

Integrating Care

Managing Technology in Care -15th May 2019

Updated Presentation - 16th May 2019

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1. The Adult Social Care Sector

The Adult Social Care Sector in England

1.6 million jobs



**in adult social care
in England**

**Economic
contribution of
adult social care
to the economy
in England
£38.5bn***



[The size and structure of the adult social care sector and workforce in England, Aug 2018, Skills for Care](#)

[The state of the adult social care sector and workforce in England, Sept 2018, Skills for Care](#)

The Adult Social Care Sector - England

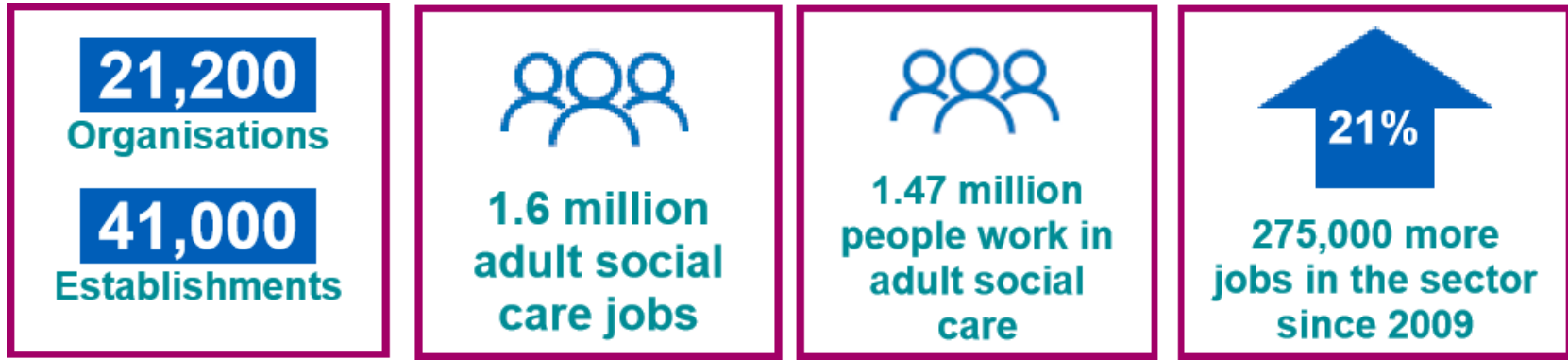
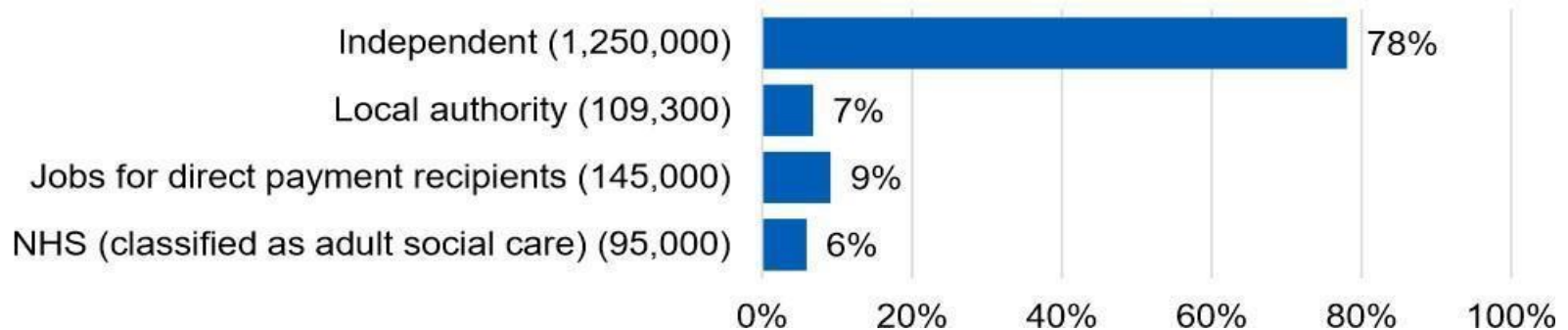


Chart 4. Estimated number of adult social care jobs by employer type in England, 2017



Adult Social Care Providers

Domiciliary Care

- Across England there were **9,000 domiciliary care services** registered with the Care Quality Commission (CQC) as at September 2017.

Care Homes Without Nursing

- Across England there were **11,650 care homes without nursing** registered with CQC as at September 2017.

Care Homes With Nursing

- Across England there were **4,450 care homes with nursing** registered with CQC as at September 2017.

The Adult Social Care Sector Workforce in England

Job role	Number of jobs (2017)
All job roles	1,600,000
Care worker	830,000
Senior care worker	88,000
Registered manager	23,000
Social worker (LA)	16,000
Occupational therapist (LA)	2,000
Registered nurse	42,000

- There is much to be learnt from these figures.
- With so many nurses in social care and over 2,000 social workers in the health service, traditional barriers to integrated care seem to be increasingly irrelevant...

2. Information Sharing And Policy Direction

Information Sharing?

