Data Security and Protection eLearning for care workers

DSPT
Better security.
Better care.

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Data Security and Protection eLearning

12 December 2023

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Agenda

3.30 Welcome and introductions – Michelle Corrigan, Programme Director, Better Security, Better Care

3.35 Data Security and Protection eLearning Course demo – Fiona Richardson, IPC Oxford Brookes Univeristy

3.55 Q&A

4.10 Benefits of elearning – Tom Rottinghuis, Data Protection Officer, The Forward Trust

4.15 Close and short poll – Michelle Corrigan

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Data Security and Protection eLearning demo

Fiona Richardson, Institute of Public Care, Oxford Brookes University

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NEW: Free data security and protection elearning course for social care staff

- All adult social care organisations should meet the Data Security and Protection Toolkit standards each year
- This includes providing annual training for everyone with access to personal data
- But no easy to access, free and sector-appropriate national training available
- Better Security, Better Care has developed this course in response to a gap in the market

- FREE
- Relevant
- Good!

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About the elearning course

- **Relevant to all services:** includes examples from home care, residential care, supported living and community services
- **Relevant to all roles**: frontline workers, admin, receptionists, volunteers etc
- **Short:** 10 - 20 mins per module
- **Flexible:** can be completed over time
- **Interactive**: quizzes, graphics, videos and short tips
- **Free and open access** – SCORM compliant version available on request
- **Online assessment:** score 80% or above and get a certificate
- **Meets Data Security and Protection Toolkit (DSPT) training requirements**: 95% staff to be trained within last 12 months

Based on 4 characters - in realistic, relatable scenarios to demonstrate key learning points

- Abdul who works at Tree Tops care home
- Arthur who volunteers for the Larches Centre
- Annie who is a support worker for Willows Support
- Gloria who works in the office for Elm Home Care

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Content

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Module 1: Data protection rights and responsibilities

My responsibilities • People's rights

>

Module 2: Keeping data secure

Sharing confidential data • Recording and disposing of data

>

Module 3: Threats to data security

Fraud and scams • Safe use of digital devices • Safe keeping of paper records

>

Module 4: Data breaches

What is a data breach? • Data confidentiality • Availability of data • Data integrity • Receiving data in error

>

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Sections in Modules

- Multiple sections to work through
- Section recap to reinforce learning at the end

Examples of content

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Gloria is worried about phishing scams

Gloria works in the office for Elm Home Care. She regularly uses email and the internet for work.

She needs your help. She is worried about falling for a phishing scam at work and wants to know what the danger signs are.

What should Gloria look out for to spot a scam? Choose all that apply.

☑ Select the correct responses, then click Submit

☐ Spelling mistakes in the message

☐ Messages not addressed to her personally

☐ Signs of urgency or authority

☐ Emails or links that are not what they seem

Submit

- Relevant scenarios
- Short content
- Multi choice questions to support learning (not part of assessment)

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Example of content

Scenario - Sami struggles with Annie's notes

Annie is a support worker for Willows Support.

She typed her daily notes into Willow's digital social care record. Unfortunately, Annie was in a rush and didn't check her notes at the time.

When Annie's colleague Sami looked at the record later, the notes didn't make sense.

What might be the consequences if Annie's notes don't make sense?

☑ Select all that apply, then click Submit

☑ Poor quality care could be provided and people's needs not met

☐ Other care and support workers may waste time trying to understand unclear notes

☐ Incorrect medication could be administered due to unclear instructions

☐ Potential legal problems

Submit

Select responses...

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Example of content - comments

✓ Poor quality care could be provided and people's needs not met

Other care and support workers may waste time trying to understand unclear notes

Incorrect medication could be administered due to unclear instructions

Potential legal problems

Show Answer

⊗

That's not quite right.

Annie's clients might not receive good care and support if her notes don't make sense or are not accurate.

If something happened, there would be no evidence if it was not documented.

Part of keeping data secure is to record it properly. It's important that care records are accurate, up to date and legible in order to ensure quality and consistency of care and support.

Record accurate information at the time events occur or as soon as possible afterwards.
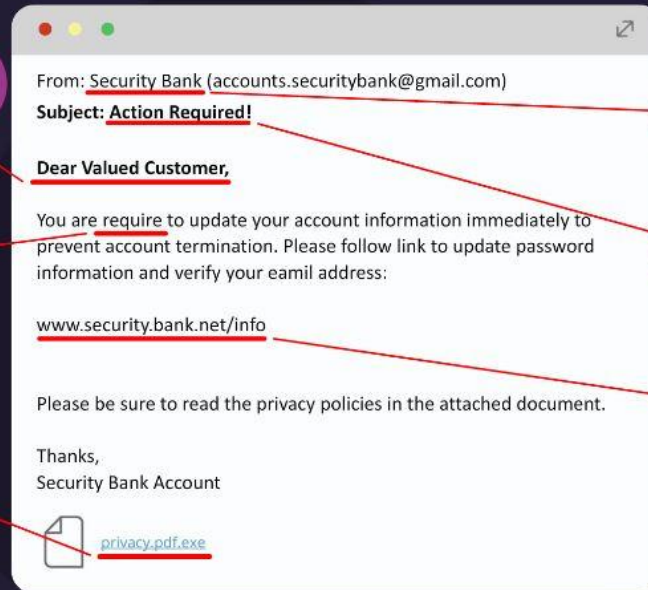
… read comments based on your response

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Examples of content

Practical tips and advice

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Example of content

Abdul walks into the office

Abdul works in Tree Tops care home. The care home relies on paper-based records as it doesn't have a digital social care record. He walks into the office and is not happy with what he sees because there are several data security risks.

