

UK Authority Digital Health & Social Care


Supporting innovation and transformation

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We work with councils and their partners as part of our **Innovation and Transformation Programme** to support the delivery of modern and efficient social care that helps meet the needs of people .



**We must keep the focus on the problems that we
are seeking to address**

Not the technology solutions we want to use

Four principles for our work...

1. Design with people, for people

2. Adopt open standards

3. Design for trust

4. Work in the open

2. Adopt open standards



The types of issues we are all trying to address ...

How can we help people look for local services near them which support their needs so that they can be accessed easily and cheaply?

How can we help improve people's experience of leaving hospital and receiving support at home so that they are well informed about the help they are receiving?

How can we help professionals to know about what other support an individual is receiving so that care isn't duplicated, over-prescribed or siloed?

Digital can play a role in meeting those needs ...

What if people were able to access the information we need, through the device or application that they choose, and consume it at a time when they want....

.....rather than being locked into single vendor systems or single devices.

This requires data to be open and easily accessible

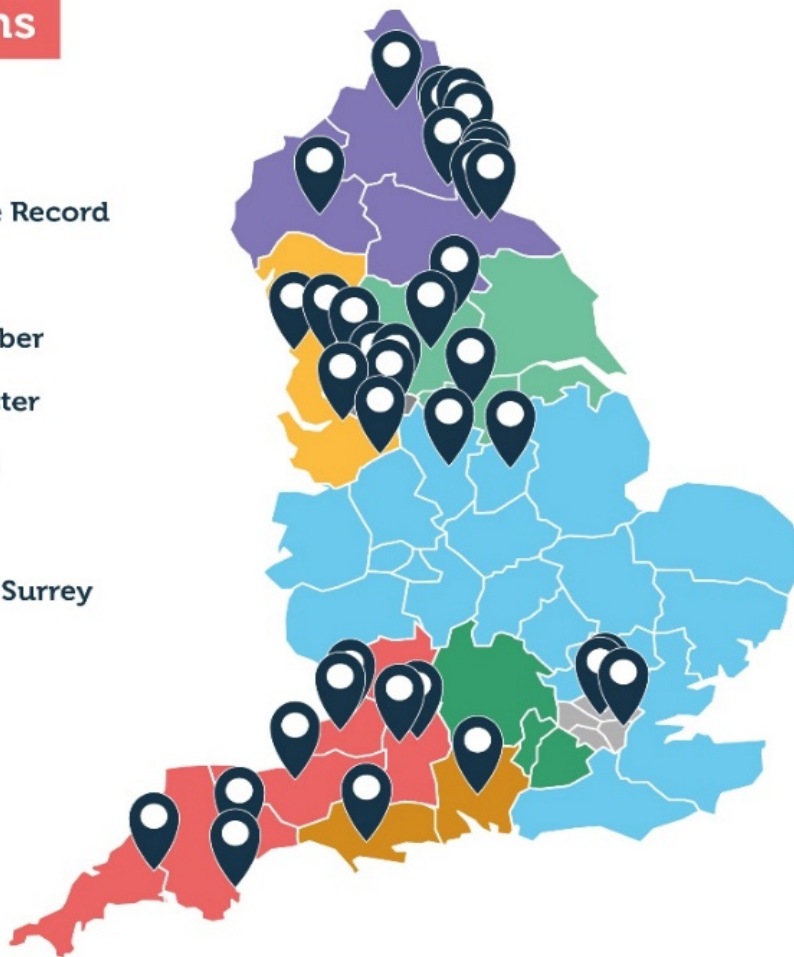
We wanted to hear about experiences ...



- **Engagement with councils:** 13 sessions with 36 councils in total.
- **Engagement with system suppliers:** 7 sessions with individual vendors (6 covering social care and one interoperability vendor).
- **Engagement with national organisations:** 9 national organisations including MHCLG, NHS England, DHSC, Professional Records Standards Body and LocalGov Digital.

LHCR Regions

- Great North Care Record
- Share 2 Care
- Yorkshire & Humber
- Greater Manchester
- Remaining Areas
- South West
- Thames Valley & Surrey
- One London
- Wessex



Council List

- | | |
|-----------------------|----------------------|
| Islington | Bristol |
| Camden | Newcastle |
| Dorset | Gateshead |
| Hampshire | Durham |
| Bradford | Northumberland |
| North Yorkshire | Middlesbrough |
| Rotherham | South Tyneside |
| Salford | Sunderland |
| Stockport | Hartlepool |
| Tameside | Stockton |
| Lancashire | Nottinghamshire |
| Cumbria | Derby and Derbyshire |
| Blackpool | Cornwall |
| Blackburn & Darwen | Somerset |
| Cheshire East | Wiltshire |
| South Gloucestershire | Swindon |
| Devon and Torbay | Trafford |

There are already councils exploring this ...



As part of LGA / NHSD Social Care Digital Innovation Programme using OpenAPIs from devices in home to collect and analyse data



Nottinghamshire deploying OpenAPIs to ensure that social care information can be accessed by hospital to support discharge



As part of MHCLG Local Digital Fund councils exploring how data on local community services can be accessible via APIs using standard



ADUR & WORTHING
COUNCILS

What did we find?

