



DSPT
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Digital Newsletter

Digital Care Hub Updates



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Cyber attacks on retailers – why care providers should take note

The National Cyber Security Centre (NCSC) has issued a warning following a spate of cyber incidents affecting major UK retailers, including M&S, Harrods and the Co-op. These incidents led to disruption of online ordering systems, impact on customer services, and in some cases, data breaches.

While these attacks were aimed at retail businesses, the implications are far wider — including for adult social care providers.

Read more here: [Cyber attacks on retailers – why care providers should take note - Digital Care Hub](#)

The countdown is on! Update your DSPT by 30 June 2025

If you run an adult social care service in England, it's time to get ready for the 30 June 2025 deadline to update your Data Security and Protection Toolkit (DSPT).

The DSPT isn't just a box-ticking exercise. It's an essential, annual self-assessment that shows you're taking data protection and cyber security seriously – and that you're following good practice to keep people's confidential information safe.

The **Better Security, Better Care programme** offers a wide range of **free support** – no matter where you are in your DSPT journey.

Whether you're completing the DSPT for the first time or republishing it for another year, you don't have to do it alone. The Better Security, Better Care programme is here to help with free support, guidance, training and one-to-one help.

Read More here: [The countdown is on! Update your DSPT by 30 June 2025 - Digital Care Hub](#)



0808 196 4848
help@digitalcarehub.co.uk

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Local one-to-one support

You can also get free, personalised support where we can guide you through the process and help you gather the evidence you need.

DSPT prep face to face drop in sessions

Dates: Wednesday, 14/05/2025,

09.00 to 17:00,

Council Chamber - Priory House

Book Here: [Data Security & Protection Toolkit prep drop-in session prior to completion](#)

BLMK Local Support Organisation Data Security Protection Toolkit Support offer

Better Security, Better Care is a national and local support programme to help adult social care providers to store and share information safely. It covers paper and digital records and focuses on helping care providers to complete the Data Security and Protection Toolkit – the annual, online self-assessment.

As a care provider, the programme will help you to evaluate and improve your data and cyber security. This means you can reassure the people you support and their families, your staff, commissioners, regulators, and health and care partners, that you are following good practice – and meeting legal and regulatory requirements.

You do not have to be a data or digital expert to get support. The programme can support you – wherever you are on your data security journey.

Watch a video that explains more about the DSPT

<https://youtu.be/yyZ5qikJXWg?si=CBicKpgur6XbjWKR>

You are not alone, and the team is here to help

All of the information can be overwhelming, it can be hard to know what you need to do. The DSPT is a great way to take a birds eye view of your policies, processes and procedures and work through it in one. You can have peace of mind that you are doing everything you can to protect people's info.

Follow the Beds Care Group website link to contact the team, check your DSPT Status and access a range of resources. [Data Security Protection Toolkit \(DSPT\) - Bedfordshire Care Group \(bedscaregroupltd.co.uk\)](#)

Follow the link to find out more: [Benefits - Bedfordshire Care Group \(bedscaregrouppltd.co.uk\)](https://bedscaregrouppltd.co.uk)



Visit the Digital Care Hub webpages here –

[Data Security - Data Protection and Cyber Security - Digital Care Hub](#)

Digital Care Hub provides advice and support to the adult social care sector on technology, data protection and cyber security. Visit the website [Digital Care Hub - Run by social care providers for social care providers](#), which offers:

- Data and Cyber Security – free guidance, tools and advice to help you understand your data protection and Cyber Security arrangements
- Funding Opportunities
- Skills and Training
- Resources – download documents to support you with digitisation.
- Connectivity, Software and Equipment – Find information about internet connectivity, different types of care software and hardware.
- Data Security and Protection e-learning.

Welcome 1:1 support

Contact the team, we are here to support

Email SCHHServicedevelopment@centralbedfordshire.gov.uk



Drop-in sessions

Digitisation has become central to how care and support is being provided and it is increasingly important that all Care Providers have access to the right tools and support.

