

Publishing the DSPT: Top Tips for Multisite Providers

22nd June 2023



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The technical issues



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- This webinar is being recorded
- **This is for** multisite organisations
- Attendees are on mute and can't be seen
- Please use the **Q&A** function to ask questions
- On a phone, tap the screen to see the controls – choose More and then **Q&A**
- Questions that we can't answer: we will come back to you. Add your email to Q&A
- This webinar is 45 minutes long
- You will get access to the recording and the presentation (inc links)

Agenda for today



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- **Completing the DSPT: a quick tour**
- **Applying your DSPT to listed sites**
- **What to do for sites not listed**
- **Free support & benefits**
- Please use Q&A (not Chat) for your questions

Poll



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Care providers:

- Are you planning to complete the DSPT by the 30 June deadline?

Completing the DSPT: a quick tour

Tom Daly, Regional Coordinator
Better Security, Better Care



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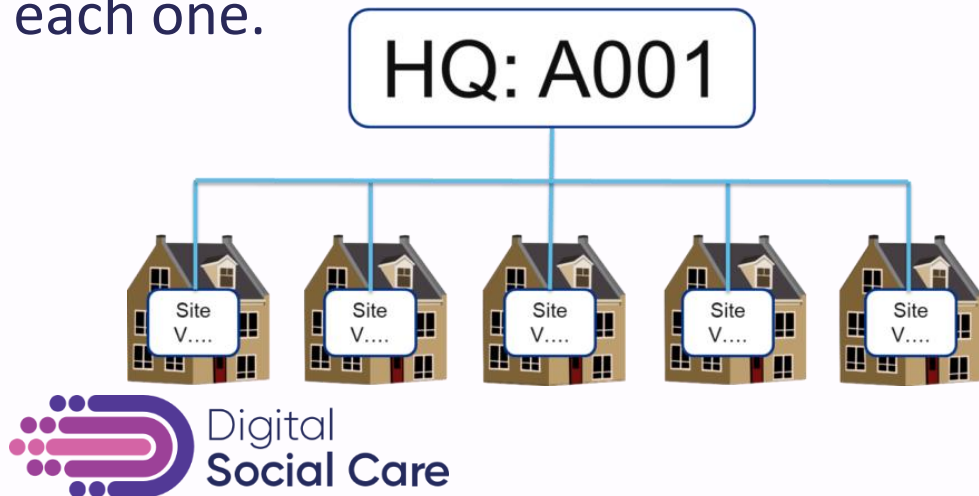
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Registering on the DSPT

- Identify your ODS code [through the ODS Portal](#).
- Multisite organisations can have **more than one** ODS code.
- Your organisation could have **one** Head Quarters (HQ) code with multiple sites underneath OR you could have **multiple** HQ codes with different sites underneath each one.



ODS codes



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- Your legal structure might be different to how you operate your sites. You can check this using the ODS checker <https://odsportal.digital.nhs.uk/Organisation/Search>
- If your service closed and reopened, or if your CQC registration changed, then you might have a new ODS code. It's important to check this before using the DSPT.
- if you find that your ODS code has changed, you will need to contact the Exeter helpdesk and ask them to assign the new ODS code to your login profile and move your previous assessment to the new code. exeter.helpdesk@nhs.net

Registering on the DSPT



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You have 2 options when registering & completing the DSPT

1. Register & complete **one** HQ DSPT assessment and publish for **all** sites.
2. Register and complete two or more HQ DSPT assessments to cover groups of sites working to the same policies and procedures.

How to choose?

- If all your policies, processes and procedures relating to data protection & cyber security are the same across all your sites, then you can complete one HQ assessment to cover all sites.



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Access support for complex site structures

Seek advice from the helpdesk
0300 303 4034 or exeter.helpdesk@nhs.net

Seek advice from your Better Security,
Better Care [Local Support Partner](#)

Toolkit view



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- The toolkit is here: www.dsptoolkit.nhs.uk

BETA This is a new service

NHS Digital **Data Security and Protection Toolkit**

Register Log in

Organisation search News Help

The Data Security and Protection Toolkit is an online self-assessment tool that allows organisations to measure their performance against the National Data Guardian's 10 data security standards.