⊕ Click on the icons to find out more

Interactive graphics to support learning

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Section recap videos

At the end of each section, there is a short recap video

Assessment

Question 3
Taken from Module 1 - Data protection rights and responsibilities.

Which of these are examples of personal data? Select all that apply.

✋ Select your answer/s, then click Submit

- ☐ The payroll details of your colleagues
- ☑ The name and contact details of the next of kin of the people you support
- ☐ The bank details of the people you support
- ☐ The health condition(s) of the people you support
- ☐ The name of the nearest opticians to where you work

Submit

Previous   🏠   Next

- 20 questions based on all four modules
- Questions are drawn from a database of questions, so they are not the same each time you complete the assessment

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Assessment

Get 80% or more right to pass
Complies with DSPT requirements

Certificate

- Enter your name, download, save and share a dated certificate
- Collate certificates to prove 95% of staff trained (DSPT
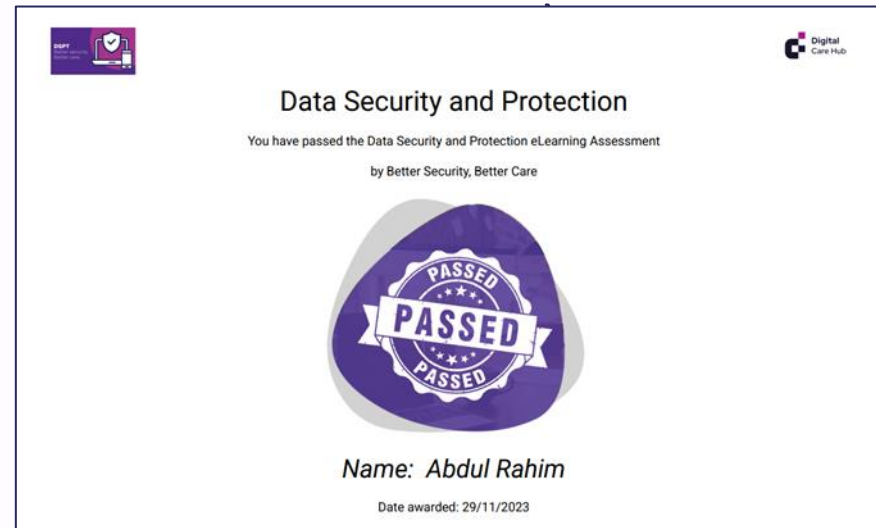
Guides on using the elearning

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Guide for managers and trainers

Content, learning outcomes and technical guide

›

Guide for staff completing the elearning course

How to use the resources and get a certificate

›

Includes template copy to share with staff

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Tips for managers and trainers

- **Read the guide** before you share the elearning course with staff.

- **Encourage all your staff to complete the elearning course**. That includes senior managers and admin staff as well as frontline care workers.

- **Add the elearning course to your induction training**. It will help to ensure that all staff have a shared understanding of data protection issues.

- **Schedule in an annual refresher course**. You need to train staff at least once a year.

- If you have an **LMS**, add this course to it.

- **Add a link to the resource** in your staff bulletin, noticeboard or shared documents system.

- **Record successful completion** of this course against staff members' training records.

- **Ensure training records are up to date** by the time you submit your annual DSPT.

Next steps and key links

- The elearning is here https://www.digitalcarehub.co.uk/elearning/ OR
  - Module 1: Rights and responsibilities – https://www.digitalcarehub.co.uk/elearning/data-protection-rights-and-responsibilties/
  - Module 2: Keeping data secure – https://www.digitalcarehub.co.uk/elearning/keeping-data-secure/
  - Module 3: Threats to data security – https://www.digitalcarehub.co.uk/elearning/threats-to-data-security/
  - Module 4: Data breaches – https://www.digitalcarehub.co.uk/elearning/data-breaches/
  - Assessment – https://www.digitalcarehub.co.uk/elearning/assesment-quiz/
- Read the guide for managers https://www.digitalcarehub.co.uk/elearning/guide-for-managers-and-trainers/
- Complete the course yourself – and share with others
- Send us your feedback – short online survey, or email info@digitalsocialcare.co.uk
- Contact us for the SCORM files https://www.digitalcarehub.co.uk/contact-us/
- User guide for staff https://www.digitalcarehub.co.uk/elearning/user-guide/

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Benefits of eLearning

Tom Rottinghuis, Data Protection Officer, The Forward Trust

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