Care Quality Commission: Beyond Barriers

- Providers are not routinely involved in a joined-up discharge, leading to duplication of work and unnecessary chasing for information.
- **Responses from Registered Managers of Domiciliary Care agencies indicate their services are the most overlooked.**
- The content, accuracy and timeliness of discharge information received are inconsistent.
- **Digital information sharing between health and social care systems appears to be largely absent.**



Beyond barriers:

How older people move between health and social care in England

Annex: Discharge information flow tool – summary of findings

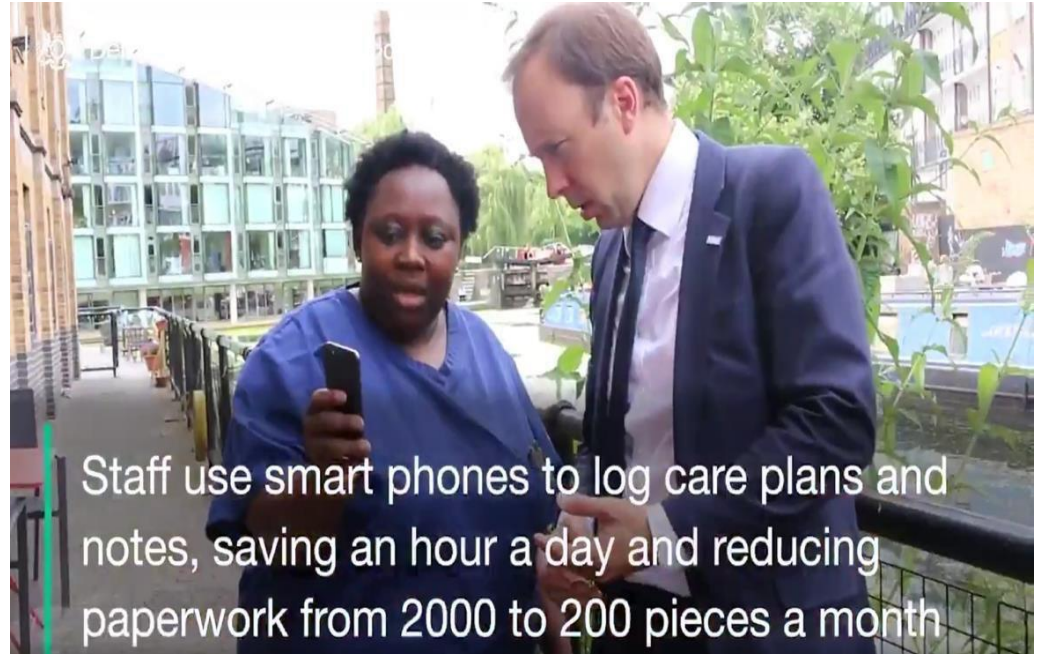
People are frequently discharged from hospital to their home without accurate or sufficient information.

We heard about people returning home or being moved to a new home only to get unsafe care and/or get readmitted to hospital because a lack of information e.g. medication

Department of Health and Social Care

- [The future of healthcare: our vision for digital, data and technology in health and care](#) and the [NHS digital, data and technology framework](#) were published by Matt Hancock, the Secretary of State for Health and Social Care.
- The care provider sector were acknowledged with details about some of the innovative work taking place in Care Homes and in Domiciliary Care organisations.

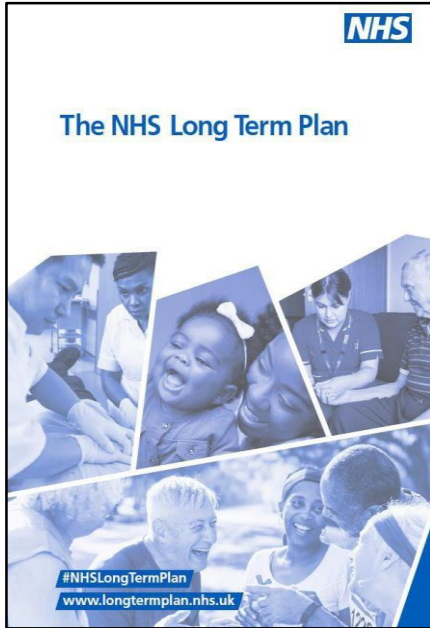
Secretary of State visiting Bridgeside Lodge Care Home



Staff use smart phones to log care plans and notes, saving an hour a day and reducing paperwork from 2000 to 200 pieces a month

NHS Long Term Plan January 19 – Care Homes

“Guaranteed NHS support to people living in care homes”



