


# From Communication to Connectivity

# **hello** my name is...

A simple green smiley face consisting of a curved line and a central dot, positioned below the word 'hello'.

**Ruth Holt**

Director of Nursing/Independent Care Sector Regional Lead  
NHS England (North)

March 2019



# Communication

# The Long Term Plan – overview and summary

## Ten year vision for what the NHS should look like

Five major changes to the NHS service model to be brought about over the next 5 years:

1. Boost 'out-of-hospital' care
2. Redesign and reduce pressure on emergency hospital services
3. People get more control over their own health
4. Digitally-enabled primary and outpatient care
5. Local NHS organisations will increasingly focus on population health



# The Long Term Plan – priorities

1. Targeted support to people for both their physical & mental health needs
2. Driving further improvements in care quality & outcomes in specific clinical areas
3. Taking more NHS action on prevention and health inequalities
4. Developing infrastructure to enable system change: digital, workforce development, investment







**NHS**  
England

# Hospital to Home Programme

[ENGLAND.ohuc@nhs.net](mailto:ENGLAND.ohuc@nhs.net)



[@NHSHosp\\_to\\_Home](https://twitter.com/NHSHosp_to_Home)

# Hospital to Home



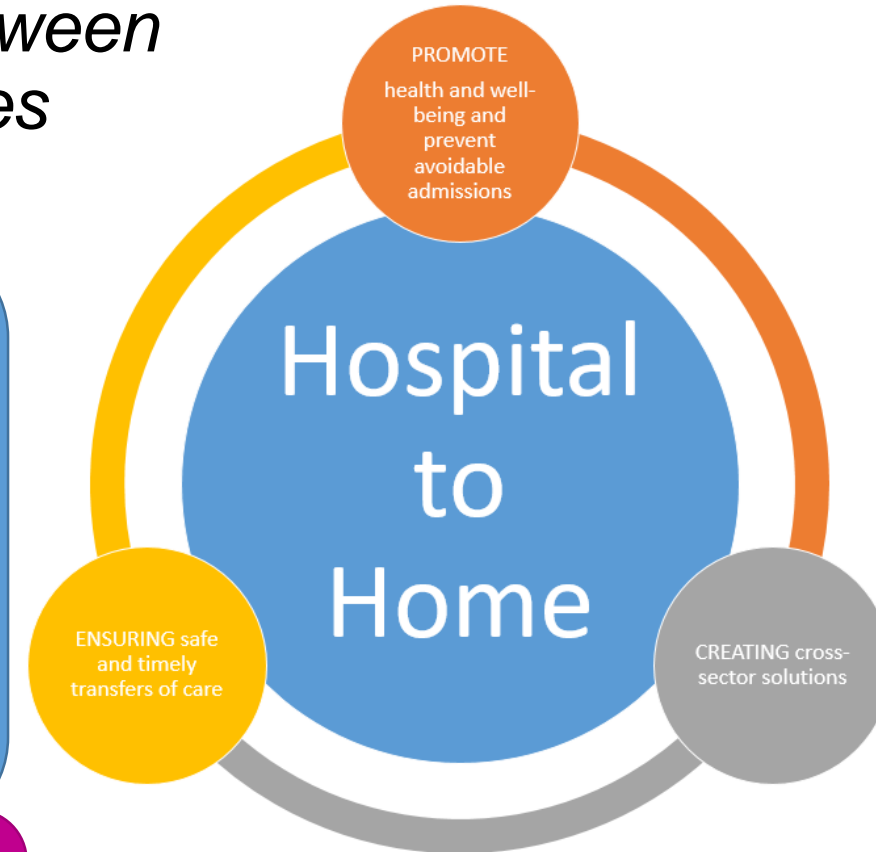
*Strengthening and supporting the partnership between health and social care to improve patient outcomes*

NHS England works with its partners to ensure that services in the community are as safe and efficient as possible, focussing on strengthening the partnership between health and social care.

