

# Better Security, Better Care.

Collaborating on data and cyber security in adult social care

12 May 2021

3-4.30pm

## DSPT

Better security.  
Better care.



# Programme



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- 3.05pm The importance of data and cyber security to improving care - Ian Turner, RNHA
- 3.10pm Data Security and Protection Toolkit and Better Security, Better Care - Michelle Corrigan, Programme Director, Better Security, Better Care
- 3.20 pm **Q&A**
- 3.25 pm Where the Better Security, Better Care programme fits – Alex Harris, NHSX
- Wider policy - David R5, National Cyber Security Centre
- Joining Up Care - Jamie Cross, Joining Up Care
- LA and commissioning practice – Ed Willis, Local Government Association
- Inspection – David James, Head of Adult Social Care Policy, Care Quality Commission
- Software suppliers – Taffy Gatawa, CASPA
- 4.00pm **Panel discussion and Q&A**
- 4.20– 4.30 Summary – Alex Harris, NHSX



# The importance of data and cyber security to improving care



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**Ian Turner**

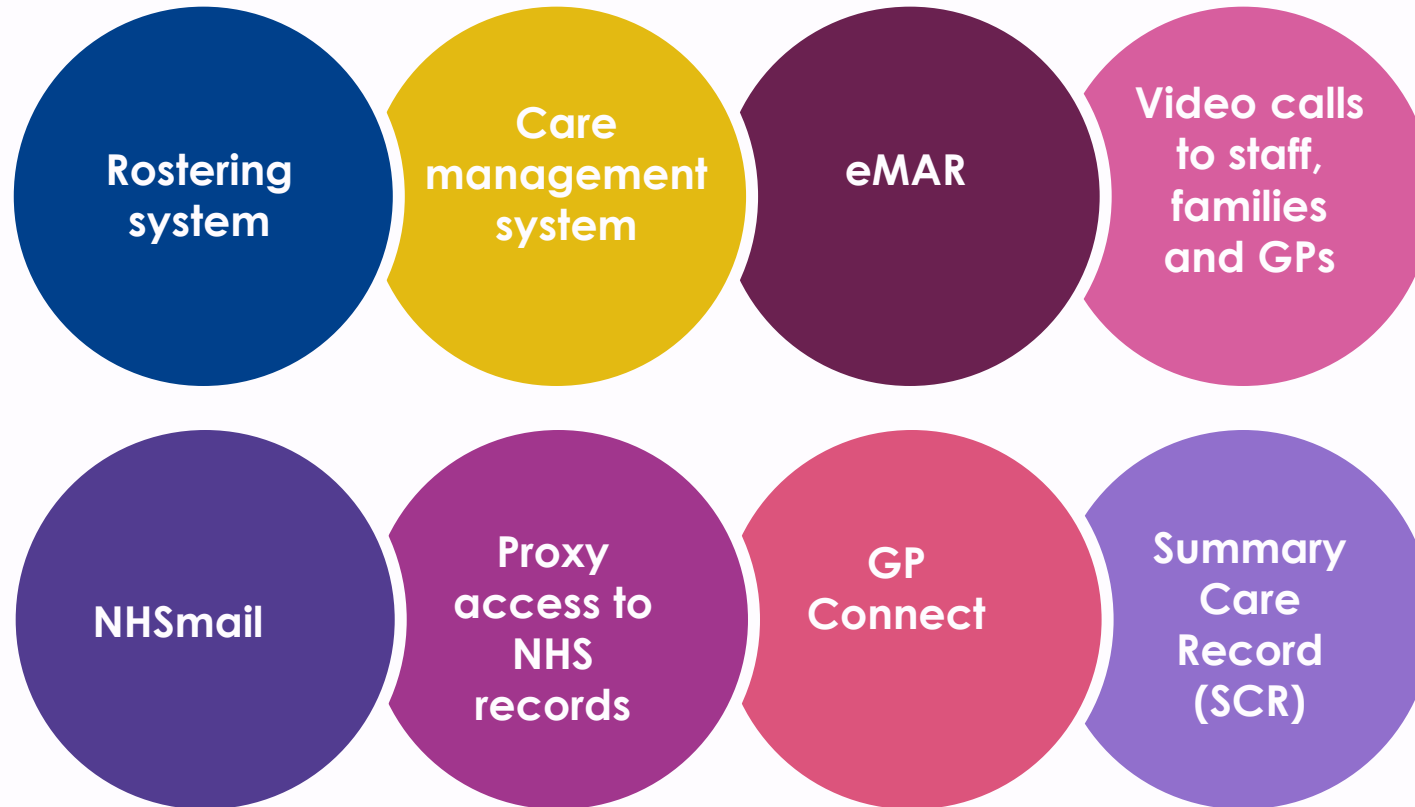
**Chair, Registered Nursing Homes Association**