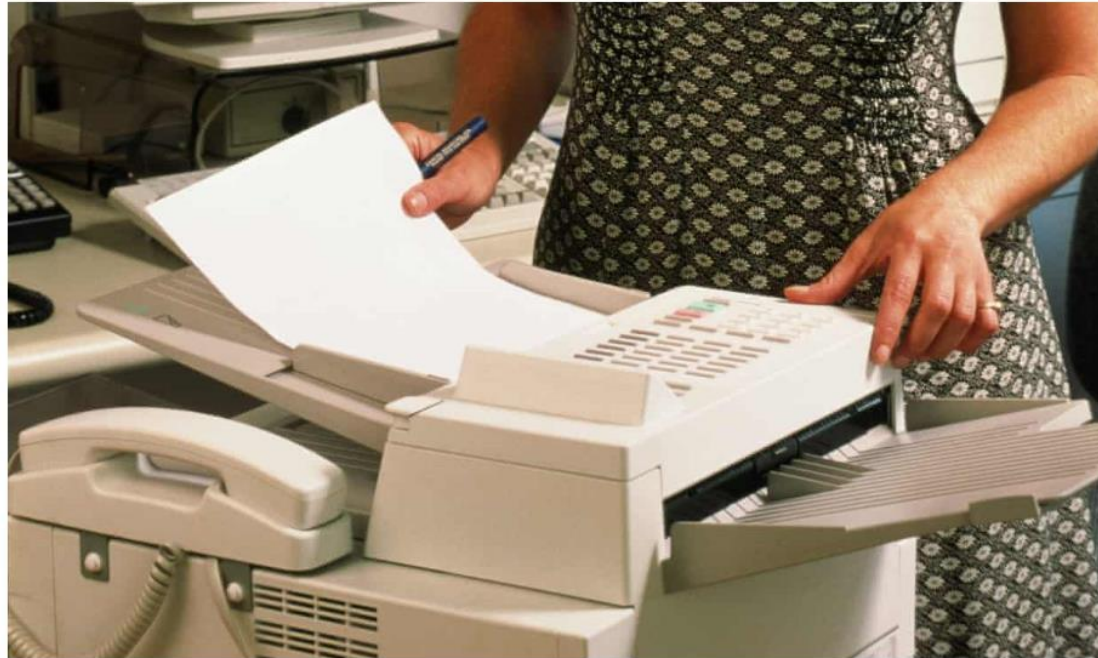
- ‘People in care homes are not having their needs assessed and addressed as well as they could be, resulting in unnecessary, unplanned and avoidable admissions to hospital and sub-optimal medication regimes’.
- We will upgrade NHS support to all care home residents who would benefit by 2023/24, using the [Enhanced Health in Care Homes](#) model.
- ‘This will ensure stronger links between primary care networks and their care homes. As part of this, we will ensure support by therapists and other professionals in rehabilitating when they have been unwell’.
- ‘Care home residents will get regular clinical pharmacist-led medicine reviews where needed’.
- ‘Primary care networks will also work with emergency services to provide emergency support, including where support is needed out of hours’.

NHS Long Term Plan: Primary Care Networks

- Although lacking detail (and missing the chance to bring in other care providers such as domiciliary care services), the plan outlines how support by [Primary Care Networks](#) will also assist all ‘care home residents that would benefit’.
- These networks of collaborative practice, including named GPs, district nurses, therapists, pharmacists, paramedics, social care workers, voluntary sector, etc. will provide care to residents and advice to staff.
- As a former Primary Care Social Worker, I know what a difference teams like these can make by early intervention and prevention to reduce admissions to hospitals, care homes, etc.

NHS banned from buying any more fax machines

Health secretary rules out further purchases in bid to move to modern IT methods, such as email



In December 18, Matt Hancock ordered the NHS to phase-out fax machines by March 2020, encouraging the use of secure email.

The NHS Long Term Plan, Jan 19:

- “We will support easier, secure, sharing of information between care homes and NHS staff”.
- “Care home (*and Domicillary Care*) staff will have access to NHSmail, enabling them to communicate effectively and securely with NHS teams involved in the care of their patients”.

3. Building the Foundations

a. The Data Security and Protection Toolkit

b. NHSmail

The Data Security and Protection Toolkit



Data Security and Protection Toolkit

- The [Data Security and Protection Toolkit](#) is an online self-assessment tool for data security.
- The Department of Health and Social Care recommend that all social care providers complete the Toolkit as they will hold, process or share personal data.
<https://www.dsptoolkit.nhs.uk/News/33>

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.

What's new?

[Toolkit take-up \(updated 25 April 2019\)](#)

Over 27,000 health and social care organisations have published their Data Security and Protection Toolkit self-assessment

[System changes and release notes \(updated 24 April 2019\)](#)

This page provides an overview of recent changes.

Entry Level

CYBER SECURITY

care providers | NHS Digital |
NHSmail | social care



Hannah
Crouch

7 February 2019

Share this...



Entry level data security toolkit to give care providers access to NHSmail



Care providers across England are to be given access to NHSmail once they have completed the entry level of the online Data Security and Protection Toolkit (DSPT).

<https://www.digitalhealth.net/2019/02/entry-level-data-security-toolkit-care-providers-nhsmail/>

- The “Entry” level of the Toolkit enables social care providers to meet minimum legal requirements and have access to NHSmail
<https://www.dsptoolkit.nhs.uk/Help/32>
- Expected that social care providers move on to achieve the ‘Standards Met’ level.

Standards Met

- **'Standards Met' level demonstrates compliance with the expected standards for health and social care to hold, process or share personal data.**
- **All mandatory requirements have been met.**
- **Care Providers ready to participate in a wide range of secure health and care digital solutions.**
- **Access not only to NHSmail but other secure national digital solutions, e.g. Summary Care Records, and local digital information sharing solutions.**

Care Provider Guidance by Care Providers

What is it?

