

# Local Authority and NHS Commissioners and Quality Assurance Leads

## Why and how to support care providers with the DSPT



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Better care.



17 May 2022

# Technical issues



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- This webinar is being recorded
- **This is for** LA and NHS commissioners and Quality Assurance leads
- Attendees are on mute and can't be seen
- Please use the **Q&A** function to ask questions.
- On a phone, tap the screen to see the controls – choose More and then **Q&A**
- Questions that we can't answer: we will come back to you. Add your email to Q&A
- This webinar will last no longer than one hour
- You will get access to the recording and the presentation (inc links)

# Introductions and programme



**DSPT**  
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- **What is the DSPT and why it matters** – Michelle Corrigan, Programme Director, Better Security, Better Care
- **How to check DSPT status and what it means** – Michelle Corrigan
- **National policy and related developments** – Adam Coe, Cyber Security Policy Lead for Adult Social Care, NHS Transformation Directorate
- **Local government policy and developments** – Mark Williams, Adviser, Local Government Association
- **What LAs and CCGs are doing:**
  - Lia Chelminiak, Programme Manager, NW ADASS
  - Sarah Douglas, Project Manager – Supporting the Provider Market, Durham County Council
  - Karen Holley, Care and Support West
- **Tips for LAs and CCGs** – Michelle Corrigan
- **Q&A**

# Quick poll: About you



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- What is your role?
- What is your organisation's current relationship with the DSPT for social care?  
(Tick all that apply)



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# Why the DSPT matters

Michelle Corrigan  
Programme Director  
Better Security, Better Care

17 May 2022



**DSPT**

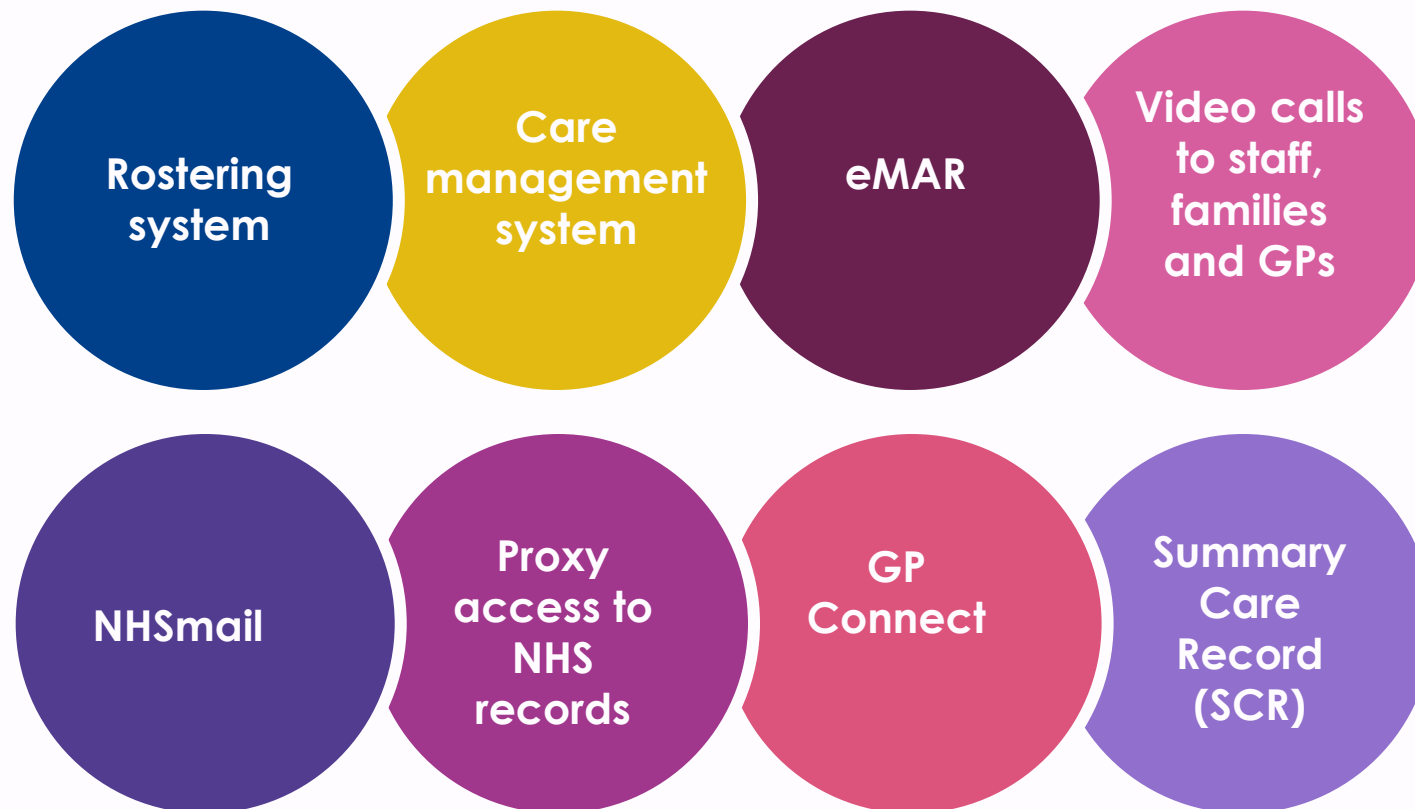
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# The future is about sharing information securely