# The future is about sharing information securely



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# DSPT - Benefits to care providers



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Data and cyber security is important for **safe sharing of records** – especially with increased use of digital technology during the pandemic

The DSPT helps providers to:

- **keep people’s confidential information safe**
- **protect businesses from the risk** of being fined for a data breach and from the disruption of a cyber attack
- **demonstrate compliance** with legal and CQC requirements
- comply with **contractual requirement** from commissioners
- **access shared care records** and other digital innovations with health services, enabling providers to be part of a truly joined up care network with the interests of the people they support and care for at the centre.

# The Data Security and Protection Toolkit and Better Security, Better Care.



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**Michelle Corrigan**

**Programme Director, Better Security, Better Care.**



# Better Security, Better Care



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- Funded by NHSX – overseen by a cross-sector Programme Board
- Its overall aim is to help make sure adult social care providers in England have good data and cyber security in place
- By helping care providers to complete the Data Security and Protection Toolkit (DSPT), which demonstrates good practice in this area
- Local and national support:
  - National support to all care providers - Digital Social Care guidance, helpline, templates, webinars, films etc [www.digitalsocialcare.co.uk](http://www.digitalsocialcare.co.uk)
  - 29 Local Support Partners – SME, CQC-registered: webinars, 121 support
  - Large provider groups

# What is the Data Security and Protection Toolkit?



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



**Demonstrates compliance with data protection legislation**



**Reviewed annually**



**Gives advice and is a checklist of good practice**



# DSPT Standards



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Standards	
Approaching Standards	Meeting legal requirements Access NHSmail
Standards Met	Access NHSmail + NHS patient data sharing
Standards Exceeded	As above + for example, Cyber Essentials Plus



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# How will the toolkit help care providers?

Use the DSPT as evidence for:

- CQC Key Lines of Enquiry (KLOEs)
- GDPR/ DPA 2018
- 10 Data Standards - NHS and council contracts

The DSPT opens up opportunities for **data sharing**:

1. Gain access to digital tools such as: **NHSmail, GP Connect** and **Summary Care Records**.
2. These digital products can save time and improve the quality of care for the people you support.

**Builds  
trust**

**Keeps  
data safe**

**Reduces  
risk**

**Gives  
guidance**

# Q&A



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# Where Better Security, Better Care fits

Alex Harris, NHSX



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# The really big picture



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National  
Data  
Strategy



Data Protection Act  
2018





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# The social care picture: Where we fit

Digital products	Support	Access to NHS systems (Standards Met on DSPT)
<ul style="list-style-type: none"><li>• NHSmail</li><li>• MS Teams</li><li>• Broadband deals</li><li>• iPads for care homes</li></ul>	<ul style="list-style-type: none"><li>• Digital Social Care</li><li>• Skills for Care</li><li>• <b>Better Security, Better Care</b></li><li>• <b>Data Security and Protection Toolkit</b></li></ul>	<ul style="list-style-type: none"><li>• Shared records (e.g. System One, GP Connect, Summary Care Records)</li><li>• Proxy medication access</li><li>• Remote monitoring (e.g. oximetry services)</li><li>• Digital Red Bag (hospital discharge)</li></ul>

