better care and support

Click each item below to learn more

- Better decisions
- Better care
- Required by law
- Trust

It's not just legal issues we need to think about. It's also a question of trust. People trust you with their data and they need to be confident we won't break that trust. It's the right thing to do so that people can feel secure that their privacy is protected.

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DSPT training – final thoughts

DSPT
Better security.
Better care.

The Digital Care Hub website does not allow care providers to make accounts and assign training, giving a lower barrier to entry.

Once the member of staff has completed the training, they can email the certificate to their manager for filling.

If using a shared computer to complete the training, it's recommended that staff fully complete the training before the next person using the training.

At the time of launch there are no plans for the training to be updated yearly, however the national team will review that decision

If you'd like to know more about this training: eLearning webinar - www.digitalcarehub.co.uk/events/
December 12th 15:30 – 16:30

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NHS Mail

NHS Somerset

Digital Outreach Team (DOTs)

NHSmail myths and FAQs

Joe Stapleforth & Beth Mee,
Digital Health Connectors

NHSmail

NHSMail is a fundamental part of becoming a digital care provider – it is a pre-requisite for many things including DSCR and Proxy Access.

Myths

- NHSmail isn't worth getting
- Extra security, 24/7 support, self-service
- Using NHSmail means more annoying tabs open
- Outlook app can solve this
- NHSmail doesn't help care recipients
- By reducing admin times, it can help both staff and recipients

FAQ’s

- How is NHSmail more secure than other systems?
- DSPT, encryption
- Can NHSmail open any other doors?
- Proxy access, DISC.
- What differences will I notice?
- Much easier GP communication, shared mailboxes, multiple devices

Digitisation in Social Care

Send us an Email

digitisationinsocialcare@somerset.gov.uk

Digital Social Care Records / DSCR

We are grant funding up to 50% of the first year of licenses and implementation costs for a DSCR, the funding is currently capped at £4,711.623 per CQC registered ASC provider.

Sensor Based Fall Prevention and Detecion / SBFPD

We are grant funding the full cost of buying and setting up sensor-based falls technology for the first year. This funding is capped at £500 per service user**.**

Express an interest in DSCR or SBFPD using our expression of interest form or by sending us an email.

Digitisation in Social Care (DiSC) - Expression of Interest Form

Digital Social Care Records

Choosing your DSCR

- The Digitising Social Care website has a tool to help you find your assured solution
- Somerset Council have made a spreadsheet to help you compare suppliers

Just for Domiciliary / Supported Living	Supports Domiciliary	Supports Supported Living	Supports Domiciliary and Supported Living
• Access Care Planning • CareLineLive • Dom Portal	• Birdie • Careberry • Pass	• Cura Systems • Nourish Care • Sekoia	• Carebeans • Care Control • Care Vision • iplanit • Log My Care • One Touch • Person Centered Software

What are the benefits of a DSCR ?

