NHSE/I Ambitions for Digitising Care Homes
Enhanced ++
Ensuring IG is in place as well as training needed for care home staff to deliver digital tools

Enhanced
Ensuring alignment with national deliverables and offers

Core/Minimum
Ensuring core equitable offer across all SE Region care homes is met

Core
Digital Skills Literacy
Secure email
MS Teams
Capacity Tracker
Mobile Hardware

Video consultations
Assistive Technologies
Remote Monitoring

Digital Discharge (Red Bag)

Enhanced
Read/Write access to shared care records
Access to information in the GP record (as locally agreed)
Proxy Access to medication ordering
Read access to Health Records

Digital Social Care Record (DSCR)

Intuitive virtual Consultations

Minimum
Data Security and Protection Toolkit

Enhanced +
Read access to Health Records
Intuitive virtual Consultations

Enhanced
Remote Monitoring

Intuitive virtual Consultations

Digital Social Care Record (DSCR)

Minimum
Data Security and Protection Toolkit
Digital Social Care – How we plan to get there

Resident Outcomes

System Outputs

Co-production and Engagement with the Sector

- Co-production and Engagement with the Sector
- Capacity Tracker
- Proxy Access to GP records
- Shared Health & Care Records
- Assistive Technologies & community connectedness
- Telehealth (eg remote monitoring)
- Telecare (eg falls monitoring)
- Telemedicine (eg video consultations)

Joint Health and Social Care Data Sets

Secure Communications (NHSmail)

Information Governance (DSPT)

Connectivity

Hardware

Digital Maturity – Support to develop skills and capacity

Change management capacity

Foundations
Data Security and Protection toolkit allows organisations and independent providers to measure their performance against the National Data Guardian’s 10 data security standards

Providers can publish at the following 3 levels;

• **Approaching Standards** - Providers will need to complete 27 out of 44 questions required to meet approaching standards and provide an action plan to show how they intend to reach Standards Met

• **Standards Met**

• **Standards Exceeded**

• As of the end of April 2021 South East had 511 homes that were compliant with the DSPT status and systems are working closely with the care settings to increase this number

• This information comes from the National Data report which is being collated by the Better Security Better care team

• Deadline for 2020/21 publication is 30th June 2021
NHS Mail Progress

<table>
<thead>
<tr>
<th>Region Shown</th>
<th>South East</th>
</tr>
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<tbody>
<tr>
<td>Sites</td>
<td>2888</td>
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<table>
<thead>
<tr>
<th>Site Type</th>
<th>SMB status</th>
<th>Email Type</th>
<th>AUP Activity</th>
<th>User Activity %</th>
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</thead>
<tbody>
<tr>
<td>Care Home</td>
<td>All</td>
<td>Accredited</td>
<td>No</td>
<td>All</td>
</tr>
<tr>
<td>Dom Care</td>
<td>All</td>
<td>NAS</td>
<td>Yes</td>
<td>All</td>
</tr>
<tr>
<td>Parent Org</td>
<td>All</td>
<td>Self-managed</td>
<td>No</td>
<td>All</td>
</tr>
</tbody>
</table>

| Active Sites    | 62.1%      |
| User Activity % | 44%        |
| Active Users    | 2737       |
| Inactive Users  | 3405       |
| Active SMB      | 2345       |
| Inactive SMB    | 38         |

Onboarded to NHSmail by date (Cumulative):
- 3K
- 2.5K
- 2.7K

Site ODS Code:
- All

Parent ODS Code:
- All

CCG
- All

STP
- All

Map of Sites on NHSmail.
Proxy Access for Repeat Medications

- Collaborative working
- Access and consent
- Communications
- Scope for future use

GP surgeries have the authority to refuse care homes access to the patient record if the care home doesn’t show assurance that they understand data security. This is most commonly found when the home is not compliant (Standards met) with the DSPT.
Free support for Social Care Providers

- NHSX Better Security, Better Care programme has been set up to address the backlog in 2020/21 DSPT publication with a due date of 30 June 2021 for care homes and 31 October 2021 for all other social care providers
  - Care Provider Associations have been commissioned to support the care homes in completing the DSPT with the support offer until December 2021
  - Data will be collected from the Care Provider Associations and fed in through the National Care Forum to measure progress
- Digital Social Care
  - Vast array of resources available on the Digital Social Care website [https://www.digitalsocialcare.co.uk/](https://www.digitalsocialcare.co.uk/)
- Barclays Digital Eagles
  - Barclays are delivering Basic Digital Skills training weekly and are also incorporating support for DSPT and Proxy Access as well as ongoing support with iPads