DSPT
Better security.
Better care.

Digital
Care Hub

Better Security, Better Care
Our impact 2021–2024

Improving data protection and cyber security in social care

Published May 2024

www.digitalcarehub.co.uk/bettersecuritybettercare

Welcome

Data matters for making sure people get the right care, planning how care is organised and joining up health and care services.

As more and more data is collected and shared digitally, it is increasingly important that it is stored and shared securely.

This is why **Digital Care Hub** runs **Better Security, Better Care** - the national, regional and local support programme helping adult social care providers in England to check and improve their data protection and cyber security arrangements and practices. We provide free information, guidance and direct support to enable adult social care providers to make the most of digital technology – and to do it safely.

This impact report explains what we have done and the difference we have made during our first three years.

We would like to thank our funders, partners and all the care providers that have worked with us. We look forward to continuing to work with you in the future as we expand and improve the services we offer.

Background

Better Security, Better Care is funded by NHS England and the Department of Health and Social Care (DHSC) and delivered by Digital Care Hub.

We launched the programme in April 2021 and our main focus is to support care providers to reach Standards Met on the Data Security and Protection Toolkit (DSPT) – the official self-assessment tool for all health and social care organisations. We focus on adult social care providers who are regulated by the Care Quality Commission in England. These care providers operated services in over 26,000 locations in England. Our target is to ensure 70% of them have the DSPT in place by 30 June 2024, and 80% by 30 June 2025 – and we are currently on target to achieve this.

The programme is central to government policy. For example, in adult social care reform white paper – People at the Heart of Care – the government commits to building on Better Security, Better Care to broaden support on data and cyber security.

Our programme is unique. We work at national, regional and local levels, to engage and support care providers across all sectors. And like all our work, it is delivered by social care providers, for social care providers.

Better Security, Better Care.

with the

Data Security and Protection Toolkit

Digital Care Hub

Achievements

Awareness

The Better Security, Better Care programme has increased cyber awareness and improved data protection in social care.

Since the programme launched in 2021, we have delivered 2,200 webinars, 10,000 hours of one-to-one support and 14,000 hours of helpline support.

Integrating health and care

We have also supported closer integration between the NHS and social care. The DSPT for social care is based on the same standards as the NHS version. In order to access any NHS patient data systems, care providers need to have the DSPT in place. As a result of the rapid increase in DSPT compliance, we have enabled thousands more care providers to benefit from sharing data with NHS colleagues.

Record numbers

Despite launching during the Covid pandemic, which had a tremendous strain on the care sector, our programme has managed to reach and engage record numbers of care providers.

Almost five times more care providers are now using the DSPT to help them to keep information safe – even though the DSPT is not currently a formal requirement for all services.

As of May 2024, 70% (18,000) of all CQC registered care provider locations have an up-to-date DSPT in place - up from just 15% before our programme started in 2021. And 80% of all care providers are now registered to use the DSPT.

DSPT compliance levels are highest amongst large care providers with multiple sites at 90% and care homes at 79%. This is partly because many care homes deliver services under NHS contracts which require them to have the DSPT in place.

In 2023, we launched a campaign to target 'hard to engage' care providers – primarily home care and other small and medium-sized organisations. As a result, we have seen a massive increase in take up by home care providers – from just 4% (486) in 2021 to 56% (7,200) in May 2024.

In fact, the increase in the use of the DSPT by care providers is now higher than any other sector – including GPs, dentists and large NHS Trusts. And we are by far the largest sector. This demonstrates the impact of our targeted awareness raising and support programme.

Improvement

*Almost **5 times more** care services are using the DSPT to help them to keep information safe*

70%
of **care services use the DSPT**, up from 15% in 2021

Highest increase amongst home care services: up from **4%** to **56%**

79%
of **all care homes are covered** by the DSPT

18,000+ sites using the **DSPT**

90%
of **large providers** using the DSPT

Partnerships and reach

No other social care programme has our level of reach.

Over 80% of all Care Quality Commission (CQC) regulated care providers are now registered on the Data Security and Protection Toolkit - up from 55% in 2021.

We are supported by the national trade associations for care providers via the Care Provider Alliance. We also contract 28 local support organisations across England to deliver direct support and to ensure we reach small and medium sized local providers. Most of these support organisations are also local trade associations.

The **Care Quality Commission** requires care providers to be safe and well-led. This includes storing and sharing data safely. CQC acknowledges the DSPT as a central piece of evidence to support their Single Assessment Framework, they sit on our Programme Board and we have developed an information pack for all CQC inspectors on the support we provide.

