

# London Care Homes Digital Maturity Dashboard

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# Background

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- Work being led by Health Innovation Network Healthy Ageing and Informatics teams
  - Reporting up to London Care Homes Oversight Group
  - Funded by Digital First London region team
  - Working group with representatives from all 5 London STP areas to help steer project
- Ultimate goal to create a user friendly and useful care home data dashboard for digital projects underway across London supported by a variety of CCG/ICS/STP and regional teams
  - to identify a small number of use cases and ensure that data has a purpose/ practical use to support various
  - bring together national and local datasets specific to each use case
  - bring together additional activity data to understand impact of digital projects on emergency healthcare utilisation
  - develop a Digital Maturity Index to assess the digital maturity/readiness of care homes

# Challenges & Assumptions

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- Why is there a need for this:
  - current lack of good quality data on care homes
  - lots of data not very user friendly/ difficult to interpret, needs to be used to create action/ improve care
  - difficult to keep track of which care homes are open, closed
  - difficult to understand which care homes have good IT infrastructure/ those needing infrastructure urgently (e.g. wifi or tablets), homes most appropriate for pilots e.g. remote consultation
  - data is very fragmented and not easy to use to gather important insight e.g. does a care home have high LAS call outs because it's a big home or because it calls 999 more than other homes
  - need to obtain data at a strategic level e.g. which ICS's have best NHS mail roll out and which need support, as well as operational level e.g. which care homes do we need to work with to improve the uptake of NHS mail
  - reduce the duplication of effort across London health and care teams trying to source this data
- Assumptions
  - Hosting via NHS Futures (EHCH) initially with other options being looked at for future
  - All data items will be updated at least monthly
  - Data will be available at a care home level and aggregated upwards to PCN, CCG, borough, ICS, regional levels

# Plan & Current Status

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- Build dashboard in 2 stages by September 2021
  - Demographic information and agreed data items needed to cover 5 use cases for all London CQC registered care homes
  - Also add LAS and NHS 111\*6 activity data for each care home
- By September 2021 identify longer term plan for provider to host and maintain dashboard
- Held a workshop on 24<sup>th</sup> March with attendees from across London to discuss and agree data items that would be useful for the 5 use cases that we have identified. Very helpful and positive feedback.
- Additional consultation will take place with key stakeholders to develop Digital Maturity Index and the specifics of the LAS/111 data to be added

# What information will the dashboard hold?

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- Care Home Demographics
- Data Security and Protection Toolkit Status – this underpins all of the use cases – see next slide
- Data to support the following 5 use cases
  1. Implementation status of NHS Mail
  2. Implementation status of remote monitoring solution
  3. Implementation status of proxy access to order medications for residents
  4. Implementation status of Coordinate My Care shared digital care record
  5. General technology deployment status
- A Digital Maturity Index scoring system will also be developed with our working group to enable easy identification of care homes needing more support to adopt digital solutions
- At a later phase LAS and NHS 111\*6 activity data will be added to see if any correlation between digital maturity and use of urgent care services

# Data Security and Protection Toolkit (DSPT)

DSPT is the foundation for a range of digital social care programmes for care homes

The DSPT is an annual self-assessment for health and social care organisations which covers the requirements to keep people's information safe and to protect service providers from a data breach or cyber attack.

## DSPT rollout for London Region social care sites

- The DSPT programme is currently funded to be delivered between March - December 2021
- Delivery will be through collaboration across STPs, Boroughs, Local Authority, Social Care Provider, ADASS, Digital Social Care & regional team
- The support offer by local teams will include webinars, workshops and 1:1 support
- Train the trainer session for region and STP colleagues 22nd & 30th March
- Developing a peer-to-peer support model
- DSPT workbook and 'how to' videos to support social care providers
- NEL CSU helpdesk support for providers
- The Digital Social Care website provides step-by-step guidance and resources to support care homes to complete DSPT <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/>



Any questions?

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