All organisations that have access to NHS patient data and systems must use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly.

This system is subject to ongoing development.

To find out if your organisation is already registered or has published the Toolkit

If not, register here



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Toolkit view – organisation profile

The screenshot shows the NHS Digital Data Security and Protection Toolkit interface. At the top left is the NHS Digital logo with a 'Beta' badge and the text 'This is a new service - your feedback will help us to improve it.' The main title is 'Data Security and Protection Toolkit'. Below the title are navigation links: 'Assessment', 'News', 'Report an Incident', 'Help', and 'Admin'. A user bar shows 'Kim Hobday - ABC Surgery' with 'Change Organisation' and 'Log Out' buttons. The main content area is titled 'Organisation Profile' and contains the text: 'Before starting your assessment we need to ask you some questions. The answers you give will:'. A list of bullet points follows: 'tailor your assessment to your organisation's sector', 'pre-populate elements of your assessment', and 'help us to produce national reports'. A yellow 'Continue to questions' button is at the bottom.

USEFUL LINKS

[Guidance on Registering](#)

[Contact your Local Support Organisation](#)

The screenshot shows the 'Which of these categories best describes your organisation?' page. At the top is a 'BETA' badge and the text 'This is a new service - your feedback will help us to improve it.' The NHS Digital logo and title are present, along with 'My account' and 'Logout' links. The user bar shows 'Oxford Brookes University - Institute of Public Care' with 'Change organisation', 'Organisation search', 'News', and 'Help' links. Navigation links include 'Assessment', 'Report an Incident', and 'Admin'. A back arrow points to 'Back to View your Profile Details Screen'. The main heading is 'Oxford Brookes University - Institute of Public Care Profile Details' followed by the question 'Which of these categories best describes your organisation?'. Below this is the instruction 'Choose one from the list below. Read about sectors (opens in a new tab)'. A list of radio button options is shown in two columns. The 'Social Care' option is selected, indicated by a yellow dot and a purple arrow pointing to it from the right. A blue 'Save' button is at the bottom left.

