



**DSPT**  
Better Security.  
Better Care.



**Digital**  
Care Hub



# Digital Newsletter



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## Digital Care Hub updates

### Local support is secret to Better Security, Better Care success

The independent evaluation of our programme on data protection has highlighted the crucial and expanding role of our 28 local support organisations (LSOs) across England. We already knew that - but it's great to see it formally assessed and recognised! The report indicates that, as well as exceeded our target and getting 76% of care providers complying with the Data Security and Protection Toolkit, we've brought wider benefits including support with implementing good data protection and cyber security practice. Our LSOs have really built up their skills and capacity to support care providers on a wide range of issues and attracted funding for additional programmes.

The programme has also demonstrated excellent return on investment, with an estimated £2.71 saved in terms of reduced costs and disruption caused by data breaches and cyber-attacks, for every £1 spent on the Better Security, Better Care programme.

Read more here: [Landmark success for Better Security, Better Care - Digital Care Hub](#)

### Free elearning for data security and protection leads

Digital Care Hub launches first free eLearning programme for senior data protection leads in social care.

Building on the success of Digital Care Hub's elearning for all staff, the Hub has developed a more advanced course specifically for those with senior level responsibility for data security and protection. The training reflects real-world scenarios across care homes, supported living, home care, and community services, covering all client groups. It was developed and tested in partnership with care providers.



0808 196 4848

[help@digitalcarehub.co.uk](mailto:help@digitalcarehub.co.uk)

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[digitalcarehub.co.uk](https://digitalcarehub.co.uk)

## NHSmal Multi-Factor Authentication

77% of all social care users, managed by the National Administration Service (NAS), now have MFA enabled. On 2nd September 2024, users who had not enabled MFA were moved into a specific security group with a stronger sign-in policy.

However, with recent changes to the security landscape and after internal reviews of their effects, NHSmal needs to apply stronger measures to ensure the security of the NHS.net Connect shared tenant.

Therefore, from 26th March 2025:

- All users, including NAS managed social care users, who have not already enabled MFA, will lose access to all 365 services until MFA is applied
- Users will be prompted to enrol when they next log in to the Portal or Outlook Web/Desktop Apps, or any other 365 resource, following the change date.
- We will be communicating out to all affected accounts directly in the coming months, to alert and inform users of the change beforehand.

Information and guidance on how to enable MFA are available on the NHS.net connect support site pages.

Find out more here: [Getting Started with MFA – NHSmal Support](#)

## Stay informed with Digital Care insights!

Subscribe to Digital Care Hub's fortnightly LinkedIn newsletter for key updates on policy and tech in adult social care. Edited by *Katie Thorn*, it's your go-to source for insights and discussion. If you're interested, [subscribe here](#).

And whilst you're at it, give us a follow on Instagram - **@DigitalCareHub**

Find out more here: [Digital Care Insights | LinkedIn](#)

## **BLMK Local Support Organisation Data Security Protection Toolkit Support offer**

### **Data Security Protection Toolkit (DSPT)**

**The Data Security and Protection Toolkit (DSPT) helps adult social care providers in England to check and improve how they keep people's information safe. It is the official self-assessment tool for the care sector and is widely recognised by CQC, local authorities and the NHS.**

Care providers must review, update and republish their toolkit assessment at least once every year, otherwise it goes out of date and it is invalid. We recommend that this is kept up to date throughout the year, especially if providers have introduced new systems or services. Providers can make changes to toolkit questions and republish at any time throughout the year. However, the toolkit does have to be published *at least* once every toolkit year. **The updated DSPT for 2024-25 is now available** – so it is a great time to complete your DSPT assessment.