We aim to:

- Improve hospital discharge
- Enhance health in care homes
- Improve care received at home
- Utilise Pharmacy teams in the community to provide urgent care

**Go to [nhs.uk/quickguides](https://nhs.uk/quickguides) for practical tips, case studies and links to useful documentation to support local health and care systems plan for winter and beyond**



**In partnership with:**

NHS Improvement, Department of Health and Social Care, Local Government Association, Association of Directors of Adult Social Services, Care Provider Alliance,, NHS Digital, Ministry for Housing Communities and Local Government, Housing partners

# North of England Regional Care Sector Programme



HSJ Value Awards 2019  
Shortlisted in the Technology  
Initiative of the Year category



Leading Healthcare 2019  
Improving Outcomes  
Winner

National target: 80%  
**Achieved 82%**



National Target 90%  
**Achieved 92%**  
Evaluation pending

NICE endorsed



81% CCGs have a falls  
prevention programme



Regional Target 80%  
**84% CCGs** have a pressure  
ulcer prevention programme



## Certificate of Achievement

This Certificate Is Presented To

Baseline care staff flu  
vaccination uptake data  
available for the first time



Data  
Security  
Protection  
Toolkit  
Compliance

Team appointed to support  
sector achieve compliance by  
end March 2019



IMPROVEMENT  
**GRAB  
GUIDE**

Continence  
Documents in  
consultation



Regional  
newsletter  
circulated  
monthly

Care Together, Share Together Conference March 21, 2019

# Requests to the NHS from the Care Sector

Train in partnership

Work together to raise the profile/image of the sector

Collaborate in decision making



Care Together, Share Together Conference March 21, 2019



# Capacity Tracker

Connecting care homes, NHS, LAs – web based

Easy to identify available care home capacity

Help people to find the right placement for them

Support care homes including through a resource centre

Suite of DTOC reports, contact centre



*"I've joined the growing number of people using the Capacity Tracker"*

Register here: [carehomes.necsu.nhs.uk](https://carehomes.necsu.nhs.uk)



**Capacity Tracker**

# National Coverage

## Current stats (19.03.19)



Care Home Vacancies

**27,881**



Care Homes Registered

**6,218**



Registered Users

**9,420**



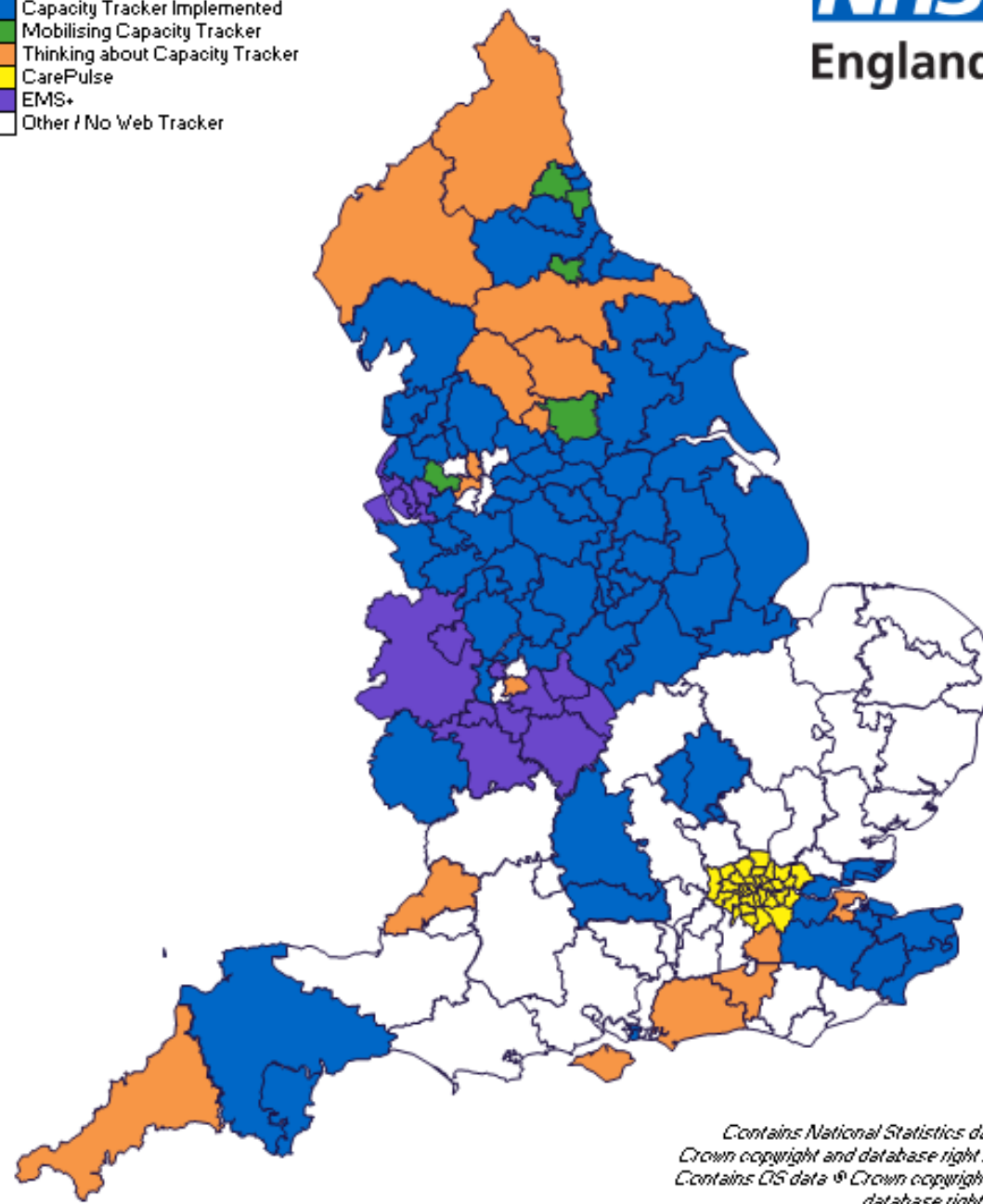
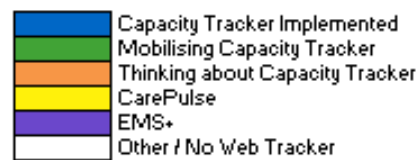
CCGs Represented