Local authorities need to ensure that the services they commission follow good data protection practice. We work with the **Local Government Association and ADASS regions** to enable local authorities to support and challenge local care providers. For example, we provide advice, tips and webinars on how commissioners can work with care providers to improve their data protection arrangements.

Local and regional collaboration is central to our model. Our local support organisations work closely with **local authorities, integrated care boards and integrated care partnerships** to ensure that data protection is considered in planning, supporting and commissioning health and care services.

We work with specialist partners such as the **Institute of Public Care** at Oxford Brookes University (IPC) and **Skills for Care**. As part of our programme IPC have, for example, developed elearning and face-to-face training on data protection and cyber security specifically for care staff. Skills for Care is one of our local support organisations in the Northwest.

as well as a key national stakeholder.

"We feel that the DSPT is the foundation for a digital approach to social care service delivery. It helps our providers be on a level playing field with each other and can be referenced in any tender bid questions relating to data security and protection.

"The DSPT gives the council confidence that providers are clear on their understanding and responsibilities."

Tracy Leckenby, Durham County Council

"CQC will increasingly expect a good provider to comply with the Data Security and Protection Toolkit or equivalent, as a minimum. This also applies where you use a combination of digital and paper record systems."

Mark Sutton, Chief Digital and Data Officer, Care Quality Commission

Wider impact

While our main focus is on completing the Data Security and Protection Toolkit, our programme is having a much wider impact.

Training and skills

Care providers told us that they struggle to access relevant training for their staff on data protection and cyber security.

So, we developed the first free, open access data protection and cyber security elearning and face-to-face training programmes that reflect all care settings and staff roles – from home care and residential services, to frontline care workers and administrators. Developed and tested with care providers, the elearning programme consists of 4 digestible modules which reflect situations that care workers face across different settings.

Since its launch in December 2023, the elearning programme has attracted over 31,000 page views – and has been very warmly received.

"I completed the e-learning and thought it was extremely useful to our needs – covering all the areas we require. We think it will also help simplify a couple of the policies we have to complete as part of the DSPT.

We will start to roll out the learning to all staff and Trustees!"

J Afflick, HR & Quality Manager at Natural Breaks

Question 2
Taken from Module 1 - Data protection rights and responsibilities.

Which of these are examples of personal data? Select all that apply.

☝ Select your answer/s, then click Submit

☐ The bank details of the people you support

☐ The payroll details of your colleagues

☐ The name of the nearest pharmacy to where you work

☐ The name and contact details of the next of kin of the people you support

☐ The health condition(s) of the people you support

Annie has been hacked

Annie is a support worker for Willows Support. Annie uses her phone for work. She also uses social media quite a bit.
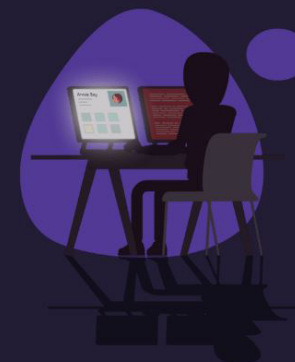
Hackers have guessed Annie's Instagram password and got access to her account. She is panicking and doesn't know what to do.

What do you think Annie should do first? Select the correct answer:

◎ Select the correct response, then click Submit

○ Change her Instagram password

○ Delete her Instagram account

○ Contact all her friends and colleagues to let them know

Submit

Practical improvements

Care providers have told us that, by completing the DSPT, they are identifying key areas for improvement. For example, they are now consistently **creating backups** to ensure they continue to have access to data in the event of a cyber attack and introducing clearer, safer policies around **the use of staff's own devices** such as mobile phones.

Our work also highlighted the need for care providers to include data protection and cyber security within their business continuity plans – and to keep it up to date.

We have created a business continuity planning template and guide for care providers to develop and test their own plans. And we worked with ADASS and Buckinghamshire Council to promote a business continuity plan audit tool. The tool can be used by both care providers and local authorities to help them understand how assured they should feel about the level of planning in place to minimise the impact of a data breach or cyber attack.

National response

At a national level, we are working with the Department of Health and Social Care and NHS England's Joint Cyber Unit to check and **improve national cyber incident response** arrangements. We brought together a range of key players to take part in a cyber incident exercise – highlighting the areas of the system that can be strengthened to improve current arrangements. This work is contributing to the Department of Health and Social Care implementing their Cyber Security Strategy for Health and Social Care.

Our support

We provide a wide range of free support to care providers. We aim to improve knowledge, confidence and practice – not simply to enable care providers to complete the DSPT.

In a national survey of care providers who had used our support in 2022, 100% of them said they would recommend the Better Security, Better Care programme.

National support

Our national team provides:

- Detailed online guidance on cyber security, data protection and completing the DSPT.