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# Why data and cyber security matters



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- Data safety is patient safety
- Legal duty to protect data
- Increased data sharing: real benefits, but also new risks such as cyber attack
- The present – never mind the future – is digital
- Supports a sustainable care market: business continuity includes data and cyber continuity planning
- Indicator of quality
- Regulatory requirement



# Increase in use of tech



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88%

**Registered managers** said there has been greater use of digital technology since Covid

90%

**Care providers** thought they would continue to use technology in the same way as during the pandemic

40%

Said future priority was **business support and care management software**

*Source: NHSX Adult Social Care Technology and Digital Skills Review, November 2021*

# Benefits to LAs, CCGs and ICSs



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- In order to comply with data protection, the **services they commission** should also comply
- **Share a lot of information** with care providers: contracts + sensitive information about individuals – all parties need to follow good data and cyber security
- **Ensuring a sustainable and diverse care market:** support care providers to make the most of digital technology, including security requirements
- **LAs run their own care services:** need good data protection in place (and need to complete the DSPT too). Webinar coming soon.

# Why does the DSPT for social care matter?



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- **Official and well-recognised**
- **Provides evidence** of the arrangements a care provider has in place to store and share information safely
- **Provides reassurance and supports information sharing:** Based on same 10 Data Security Standards as NHS
- **Stimulates improvement** by care providers
  
- *Note: it is a self-assessment*
- *All CQC registered services should use DSPT.*

# Data Security and Protection Toolkit & commissioning



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- Care providers who use DSPT and reach:
  - **Approaching Standards:** reassures commissioners that they are meeting legal requirements, and taking data security seriously
  - **Standards Met (or Standards Exceeded):** opens up access to range of shared information systems with NHS
- **Continuing Healthcare contracts** require providers to use the DSPT
- It's increasingly what commissioners are looking for – and LGA will be encouraging commissioners to check that providers are using the Toolkit.



# Why does the DSPT matter?



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- Already in [NHS England Standard Conditions contract](#) – including contracts with adult social care providers

## **GC21 Patient Confidentiality, Data Protection, Freedom of Information and Transparency**

### **Information Governance – General Responsibilities**

- 21.1 The Parties must comply with Data Protection Legislation, Data Guidance, the FOIA and the EIR, and must assist each other as necessary to enable each other to comply with these obligations.
- 21.2 The Provider must complete and publish an annual information governance assessment in accordance with, and comply with the mandatory requirements of, the NHS Data Security and Protection Toolkit, as applicable to the Services and the Provider's organisation type.

- Many LAs adding DSPT as a requirement within their contract

# Why does the DSPT matter?



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- Department of Health and Social Care policy that all bodies that process NHS patient information for whatever purpose provide assurances via the DSPT.