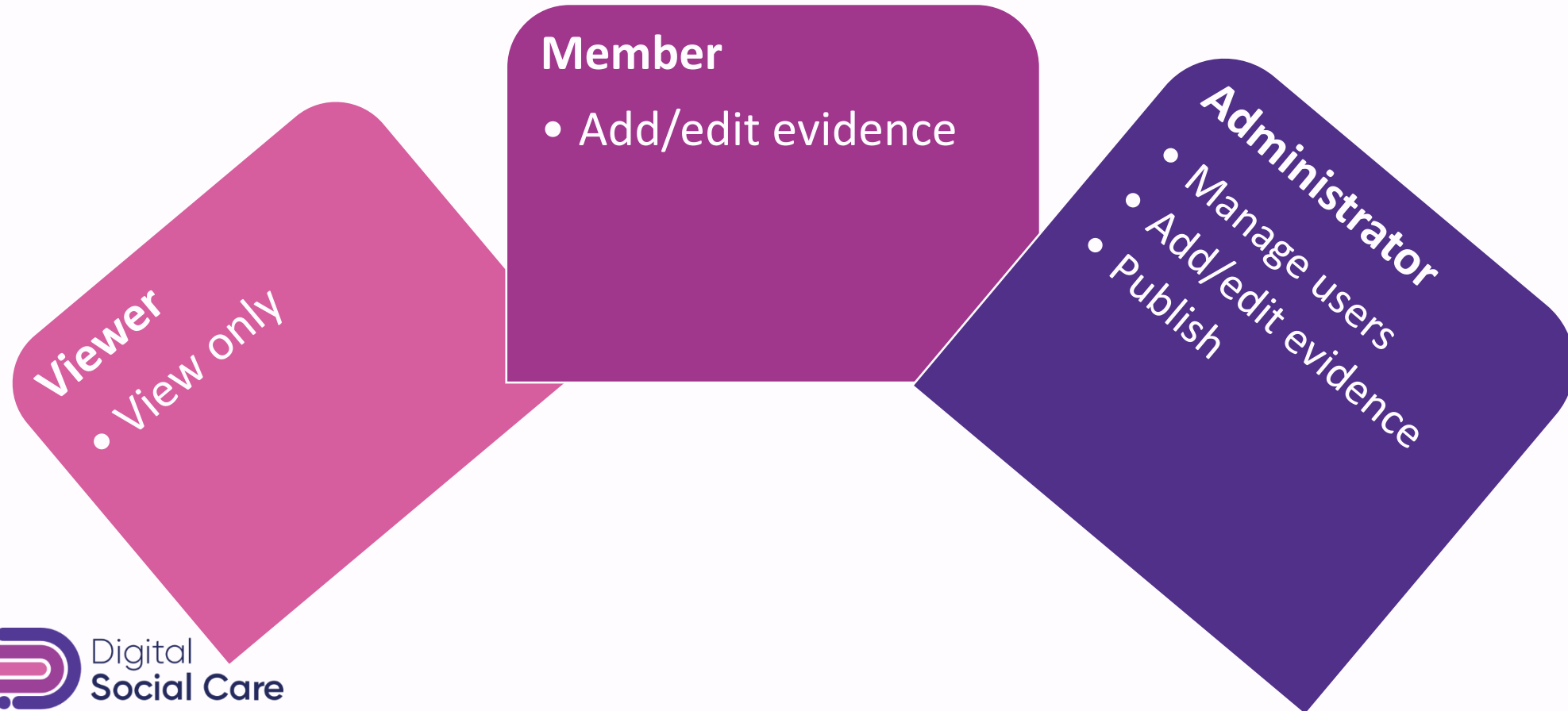
**Choose
Social Care**

Setting up other users



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- We recommend giving managers of sites viewer access to your DSPT submission.





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Questions are grouped under 4 headings

Question group	Number of questions to achieve Approaching Standards	Number of questions to achieve Standards Met
Staffing and roles	4	7
Policies and procedures	10	12
Data security	5	8
IT systems and devices	7	15
Total	26	42

Example question 1.1.5



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Evidence item 1.1.5

Who has responsibility for data security and protection and how has this responsibility been formally assigned?

Whilst data security and data protection is everybody's business, there must be a named person within your organisation who takes overall senior responsibility for data security and protection issues. Their responsibility is to provide senior level leadership and guidance.

In the text box, name the person or people within your organisation with overall responsibility for data security and protection, along with their roles. Then, for each person, describe how this responsibility has been formally assigned to them. For instance, this responsibility could form part of their job description, or be noted in the minutes of a management meeting, or be in an email from the appropriate director in your organisation. Your organisation may also have additional specialised roles, for example a [Data Protection Officer](#) or a [Caldicott Guardian](#)

You can read more about data security and protection responsibilities and specialised roles on the [Digital Social Care Website](#).

Comments (optional)

or

Question

Tooltip gives best practice advice: it's what you need to do

Tooltip may include links (in blue) to further help

Write your answer here

Comments very useful for colleagues and future

Applying your DSPT to listed sites

Katie Thorn, Project Lead
Digital Social Care



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Completing your assessment

- After you have registered each of your organisation's HQ ODS codes, check that you have registered your email address as an administrator and completed the organisation profile for each one.

Organisation profiles listed here



Select an Organisation

You can access more than one organisation with your account. Use this screen to choose the organisations whose information you would like to access.

You can also:

- Provide evidence for multiple organisations in one go

Bradford 1	Bradford 2	Bradford 3
Role: Administrator Last accessed: 07/06/2023	Role: Administrator Last accessed: 07/06/2023	Role: Administrator Last accessed: 06/06/2023
Select	Select	Select



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Completing your assessment – choice 1

1. **Submit 1 HQ assessment and filter down to sites**
 - Where all policies, procedures and processes are the same, complete 1 DSPT for 1 HQ code.
 - Contact Exeter Helpdesk and tell them which other HQ codes this publication can be shared with.