- [Sector-led guidance](#) commissioned by the [NHS Digital Social Care Programme](#) and written with the Care Provider Alliance.
- Specifically tailored to be accessible for Care Providers.

What does it include?

**Information
Governance Guide
for Registered
Managers**

**Information
Governance Guide
for Staff**

**How to Guide for
DSP Toolkit
'Entry' Level**

**How to Guide for
DSP Toolkit
'Standards Met'
Level**

**An Introduction to
Cyber Security**

Digital Social Care

Procured by the NHS Digital Social Care Programme, the Care Provider Alliance are delivering a new sector-led service which will offer digital support for social care providers.

Three strands to this project:

1. National Engagement Team
 2. Digital Readiness Tool – developed by Skills for Care
- Digital Social Care website www.digitalsocialcare.co.uk soft launch underway (feedback welcome), full launch June 19



Run by social care providers for social care providers, **Digital Social Care** is a dedicated space to provide **advice** and **support** to the sector on technology and data protection.

[Read More >](#)

[Contact Us >](#)

Popular links

- > [What is Digital Social Care?](#)
- > [About the project](#)
- > [Individual rights](#)
- > [GDPR principles](#)
- > [Data security standards](#)

The Benefits
of Digital
Care



Protecting my
Information



Sharing Care
Records via
Email



Latest
Guidance



Measuring
Digital
Readiness



Choosing
Software and
Equipment



NHSmail

- [NHSmail](#) is a centrally funded platform to support collaborative working across health and care
- **Available NOW to all Care Providers** (after formally completing The Data Security and Protection Toolkit or the previous version).
- **Additional services** – Not just ‘email to a desktop’ but Mobile Services, a Directory of health and care users and Skype for Business as standard; plus top up services available (paid locally).
- **National helpdesk** – support available 365 days, 24/7 on 0333 200 1133, or via email at helpdesk@nhs.net.
- **Links with other [secure email](#) systems** e.g. Microsoft Office 365.



NHSmail - Frequently Asked Questions

How many accounts can an organisation have?

- Normally 1 shared account and up to 10 named user accounts

What is a user account and shared account?

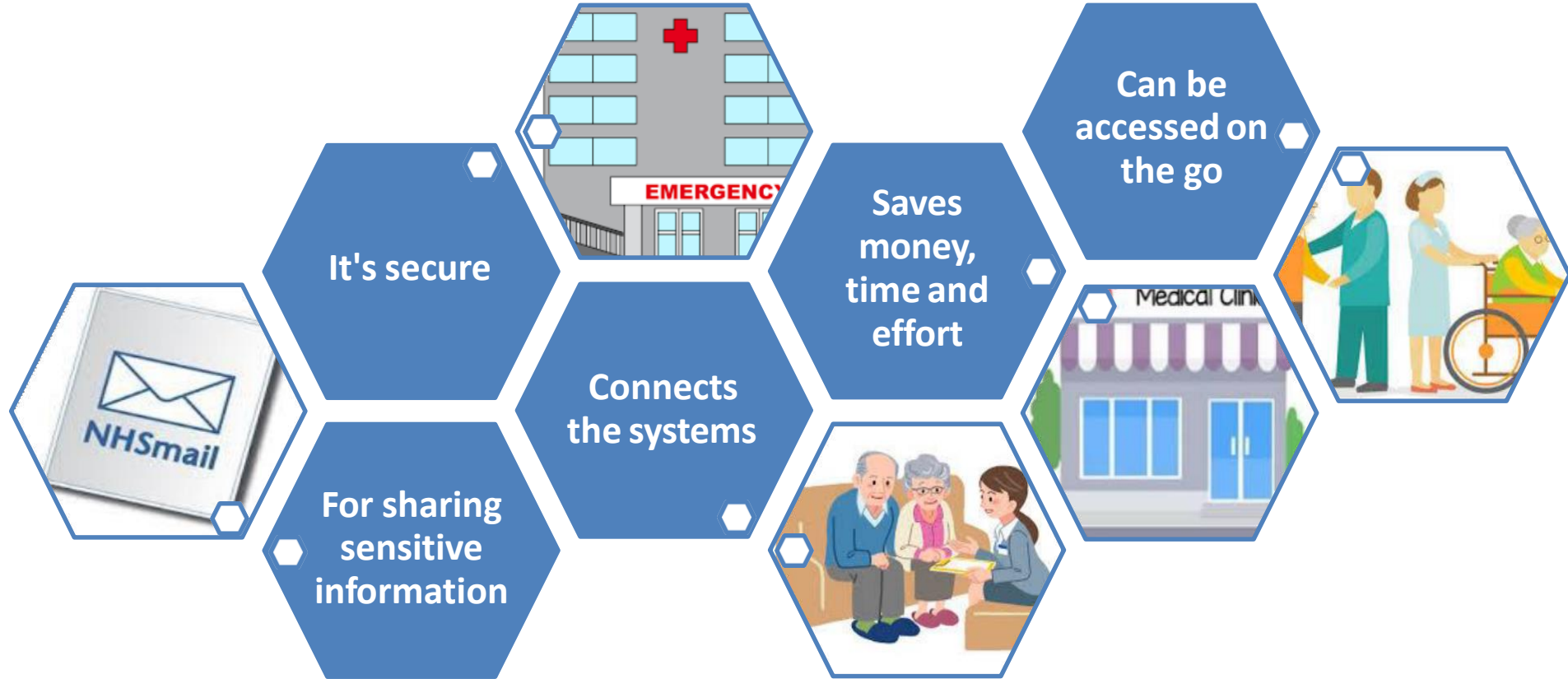
- User account for named individual e.g. windy.miller@nhs.net
- Generic account for each home e.g. trumptongreen.carehomecamberwick@nhs.net
(Access only via named account)