Completion of the DSPT is also necessary for organisations which use national systems such as NHSmail, proxy access etc

# DSPT and CQC



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DSPT as a source of evidence for CQC KLOEs:

- **Effective – E1.3** How is technology and equipment used to enhance the delivery of effective care & treatment and to support people's independence?
- **Responsive – R1.6** How is technology used to support people to receive care and support quickly? Is the technology easy to use?
- **Well Led – W4.6** Are information technology systems used effectively to monitor and improve quality of care?
- **Well Led – W5.2** Does the service share appropriate information and assessments with other relevant agencies for the benefit of people who use the service?



# Expert, official support: Better Security, Better Care



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Better Security,  
Better Care -  
National support  
and resources



Better Security,  
Better Care -  
Local support



Template Policies  
and Resources for  
DSPT



Check your DSPT  
status



Use the DSPT for  
the First Time



Published Before:  
Review and  
Republish your  
DSPT



- ✓ Free and official
- ✓ Online guidance, step by step films
- ✓ Webinars
- ✓ FAQs
- ✓ Template policies
- ✓ Helpline
- ✓ Tailored support from 28 Local Support Partners across England

[www.digitalsocialcare.co.uk/betterscuritybettercare](http://www.digitalsocialcare.co.uk/betterscuritybettercare)



# Local Support Organisations



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- 28 across the country
- Mainly care associations
- Connected to ADASS and NHS teams

Key focus:

- Supporting CQC registered services to complete DSPT (deadline 30 June)
- Building local relationships to raise awareness and embed DSPT in developments

Keep in touch: [Find your Local Support Organisation](#)

# Check a provider's DSPT status



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The toolkit is here: [www.dsptoolkit.nhs.uk](http://www.dsptoolkit.nhs.uk)

BETA This is a new service

**NHS** Digital **Data Security and Protection Toolkit** Register Log in

Organisation search News Help

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.

**Deadline for 2021/22  
is 30 June 2022**

To find out if an organisation is already registered or has published the Toolkit

# DSPT Standards and what they mean



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Standards	
Approaching Standards (stepping stone + action plan)	Meeting legal requirements Access NHSmail
Standards Met	Access NHSmail + NHS patient data sharing
Standards Exceeded	As above + for example, Cyber Essentials Plus

# National policy and developments

Adam Coe, NHS Transformation Directorate

17 May 2022



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# Policy direction: White Paper



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“At least **£150 million of additional funding** to drive greater adoption of technology and achieve widespread digitisation across social care.”

“We will provide a comprehensive digital learning offer... to **build transferrable digital skills** as well as practical guidance on using technology in all care settings.”

“By March 2024, we will ensure that at least 80% of social care providers have a **digitised care record** in place that can connect to a shared care record”

**Source: People at the Heart of Care: adult social care reform**

# Data Saves Lives (Draft)



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“As we move towards Integrated Care Systems, we will continue to work more broadly to **embed effective cyber security across the health and care system, including adult social care.**”

***Data saves lives: Reshaping data with health and social care (DRAFT)***

# Integration White Paper



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“Health and adult social care providers within an ICS must reach a minimum level of digital maturity, and these providers should be connected to a Shared Care Record.”

“For adult social care, we will ensure that within 6 months of providers having an operational digital social care record in place, they are able to connect to their local Shared Care Record, enabling staff to appropriately access and contribute to the record.”

*Health and social care integration: joining up care for people, places and populations*

# Local government policy and developments

Mark Williams, LGA

17 May 2022



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# Guidance for commissioners



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[Home](#) > [Our support](#)

## Data and cyber security: guidance for commissioners of adult social care services

A rough guide to supporting adult social care providers to improve data and cyber security measures.

