

# DIGITAL SOCIAL CARE RECORDS



## Implementing a Digital Social Care Record

Congratulations on deciding that you want to proceed with implementing Digital Social Care Records (DSCR) at your service.

This document is designed to help ensure you don't miss anything important when working up your implementation plan.

There is a buyer's guide with lots of helpful advice on what to consider when you are contemplating implementing Digital Social Care Records [here](#).

## Consultation With Your Whole Team

Purchasing a Digital Social Care Record system should be viewed in the same way as any other project or change you might make in your service.

The first step is to consult the people who will use the system and the ones most affected by it—your 'stakeholders'. This will include staff, service users, their family, friends and advocates. Include them in deciding why digital care planning is important for your service and what you want to achieve by implementing it.

By talking to people at an early stage you'll find out if there are any perceived barriers to implementing the change and that will help identify the support strategies or messages you will need to ensure the change is positive and effective for all involved.

If you are a manager, you might need to include a wider group of people in the consultation and implementation processes, for example:

- The owner / proprietor / directors of the business will need to agree and sign off your plans
- The people responsible for legal, financial or information governance within your organisation should also be involved

Keep your stakeholders included at all stages of the process, their input will be invaluable in making sure your implementation is a success – if they don't agree with what you're doing or how you're doing it, you might find it harder to make this project work well.

For advice or more information contact  
[nwicb.digitalsocialcare@nhs.net](mailto:nwicb.digitalsocialcare@nhs.net)



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Norfolk and Waveney Integrated Care System

# Defining Your Requirements or Specification

Think about what you want the solution to do for you and the people you care for:

- After consulting with your stakeholders, put together a list your 'must-haves', 'wants' and critical success factors.
- Defining what it is you want to achieve will make it easier for everyone to understand what you want the key outcomes to be and therefore the criteria you will use to decide which solution to choose.
- Check your requirements against the [baseline standards and capabilities](#) that suppliers have been assessed against. All the suppliers must meet these minimum requirements, so you may want to consider what specific criteria you would like your specification to focus on.
- Talk to existing users of systems to find out what they think – what's good, not so good, what they wish they'd known when they first started looking at implementing DSCR, what they would do differently if they were starting again. [Email the Digital Health & Social Care Team](#) who can put you in touch with the right people to help with this.
- What Service Level Agreements (SLAs) you want to include – e.g. help desk support (is it a 'chat bot' or a person, what hours is it available, what is their response time to queries or problems)?
- Consider your future budget – the grant funding available from Norfolk & Waveney ICS is only available to contribute towards the first year's implementation costs. Make sure you have included the costs from year two onwards in your business plans (e.g. licences, connectivity, replacement handsets)?

There is a guide [here](#) to help you write your specification, which lists your exact requirements to enable suppliers to accurately submit bids.

- Include your procurement timeline in the specification to ensure suppliers are clear on their deadlines.
- Tell the suppliers how you will be evaluating their bids. The most important aspects should score more highly when reviewing their proposals or quotes.
- During the bid evaluation, the principles of transparency and equity apply. Good record keeping is an essential element. It is good practice to evaluate the bids according to your published award criteria and keep an audit trail of evaluation and moderation processes.

Once you know your specification, the online [Decision Tree tool](#) might help you narrow down the most appropriate suppliers for you. You can also download a table that compares all the features that each supplier provides which might help you decide which are the most important features you need.



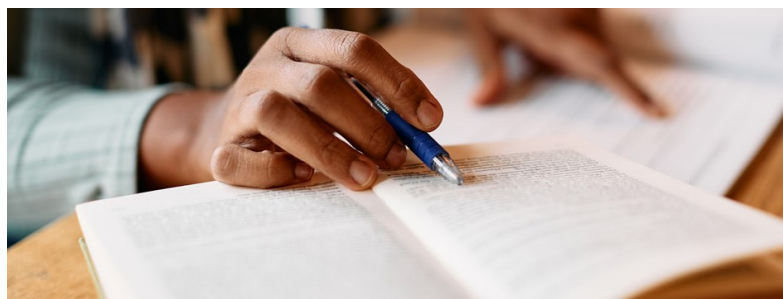
## Choosing the Right Solution for Your Service

Look through Assured Suppliers List and watch the supplier videos [Assured Supplier List - Digital Social Care](#)

Have you requested supplier demos, attended live events or webinars?

Have you got quotes from different suppliers to compare – if needed, use the quote template to capture and compare any additional costs.

Check that the terms & conditions of the potential contract are clear and meet your expectations.



# Equipment and Connectivity

Digital Social Care Records are initially set up on a desktop computer or laptop with each staff member given a user account and login, and each person you care for having a care plan created.

The records (care plans) are then accessed on handheld devices like tablets or smartphones. Staff can carry the device with them all the time and add relevant information as it happens. This means the record is always up to date. No more trying to remember what happened or hastily writing up notes at the end of the shift or after a handover.



Think about what devices you will need (including spare batteries) and how many of each to ensure you have enough for each shift.