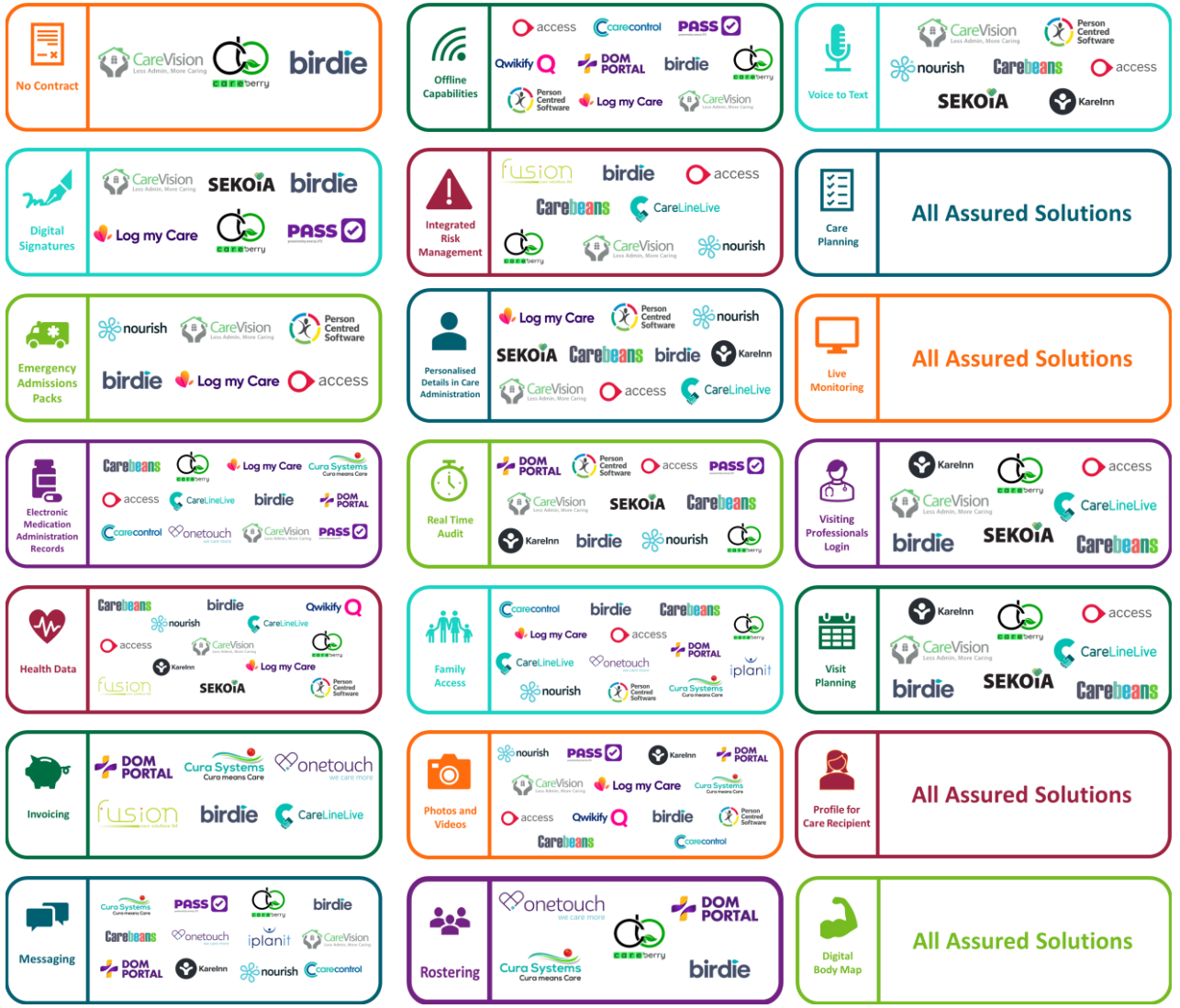
It will save time

Data entry times for DSCR are going down from **45 minutes** per care recipient per day to **18 minutes** per care recipiente per day.

It will help you get to know the individual

"*I personally like our new system, everything I need to know about a residents care needs and wellbeing are quick to find by the press of a button*"

Staff Member using a DSCR .

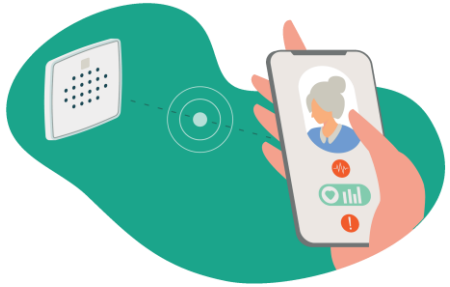


DSCR Funding Criteria

- You will transfer from paper to an electronic assured supplier. This can be back dated to April 2022.
- You must agree to be an active and consistent partner; provide regular updates on progress of purchasing and use of DSCR to the DISC Programme Team using tools provided.
- You must provide evidence of benefits of use of DSCR in your business up to March 2025. We have tried to make this as easy as possible for you, sending you a short questionnaire once per quarter.
- You must provide a digital champion in your business who will support colleagues in using the DSCR effectively.
- You must be CQC registered.
- You must have NHS Mail**. We can help with this.**
- You must be DSPT registered (Registration (dsptoolkit.nhs.uk). **We can help with this.**

Other Technology: Sensor Based Falls Prevention, Movement Sensors

Sensor Based Falls



Ally Care

Vayyar

Nobi

Acoustic Monitoring technologies

- Using acoustic sensors to monitor sounds in the room and alert to calls for help.
- Using AI and infa-red technologies to recognise routines of individuals and then alert to anomalies in this behaviour.
- There are no cameras and no wearables.

What are the benefits of falls sensors?

- Monitoring individuals between scheduled care visits
- Saving time due to less frequent checks
- Anomalies in behaviour are caught quickly e.g increased bathroom visits, coughing etc
- Responding to falls faster
- Improved quality of sleep for care recipients
- Peace of mind for carers and families
- Improved auditing trail after incidents
- All incidents and falls are captured even minor “hidden” falls

SBFPD Funding Criteria

- You must be **CQC registered**, use **NHS Mail** and the **Digital Security Protection Toolkit.** (We have teams to help you adopt and apply for these)

- You must be **using a digital care record system**. (We have funding to help you purchase a DSCR, please talk to us)

- You must choose a supplier that uses **acoustic monitoring**, we have a list of suggested suppliers which meet the criteria for funding.

- You must agree to provide **regular updates** on progress of purchasing and use of Falls Technology to DISC Programme Team.

- You must provide **evidence of benefits** of use of Falls Technology in your business up to March 2025. This is once per quarter.

- You must provide **a digital champion** in your business who will support your colleagues in using the Falls technology effectively.

Digital Security & Protection Toolkit

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our SOMERSET

NHS Mail

Proxy Access

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Digital Social Care Records

Sensor Based Falls Prevention

Somerset Council

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Maria Tutton
Georgia Parker

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Digitisation in Social Care (DiSC) - Expression of Interest Form (office.com)

We will help you on your digital journey.