[LGA Data and cyber security: guidance for commissioners of adult social care services](#)



# Guidance for commissioners



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## ✓ How to support providers with data and cyber security

### Signposting, advice and awareness training

Signposting by commissioners and providing an authoritative source of advice helps to raise awareness of data and cyber security within the sector. The following are recommended:

#### ✓ Signposting to information about data and cyber security

#### ✓ Advice on how to manage the most common cyber security risks

#### ✓ Information Commissioner's Office (ICO) registration

#### ✓ Awareness training on data and cyber security

#### ✓ Your use of secure email

# Guidance for commissioners



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## Further support to care providers with data and cyber security

- ✓ **Contract and contract monitoring requirements**
- ✓ **Support to complete the Data Security and Protection Toolkit (DSPT)**
- ✓ **Critical friend support**
- ✓ **Business continuity plans and disaster recovery testing**
- ✓ **Support to obtain IT services**

# NW ADASS approach to DSPT

Lia Chelminiak, NW ADASS

17 May 2022



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# 1. Data Led

- DSPT standards by locality
- Monthly data sharing with ASC commissioners within our CQC Dashboard
- Numbers and % approaching, meeting and exceeding standards

**Better Security, Better Care: Data Security & Protection Toolkit (DSPT) April 2022**

In response to the Covid-19 pandemic, and to support strategic NHS hospitals to care providers and allow the ease of sharing patient information, the Department mandated the use of NHS Mail for other secure email for all CQC regulated care providers in England. Completion of the Data Security & Protection Toolkit (DSPT) is a pre-requisite for NHS Mail.

The Toolkit is an online self-assessment of your organisation's data security. It demonstrates compliance towards data protection legislation, it is reviewed and updated annually, and it gives advice and is a checklist of good practice.

The Better Security, Better Care team will assist care providers to complete the DSPT.

The following table of those care providers who have completed their DSPT self-assessment, or submitted their results, or responded to 2021 or 2022 as part of the Mail QOC 2022/2023 will be shared.

Blackburn with Darwen - 100%  
Bolton - 100%  
Bury - 100%  
Cheshire East - 100%  
Cheshire West and Chester - 100%  
Halton - 100%  
Liverpool - 100%  
Oldham - 100%  
Salford - 100%  
Trafford - 100%  
Warrington - 100%  
Wigan - 100%

**Data Security & Protection Toolkit Status**

Local authority	2021 Approaching Standards		2021 Standards Exceeded		2021 Standards Met		2022 Approaching Standards		2022 Standards Exceeded		2022 Standards Met	
	Care Home Meeting	Care Home Exceeding	Care Home Meeting	Care Home Exceeding	Care Home Meeting	Care Home Exceeding	Care Home Meeting	Care Home Exceeding	Care Home Meeting	Care Home Exceeding	Care Home Meeting	Care Home Exceeding
Blackburn with Darwen	1	0	2	0	2	0	1	0	1	0	1	0
Bolton	2	1	1	0	4	2	2	1	3	2	2	1
Bury	1	1	1	0	2	1	1	1	2	1	2	1
Cheshire East	1	1	2	1	20	10	2	2	2	4	2	4
Cheshire West and Chester	1	1	1	1	20	10	1	1	1	2	1	2
Halton	1	1	1	1	2	1	1	1	1	1	1	1
Liverpool	1	1	1	1	1	1	1	1	1	1	1	1
Oldham	1	1	1	1	1	1	1	1	1	1	1	1
Salford	1	1	1	1	1	1	1	1	1	1	1	1
Trafford	1	1	1	1	1	1	1	1	1	1	1	1
Warrington	1	1	1	1	1	1	1	1	1	1	1	1
Wigan	1	1	1	1	1	1	1	1	1	1	1	1
<b>Total</b>	<b>20</b>	<b>10</b>	<b>31</b>	<b>10</b>	<b>100</b>	<b>30</b>	<b>4</b>	<b>10</b>	<b>10</b>	<b>30</b>	<b>4</b>	<b>10</b>

# 2. Mapping Requirements

- Feb 2022 survey of ASC Commissioners
- Contracts containing DSPT requirements
- DSPT (sometimes referenced as IG Toolkit) features in approx. 25%

## Care Home Findings

LAs Returned	ICS	Yes - DSPT included in contracts	No - DSPT NOT included in contracts
Bolton	GM	✓	
Cheshire East	GM	✓	
Cheshire West and Chester	GM		✓
Halton	GM	✓	
Liverpool	GM		✓
Oldham	GM		✓
Salford	GM		✓
Tameside	GM	✓	
Trafford	GM		✓
Warrington	GM	✓	
Wigan	GM		✓