Where should I send any enquiries about NHSmail?

- feedback@nhs.net



NHSmail Benefits

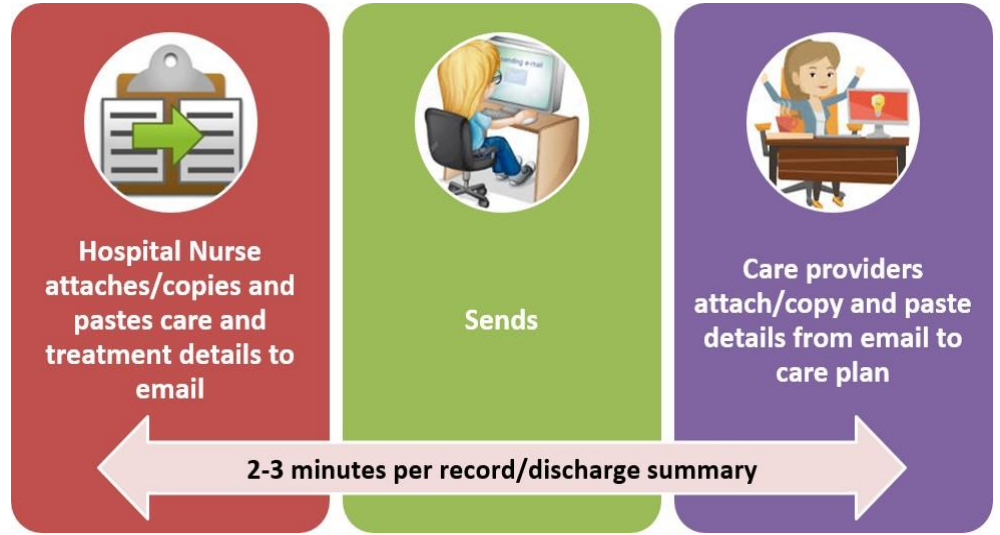


NHSmail Benefits

Using an all too familiar method of information transfer



Replacing this method with NHSmail



Joining NHSmail

For Social Care organisations, there are three routes to register and

[Join NHSmail](#)

1. National Administration Service

Central online registration portal, likely main route for smaller providers.

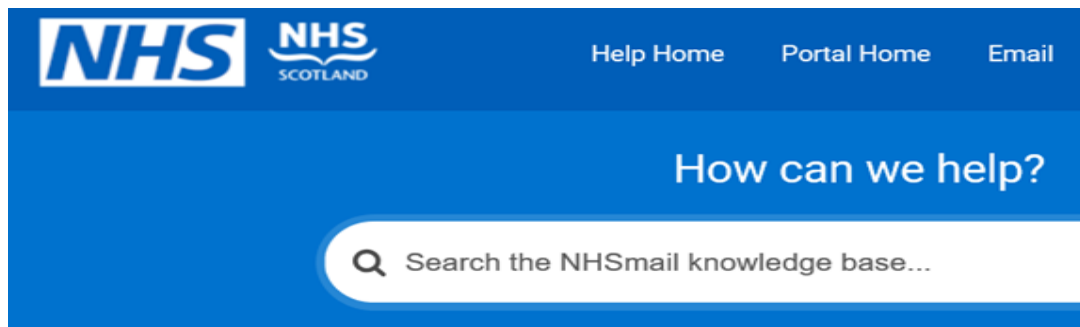
2. Self-Management

Normally for larger providers

3. Local Sponsorship

CCG or CSU provides Local Administrator service

(The old way, still available)



NHSmail Help Topics



Guidance



Passwords and Unlocks



Joining NHSmail



About NHSmail



Policy



Communications



Service Status



Known Issues

<https://support.nhs.net/>

DSP Toolkit – ODS Codes

- Providers will need their 'ODS Code' in order to Register
- If you don't know your code it can be obtained from the helpdesk exeter.helpdesk@nhs.net
- CCGs are encouraged to provide these to speed up the process
- ODS Codes are normally in the format 'A***' for HQ organisations and 'VL***' or 'VM***' for sites
- **Toolkit can be completed at HQ or site level**

NHSmail - Frequently Asked Questions

How many accounts can an organisation have?

- Normally 1 shared account and up to 10 named user accounts

What is a user account and shared account?

