

Social Care Data and Cyber Security Programme

AKA how to manage personal and sensitive data safely and securely

Funded by the National Cyber Security Programme



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 we do

Independent and voluntary sectors	Local government	Health organisations	National government
<p style="text-align: center;"> Leadership and change Commissioning and market shaping Demand management and efficiency Early intervention and prevention Collaboration and integration Outcomes and impact Practice and service delivery Performance management and quality assurance Policy development and implementation </p>			
Consultancy	Informatics	Partnership	Research and evaluation Skills development

What is the context?

- **Data and cyber security is a concern for all sectors**
- **2017 WannaCry ransomware attack showed that unprotected systems can leave many organisations vulnerable and basic measures are still key**
- **GDPR has raised visibility but in many organisations staff are not data or cyber security aware and do not understand their responsibilities**
- **27,000 (CQC registered) social care providers across the sector delivering care either in people's homes or in residential care settings**



What is the programme?

- The LGA, Care Provider Alliance and Department of Health and Social Care 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>	638	315	232	68	23
<i>(% who took part)</i>	(11%)	(7%)	(10%)	(13%)	

How digital is the sector?

Three organisational personas:

1. Mostly paper-based systems
2. A mix of paper and digital systems
3. Mostly digital systems

Typical scenario

- Small rural homecare agency
- Care plans handwritten on template and typed up
- Daily logs and MAR charts handwritten and kept in person's home
- There is a hard copy file for each member of staff

How digital is the sector?

Type	Persona One	Persona Two	Persona Three	Total
Home care	4 (18%)	8 (35%)	11 (48%)	23
Care homes	13 (52%)	3 (12%)	9 (36%)	25
Other	6 (31%)	14 (61%)	2 (8%)	22
Total	23	25	22	70

What are the data and cyber security risks?

- IT security
- Physical security
- Mobile device security
- Smartphone security
- Backups
- Logins and passwords
- Policies
- Staff and/or volunteer education and awareness
- Business continuity



= overall risk rating 66% Green, 26% Amber, 7% Red



What did we find?



- **Key cyber risks for the sector:**
 - Passwords
 - Smartphone security
 - Backups
- People risks to data handling
- Continued use and transfer of paper files across locations
- 20% of providers rely on fax for interaction with health
- Issues about lack of information transfer from NHS
- CQC inspection practice seen as barrier
- Low awareness and completion difficulties with Data Security and Protection Toolkit and confusion on interface with Cyber Essentials / ISO 27001



Emerging recommendations

- **Agree on a consistent, integrated self-assessment mechanism for adult social care providers and/or data and cyber security guidance that they should follow**
- **Improve the usability of the Data Security and Protection Toolkit, provide better support and don't make it mandatory until that is done**
- **Inconsistent CQC practice – CQC to advise that paper records are not a requirement**
- **Lead on due diligence with key national cloud based care planning software system suppliers**
- **Develop or promote one adult social care data retention schedule and record keeping advice**
- **Promote adult social care provider access to relevant electronic health records**
- **Phase out the use of fax and support the NHS to communicate with services by email**

What should you do?



- Check your IT security against the National Cyber Security Centre guidance
- Review your password security
- Control smartphone use and/or implement a Bring Your Own Device (BYOD) policy if relevant
- Induction and annual awareness raising for staff
- Ensure secure data transfer: hard copy and secure email
- Ensure your business continuity plan includes IT
- Undertake due diligence for cloud suppliers
- Be GDPR compliant: have you got policies, a privacy notice and an information asset register?



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