Come along to our drop-in sessions over lunch!

Every Tuesday's between 12:00-13:00.

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 372 182 179 741

Passcode: UNKnYM

[Download Teams](#) | [Join on the web](#)

[Learn More](#) | [Meeting options](#)



- Your Digital Lead will be on hand to answer any questions you might have around any of the digital initiatives.
- If you want to know what you should be doing about Data and Cyber Security, we can help!
- You don't need to attend the full hour, however long suits you!

For more information, please contact

SCHHServicedevelopment@centralbedfordshire.gov.uk

Access presentations and webinar recordings on the Better Security, Better Care programme

You can access a range of pre-recorded webinars to support you through your DSPT. [Presentations and webinar recordings - Digital Care Hub](#)

Digital Social Care have also collated all of the questions from the webinar series in to one comprehensive Q&A on link: [Answer DSPT questions | Digital Care Hub](#)

Care Groups: Check your DSPT now – you could be missing out

Calling all care groups: have you recently completed your Data Security and Protection Toolkit? Have you included all your branches and sites within your DSPT?

If not, they will not be covered by your DSPT publication.

We are aware that some large care groups have not added branches to their DSPT publication. It's an easy thing to overlook – but don't worry, it's also an easy thing to put right.



Read more here: [Care groups: check your DSPT now – you could be missing out - Digital Care Hub](#)

DSPT guidance videos

We have added two videos to the DSPT online guidance:

This is a quick guide to registering and publishing the DSPT for care groups with multiple sites. - [DSPT for multi-site organisations](#)

How to publish or republish, and share your DSPT assessment with staff, Care Quality Commission inspectors, commissioners, people drawing on your services and family carers. - [How to publish and share your DSPT, including how to access the certificate.](#)

DSPT video guides

Digital Care Hub have updated the DSPT guidance to include videos on answering DSPT questions. You can see these in each section. As you will see, the videos cover a group of questions on a related topic - such as data protection policies and privacy notices - rather than one video per question. We hope this enables care providers to understand the connections between questions.

You can view the videos under Answer DSPT questions: <https://www.digitalcarehub.co.uk/dspt/answer-dspt-questions/>

We do hope that the revised guide helps you to complete your DSPT, but if you need more support, please contact SCHHServicedevelopment@centralbedfordshire.gov.uk

Webinars coming up

Using the DSPT for the first time

This webinar is for care providers who have never used the DSPT before. It will cover how to:

- Register for the DSPT – including how to register if you have multiple services and sites.
- Complete to Approaching Standards and Standards Met
- Publish your DSPT standard
- Access free, official support from the Better Security, Better Care programme.

Dates include:

- 19th May 11.00hrs – 12.30hrs
- 28th May 11.00hrs – 12.30hrs
- 2nd June 11.00hrs – 12.30hrs

For further information and to book a space email:
SCHHServicedevelopment@centralbedfordshire.gov.uk

Review & republish your DSPT

Because things change, you need to review and republish your toolkit every year so that it reflects your current data and cyber security arrangements. For example, you may have introduced new staff, data systems, technology or services – which in turn will impact on how you manage your information.

This webinar is for care providers who have published before and are reviewing and republishing their DSPT. It will cover what has changed within the Toolkit for 2022/23, as well as how to:

- Login to your DSPT account
- Review your DSPT – including what is different if you were previously published at Entry Level or Approaching Standards
- Complete to at least Standards Met
- Publish your DSPT standard
- Access free, official support from the Better Security, Better Care programme.

Dates include:

- 16th May 11.00hrs – 12.30hrs
- 30th May 11.00hrs – 12.30hrs
- 6th June 11.00hrs – 12.30hrs

For further information and to book a space email:

SCHHServicedevelopment@centralbedfordshire.gov.uk

National webinars

The central team host regular monthly introductory webinars around DSPT, cyber security, data protection and other related topics with recordings available on the website.

www.digitalcarehub.co.uk/events



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The Better Security, Better Care programme provides national and local support and training to help care providers to complete the Data Security and Protection Toolkit.