<b>Wider benefits:</b>	Legal requirements met Reduced risk of cyber attack	Improved business efficiency Personalised support and outcomes
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# Wider collaboration



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- Multiple data, digital and cyber security projects underway in the health and social care sectors
- We are reaching out to national, regional and local partners and networks to ensure that the support we are offering fits in with local and national developments



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Skills  
for Care  
Supporting  
Resources

→ Programme  
offer to care  
services

Highlighted  
= Operational  
Project Team

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**DSC and IPC**  
Helpline  
Large Provider work  
National webinars  
Guidance and  
resources

# CARE SERVICES

Local  
Councils

Local Support Partners

CCGs, ICSs,  
AHSNx

**IPC**

**Delivery  
Manager**

**NHSE/I  
leads**

Programme Board  
and Director

DSC NHSD NHSX NHSE/I LGA ADASS

— = Formal  
accountability  
- - - = Support  
and coordination



# Wider cyber security developments



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David R5

National Cyber Security Centre



# Joining Up Care



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Jamie Cross, Joining Up Care, Local Government Association



# Joining Up Care

Jamie Cross, Programme Lead Advisor - Joining Up Care

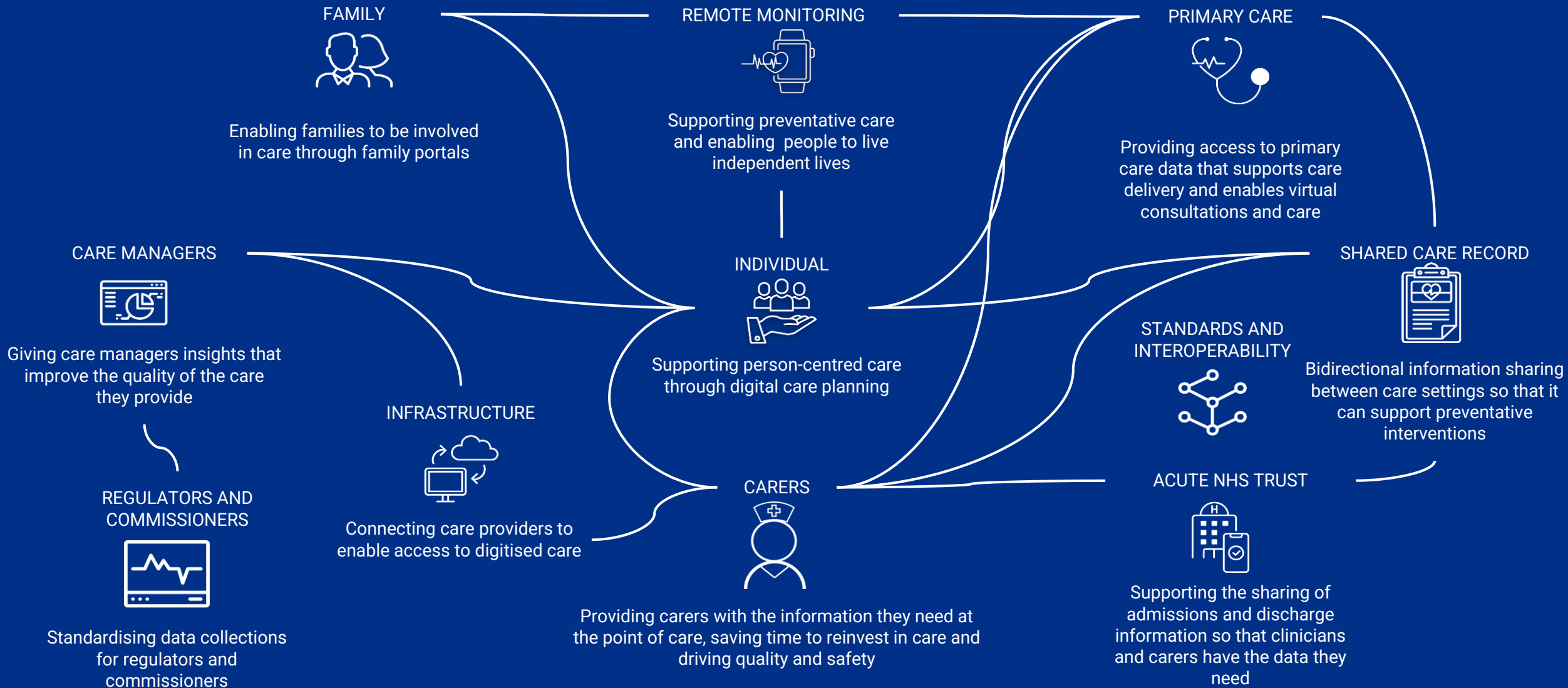
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**NHS Digital** | **skillsforcare** | Department of Health & Social Care | **TSA** (The voice of technology enabled care) | **The Care Provider ALLIANCE** | **UKHCA** (UNITED KINGDOM HOME CARE ASSOCIATION)  
**CASPA** (Care Software Providers Association) | **techUK** | **NDG** (National Data Guardian) | **Socitm**  
**Local Government Association** | **adass** (directors of adult social services) | **carersUK** (making life better for carers) | **FUTURE CARE CAPITAL**  
**HACT** (ideas and innovation in housing) | **National Innovation Centre for Ageing** | **think local act personal** | **CareQuality Commission**  
**Digital Social Care** | **NHS England and NHS Improvement** | **CARE ENGLAND** (Representing independent care providers)