LAs Returned	ICS	Yes - Recommended when Commissioning Services	No - NO Reference to DSPT when Commissioning Services
Bolton	GM	✓	
Cheshire East	GM	✓	
Cheshire West and Chester	GM		✓
Halton	GM	✓	
Liverpool	GM		✓
Oldham	GM		✓
Salford	GM	✓	
Tameside	GM	✓	
Trafford	GM		✓
Warrington	GM	✓	
Wigan	GM	✓	

Of the 11 responses received, only 3 (27.3%) LAs report that they include DSPT as a requirement in contracts.

With that said, several LAs report that they are in the process of developing or amending their contracts, and will include DSPT in the future (Halton, Oldham, and Salford).

Those LAs reporting it is not included in their contracts report that other related requirements are included in their contracts such as confidentiality and record keeping.

If referred to during when commissioning services, 4 out of the 11 LAs report it is recommended when commissioning a service.

Of those who do not reference DSPT, several report it's under consideration, that it is regularly promoted with CQC regulated services, or it will be included going forward.

# 3. Increasing Consistency

- Developing example DSPT requirements contract wording
- Care Homes and other services
- Guidance on DSPT requirement adherence monitoring



# 4. Data Quality

- In-house providers not showing as meeting DSPT
- Clarifying with council colleagues
- Supporting updates to [Exeter.helpdesk@nhs.net](mailto:Exeter.helpdesk@nhs.net)



# Durham County Council's approach to DSPT

Sarah Douglas, Durham County Council

17 May 2022



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# Background and drivers



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- ‘Supporting the Provider Market’ project started in 2018, which included DSPT support. This originally included:
  - Raising awareness of DSPT & the route to NHSM,
  - Working with local NHSE/I team to offer local provider sessions,
  - Promoting information / resources (including Digital Social Care)
  - Offering some limited onsite support working in partnership with local CCG.
- Made good progress but around 200 CQC sites in scope in County Durham, mix of national / regional / local providers. Supporting all CQC sites across the different sectors.
- Identified dedicated resource needed for both DSPT / NHSM work, used iBCF to fund WTE post from Jan 2020. Post made permanent in 2021.
- Concurrently, implementing a remote monitoring / electronic referral system ‘[Health Call Digital Care Home](#)’ and Care Home / Extra Care providers needed ‘Standards Met’ for that system.



# DSPT 'levers'



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## DSPT 'Levers'

- Not a contract requirement, 'hearts and minds' approach mainly:
  - Demonstrate to LA / CCG Commissioners and CQC that they meet the standards – monitoring and inspection evidence
  - Compete on a level playing field – DSPT part data security questions in bid responses
  - Integrated Commissioning in County Durham – Some NHS standard contract requirements may be included in LA contracts in the future.
  - Our local providers helped in the national DSPT work
- Also some funding related levers:
  - Linked DSPT completion to pre-pandemic winter funding
  - Requirement for current DSPT to access local 'Technology Improvement and Innovation Fund 2022'
- However, local support and encouragement has been key from Day 1.
- All market sectors are a priority for us.
- We work with all local providers even if not commissioned by the LA, as it's a County Durham Care Partnership approach.



# Durham County Council



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## County Durham DSPT / NHSM Performance

	Not Registered	Registered	Approaching Standards	Standards Met	Total	NHSM in place
County Durham	2.94% (6)	8.82% (18)	10.29% (21)	77.94% (159)	100% (204)	94%
Care Home	0.00% (0)	3.47% (5)	11.81% (17)	84.72% (122)	100% (144)	98%
Home Care	10.00% (6)	21.67% (13)	6.67% (4)	61.67% (37)	100% (60)	80%

Data from 8/5/22 NEY DSPT report

# BNSSG CCG and Care & Support West's approach to DSPT

Karen Holley Care & Support West

17 May 2022



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# CCG & BSBC - Working together



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- Early on in the program we established each others agenda and acknowledged how we could support each others aim.
- CCG aim was to encourage people to use NHSmail.
- BSBC aim was to encourage people to complete the DSPT.
- Completing the toolkit allows organisations apply for NHSmail.
- We had similar end goals – to assist the Social Care Organisations use safe communication and maintain safe data security policy.