- User account for named individual e.g. windy.miller@nhs.net
- Generic account for each home e.g. trumptongreen.carehomecamberwick@nhs.net
(Access only via named account)

Where should I send any enquiries about NHSmail?

- feedback@nhs.net



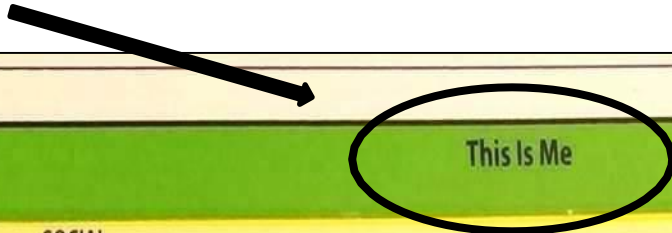
4. Joining It All Together: Person Led, Integrated Care

Person Led, Integrated Care

- Digital solutions should focus on the individual; enabling excellent medical supervision, with contributions from a truly multidisciplinary team.
- Irrespective of where the person is located, whether in a hospital, care home, or as most people are, in their own home.



For Example



This Is Me									
CARE PLAN	ACTIVITY PLAN	SOCIAL ACTIVITY							
PERSONAL HISTORY	SUPPORT NETWORK	MENTAL CAPACITY ASSESSMENT	DEPRIVATION OF LIBERTY	LASTING POWER OF ATTORNEY	FUTURE WISHES	CONSENT FORM			
PERSONAL CARE	BOWEL CHART	FOOD CHART	WEIGHT CHART	BODY CHART	EPILEPSY CHART	ORAL ASSESSMENT TOOL	RECORD OF BEHAVIOUR		
MANUAL HANDLING	FALLS RISK ASSESSMENT	'MUST' TOOL	PERSONAL EMERGENCY EVACUATION PLAN	PRESSURE ULCER ASSESSMENT	BEDRAIL RISK ASSESSMENT	RISK ASSESSMENT	PAIN CHART	WOUND CHART	DEPRESSION SCALE
MEDICATION RECORD	OBSERVATIONS & MONITORING	DIABETIC CHART	FLUID BALANCE	REPOSITIONING CHART	CATHETER CHANGE	DEPENDENCY PROFILE		DETERIORATION SCALE	
KEY WORKER NOTES	COMMUNICATION SHEET	MULTIDISCIPLINARY NOTES	DOCTORS NOTES	FAMILY COMMUNICATION	DISTRICT NURSE	ACCOUNTABILITY CHART			

(Thanks to STANDEX for sharing)

Care or Hospital 'Passports'

This booklet is

All About Me

For children, young people and adults with learning disabilities coming to Southampton University Hospital NHS Trust

My name is:

If I have to go to hospital this book needs to go with me. It gives hospital staff important information about me and make sure I get the best care. It needs to hang on the end of my bed and a copy should be put in my notes



This passport belongs to me. Please return it when I am discharged

Hospital staff— please look at my passport before any investigations, care or treatment.



Things you must know about me

Things that are important to me

My likes and dislikes

Either I have completed this passport, or a member of my family or support worker who knows me very well.

My life
a full life

This is me

Care passport

This is me

This leaflet will help you support me in an unfamiliar place.



mycarematters

Things you must know about me



Communication - How well I use and understand speech

Other ways I use to communicate - signing or pictures?
How I show how I feel - How I communicate yes and no



Eating and drinking - What help I need, and food allergies or intolerances?

Does my food need to be cut up or liquidised? Is there a risk I may choke? Do I use special equipment? Do I need help filling in menus?



See also the likes and dislikes section

Pain - How I show I'm in pain and how to support me



How I take medication - One tablet at a time, on a spoon, via a syringe?

Do I need help to make sure I have swallowed?



My sight and hearing - Any problems I have? Any aids I use?



'About Me' Information

- In the [Digital Care and Support Planning Standard](#) from the Professional Records Standards Body (PRSB), an 'About Me' heading is prominent.
- Described as, '**proportionate** information' which should always be at the forefront of each plan'

About Me

About Me

This is a record of the things that an individual feels it is important to communicate about their needs, strengths, values and preferences, etc. to others providing support and care.

Supported to write this by

Where relevant, this is a record of name, relationship/role and contact details of the person who supported the individual to write this section e.g. carer, family member, advocate, professional.

Date

This is a record of the date that this information was last updated.



Matthew's story - why digital care plans are so important

<https://theprsb.org/aboutus/ourfilms/>

The Importance of 'About Me' Information

Shane's Story



Know me, not my disability: A Parents Perspective - Sam

Local Health and Social Care Records



Professional
Record
Standards
Body

'About Me'
information
prominent



Note: Many more services
could be included on this
slide...

The Sutton 'Red Bag' ...

SUTTON Homes of Care

THE JOURNEY OF BETTY AND THE RED BAG



1: Betty has become unwell and so Jenny (the Care Home Lead) does an assessment of Betty's condition, liaises with the appropriate service and a decision is made that Betty needs to go to hospital.



2: While waiting for the ambulance, Jenny packs a Red Bag to go with Betty to the hospital.