# Digitisation of social care improves care outcomes





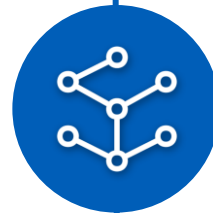
## Digitise

Level up NHS and social care services to ensure they have a core level of infrastructure, digitisation and skills



## Connect

Join services together through technology, allowing health and care providers to share information with one another and take a shared approach to procurement and implementation



## Transform

Using the platform of a digitised, interoperable, connected health and care system to deliver services more effectively and productively, and with the citizen at the centre



Get in touch

Email: [Jamie.cross@nhsx.nhs.uk](mailto:Jamie.cross@nhsx.nhs.uk)





# Local authorities and Commissioners



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Ed Willis, Local Government Association



# The local picture



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- Councils and CCGs have duties to keep personal and sensitive data of local residents and patients safe and secure
- For councils, this includes broad ranges of data across virtually all public services
- Adult social care is part of this wider local picture and must be seen as part of overall data and cyber policy and strategy in local authorities and systems
- Adopting a whole system approach to data and cyber security is critical
- The priority to get this right has never been greater with increasing threat of cyber attack

# Why does this matter to LAs, CCGs and ICSs?



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- In order to comply with data protection, the **services you commission** should also comply
- **Share a lot of information** with care providers: contracts + sensitive information about individuals – all parties need to follow good data and cyber security
- **Ensuring a sustainable and diverse care market:** support care providers to make the most of digital technology, including security requirements
- **LAs run their own care services:** need good data protection in place.

# Data Security and Protection Toolkit & commissioning



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- Care providers who use DSPT and reach:
  - **Approaching Standards:** reassures commissioners that they are meeting legal requirements, and taking data security seriously
  - **Standards Met (or Standards Exceeded):** opens up access to range of shared information systems with NHS
- **Continuing Healthcare contracts** require providers to use the DSPT
- It's increasingly what commissioners are looking for – and we will be encouraging commissioners to check that providers are using the Toolkit.