← [Action plan](#)

Publish Assessment

Who would you like to publish for?

FOUR SEASONS HEALTH CARE (ENGLAND) LIMITED is a "Headquarters" organisation meaning its published assessment can be applied to its "branches" where appropriate.

The branches that **FOUR SEASONS HEALTH CARE (ENGLAND) LIMITED** can publish for are listed below.

Please select all appropriate branches prior to publishing an assessment.

If there is something wrong with the list, you should:

- Publish for all relevant branches now
- [Contact us](#) to provide details of missing/incorrect branches and request the [Organisation Data Service \(ODS\) record](#) is updated
- Once branches are added to the ODS record - re-publish your assessment to those branches

[Publish 1 selected organisation](#)

[Select all](#) / [Deselect all](#)

<input checked="" type="checkbox"/>	AN34	FOUR SEASONS HEALTH CARE (ENGLAND) LIMITED
<input type="checkbox"/>	VLR7R	ASHCROFT NURSING HOME - CHESTERFIELD
<input type="checkbox"/>	VLNX5	BALMORAL CARE HOME (VLNX5)



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Completing your assessment – choice 2

2. Provide evidence for multiple organisations in one go

If some DSPT answers are the same across orgs, you can select multiple organisations & provide responses to questions in bulk.

Click on “provide evidence for multiple organisations in one go”

You still need to confirm assertions, provide responses to document questions & publish each assessment separately as usual.

Select an Organisation

You can access more than one organisation with your account. Use this screen to choose the organisations whose toolkit and incident reporting you would like to access.

You can also:

- Provide evidence for multiple organisations in one go

HI WELDRICKS LTD (P06J) <small>Headquarters</small>	Test - PSNC (community pharmacy) <small>Headquarters</small>	Test Entry level organisation <small>Headquarters</small>
Role: Administrator Last accessed: 15/10/2019	Role: Member Last accessed: Never	Role: Administrator Last accessed: 04/04/2019
Select	Select	Select



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Completing your assessment – choice 2

- Make a list of evidence items for bulk answer, then select the organisations and for each evidence item to be answered in bulk and record the correct evidence.

Provide evidence for multiple organisations. Step 1 of 4

Select organisations you'd like to provide evidence for

You can use this feature to respond to selected questions in bulk. If you provide a response to a question using this feature, your response will permanently replace any existing evidence provided.

[Continue with selected organisations](#)

[Select all / Deselect all](#)

ODS	Organisation Name
<input type="checkbox"/> A00L	BARCHESTER HEALTHCARE HOMES LIMITED
<input type="checkbox"/> RCN01	Care Home 1 (Not published)
<input type="checkbox"/> CPA	Care Provider Alliance
<input type="checkbox"/> CPA2	Care Provider Alliance 2nd account
<input type="checkbox"/> AN34	FOUR SEASONS HEALTH CARE (ENGLAND) LIMITED
<input type="checkbox"/> ADXX	HC-ONE (ADXX) Cannot be selected - an administrator must log in as this organisation and complete the organisation profile first.

[Continue with selected organisations](#)

Completing your assessment – choice 2



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Once you have shared your evidence you will need to go into each organisation, complete the bespoke evidence and publish for each branch.

Your assessment has been published

Confirmation of your publication has been emailed to you. If you do not receive the email confirmation, please check your spam or junk email folder.

Remember that if you make changes to your assessment you will need to publish your assessment again.

[View All Publications](#)

What to do for sites not listed



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Why are sites not listed?



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- There could be a delay in the toolkit listing your site since you started it up.



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What to do if a site isn't listed

- If your site isn't listed you should contact the Exeter helpdesk.