What goes into the Red Bag?

- | | |
|---|--|
| Personal belongings: | Standardised papers: |
| <ul style="list-style-type: none">• Day of discharge clothes• Toiletries• Personal aids | <ul style="list-style-type: none">• Older Persons Assessment Form• CARES Escalation Record• MAR Sheet• This Is Me leaflet• Checklist |
| Medication/TTOs | |



4: At hospital, Maria (the nurse) receives the Red Bag from the ambulance crew. The Red Bag identifies Betty as a Care Home resident, and the completed paperwork inside helps her understand Betty's medical background.



3: The Red Bag is given to the ambulance crew as part of the handover.



5: When Jenny comes to visit, Betty is feeling much better and they discuss her discharge from hospital with Maria and Bina (the doctor).



6: Betty's Red Bag is packed and ready for her return to the Care Home.

What goes into the Red Bag?

- | | |
|---|---|
| Personal belongings: | Standardised papers: |
| <ul style="list-style-type: none">• Day of discharge clothes• Toiletries• Personal aids | <ul style="list-style-type: none">• Older Persons Assessment Form• CARES Escalation Record• Summary of discharge information• This Is Me leaflet• Checklist |
| Medication/TTOs | |



7: When Betty arrives home, Jenny updates her records with the papers and medication received back in the Red Bag.



8: Betty is now back in her favourite chair and enjoying a cup of tea.

The Sutton 'Red Bag'...

Standardised Documentation

This is a list of the red bag paperwork:

- **This Is Me**
(a type of 'Care/Hospital Passport')
- **Older Person's Assessment Form**
(baseline assessment)
- **CARES Escalation Record**
(reasons for going to hospital, allergies, next of kin, etc.)
- **MAR sheet/s**
(latest medication records)
- **DNAR/CMC**
(advance care plan)

This is me

This leaflet will help you support me in an unfamiliar place.



Digital Red Bag

The Sutton Demonstrator has digitalised the red bag documents and are sending a sub-set direct (via the cloud) from 2 Care Homes to the person's Electronic Patient Record at the local hospital.

Could data such as this, sent from Care Homes to Hospitals, provide the basis for a new national standard?

Could it lead to something similar involving GP's?

Where might Domicillary Care fit in?



Red Bag Paperwork hardcopy still comes with Betty...



... but now there is a pdf also... look in the e-Documents on the electronic patient record

The screenshot shows a software interface with a table of search results. The table has columns for "Criteria", "Search Results By Type", "List (Summarised By Primary Index)", and "Search Results - Grid". The "Search Results - Grid" column is further divided into "Jan 2019", "Dec 2018", "Dec 2018", and "N". The "Red Bag" row is highlighted in red.

Criteria	Search Results By Type	List (Summarised By Primary Index)	Search Results - Grid			
			Jan 2019	Dec 2018	Dec 2018	N
			24 / 01	21 / 12	03 / 12	N
	Clinical Documents (Production)					
	Red Bag					
	ED & UCC					
	Safeguarding Children					

This is a screenshot from the live system



National Reasonable Adjustments 'Flag'

- A national reasonable adjustments flag is being developed on the NHS Spine to indicate potential adjustments to care for citizens under the Equality Act (2010).
- Developed after a recommendation from a Confidential Inquiry into premature deaths of people with learning disabilities.
- The flag is for people with learning disabilities but also physical/sensory disabilities and other relevant conditions (dementia, cancer, multiple sclerosis, etc.).
- The flag can highlight some of the key 'About Me' information.
- Piloting solution in [Summary Care Records](#) viewer Spring 2019.
Prototype is available : <https://ra-flag-update.herokuapp.com/index.html>
- In the longer term, all clinical systems will be integrated with the national flag:
 - **NHS Long Term Plan:** "By 2023/24, a 'digital flag' in the patient record will ensure staff know a patient has a learning disability or autism".

New Ways of Working in Adult Social Care Services

<https://www.careprovideralliance.org.uk/new-ways-of-working.html>

- Incorporates much of what is in this presentation and more...
- It includes new ways for services to work together locally, digital applications, innovation in care practice, and a look forward to more use of robotics and artificial intelligence in the sector.
- Information here will gradually transfer over to the new [Digital Social Care](#) website.



**New ways of working in
adult social care services
January 2019**

Introduction

More and more people, often with complex health and care needs, including those who pay for care themselves and those who are state funded, need support from the independent and voluntary adult social care sector. At a time when funding is constrained and the available workforce is limited, new ways of working can help us increase the capacity, quality and efficiency of services, enabling more people to be supported and in better, more personalised ways.

But there are many new ideas and developments and it can be difficult to know what is most relevant and useful. You might also have a great new idea, but struggle to know how to make it happen in practice.

The Care Provider Alliance (CPA) has written this publication to provide an overview of key areas of change and development, geared to the needs and interests of adult social care providers. The CPA represents the whole range of adult social care services and, while it is not our role to endorse or recommend any particular service or approach, we are keen to encourage the whole sector to look forward in a positive, innovative and flexible way. We hope that this short publication will help you to do that.