**195**



Local Authorities Represented


**149**




# Matt Hancock, Secretary of State



## Capacity Tracker



"We need technology that makes life easier for hard working and often over stretched staff. We need technology that can run basic tasks and processes more efficiently. This will save the NHS money and free up staff time – money and time that can be better used to provide great care. There are also many great innovations aimed at improving patient care across settings, like the Capacity Tracker which enables staff to locate available beds in nearby care homes instantly – reducing the need for nursing staff to spend all day on the phone ringing round and freeing up beds in acute settings"



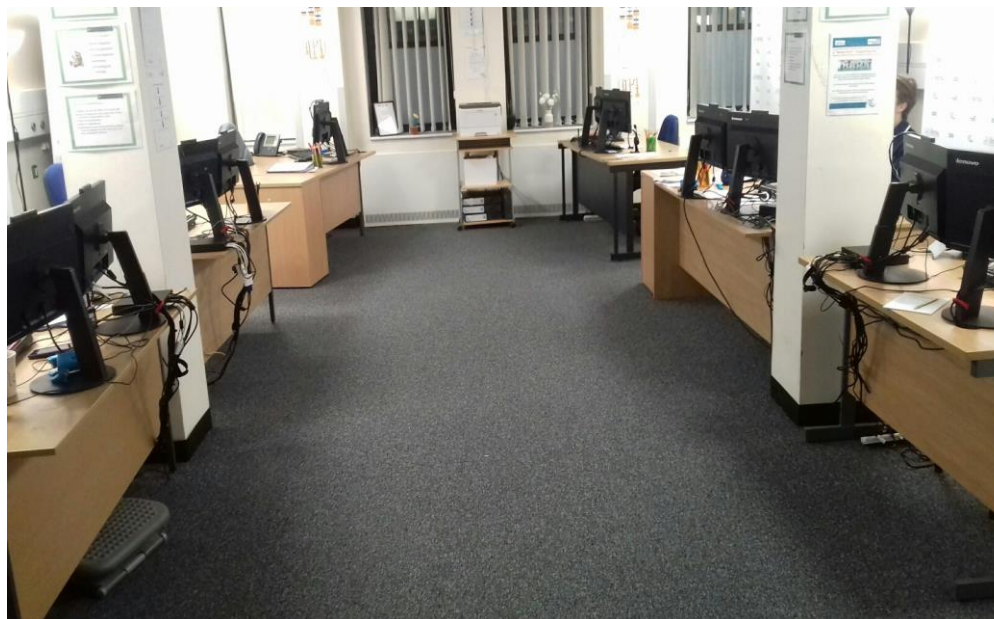
**Matt Hancock, Secretary of State for Health and Social Care**