Seek advice from the helpdesk

0300 303 4034 or exeter.helpdesk@nhs.net

Free support and benefits

Tom Daly, Regional Coordinator
Better Security, Better Care



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Your fellow travellers



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National support
and resources



Better Security,
Better Care -
Local support



Template Policies
and Resources for
DSPT



Check your DSPT
status



Use the DSPT for
the First Time



Published Before:
Review and
Republish your
DSPT



- Free and official
- Online guidance, step by step films
- Webinars
- FAQs
- Template policies
- Helpline
- Tailored support from 28 Local Support Partners across England

www.digitalsocialcare.co.uk/bettersecuritybettercare

Local Support Partners



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- 28 Local Support Partners nationwide
- Free, tailored, expert support.
- [Find your Local Support Partner.](#)

Better Security, Better Care – Local Support Partners

Home > Data Protection and Cyber Security > Better Security, Better Care. > [Better Security, Better Care – Local Support Partners](#)

The following organisations are acting as Better Security, Better Care Local Support Partners. They support local care providers to improve their data and cyber security, and complete the [Data Security and Protection Toolkit](#).

**These organisations are also providing regional coordination.*

SOUTH WEST

Somerset

Registered Care Providers' Association, Somerset





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Template policies

Approaching Standards: required policies

- [How to document your data processing, including template information asset register \(IAR\) and Record of Processing Activities \(ROPA\)](#)
- [Privacy Notice Template](#)
- [Data Protection Policy](#)
- [Data Quality Policy – Template](#)
- [Record Keeping Policy – Template \(Also known as a Data or Document Retention Policy\)](#)
- [Data Security Policy – Template](#)
- [Network Security Policy – Template](#)
- [Smart Phone Policy Template – BYOD](#)
- [Contracts: what contracts you must have in place](#)

Standards Met: Additional required policies

- [Training Needs Analysis](#)
- [Data Security Audit Checklist](#)
- [Creating and Testing a Business Continuity Plan for Data and Cyber Security](#)
- [National Data Opt Out](#)

Recommended documentation

- [Data Security Breach Incident Reporting Form – Template](#)
- [Mobile Devices Assignment Form – Template](#)
- [Smart Phone Policy Template – Organisation Provided Phones](#)
- [Template Suppliers List](#)

Managers' Discussion Tool & Quiz for Staff



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Data Protection Discussion Tool Cyber Security Training Resources for Staff

Better Security, Better Care Managers' discussion tool

Version 2 – July 2022



This discussion tool is designed to help you have discussions with your frontline staff to check their knowledge and provide evidence of their competence in data security and protection to meet requirement 3.2.1 of the [Data Security and Protection Toolkit](#).

The tool is broken down into four colour coded sections covering the four learning outcomes for frontline social care staff:

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

Better Security, Better Care Multiple choice quiz for frontline staff



Version 2 – July 2022

This quiz will provide evidence that you have completed data security and protection training that meets requirement 3.2.1 of the [Data Security and Protection Toolkit](#). Circle or tick the correct answers.