Digital Care Hub have also developed an e-learning course for staff on data security. This course will enable care providers to meet the training requirement within the DSPT. [Data Security And Protection In Social Care Course](#)

Hosting regular webinars on completing the DSPT for the first time and how to review and republish your DSPT. Read more here: [DSPT training and webinars - Digital Care Hub](#)

New Practical DSPT sessions series, putting your DSPT into practice

Join us for a practical webinar series designed to help care providers strengthen their Data Security and Protection Toolkit (DSPT) policies & processes.

We have 2 sessions planned on the following:

- Data Protection Impact Assessment (DPIA) on Tuesday 13th May at 2:30pm
- Testing your Business Continuity Plan (BCP) on Wednesday 28th May at 2:30pm

[See webinars full information here](#)

Bite-Sized NHSMail: Essential Tips for Social Care Providers

Join us for a series of **30-minute bite-sized sessions** designed specifically for social care providers in Sussex. These sessions will cover essential topics to help you streamline your email management.

Session Topics Include:

1. **Accessing Shared Mailboxes** – Learn how to access and manage shared mailboxes. If you're unable to find your shared mailbox, we'll show you how to locate it.
2. **Setting Up Shared Mailboxes** – Step-by-step guidance on setting up shared mailboxes.
3. **Adding and removing users**– Learn the practical steps to remove user accounts that are no longer needed in your setting or add new users.
4. **Ensuring Account Security** – Best practices to prevent your NHSMail account from being deleted.
5. **Setting Up Multi-Factor Authentication** – Learn how to enhance the security of your NHSMail account with multi-factor authentication.
6. **Making the Most of the NHSMail Helpdesk** – Many NHSMail issues can only be resolved by the helpdesk. Learn how to use this service effectively to avoid frustrations, closed tickets, and unresolved issues.
7. **Q&A Session** – Have specific questions about NHSMail? Our expert trainer will be available to address any additional queries you may have.

Wednesday 14th May - 12:30pm

Book here: [Bite-Sized NHSMail: Essential Tips for Social Care Providers Tickets, Wed, May 14, 2025 at 12:30 PM | Eventbrite](#)

Interactive Workshop: Securing Your Email Systems for Social Care Providers

In this **interactive workshop**, you'll learn how to implement secure email practices to protect sensitive information and comply with data protection regulations. We'll explore how to use **NHSMail**, **Gmail**, and **Outlook**—three widely used, free email systems—ensuring your communications remain secure.

Key Topics Covered:

- **Using NHSMail:** Learn how to set up and use NHSMail for secure communication within the health and care sector, ensuring confidentiality and compliance.
- **Securing Gmail and Outlook:** Discover how to secure your free **Gmail** and **Outlook** accounts by enabling key security features like **two-factor authentication (2FA)**, **email encryption**, and **TLS encryption** for secure transmission.
- **Email Encryption:** Practical demonstration on how to apply encryption to emails, making sure sensitive information is protected when sent over the internet.
- **Two-Factor Authentication (2FA):** Step-by-step guide to setting up 2FA for your Gmail and Outlook accounts to prevent unauthorized access.
- **Recognising and Avoiding Phishing:** Learn how to spot phishing attempts and fraud in your email inbox, reducing the risk of falling victim to cyber attacks.

Practical Work:

You'll have the opportunity to follow along as we walk through the process of setting up secure email accounts, applying email encryption, and enabling two-factor authentication on Gmail and Outlook. By the end of the session, you'll have a fully secured email system in place, ensuring safer communication in your workplace.

Thursday 15th May - 11:00am

Book here: [Interactive Workshop: Securing Your Email Systems for Social Care Providers Tickets, Thu, May 15, 2025 at 11:00 AM | Eventbrite](#)

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