**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 \(bedscaregroup ltd.co.uk\)](#)

Follow the link to find out more: [Benefits - Bedfordshire Care Group \(bedscaregroup ltd.co.uk\)](#)

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](mailto: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](mailto: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](mailto: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:

- 17<sup>th</sup> February 10.00hrs – 11.30hrs
- 24<sup>th</sup> February 10.00hrs – 11.30hrs

For further information and to book a space email:

[SCHHServicedevelopment@centralbedfordshire.gov.uk](mailto: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:

- 13<sup>th</sup> February 14.30hrs – 16.00hrs
- 20<sup>th</sup> February 14.30hrs – 16.00hrs
- 27<sup>th</sup> February 14.30hrs – 16.00hrs

For further information and to book a space email:

[SCHHServicedevelopment@centralbedfordshire.gov.uk](mailto: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](http://www.digitalcarehub.co.uk/events)



**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](#)

### **Completing the Data Security and Protection Toolkit for the first time**

The Data Security and Protection Toolkit (DSPT) is an online self-assessment tool to help adult social care providers in England to store and share information safely. It shows you what you need to do to keep people's information safe, and to protect your business from the risk of a data breach or a cyber attack. It covers both paper and digital records.

It also reassures everyone you work with that you are taking data security seriously, which in turn can open up access to NHSmail and shared records systems such as GP Connect and proxy access. Care providers must have an up-to-date DSPT in place to meet NHS contracts – and local authorities and CQC inspectors increasingly expect you to have it.

Care providers should complete the toolkit at least once a year.

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
- Access free, official support from the Better Security, Better Care programme.



Date: **Tuesday 11th February 2025**

Location: **Online / Webinar**

Start: **15:00**

Duration: **1hr** Book here: [Completing the Data Security and Protection Toolkit for the first time - Digital Care Hub](#)

### **Launch event: Cyber Incident Simulation game for adult social care**

Join us on 4th March, 1pm for the launch of our interactive cyber game for the care sector learn to handle cyber attacks in a fun, engaging way! All welcome

Register your interest here: [LAUNCH EVENT: Cyber Incident Simulation Game for adult social care Tickets, Tue, Mar 4, 2025 at 1:00 PM | Eventbrite](#)

### **Microsoft: TechHer for Health and Social Care - Week 1 Cloud Concepts and Microsoft Azure**

TechHer for Health and Social Care is a free initiative designed to inspire curiosity and excitement about technologies such as Cloud, Artificial Intelligence, Data, Low Code/No Code App creation, Power BI and Security. Sessions are aimed at women who work in the NHS, Health Services or Social Care, who do not necessarily have a technical background and are keen to gain confidence to learn more about technology.



Delivered 1 hour per week over 5 weeks via a Teams Webinar, these live and engaging sessions aspire to ignite your interest in technology and build your skills to a fundamental level. For those that are interested in going further, extra resources will be available to support additional learning to work towards a Microsoft Fundamentals certification.

**Location: Zoom**

**Date: Monday 17 February**

**Time: 10am - 11am**

**Book here:** [Microsoft: TechHer for Health and Social Care - Week 1 Cloud Concepts and Microsoft Azure - Digital Care Hub](#)

## **Microsoft: TechHer for Health and Social Care – Week 1 Cloud Concepts and Microsoft Azure**

TechHer for Health and Social Care is a free initiative designed to inspire curiosity and excitement about technologies such as Cloud, Artificial Intelligence, Data, Low Code/No Code App creation, Power BI and Security. Sessions are aimed at women who work in the NHS, Health Services or Social Care, who do not necessarily have a technical background and are keen to gain confidence to learn more about technology.

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**Location:** Zoom

**Date:** Tuesday 18 February

**Time:** 11am - 12pm

**Book Here:** [Microsoft: TechHer for Health and Social Care - Week 1 Cloud Concepts and Microsoft Azure - Digital Care Hub](#)

## **Time to change? When (and how) to switch your Digital Social Care Record provider**

Join Digital Care Hub, Flock, Birdie and a provider who has switched successfully in this fantastic livestream discussion. The group will answer key community questions about the benefits and potential risks of moving from one Digital Social Care Record (DSCR) to another.

**Location:** Zoom

**Date:** Wednesday 5 March

**Time:** 2:00pm - 3:00pm

**Book here:** [When \(and how\) to switch your Digital Social Care Record provider](#)