Name: _____ Date: _____ Score: _____

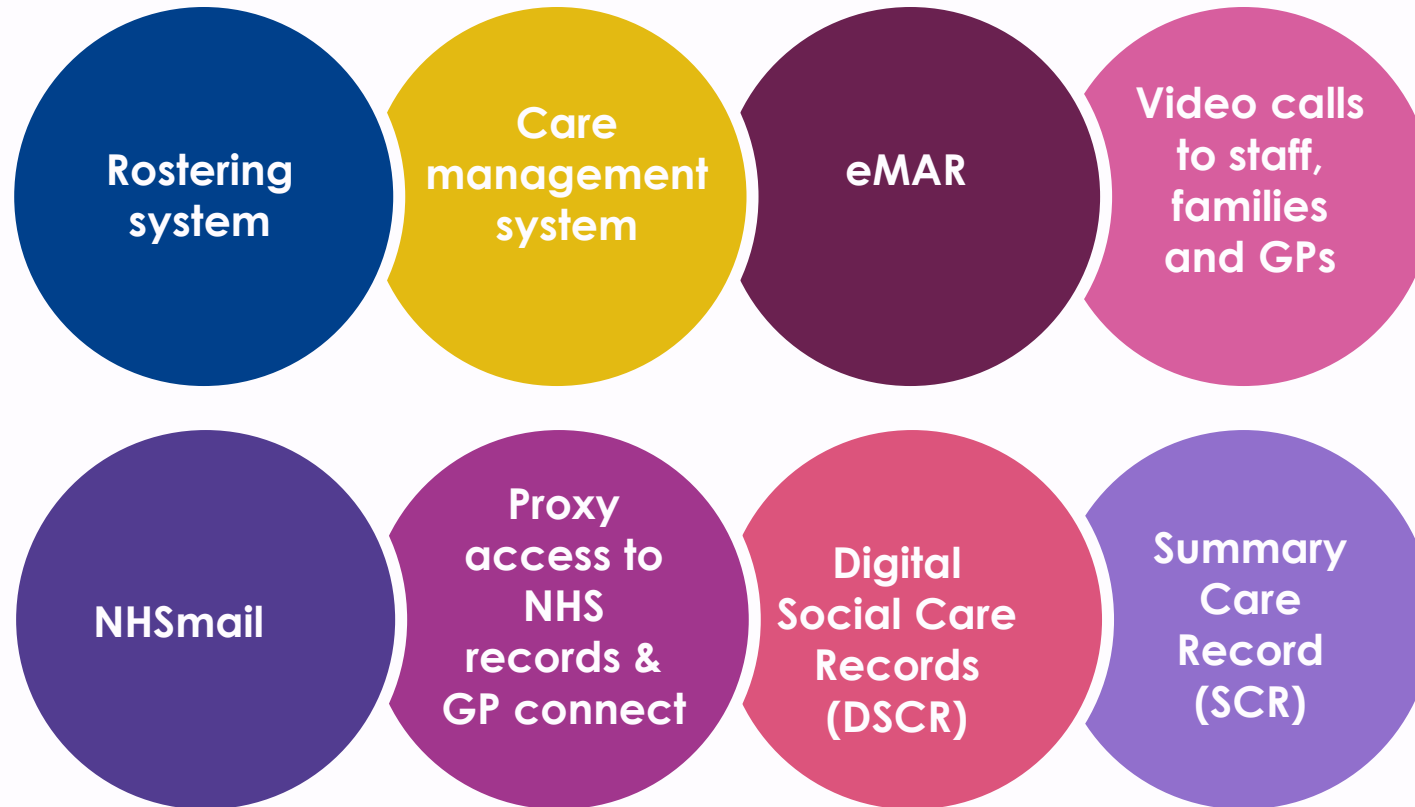
1. Understand the importance of data security and protection in the care system and your personal responsibility to handle personal data safely

Question	Answer options
1a True or False: We have a legal duty to respect the privacy of the people who use our care services?	True False
1b True or False: Sharing information with the right people can be just as important as not disclosing to the wrong person?	True False
1c Can someone you support ask to see and have a copy of the personal data that is held about them?	Yes No
1d When should information be recorded? Choose the correct answer.	As soon as possible, whilst the event is still fresh in your mind Within a couple of weeks When there is time to do it

The future is about sharing information securely



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Data and cyber security arrangements, DSPT and insurance claims



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According to the Cyber Claims report 2022, the average cost of a claim for a small business owner was £115,000

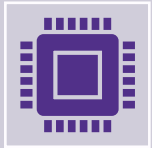


Insurance companies are demanding that before an insurance policy is issued or renewed, the enterprise must show they have the tools in place to protect against ransomware.

DSPT and insurance claims



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The DSPT is an excellent tool to show insurance companies that you are serious about data breach prevention (and cyber in general).



It can lower premiums and speed up pay-outs if the worse does happen as you have a to-hand report of “here’s how seriously we protect our systems and train our staff”.



You can allow the insurer a temporary “viewer” account or print-out and they have read-only access to your DSPT.

Questions



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- Where did you hear about this webinar?
- What impact has this webinar had on your confidence to complete the DSPT?
- Would you recommend this webinar to a colleague?

THANK YOU



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