



# Norfolk & Waveney Digital Maturity Matrix

## Self-Assessment Document

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# Introduction

As part of the [What Good Looks Like \(WGLL\) Framework for Social Care](#) developed by NHS England (NHSE) and the Department of Health and Social Care (DHSC), the Digital Care Homes and Social Care team have developed a self-assessment in order to understand your digital maturity within Norfolk & Waveney.

The following self-assessment allows you to measure your provider locations' current digital maturity against the WGLL Framework.

The results you provide the Norfolk and Waveney Digital Care Homes & Social Care Team will produce an overall digital maturity rating for your locations along with support and guidance to allow you to progress to the next maturity level against each success measure.

You will be provided with an online digital maturity report based on this assessment that you can share with regulators, commissioners, and other interested parties.

## How to complete your self–assessment

Read through the following statements for the 7 success measures below and decide which level of maturity best matches your provider location. Please make a note of the result and enter them into the online form (*direct link to form on page 11*) for submission to the ICB Digital Team.

# Success Measure 1 – Well Led

Following from the **WGLL Framework – Success Measure 1:**

*Our organisation’s leaders fully understand the benefits of digital technology and have the confidence and capability to drive forward digital transformation, sharing and learning from best practice.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
<p>Ensure your staff in leadership positions have the knowledge and skills to deliver digital transformation across the organisation and build digital confidence within your teams.</p> <p>Engage with and inform people on how and why their confidential information is used and the choices they have around this, sharing information on and complying with the national data opt-out, where appropriate</p>	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Leaders have a continued understanding of initial and ongoing infrastructure requirements in your care settings, and associated investment, including access to reliable connectivity and appropriate devices.</p> <p>Draw on accurate and timely data to understand the care needs and outcomes of the people you support, ensuring data sharing and use is done in line with data protection laws, and the common law duty of confidentiality when delivering direct care.</p>	<b>Developing</b>	<input type="checkbox"/>
<p><i>In addition to the developing statement:</i></p> <p>Have clear investment plans to successfully embed the use of digital technology across your organisation to support person-centred care.</p> <p>Engage with your ICS and take advantage of funding opportunities to test and scale technologies, sharing your experience with others in the sector and evaluating the benefits and impacts.</p> <p>Actively learn from other care providers when purchasing, implementing, and using digital social care records (DSCRs) or other technologies, using resources such as the Adopting digital care records masterclass series</p>	<b>Mature</b>	<input type="checkbox"/>

# Success Measure 2 – Ensure Smart Foundations

Following from the **WGLL Framework – Success Measure 2:**

*Our organisation has modern and secure digital infrastructure, and staff have reliable access to comprehensive and up-to-date digital records.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
<p>Have access to a reliable internet connection of suitable speed to enable safe and consistent digital working for staff.</p> <p>Understand and plan for the right levels of broadband connectivity to support use of digital technology throughout your premises.</p> <p>Follow secure email policies and make use of NHSmail for secure communications with NHS partners and for services such as proxy access to medication re-ordering.</p>	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Ensure robust and complete wifi networks provide connectivity for all users in all areas of your care settings, including access for people drawing on social care to support their independence and wellbeing.</p> <p>Equip staff with a mobile device that has sufficient connectivity to enable usage of DSCRs or other care technologies in domiciliary care settings or where broadband coverage is limited in residential settings.</p> <p>Have confidence, skills and knowledge to identify, recommend and use appropriate digital technology to deliver high-quality care. This includes the use of software and devices (for example smart phones, laptops and tablets) to ensure care workers have access to the information they need.</p> <p>Where available, sign up to GP Connect to gain secure access for approved staff to view appropriate primary care information for the people you support.</p> <p>Make use of resources such as the assured solution list and Digitising Social Care website when purchasing technology, to be confident that digital solutions meet baseline standards for security and interoperability.</p>	<b>Developing</b>	<input type="checkbox"/>

<p><i>In addition to the developing statement:</i></p> <p>Use secure cloud data storage, when relevant, to support the increase in data that may not be supported by your computer hard drive.</p> <p>Work with partners to ensure there is safe and secure transition to digital solutions, including appropriate archiving and retention of records.</p> <p>Follow good practice and use shared data standards in social care to share information quickly and securely, using resources such as the social care data catalogue.</p> <p>Plan and prepare for changes required in residential settings ahead of the analogue to digital telephone switchover - this might include care alarms, phone systems, CCTV and security alarms if these are analogue-based.</p>	<p><b>Mature</b></p>	<p><input type="checkbox"/></p>
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## Success Measure 3 – Safe Practice

Following from the **WGLL Framework – Success Measure 3:**

*Good data and cyber security means our organisation(s) can safely use and share information which can improve care and support for people.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
<p>Meet the requirements of the UK GDPR, the Data Protection Act 2018 and comply with the common law duty of confidentiality.</p> <p>Ensure appropriate cyber security and information governance functions are in place including data protection officers.</p> <p>Complete the DSPT annually, to a minimum level of 'standards met' if you are CQC registered.</p>	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Develop and test business continuity plans for data and cyber security as part of wider business planning.</p> <p>Make use of the assured solution list to ensure your DSCR solutions have the appropriate safety and security systems and that procedures are maintained and enforced in accordance with industry practice.</p>	<b>Developing</b>	<input type="checkbox"/>
<p><i>In addition to the developing statement:</i></p> <p>Understand, follow and improve your data protection and cyber security arrangements, including plans for staff training. This may be through the Digital Care Hub website data protection and cyber security guidance tools and advice services or equivalent.</p>	<b>Mature</b>	<input type="checkbox"/>

