Suffolk and North East Essex Integrated Care Board

Medicines Optimisation in Care Homes

WS please contact meds.optimisation.carehome@snee.nhs.uk
IES please contact hannah.wattam@snee.nhs.uk
NEE please contact medicines.management.nee@snee.nhs.uk

NHS Suffolk and North East Essex

GUIDANCE FOR CARE HOMES

Key requirements before setting up proxy access.

Before deciding to set up proxy access for the ordering of medication, care homes must ensure that the following three requirements have been met.

Further information in available here: NHS England » Ordering medication using proxy access: Guidance for care homes, GP practices and community pharmacies

1. The care home must show that it has met the standards set out in the Data Security and Protection Toolkit (DSPT)

The DSPT is an online self-assessment tool that measures an organisation's level of data security against a set of ten national standards.

All organisations that access or use NHS patient data must show that they have met the standards set out in the Data Security and Protection Toolkit (DSPT).

Check the status of your organisation here: Organisation Search (dsptoolkit.nhs.uk)

There are two levels to work towards:

- 'Approaching standards' status: Completing Approaching Standards on the Data Security and Protection Toolkit – Digital Social Care which is needed for social care organisations that deliver services under the NHS Standard Contract or that want to apply for NHSmail accounts.
- 'Standards met' which is the level all NHS organisations need to achieve and is recommended for social care organisations.

The Digital Social Care website contains useful guides, tools, and videos to help you complete the toolkit and publish at Approaching Standards. Links to all the resources, including the toolkit, can be found here:

The Data Security and Protection Toolkit | Digitising Social Care

The Suffolk Association of Independent Care Providers (SAICP) are acting as Better Security, Better Care Local Support Partners. They can offer support to your care home to complete the toolkit:

- Website: www.saicp.org.uk
- Email: admin@saicp.org.uk
- Tel: 07949 381686

Further information and resources can be found here: Data Protection | HCPA

2. The care home organisation must be registered with the Office of the Information Commissioner

All organisations that use personal data (including health and care organisations) also need to be registered with the Office of the Information Commissioner.

Check the public register here: Information Commissioners – Data protection public register (ico.org.uk)

If your organisation is not already registered, you can apply online here: Data protection fee | ICO

3. The care home must have a secure email system

Before proxy access for care home staff can be set up, the care home must have a secure email system and preferably the NHSmail system.

If your organisation has not registered and completed a DSPT assessment for compliance already, at least to entry level, you will have to do this before you can apply for NHSmail.

The Digital Social Care website contains a dedicated section on NHS Mail accounts. The website section can be found here: Getting and using NHSmail | Digitising Social Care

If you would like more information on how to register for NHSmail, please contact the Digital Social Care helpdesk:

- help@digitalsocialcare.co.uk
- Tel: 0208 133 3430 (Mon-Fri 9-5)

4. Next steps

Once the care home is in a position to proceed, please follow the instructions provided in the following three documents:

- https://www.england.nhs.uk/publication/d16-checklist-care-homes/
- https://www.england.nhs.uk/publication/d17-checklist-gp-practices/
- https://www.england.nhs.uk/publication/d18-template-ccg-policy-for-care-home-use-of-proxy-access/

Further information can be found at NHS England » Ordering medication using proxy access: Guidance for care homes, GP practices and community pharmacies including a list of downloadable resources.

For further advice or support, please contact your local team as detailed above.