Digital Newsletter

Digital Care Hub updates

First ever Cyber Game launched for Social Care staff

We have launched the first-ever Cyber Game designed specifically for adult social care providers!

Offering a free, fun and engaging way to learn about cyber security and data protection.

Players can take on the role of a registered manager, a data protection lead or a care worker dealing with realistic cyber threats. Each scenario is based on actual cyber incidents. The aim is to manage the crisis effectively. Just as in real life, the decisions you make will impact security, time and cost. It is all about balancing risks and impact.

Read more here: First ever Cyber Game launched for social care staff - Digital Care Hub

AI in Social Care: progress and plans

AI (artificial intelligence) is everywhere these days, and social care is no exception. But with new technology comes big questions: How do we use AI in a way that actually helps people using and providing care? How do we make sure it is safe, fair, and actually useful?

That is exactly what the Digital Care Hub, the Institute for Ethics in AI at Oxford University, and Casson Consulting have teamed up to figure out. Together, we are working on a project to ensure AI is developed collaboratively and used responsibly in adult social care.

Read more here: AI in Social Care: progress and plans - Digital Care Hub

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East of England Technology in Care Summit – spaces still available

Welcome to the East of England Technology in Care Summit, brought to you by Better Security Better Care in the East of England. Join us on Wed, Mar 19, 2025 at Knebworth Barns for a day filled with insightful discussions and networking opportunities.

The future of technology in the care sector promises significant transformations, driven by advancements in artificial intelligence (Ai), robotics, telemedicine, and data analytics.

These innovations will enhance the quality of care, improve operational efficiency, and help address the growing demands of an aging population. Alongside this incredible new tech support for Providers is essential.

The summit will kick off at 9:30 AM GMT and will bring together professionals from the health and social care and technology sectors to explore the latest innovations in care technology. Don't miss out on this chance to learn, connect, and be inspired!

Come for the whole day, or drop-in and to learn more about what the future holds for the adult social care sector.

This event is part of the Better Security, Better Care programme, funded by NHS Transformation Directorate to support data and cyber security across the adult social care provider sector.

All info and booking links can be found **The East of England Technology in Care Summit - HCPA**

BLMK ICS Update
Local care homes embrace technology to help manage their residents' pain

In a new video from the Digitising Social Care programme at Bedfordshire, Luton and Milton Keynes Health and Care Partnership, local care home staff explain how facial recognition app PainChek is helping them to provide better care for their residents.

PainChek recognises facial expressions and uses artificial intelligence (AI) to assess pain levels before quantifying a pain score which carers can use to inform their decision about the appropriate support. This is particularly useful for vulnerable residents who are unable to express themselves verbally, due to illness or disability.

This enables staff to take more accurate and consistent pain assessments, leading to more informed pain management decisions.

As of January 2025, more than 8,500 PainChek assessments have been completed with a total of 594 residents across 18 different care locations. Staff from two local care homes have shared their experiences in this new video https://youtu.be/IPI2toDNwfo?si=kcy4cLaoobEMkItT

Marta Kozowy, Deputy Manager and Registered Nurse at Anjulita Court Care Home in Bedford, said: "[With PainChek,] we are able to treat residents holistically. So if there is distressed behaviour, signs of infection... We can spot symptoms of pain early, implement pain relief as soon as possible, and monitor the effectiveness. We can reassure the families that the relative is comfortable, free from pain."

Read more: https://blmkhealthandcarepartnership.org/local-care-homes-embrace-technology-to-help-manage-their-residents-pain/

Caption: Senior Care Assistant Claire Course demonstrates the PainChek app.

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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 (bedscaregroupltd.co.uk)

Follow the link to find out more: Benefits - Bedfordshire Care Group (bedscaregroupltd.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:

- 17th March 10.30hrs – 12.00hrs
- 31st March 10.30hrs – 12.00hrs
- 7th April 11.00hrs – 12.30hrs
- 14th April 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:
- 21st March 11.00hrs – 12.30hrs
- 27th March 10.30hrs – 12.00hrs
- 4th April 11.00hrs – 12.30hrs
- 11th April 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

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

Moving from Analogue to Digital in Social Care: Government Guidelines webinar
This webinar will focus on the critical transition from analogue to digital telephone systems within the social care sector. It aims to provide essential information and practical steps to ensure that care providers and service users are well-prepared for the change, maintaining the safety and reliability of vital services.

Register your interest here: Moving from Analogue to Digital in Social Care: Government Guidelines - Digital Care Hub

Digitising Social Care: End of Programme Reflections
Monday, March 17 · 2 - 3pm
Book here: Digitising Social Care: End of Programme Reflections Tickets, Mon, Mar 17, 2025 at 2:00 PM | Eventbrite

NHS England's digitising social care programme is funded by the Department of Health and Social Care (DHSC) and is delivered by a joint unit of DHSC and NHS England staff. It aims to transform adult social care through digital innovation, as set out in the 2021 government white paper, People at the Heart of Care. This work is further shaped by DHSC's ongoing commitment to support digitisation of the sector outlined in the 2023 Next Steps paper.

4 years since it was set up, join us to hear what the programme has achieved (nearly 80% of CQC registered care organisations are now using a Digital Social Care Record!)! Also hear about what's next for the digitising social care programme.
We will be joined by Peter Skinner, Programme Director for the Digitising Social Care Programme and other guests.

Who can attend?
These sessions have been designed for adult social care providers in England and are aimed at people who make decisions about the use of technology in care services.

This might include:
- Owners
- Registered Managers
- Nurses
- Senior Care Staff
- Administrators
- IT Professionals
- Quality & Compliance Leads

In addition, we are often joined by people who support adult social care providers with digitisation – this includes ICB digital leads, local and national care associations, commissioners, technology suppliers and consultants.

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