Foreword by the Minister of State for Care

"Across the country, care providers are working with partners in local areas to provide innovative and high quality care for people who use care and support services. Through the Industrial Strategy's Ageing Society Grand Challenge, we want to encourage and nurture innovation in products and services that enable people to be active and independent in older age. I congratulate the Care Provider Alliance in bringing together so many of these diverse and exciting examples in this publication. I encourage care providers to look at the ideas and resources and to share their experiences of innovation and improvement." **Caroline Dinenage MP, Minister of State for Care**

Opportunities

Care Providers and Local Health and Care Integration

- [Local Health and Care Records Exemplars \(LHCREs\)](#)
- [Sustainability and Transformation Partnerships \(STPs\)](#)
- [Integrated Care Systems \(ICSs\)](#)
- [Primary Care Network \(PCNs\)](#)

- Sharing digital information between GP, Hospital, Local Authority systems, etc.
- Not just a one way flow. Care providers contribute through their knowledge about an individual's day-to-day life.
- System suppliers also have an important role as well.



CASPA



- The Care Software Providers Association (CASPA) has been established in the UK as a new, not-for-profit independent association representing views and interests of social care software providers.
- Membership is available to companies involved in the provision of software to the care sector.
- **The objectives of CASPA are:**
 - The promotion and continued growth of the use of digital technologies in the social care sector.
 - Promoting advances in the digital information flow to provide openness and transparency of care.
 - Improve the digital information flow between social care and others, in particular the NHS.
 - Creating standards e.g. electronic information transfer, where such standards do not currently exist.
- **For further information please contact membership@caspa.care, or visit <http://caspa.care/>**

5. The NHS Digital Social Care Programme

NHS Digital Social Care Programme

- Over the last two years the NHS Digital Social Care Programme, in collaboration with the Local Government Association, has supported many projects to provide digital solutions to social care challenges (please see [interactive map](#)).
- For example, in [2017-18](#) Amazon Alexa was introduced in Hampshire to reduce isolation and enhance independence; Luton and Central Bedfordshire improved the digital maturity of care homes and Norfolk increased referrals from customer services to appropriate voluntary sector support.
- For example, in [2018-19](#) Nottingham explored an outcomes portal, Isle of Wight tested exoskeletal devices for informal carers and Wirral invested in biometric wearables to better understand support for people with autism.
- More councils have been announced in March 19 for [2019-21](#).

SOCIAL CARE DIGITAL INNOVATION PROGRAMME 2019-21

Area	Summary
Cambridgeshire County Council	Enhancing the independence of those with learning disabilities in the community during their transition to adult social care
London Borough of Camden	Using technology to provide travel assistance and establish long term independent travel
Essex County Council	Exploring real-time prediction/ monitoring of falls, testing technology used elsewhere.
Kirklees Council	Providing citizen access to real-time information held about care needs/services
Leeds City Council	Digitally integrating care homes into the health and care system to ensure personalised, joined up care
Newcastle City Council	Exploring how community equipment provided at the right time can maximise independence
Norfolk County Council	A new process for booking and allocating appointments for social workers, care managers and therapists
North East Lincolnshire Council	Improving home care communications, rostering, tracking of visits, outcomes and costs
North Somerset Council	Using technology identify and proactively manage hydration in care homes
Richmond and Wandsworth Councils	Identifying informal carers and developing awareness of the local offer of support and services
London Borough of Southwark	Exploring better management and prevention of falls

Social Care Digital Pathfinders

- On the 1st April 2019, the Programme, in collaboration with NHS England, published a prospectus for Digital Social Care Pathfinders
<https://digital.nhs.uk/news-and-events/latest-news/social-care-digital-pathfinders-funding>

The invitation to apply is open to:

- Adult Social Care Providers with not for profit status
 - Local Authorities
 - Data Research/Academia organisations
(working in partnership with an adult social care provider(s) and/or Local Authority(s)).
- Local partnerships and consortiums need to have a **strong evidence base or proof of concept completed**, with the possibility to **scale up to regional/national level**.

Social Care Digital Pathfinders – Funding Opportunity

Theme 1:

Use of standards to support health and adult social care system interoperability

For Example:

- Sharing of health and social care information to support efficient access to care, and for direct care, including between Hospitals, GPs and Care Providers.

Theme 2:

Use of data for prevention of escalating adult social care needs and for early intervention of those at risk of requiring social care (predictive analytics/machine learning)

For Example:

- Using data to highlight those whose combination of health, social and environmental indicators means that they are at higher risk of losing their independence.

Social Care Digital Pathfinders - Timeline

Phase	Invitation to Apply	Development and Service Design	Implementation
When	From 1st April 2019 to the 22nd May 2019 at 5pm.	August to October 2019	December 2019 to January 2021
Applicant Organisations	<p>152 local authorities with adult social care responsibilities as the lead organisations</p> <p>Voluntary Sector Care Providers (not for profit organisations)</p> <p>Research organisations in partnership with local authorities and/or adult social care provider(s)</p>	Up to 18 organisations	Up to 12 organisations
Funding	n/a	Up to £50,000 per organisation	Up to £325,000 per organisation

Many Thanks