

## Learning from the CQC local area reviews

### Sharing information across social care & health Supporting Guidance

This handout has been prepared by the Local Government Association in collaboration with NHS Digital to complement the 'Learning from CQC Local Area Reviews' workshops.

Information sharing was a key theme highlighted during the reviews. In particular:

1. *Issues in **sharing discharge information** with social care providers;*
2. *Provision of **information and advice** to support people in making decisions about their care;*
3. *Mixed approach when sharing information through **shared care records** across providers;*

This handout provides signposting and support to organisations to complement the workshop.

### 1. Sharing discharge information with social care providers

- 'Medical' discharge summary and associated discharge information was often reported as most valuable information to care providers.
- The Professional Record Standards Body (PRSB) produces standards for how information should be structured, shared and recorded across care and health. This includes the e-discharge summary and a standard for digital care and support plans (see <https://theprsb.org/>).
- Local areas may find that care providers sometimes do not have the technical means to securely receive information electronically at present. There are opportunities now for improvement.
- The Data Security and Protection Toolkit (DSPT) is a tool to show compliance with the data security standards for health and social care. It is recommended all social care providers start this. It will also assist in meeting CQC Key Lines of Enquiry and GDPR (see <https://www.dsptoolkit.nhs.uk/News/33>).
- The Care Provider Alliance (CPA), in collaboration with NHS Digital, has produced specific guidance for social care providers when completing the toolkit (<https://www.careprovideralliance.org.uk/data-security-and-protection-toolkit.html>).
- Social care providers can use [NHSmial](#) (centrally funded) to support secure information sharing. To access this they will first need to reach "Entry Level" in the DSPT. A 'How to Guide' for the Entry Level is available here <https://www.careprovideralliance.org.uk/data-security-and-protection-toolkit.html>
- NHS Digital has produced guidance on how to access NHSmial once care providers have successfully met Entry Level on the toolkit <https://portal.nhs.net/Help/joiningnhsmail>
- The "Standards Met" Level in the DPST should be the aspiration for all in health and social care organisations and will potentially give social care providers access to the Summary Care Record, GP Record, Hospital Record or Local Shared Record. A 'How to Guide' is being produced and will be available on the CPA website in October 18.
- Video conferences to support social care providers are now taking place on the Data Security and Protection Toolkit website <https://www.dsptoolkit.nhs.uk/News/10>

#### What you can do:

1. Speak to care providers and see if and how they are currently receiving relevant discharge and associated information. Check to see whether the information meets PRSB standards;
2. Speak to care providers to see if they have the technical means to securely receive information electronically and support the use of secure email, moving away from post and fax;
3. Learn from what others are doing i.e. see the Social Care Digital Innovation Programme including work in Luton to support care providers (see [www.local.gov.uk/scdip](http://www.local.gov.uk/scdip));
4. Work with care providers to support them in completing the DPST using the CPA guidance;
5. Work with care providers to register for NHSmial using the NHS Digital guidance;

## 2. Improving information and advice to support people in making decisions about their care

- Many councils are now taking a strengths-based approach when it comes to social care – understanding what matters to people and then encouraging people to look at the things around which can support them;
- The Care Act 2014 requires councils to have an information and advice service in their area for all the population;
- The LGA has produced a set of briefings to support councils in engaging with citizens through online channels: <https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/informatics/engaging-citizens-online>. There are also a range of associated support materials here: <https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/care-and-support-reform/implementation/general-duties/information-and-advice>
- NHS Digital has recently produced a new care and support guide which was co-designed with people that will be using the guide: <https://www.nhs.uk/conditions/social-care-and-support-guide/>
- There are also a number of local areas who are working on improving their approach around information and advice;

### What you can do

1. Spend time understanding what people say about your existing information and advice support offer / approach;
2. Review the approaches that other local areas are taking (including examples of innovation through the Social Care Digital Innovation Programme);
3. Use GDS Design Principles to guide your work: <https://www.gov.uk/guidance/government-design-principles>

## 3. Shared Care Records

- Lots of activity bringing information together around an individual to support delivery of integrated health and social care;
- For questions around what information can be shared and with whom, speak to a local IG lead in the first instance. It is a requirement to engage with the public about how their information is being used;
- Other sources of information which should be used include the Information Governance Review 2013 (see here <https://www.gov.uk/government/publications/the-information-governance-review>) and the 2016 Review of Data Security, Consent and Opt Out (see here: <https://www.gov.uk/government/publications/review-of-data-security-consent-and-opt-outs>). Both talk about sharing information with the direct care team and use of shared care records;
- The 5 Local Health and Care Record Exemplars (LHCRES) are undertaking work to support information sharing (<https://www.england.nhs.uk/publication/local-health-and-care-record-exemplars/>);
- A number of local areas already sharing information from and with councils such as Leeds, Cheshire, Hampshire, Sutton, Bristol and Berkshire (see case studies via InterOpen here: <https://www.interopen.org/documents/>). Some local areas are also exploring / have been exploring giving access to relevant information to social care providers;
- PRSB have undertaken work on a standard for digital care and support plans here (<https://theprsb.org/standards/dcsp/>) and are currently undertaking work with the LHCRES to standardise the core information that's shared in a local health and care record;

### What you can do:

1. Understand the existing plans for information sharing in your local area;
2. Review the two Caldicott reports that provide guidance on information sharing across health and social care and engage with your local Information Governance lead;
3. Learn from other areas that are already sharing health and social care information (see [www.local.gov.uk/scdip](http://www.local.gov.uk/scdip) for some examples);