People



- Use cases need to be more practitioner led and reflect social care priorities
- Need to support technical capacity in councils
- Support for open standards but developed with the sector

Process



- Opportunities to be clearer during procurement around interop. expectations
- Continued IG challenges– health vs council approach
- Can exploit more the opportunities to work together

Technology



- Concerns about supplier API costs but suppliers needing people to recognise costs
- Significant manual workarounds by councils
- Requests for bespoke development increases cost

What are the emerging recommendations ...

- Support the development of use-cases which are social care led, which encourage collaborative working across councils and provide the basis for standards adoption
- Work with councils to support adoption of standards by suppliers within contracts / procurement i.e. facilitate learning between councils
- Work with supplier community to encourage greater transparency over OpenAPIs developed and where they are being applied in practice
- Bring greater clarity around information sharing guidelines– particularly in the use and linking of health data

What can you do?

1. We want to hear your experiences around information sharing and API use to address real challenges in care and health
2. We would like your thoughts on the draft report and recommendations
3. Find out about information sharing projects in your own local area e.g. Local Health and Care Record Programme

3. Design for trust



Introduction

- The National Cyber Security Programme is overseen by Cabinet Office and supports and funds work to deliver the National Cyber Security Strategy
- The LGA, Department for Health and Social Care and Care Provider Alliance submitted a bid for funding under the National Cyber Security Programme
- Funding agreed for a one-year discovery programme to better understand the data and cyber security risks in the adult social care provider sector and support required to help those risks be managed.

Why is this important?



NHS cyber-attack: GPs and hospitals hit by ransomware



“Lack of data sharing is barrier to health and social care integration

Care home patients' confidential details found

Sensitive patient records being left



We wanted to hear experiences ...

- Commissioned Institute of Public Care to undertake onsite discovery with care providers and Telecare Services Association with telecare call monitoring centres.
- Representative sample of providers: mixed type, mixed size and mixed funding type including small and large providers.
- One day discovery visit to find out how the service uses digital and technology and data / cyber security risks and (for care providers) one day follow up support visit.

Social Care Providers	Total	Care homes	Homecare	Supp. living	Other
Total no. providers visited	70	25 (36%)	23 (33%)	9 (13%)	13 (18%)

Telecare Monitoring Centres	Total	Local Authority (incl. District)	Housing Association	Private Sector	CIC / Charity
Total no. centres visited	21	10 (48%)	5 (24%)	6 (28%)	0 (0%)

And what did we find?

People



- Care provider participation has been a challenge
- But feedback from providers has been positive
- Human risks to data handling despite training for staff

Process



- Inspection practice seen as barrier
- Lack of information going to providers impacting delivery
- Use and transfer of paper files across locations a risk

Technology



Increasing digital adoption across the sector but specific risks identified as:

- Login/password management
- Mobile device security
- Business continuity

Three persona types ...

1. Mostly paper based

What happens

- External IT org. setup equipment – one laptop & one desktop.
- Care staff use own phones.
- Care plans handwritten on template and typed up.
- Daily logs handwritten & kept in persons home. MAR charts pre-printed by pharmacy & hand filled in.

Data / cyber challenges

- Transporting hard copies to and from persons home.

What they say

“We probably ought to use more IT but paper works well for us”

Number of providers: 23 (33%)

2. Mix of digital and paper

What happens

- IT department in head office.
- Senior / office staff have laptops & phones, support staff use own phones.
- Online software system records staff data & basic client details & billing info.
- Access control on systems.
- Scheduling via rota system & emailed.
- Staff sent payslips password protected.

Data / cyber challenges

- Use secure email & archive records.
- Variable staff skills.

What they say

“Our online system provider are the IT experts, that’s why we bought the system”

Number of providers: 25 (36%)

3. Mostly digital

What happens

- WiFi access for residents and staff.
- Software used for staff data, payroll, billing and another system for care planning – systems don’t interact.
- Care plans typed, printed for signature, scanned and shredded.
- Daily logs electronic via mobile devices
- Home has 2-way video link.

Data / cyber challenges

- Pharmacy only accepts faxed repeat prescriptions. Multiple sys. passwords.

What they say

“Our CEO has a vision of the organisation as paperless in the future”

Number of providers: 22 (31%)

What are the emerging recommendations?

National bodies



- Clarity on use of paper records for inspection
- National alignment on provider data / cyber security activity and activity
- Clear and tailored support to care provider sector

Commissioners



- Support in raising awareness / importance of security
- Consider on-site assessments to incorporate aspects of data security
- Explore more consistent approaches to procurement

Providers



- Review specific procedures esp. around mobile working, password security and backup testing
- Due diligence for cloud or third party IT suppliers

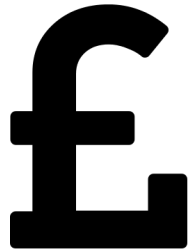
What happens next



Final report
- May



Sector webinars –
June & July



Grant funding for
collaborative
working – summer
2019



Regional
events
throughout
2019/20

What can you do?

1. How do the findings of this work compare with your understanding of data and cyber security locally?
2. Talk to your commissioners / QA staff to get their views
3. Get involved - final report, webinars, grant funding and regional events.

Find out more:

Visit our website: www.local.gov.uk/innovationandtransformation

Email the team: socialcaredigital@local.gov.uk