- Template policies and checklists for care providers to adapt.

- The national helpline for all care providers.

- A support programme for large care provider groups.

- Webinars on completing the DSPT, and key issues such as bring your own device policies, business continuity planning and impact of cyber attacks.

- National awareness raising campaigns on data protection and cyber security.

- Engagement activities with key partners including the Care Provider Alliance, Department of Health and Social Care, ADASS, Local Government Association, NHS England, Care Quality Commission and Skills for Care.

Local support

Our 28 local support organisations across England provide the tailored, direct support to care providers in their area. This includes in-person training and workshops, online or telephone support, and site visits.

All these support organisations have existing relationships with care services – most of them are local or national trade associations, while

"I couldn't come to the face-to-face training and I couldn't believe that my Local Support Organisation actually took a day out and met with me on Zoom whilst I was out of the country."

"It made me feel emotional that there are good people out there willing to help care providers with their data protection and security. The support was amazing, they talked me through everything in order to complete the DSPT. As a result, I met the tender deadline, and it was awarded to me!"

Rose Pasimupindu, Registered Manager, Inspire Lives

Support

Care services are accessing **free support** from Better Security, Better Care **to improve their data and cyber security** arrangements

local support organisations 28

5,500 **free** workshops

10,000 **1**to**1** sessions

2,200 webinars

14,000 hours of **helpline support**

*New **resources** and **insights***

31,000 views of **first free** data protection and cyber security **elearning course**

20 **special projects** commissioned on improving data protection

5 **Action Research Fund** projects to identify emerging issues

Value for money

Better Security, Better Care is funded through a grant from the Department of Health and Social Care and NHS England. We are governed by a cross-sector Programme Board.

Since 2021, we have received grants worth a total of £10.4 million.

£7m has gone directly to our 28 local support organisations that deliver direct support to care providers in their areas. The remaining £3.4 million has been used to deliver programme, increase awareness and develop partners, and to research emerging issues.

In 2022, Cordis Bright carried out an independent evaluation of the programme.

They concluded that we demonstrated value for money in four main areas:

- **Return on investment** in terms of preventing costly cyber-attacks and data breaches. Their analysis indicates that for every £1 spent on the programme, approximately £2.50 was saved in terms of avoiding the cost of cyber incidents on the social care sector.*

- **Reduction in administration costs** for both social care providers and for the NHS through access to NHS Mail, digital record-keeping and Proxy Access achieved as a result of publishing the DSPT.

- **Delivering a strategic focus for engagement** between social care providers and the integrated care systems and integrated care boards which supports the wider agenda of integration and closer alignment between health and social care.

- **Efficiency savings** to the wider health and social care system arising from the digitisation of systems enabled by the completion of the DSPT.

The programme is now well-established as the adult social care delivery infrastructure for cyber resilience and we continue to work closely with the Joint Cyber Unit on, for example, briefing the sector on cyber incidents.

Figures were based on Department of Culture Media and Sports estimates of cyber incident costs to medium and small businesses in 2022, mapped on to the social care provider sector.
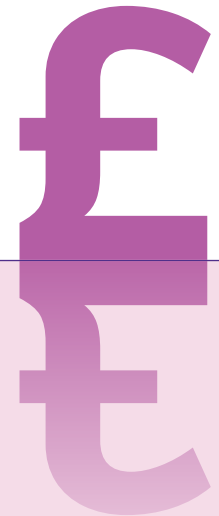
Award winning

Our programme and staff have been widely recognised:

National Cyber Awards 2023

- Cyber Awareness Award
- NHS England Award

Cyber Associates Network 2023

- Cyber Team of the Year
- Innovation in Cyber
- Outstanding Achievement

Women Achieving Greatness in Social Care 2022

- Women in Tech Award

Research and innovation

As well as supporting care providers to complete the DSPT, we have been keeping our eye on emerging issues.

Over the last three years, we have commissioned 20 special projects to increase our understanding of data protection and cyber security issues for our diverse sector.

In 2023, we launched the Action Research Fund to harness sector knowledge and expertise and to identify and test new approaches. We awarded grants to five projects:

Bring Your Own Device (BYOD) in the social care sector

The project focuses on understanding and addressing challenges related to BYOD in adult social care. The project aims to explore the cyber security measures involved in effectively safeguarding confidential information, with the goal to develop practical solutions that are tested with care providers.

Police and adult social care partnership working

The project aims to understand how the care sector can effectively engage with local policing to improve cyber security infrastructure. The project will explore possible hurdles in engagement, alternative offers available, and assess the historical and current cyber security landscape.

