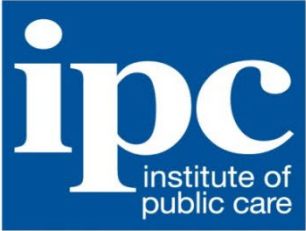


Adult Social Care Data and Cyber Security Programme

AKA how to manage personal and sensitive data safely and securely

Funded by the National Cyber Security Strategy



The Institute of Public Care

- **We are part of Oxford Brookes University**
- **We work with our clients to deliver better health and social care outcomes**
- **We use our professional experience and academic rigour to drive improvement and innovation, and to generate new learning for the benefit of people, organisations and communities**

What was the programme?

- The LGA, Care Provider Alliance and DHSC asked the Institute of Public Care (IPC) at Oxford Brookes University to undertake a discovery programme:
 - How is the sector using technology?
 - Identify data and cyber security risks
 - Assess the effectiveness of existing support materials: Data Security and Protection toolkit
 - Recommendations



Who participated?

| Local authority area | Total | Care homes | Home care | Supported living | Other services |
|---|--------------|-------------|--------------|------------------|----------------|
| North Yorkshire | 34 | 13 | 10 | 3 | 8 |
| Central Bedfordshire | 19 | 6 | 9 | 2 | 2 |
| Royal Borough Greenwich | 17 | 6 | 4 | 4 | 3 |
| Total | 70 | 25 | 23 | 9 | 13 |
| <i>Total registered providers in above LA areas</i> <i>(% who took part)</i> | 638 (11%) | 315 (7%) | 232 (10%) | 68 (13%) | 23 |

How digital is the sector?

1. Mostly paper based systems

Often

- External IT support
- Care staff use own phones.
- Care plans handwritten on template and typed up in Word.
- Daily logs handwritten

Challenges

- Back ups
- Secure email
- Data governance

Number of providers: 23 (32%)

2. Mix of digital and paper systems

Often

- Software used for back office systems: rotas, staff data, payroll, billing
- Senior / office staff have laptops & phones, care staff use own phones.
- Email/system comms to staff.

Challenges

- Due diligence of IT suppliers

Number of providers: 25 (32%)

3. Mostly digital systems

Often

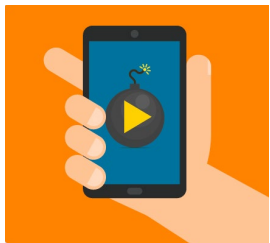
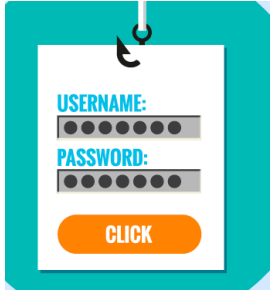
- Software used for back office systems and another system for care planning and/or meds – systems don't interact.
- Daily logs via mobile devices.
- Some use of telecare

Challenges

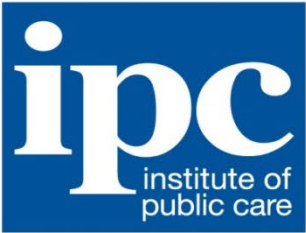
- Train front line staff

Number of providers: 22 (32%)

What else did we find?



- RAG rated data and cyber security risk, overall risk rating 66% Green, 26% Amber, 7% Red. No unsupported systems but Windows 7 quite common
- Key cyber risks for the sector: passwords, smartphone security, and backups
- Issues with: valid evidence of consent in digital age, due diligence for outsourced IT, secure email
- 20% of providers rely on fax for interaction with health
- Issues about lack of information transfer from NHS
- Inconsistent CQC practice seen as a barrier as well as inconsistent requirements from commissioners
- Low awareness of and completion difficulties with DSPT and confusion on interface with Cyber Essentials / ISO 27001



Recommendations for national and local commissioners

- **Promote adult social care provider access to relevant electronic health records**
- **Axe the fax!**
- **Reinforce the DSPT as the single mechanism for use by adult social care providers to self-assess their data and cyber security**
- **Support service providers to register and complete the DSPT, and to access NHSmail if desired**

What should you do?



- Are you still using Windows 7?
- Check your IT security against the National Cyber Security Centre guidance and review your password and smartphone security – www.digitalsocialcare.co.uk
- Induction and annual awareness raising for staff or volunteers
- Ensure secure email: nhsmail or register your system with NHS Digital
- Ensure your business continuity plan includes IT and is tested
- Undertake due diligence for IT suppliers
- Be GDPR compliant: have you got policies, a privacy notice and an information asset register? Complete DSPT to evidence this



www.digitalsocialcare.co.uk



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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.

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The Benefits of Digital Care

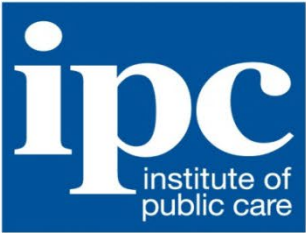
Protecting my Information

Sharing Care Records via Email



Funding for the safe use of technology in care services

- Funding opportunity to explore the safe use of technology and cyber security £20-40k
- For care associations, groups of providers or councils
- Next waves of funding announced 16th September 2019, details on [digitalsocialcare](#)
- Emphasis is on shared learning for the sector



Contact us

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