# Our call to LAs, CCGs and ICSs



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- LGA, ADASS and NHSE/I encourage local authorities, CCGs and ICSs to get involved in the Better Security, Better Care programme
- Encourage providers to use the DSPT and the Better Security, Better Care programme
- Consider what you have in your contracts with care providers re data protection and cyber security
- Contact your Better Security, Better Care Local Support Partner to find out what is happening locally

# Support to commissioners



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- Guidance to help commissioners support their care providers to become more data and cyber savvy.
- <https://local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/innovation-and-transformation/cyber-security-for-commissioners>

The screenshot shows the Local Government Association website. The header includes the logo and navigation links: About, COVID-19, Our support, Case studies, Parliament, and Topics. A breadcrumb trail reads: Home > Our support > Care and health improvement. The main heading is 'Data and cyber security: guidance for commissioners of adult social care services'. Below the heading is a sub-heading: 'A rough guide to supporting adult social care providers to improve data and cyber security measures.'



# Data and cyber security and regulation



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**David James**

**Care Quality Commission**





**Dave James**  
**Head of ASC Policy**



## Context:

- Where digital technology is part of service delivery and within our regulatory scope we need to be able to inspect, rate, report and take regulatory action where required.
- We must do this against our:
  - **Published Assessment Framework:**
    - 5 Key Questions
    - Key Lines of Enquiry (KLOE)
    - Characteristics of Ratings
    - **Fundamental standards**

A set of shared expectations



**Systems need to be safe and secure. CQC commits to:**

- be **transparent** in our expectations of providers using digital records systems
  - be **consistent** in our approach to providers' digital records systems
  - be **clear** about how we use information from providers about their records system in our assessments
-

## Some questions to ask yourself



### Focus on outcomes

- How will the technology improve quality of care?
- What outcome do you want to achieve? How will you measure, monitor and evaluate?

### Involve the right people

- How will you involve people using your service?
- How have you involved your staff? What information and training do they need so they can be confident and competent?
- How will you work with suppliers to continuously improve?

### Manage the change successfully

- What are the practical and legal issues and how will you review and mitigate?
  - **How will the information be accessed and shared by others and kept safe?**
-

Thank you



[www.cqc.org.uk](http://www.cqc.org.uk)  
David.James@cqc.org.uk

# Software and technology suppliers



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**Taffy Gatawa**

**The Care Software Providers Association (CASPA)**



# Session outline



**DSPT**  
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- A bit about suppliers
- What makes DSPT matter
- Building closer links with your suppliers
- Signpost to some help resources for completing the DSPT

# How do suppliers fit in?



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- About CASPA
- Supplier Context
  - Familiarity with security standards
  - Completion of the DSPT for other NHS contracts
- To ensure that data is protected and kept secure
- Working with Better Security, Better Care programme



# DSPT matters to suppliers



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- Helps to provide Assurance about security practices
- Alignment with the broader narrative on data protection
- Reduces concerns and Anxiety when it comes to sharing information between health and care
- Encourages best practice, helps to drive standards, and increases Accountability





# Technology suppliers as part of the team



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- Relationship between supplier and provider increasingly important
- Technology and data integral to delivering high quality care
- Value of data to health and care outcomes
- DSPT template for care providers

# THANK YOU



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Contact details:

[taffy.gatawa@everylifetechnologies.com](mailto:taffy.gatawa@everylifetechnologies.com)

CASPA

[www.caspa.care](http://www.caspa.care)



# Q&A



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# Summary and next steps



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**Alex Harris, NHSX**

# Next steps



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## Find out more

- Visit [www.digitalsocialcare.co.uk/bettersecuritybettercare](http://www.digitalsocialcare.co.uk/bettersecuritybettercare)
- Register for updates from Digital Social Care
- Follow us on Twitter [#DigiSocialCare #BetterSecurityBetterCare](https://twitter.com/DigiSocialCare)

## Get in touch

- Contact your Local Support Partner. Details on Digital Social Care website
- National organisations – Contact [hello@digitalsocialcare.co.uk](mailto:hello@digitalsocialcare.co.uk)

## Spread the word





## **DSPT**

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[www.digitalsocialcare.co.uk/bettersecuritybettercare](http://www.digitalsocialcare.co.uk/bettersecuritybettercare)