 **Digital Pete**  
**@peter\_grace3**



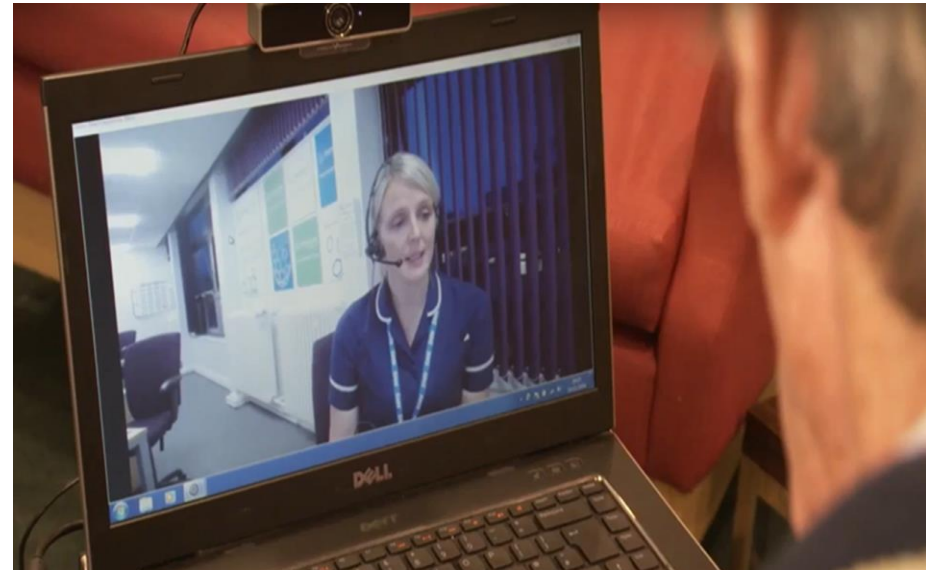


In the Digital Hub



# Gold Line

In the Care Home



# Current Challenges

Variable skill level across the care home work force

Strong Risk avoidance culture in many Care Homes

Increasingly complex care needs in care home settings

Difficulty accessing local services

High % of residents been admitted to hospital

Average length of stay 10 days

## One Solution





# Innovation Potential

**‘The innovation that telemedicine promises is not just doing the same thing remotely that used to be done face to face, but awakening us to the many things that we thought required face to face contact, but actually do not’**

David D ASCH, MD MBA,

Perelman School of Medicine, University of Pennsylvania





# Data Security and Protection Toolkit

## What is it?

Online data security self assessment

Replacement for the Information Governance Toolkit

## Why do we need it?

- Part of NHS Standard Contract
- Prevent data breach
- Protects resident information

## How will it make a difference?



Digital Trusted Assessor / Assessment

## Are you GDPR ready?

You can demonstrate you are by completing the data security and protection toolkit (DSPT)

If you want to know more about it contact Liz Howarth:



DSPT Project Manager for the North region: [Liz.Howarth3@nhs.net](mailto:Liz.Howarth3@nhs.net)

# Compliance Levels in the DSP Toolkit

<p>Entry Level</p> <p><b>16</b></p> <p><b>Questions</b></p>	<p>Time-limited level (subject to review) for social care providers</p> <p>Evidence items for critical legal requirements are being met; but some expected mandatory requirements have <u>not</u> [yet] been met</p> <p>Allows access to NHSmail</p>
<p>Standards Met</p> <p><b>72</b></p> <p><b>Questions</b></p>	<p>Evidence for all mandatory expected requirements have been met</p> <p>Access to NHSmail and other secure national digital solutions (e.g. Summary Care Records) and local digital information sharing solutions (including Skype for Business)</p>
<p>Standards Exceeded</p>	<p>Evidence items for all mandatory expected requirements have been met</p> <p>The organisation has external cyber security accreditation</p> <p>Evidence of best practice</p>
<p><b>Critical Standards Not Met</b></p>	<p>Evidence items for critical legal requirements have not been met by the organisation</p> <p>No access to information sharing tools e.g. NHSmail.</p>

# Join the Digital Nurse Network

Become part of a community of nurses, HCAs, Midwives and more, all learning about digital services and how they can improve care. Join today for peer to peer support and start your online journey

Email: [england.digitalnursenetwork@nhs.net](mailto:england.digitalnursenetwork@nhs.net)



**@nursehelenc | @AnnGregoryRN | @JennieSmiith**





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