Cyber and digital safeguarding champions

This project is a feasibility study aimed at understanding providers' attitudes towards developing Cyber and Digital Safeguarding Champions in their organisations. These Champions could act as the communications point within organisations and advocate for digital and cyber safeguarding as a potential route to address the escalating threat of cyber attacks.

Digitisation of social care records for working age adults exploring access, control, and digital exclusion

This project addresses the process of securing data for working age adults receiving care and how organisations can avoid excluding the individual. It aims to explore how organisations promoting access to care records do this and will establish an initial view of the effect on working age adults when providers adopt digital social care records.

Cyber incident response – training and resource

The project aims to address the challenges faced by adult social care providers, particularly smaller organisations, in responding to and reporting cyber incidents with confidence. The goal is to create a bespoke guidance resource for an effective Cyber Incident Response.

Our next steps

We will continue to work closely with care providers, partners and funders to ensure care providers expand their safe use of data and digital technology.

Care providers are increasingly aware that they must engage in the digital world – and that it brings real rewards in terms of better-informed decision making and efficiencies. But that it also brings risks.

We are their expert friend.

And we will help providers to, not simply complete the DSPT, but to implement the commitments they have made and to improve their day-to-day practice.

We will also work with government to inform and implement policies which directly or indirectly impact on care providers use of data.

And we will continue to identify emerging challenges – such as how to make the most of artificial intelligence while reducing the risks.

If you would like to discuss potential partnership work, research or contracts, please email us at **bettersecurity.bettercare@digitalsocialcare.co.uk**
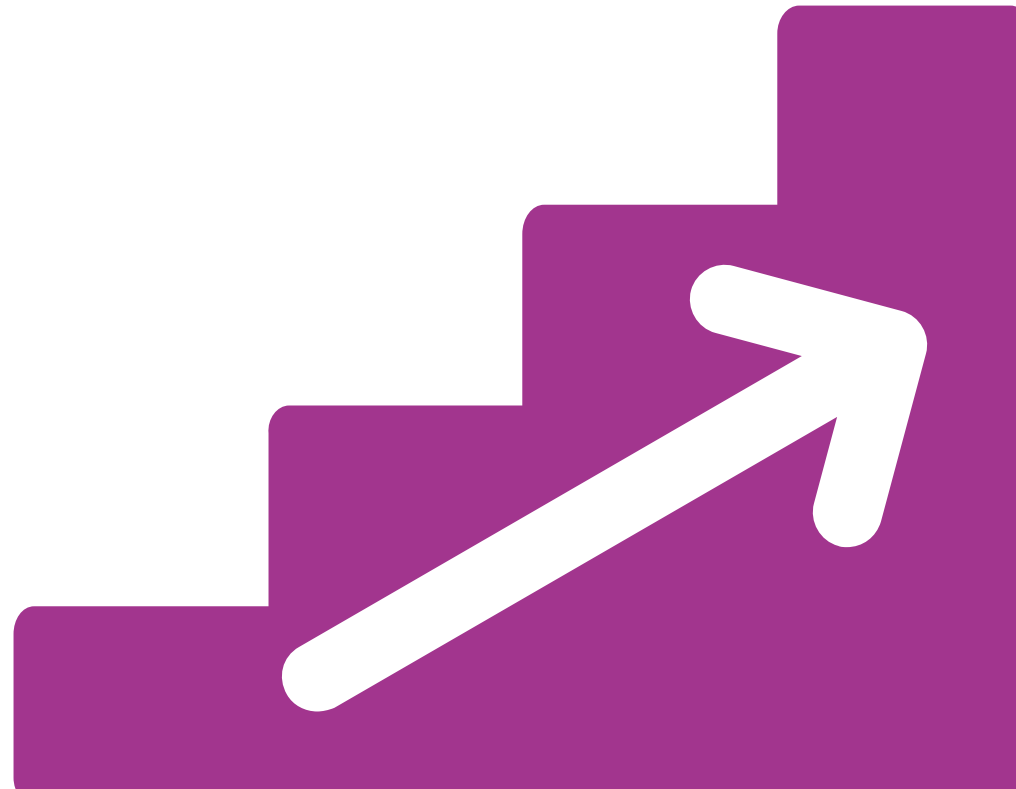
Contact us

Visit **www.digitalcarehub.co.uk**

Email **bettersecurity.bettercare@digitalsocialcare.co.uk**

Keep up with developments – <u>sign up for the Digital Care Hub newsletter</u>

Contact our helpline

help@digitalsocialcare.co.uk

0808 196 4848

Follow us on social media

𝕏 **@DigiSocialCare**

in **@digital-social-care**

f **@digitalsocialcare**

www.digitalcarehub.co.uk/bettersecuritybettercare