Would you consider allowing staff to use their own handheld devices (mobile phones for example) - BYOD (bring your own device)? If so, do you have or need a policy for BYOD?

How good is your connectivity? Are your broadband download speeds & WiFi at your location(s) good enough or will you need to upgrade? You can check your download and upload speeds here [Broadband Speed Checker](#). If you need advice or support please [contact the team](#)

Will you need SIM enabled mobile devices for staff providing care in someone's home?

You might need the ability to update plans 'offline' and for the information to be automatically uploaded later when the user gets a good wifi or mobile signal?

## Implementation—You Need a Plan

You will need an Implementation Lead, part of this role will be to set up the service user records, and the staff user accounts.

This is a great opportunity to sense check and do a full audit of each care plan to make sure the information is up to date, relevant and appropriate, so do you also need time allocated to audit the data quality once it has been transferred.

All the suppliers will provide training to help staff understand what they need to do and how to do it. Identify digital champions—like staff who are good at social media on their phone—they'll pick up using a DSCR quickly and be able to help others, they might even relish the additional responsibility!

Allow time for testing and making sure the system does what you want it to. Give staff regular opportunities to feedback on their experience using the system so that you can improve things as you go along.

Keep communicating with the supplier that you choose so they can be responsive to your needs.

Plan out each stage and set yourself some realistic, achievable milestones. Don't put yourself under pressure to have complete care plans for everyone in place within a week or even a month of starting to use a new system.

[Contact the team](#) if you would like help to put together a project implementation plan.



# Our Support Offer

Norfolk & Waveney ICS will provide 50% grant funding towards the implementation of a DSCR for CQC registered care providers who currently use a paper-based care planning system.

A maximum of £10,000 per CQC registered location can be claimed.

80% of the grant will be paid on approval of your application.

You will need to provide copies of signed quotes/agreements for DSCR solutions and any technology you require for implementation.

The remaining 20% of implementation costs will be paid on completion of agreed milestones which will include written confirmation that you have archived your paper records.



## What can you include in your application:

- Licence costs for year 1 for a DSCR from a supplier on the Assured Supplier List (ASL).
- Handsets, connectivity upgrades that are required to enable the implementation of the DSCR.
- Time for relevant staff to be trained and to create new digital care plans for current service users.



## What cannot be included:

- Add on modules e.g. eMAR, eReception, eRotas if they are not part of the basic package.
- Costs for changing from an existing DSCR to an alternative, even if the existing system is not on the ASL.
- Upgrades for wifi or broadband not specifically for the implementation of DSCR.
- Replacement handsets, batteries or equipment not required for DSCR .

## What Happens Next?



Once submitted, Norfolk & Waveney ICS will consider your application form and advise if it has been successful or whether additional information will be required.

Our approvals panel will meet on the second and fourth Thursday of the month and you should have a decision within a week of the panel meeting following receipt of your application form.

If successful, a grant agreement (NHS Terms and Conditions for the Provision of Services (Contract Version)) will be provided within 10 working days for you to check.

Once approved, you will receive the agreement to sign electronically. You can then invoice for the initial 80% payment through our payments system, Oracle, and the grant will be paid into your bank account within 28 days. The Digital Health & Social Care Team will support you through this process if you need it.

The Digital Health & Social Care Team will contact you regularly to get feedback on your implementation progress, and provide guidance & support when you need it.

The remaining 20% payment will be made by NWICB when you have confirmed that all your milestones have been achieved, you have provided feedback about your implementation from stakeholders with any lessons learned, and your paper care plans have been archived.



# Top tips for care providers considering a DSCR



Involve your whole team in the decision-making process. Suppliers will be happy to arrange a demonstration at a time that suits you. Let your team see and test the systems before you make your choice.



Have a plan – Create a check list of all the things you'll need to do before, during and after the adoption of a Digital Social Care Record. The supplier you choose should be able to help you do this. Involve your team and make sure that every action has an owner.



Appoint an implementation lead – Think of this as a project. Who in your team might be interested in managing the DSCR installation, and who has the time (or can be provided with protected time to help coordinate things)? Depending on other workload, it might not be the Registered Manager, but could be another member of the team who is keen to support and happy to help plan and manage the project. They will need to talk regularly with your supplier, help the team work through questions, and coordinate the uploading of care records into the system.



Think about how your team like to learn – Some people learn by having a go with new technology, others like to read training material, and some people like to learn by watching others. As you start to create your plan think about how you can cater for these different learning styles.



Find your champions! There may be people in your team that want to get involved with training or helping to champion new technology. Change can be scary, so it helps to have a few people in your organisation who are happy to support others along the way.



Choose your date with caution! Some months are busier than others (although we know that every month is busy in reality!) but plan carefully when you want to go live with your new system. Avoid peak periods and think about staff holidays and availability for training.



Allow time for the records to be created, for staff to be trained and to get used to using the new tool every day. Spending time to sense check and audit the quality of information in care plans to make sure it is up-to-date and relevant will be helpful in the long run.