

Data Security and Protection Toolkit Pilot Scheme for 12 Regulated Care providers in Staffordshire – Information Governance Support

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Midlands and Lancashire
Commissioning Support Unit

Background

Staffordshire County Council commissioned the Midlands and Lancashire Commissioning Support Unit Information Governance Team to support a pilot scheme to get 12 regulated care homes through to Standards Met on the Data Security and Protection Toolkit (DSPT) with the end goal of the regulated care providers being eligible to apply for nhs.net email addresses to increase multi-organisational data sharing opportunities.

Action

The Head of Information Governance held initial discussions with the commissioners from Staffordshire County Council, forming a working group and assigning roles and responsibilities. It was agreed that the MLCSU would source suitable venues, and produce all resources to support the programme of works, whilst the County Council would identify through a formal application process, the 12 regulated care providers who would be part of this pilot scheme. The programme of works entailed a full-day workshop in October, where a presentation was developed to ensure all care providers were trained, not only on the DSPT, but on all aspects of Information Governance and Data Protection. It was felt raising the knowledge and understanding of why the DSPT is so important and aligning key requirements to that of data protection legislation would help the regulated care providers to develop further, many of whom had no previous experience of the DSPT or why it is required to apply for nhs.net email addresses.

The workshop was extremely productive, with each regulated care provider tasked throughout the session to compile an action plan, where a matrix including all DSPT assertions was created to give the regulated care providers a plan of action enabling them to go away and undertake all key requirements in preparation for the second workshop, 12 week later in January 2020, where the providers would be walked through each assertion of the toolkit and submit to Standards Met.

Regular updates with the working group was maintained throughout the whole process to ensure continuity and to ensure the key objectives were realised, which undoubtedly contributed to the success of the project overall.

The Process

The Head of Information Governance assigned the Information Governance Partner for Primary Care to lead on this piece of work with support from locality based Business Partners as well as administrative and general support queries provided by the Information Governance Service Hub.

A detailed presentation was produced, along with the action plan template and useful DSPT checklist to ensure the regulated care providers had sufficient resource to support them in their undertakings. It was agreed to utilise the templates and documents provided through Digital Social Care but anything that wasn't available via this method, would be provided by the MLCSU IG Team. From the first workshop in October through to the submission workshop in January, there was a 12-week programme of support available, accessed by contacting the Information Governance Service Hub, and where required support was provided on a one-to-one basis by the Business Partner for Primary Care, who undertook a number of scheduled telephone calls, including an on-site visit to one provider who needed some additional guidance. Newsletters and regular communications were produced and circulated to the regulated care providers, as well as regular update meeting scheduled with the working group to ensure the project remained on track and achieved its objectives.

The final submission workshop in January 2020 was hugely successful with all but one regulated care provider submitting to Standards Met, two months prior to the March deadline. The remaining provider will be supported to submit by March 2020.

*"The team have been very helpful throughout the scheme."
(Oulton Abbey Care Home)*

*"Approachable friendly staff, and a very informative course."
(St. Quentin's Care Home)*

*"The staff who represented the home at this project have been hugely complimentary on all aspects, a great success and so very appreciated by us all"
(Knights Care)*

*"The knowledge and detailed and experiential way you respond to questions was outstanding"
(Staffordshire County Council – CMDT)*