# Success Measure 4 – Support Workforce

Following from the **WGLL Framework – Success Measure 4:**

*Supporting your workforce means developing a skilled, capable workforce who can confidently identify, recommend and use appropriate technology safely and effectively for people drawing on social care.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
Ensure staff understand, and have the required skills and confidence to use, appropriate digital technology as part of their role.	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Build a positive learning environment and develop a plan for digital skills training (including information governance, information sharing and cyber security) using resources such as the adult social care digital skills framework.</p> <p>Use appropriate solutions to support all staff to build their skills and digital confidence, including support and training for digital leaders.</p> <p>Ensure digital skills are included in induction and appraisal processes for all staff, including agency staff.</p>	<b>Developing</b>	<input type="checkbox"/>
<p><i>In addition to the developing statement:</i></p> <p>Create opportunities for peer-to-peer digital learning - this may include developing some staff as 'digital champions'.</p> <p>Work together with your local authority and/or ICS, membership organisations and other relevant partners to learn about and promote digital learning opportunities to your staff.</p>	<b>Mature</b>	<input type="checkbox"/>

# Success Measure 5 – Empower People

Following from the **WGLL Framework – Success Measure 5:**

*A person-centred approach to the design and use of digital technologies that can improve people’s quality of life and wellbeing and support independence.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
Co-produce and personalise care plans with people, actively involving family, friends and carers to support person-centred care, and offering choice and control in how care is delivered, including virtually or in person.	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Empower the people you support to use digital technologies that may improve their wellbeing, their communications and independence.</p> <p>Use digital technology to support people to stay connected to family, friends and their community.</p> <p>Make use of the #CareAbout Me standard by the Professional Records Standard Body or the 'This is Me' philosophy by the Alzheimer Society, or other equivalent best practice.</p>	<b>Developing</b>	<input type="checkbox"/>
<p><i>In addition to the developing statement:</i></p> <p>Ensure people have the option to access and jointly manage their DSCR and information, allowing them to take their own record throughout their care journey.</p> <p>Encourage appropriate access for families, friends and carers to securely view a person's DSCR.</p>	<b>Mature</b>	<input type="checkbox"/>



# Success Measure 6 – Improve Care

Following from the **WGLL Framework – Success Measure 6:**

*Effective use of digital technology, data and processes can support the delivery of outstanding quality and personalised care and support at the right place and at the right time.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
<p>Promote a learning culture to identify how and where digital technology can be incorporated into your care and support offer to improve people's outcomes.</p> <p>Work with local authorities to use care technology to maintain peoples' mobility, independence, pursue their hobbies and interests, connect with friends, family and carers and to support them to live their life.</p>	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Actively use DSCRs to inform service improvements and support the delivery of high quality, personalised care.</p>	<b>Developing</b>	<input type="checkbox"/>
<p><i>In addition to the developing statement:</i></p> <p>Work in partnership with your ICS to understand the funding options available for technologies that support an individual's quality of life - including technologies that can improve care quality and safety, reduce avoidable admissions to hospital or support people to live independently in their own home - building a robust evidence base on the impact of these technologies.</p> <p>Share learning and evidence which demonstrates the impact of a new digital solution on the people you support, staff and your organisation.</p> <p>Use available data to support quality monitoring, learning and improvement.</p>	<b>Mature</b>	<input type="checkbox"/>

# Success Measure 7 – Healthy Populations

Following from the **WGLL Framework – Success Measure 7:**

*Having good data to understand and plan for the needs of the population (whether at a community level or individual level) means that we can reduce inequalities and improve outcomes for all people.*

Please read the statements below and select which best reflects the current status in your workplace.

Statement:	Result:	Please click the box to select:
Don't currently meet any of the Emerging statements.	<b>Not Yet Digital</b>	<input type="checkbox"/>
Use guidance such as that found on the information governance portal to decide upon the correct and lawful way to use data, taking account of GDPR and other relevant legal obligations.	<b>Emerging</b>	<input type="checkbox"/>
<p><i>In addition to the emerging statement:</i></p> <p>Use data to detect potential issues, to enable more responsive care and to maintain health and wellbeing to improve outcomes for people you support.</p> <p>Use data to improve the wellbeing of people you support to ensure that they can live the life they choose, including people at the latter stage of life.</p> <p>Use data management and data analysis to monitor the health and wellbeing of the people you support and use this insight to identify appropriate solutions or preventative support to improve people's outcomes.</p> <p>Use data management and analytics to support the training and needs of your workforce.</p>	<b>Developing</b>	<input type="checkbox"/>
<p><i>In addition to the developing statement:</i></p> <p>Use data and analytics to identify areas of service improvement, support service quality and safety, and to assess your service against regulatory requirements.</p> <p>Work with partners in the local health and care system, including the local authority where appropriate, to share and receive information about the people in your care to improve population health management, commissioning, and care outcomes, for example in relation to equality, diversity and inclusion.</p>	<b>Mature</b>	<input type="checkbox"/>

# Submitting your results

Thank you for confirming your results! The next step is to complete the form by [clicking here](#) with your answers.

*Please note: the self-assessment document won't need to be sent back to us; the document is to assist you with completing the form only.*

If you have any issues or would like some additional help with completing the form, then please contact us on: [nwcb.digitalsocialcare@nhs.net](mailto:nwcb.digitalsocialcare@nhs.net)

**- The Digital Health & Social Care Team**