## What did we Do -

- We set up monthly meetings and shared our achievements.
- We discussed any sticking areas.

# Good relationship



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- Meeting once a month enabled us to start to build a good picture of where we could help each other.
- CCG shared info in the early days, which allowed me to have knowledgeable conversation with the providers.
- I was able to explain to owners/Managers about their NHSmail account, ask them if they used the iPad they had been awarded etc.
- This demonstrated CCG & BSBC were working together for the benefit of the providers.
- CCG communicated any webinars/workshops I ran to their audiences.
- I was able to explain the benefits of applying the NHSmail and how to apply .
- CCG was able to confidently point people in my direction for help and support with the DSPT

# Good Results



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- Through our joined up approach - We have achieved good results.
- Over the four areas I support I have an average of 53.47% DSPT compliant. With the lowest area 49.65% and the highest 56.21% the national average is 43%
- Regarding NHSmail in the BNSSG region out of 278 organisation 213 have NHSmail out of which 65 are inactive, the second lowest number inactive in the country
- We have built up trust and we continue to work together for the good of Social Care.

# You can contact actual people



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## For help with registration on the Data Security and Protection Toolkit (DSPT)

NHS Digital DSPT Helpdesk in Exeter

Telephone 0300 303 4034

Email [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)

## For further information about data and cyber security in social care

Digital Social Care  
[www.digitalsocialcare.co.uk](http://www.digitalsocialcare.co.uk)

## Local help and support

Website [DSPT — Care & Support West](http://DSPT — Care & Support West)  
([careandsupportwest.com](http://careandsupportwest.com))

Karen Holley 07540 458119  
Email  
[karen.holley@careandsupportwest.com](mailto:karen.holley@careandsupportwest.com)

# Tips on supporting the DSPT

Michelle Corrigan



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# What you can do



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- **Make DSPT the building block** of data and digital systems
- **Partner with your Local Support Organisation (LSO):** one in every part of England
- **Support awareness raising** of data and cyber security – and the DSPT (e.g. mailings, webinars, social media, networks, events, meetings). Your LSO can support this
- **Signpost care providers** to Better Security, Better Care and their LSO
- **Share insights** with your LSO
- **Share contacts IF** agreements in place (practice what we preach)
- **Check, amend and monitor contracts:** (deadline 30 June for 2021/22 – otherwise no longer valid)
- **Ensure up-to-date DSPT** if accessing patient information systems
- **Set and example:** Ensure inhouse services are DSPT compliant



# Poll: How can we help?



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## How can we help

1. What would help you to raise awareness and usage of the DSPT with social care providers?

Select all that apply (Multiple Choice) \*

- Examples of what other LAs, CCGs and ICSs are doing
- Standard copy for contracts
- Tips on monitoring contracts and usage of DSPT
- Tips on how to embed DSPT into future data and digital developments
- Tips on monitoring DSPT usage
- Networking opportunities locally

### Other ideas?

Add to Chat

Or contact

[hello@digitalsocialcare.co.uk](mailto:hello@digitalsocialcare.co.uk)

# Any questions?



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# Further information



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- Visit [www.digitalsocialcare.co.uk/bettersecuritybettercare](http://www.digitalsocialcare.co.uk/bettersecuritybettercare)
- [Register for updates](#) from Digital Social Care
- Twitter [@DigiSocialCare](https://twitter.com/DigiSocialCare)
  
- Contact your [Local Support Partner](#).
- Contact [hello@digitalsocialcare.co.uk](mailto:hello@digitalsocialcare.co.uk)
  
- Coming soon: Webinar on DSPT for inhouse LA services
- 8 and 9 June: Webinars for care providers

# Poll: Webinar evaluation



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- Please tell us what you thought of this webinar