Update on the HSCIC's work on adult social care

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The purpose of this paper

1. This paper updates the Board on how the HSCIC has been progressing our work to support local authorities in their duties on adult social care. It follows the report provided to the Board in November 2014 which set out an ambitious schedule of work.

2. It is provided to the Board for information.

Context

3. The importance of local integration activities continues to rise:

    - The Greater Manchester devolution announcement which will see new governance models being developed during 2015/16
    - NHS England's Vanguard sites aimed at designing and testing new models of care to support the Five Year Forward View.

4. The full implications of these announcements will take time to work through. They illustrate the challenges associated with a nationally-designed strategy for information and technology which will be delivered locally. The approach we are adopting currently involves:

    - Raising our profile and strengthening our relationships with local organisations and partnerships;
    - Exploring opportunities for early collaboration;
    - Reviewing our current portfolio to identify ways of providing more support to social care and local government;
    - Making the links across the strategic work, particularly through the National Information Board workstreams.

Updates

5. The Appendix to this paper provides an update on the specific commitments included in the Board report in November 2014. Additional highlights are provided below.

6. The **Social Care Informatics Project** continues to be the main platform for developing the strategic informatics work with the Department of Health and our national partners, including the Association of Directors of Adult Social Services (ADASS).

    - One of the key pieces of work arising from this will be a strtegy for the future delivery of HSCIC support to local authorities.The project is working hard on the development of standards to support social care ad integration, and the team is working closely with the Standardisation Committee for Care Information (SCCI) to ensure that there is alignment across our health and care work on standards.

    - Our **"Adapter" project** has seen its first site go live. The project has been developed in London and allows discharge notices to be securely exchanged between a hospital's administration system and a local authority's social care case

management system. It also supports automated alerts to signal key events, such as when a vulnerable adult is about to be discharged from hospital.

- Our programmes are reviewing the opportunities for closer working with social care and local government. A **secure email** project is being piloted in Shropshire, aimed at breaking down communication boundaries between health and social care by using NHSMail to replace current processes which are predominantly fax-based. By mapping information flows between Local Authorities, Clinical Commissioning Groups and Care Homes, the team discovered that 90% of communications from the care homes were faxed. The team is now working to provide secure NHSmail accounts which will allow staff to email information securely and rapidly. This pilot will define the benefits of secure email across health, care and Local Authority boundaries and will shape the guidance toolkit in readiness for national rollout to all social care organisations. The team is consulting with the ADASS Information Management Group, the Professional Records Standards Body and the Integration Pioneers to ensure requirements of Local Authorities in England and registered care homes, and the information sharing aspects of the Care Act 2014 are taken into account.

7. Three NHS organisations and three local authorities have now gone live in the first wave of a nationwide **Child Protection Information Sharing** project (CP-IS). The CP-IS project will connect social care, emergency departments, out of hours GP services, walk-in centres, paediatric wards, maternity wards, minor injury units and ambulance services with IT systems used in local authorities' child protection systems. It will flag children identified as vulnerable by social services to NHS staff if they attend any of these settings. It will hold information centrally in a secure database, from where it can be accessed via the NHS Spine service. We expect that 80% of England's local authorities will be capable of transmitting data by the end of 2015. The system is expected to be rolled out nationwide by 2018, connecting 1,230 NHS settings and 152 local authorities across England.

8. We are exploring ways of accelerating the development of **interoperable services** across health and local government. This includes the use of the NHS Number, ways of extending the Summary Care Record to allow people to attach care plans for specific conditions, interoperability and integration support, to enable third parties to access the national services, using appropriare security controls.

9. The Provider Support Directorate is making links directly into the numerous **local partnerships and projects** working on integration and shared care records. We have seconded a director from the Bristol "Conneecting Care" exemplar programme into the Provider Support directorate to give some direction to our work with local programmes of work, and we are currently running some local "diagnostics" to determine how best the HSCIC can support the local work.

10. We are working closely with the **Integration Pioneer Programme** to ensure they are able to handle the information governance issues necessary for ensuring they have the right authorisations in place to allow data to be shared appropriately. This work will also be relevant to the Vanguard programme being put in place by NHS England.

11. The HSCIC and the Information Governance Alliance supported a national **Information Governance Summit** on 23rd March to explore the issues that require national action to support local integration. Guidance material has been prepared to

support local organisations and a team of IG experts has been brought together to provide more hands on support locally, where that is needed.

12. We have this month announced the first set of changes to our **national data collections**, following a review with our key stakeholders, to ensure their relevance and completeness in terms of the new requirements arising from the Care Act.

13. We need to give some thought on the implications for our current activities on **social care** data arising from the wider strategic agenda around the National Information Board, the integration sites, the appetite for suitably-protected person-level data, and the expectation for more real time data as demonstrated during the mapping work during the 2014/15 winter period. We have had some early discussions with the Department of Health and expect this to be the main agenda item in our first team-to-team meetings with the DH which we hope to hold in April 2015.

14. In February 2015 the first "The Social Care Informatics Workforce - Transforming Care for people who need care and support" event was held in London. This event was the culmination of a significant programme of work involving over 500 people, which the HSCIC has run jointly with Skills for Care to highlight the importance of **informatics skills for the social care workforce** and how it impacts on the quality of service for people using the services.

15. We are widening our **engagement with key stakeholders**. For example, we have agreed to work more closely with the Local Government Association and will be holding two "show and tell" workshops during the summer.

Actions Required of the Board

16. The Board is asked to note the contents of this paper.

Appendix – Update on the commitments in the November paper to the Board

Action	Lead	Timescale	Update
Each Directorate to include a section in their Business Plan which sets out their plans for extending their contribution to the social care agenda	All Directors	December 2014	This was done, and we are now in the process of assessing the implications of this. Some commitments are dependent on the outcome of discussions about funding.
Draw up a prospectus of services that are available to local authorities, which describes how they add value to social care services	Assistant Director for Strategy and Policy	March 2014	This has started, and needs further input prior to internal review to reflect the recent developments regarding information governance and information sharing arising out of the Summit meeting held on 23rd March 2015
Introduce an internal "community of interest/practice" group to improve our internal co-ordination and information-sharing	Director for National Programmes (cross-government team)	December 2014	The first meeting was held in February and the second on 30th March 2015.
Appoint a professional lead and Caldicott guardian for social care, to work with our Lead Clinician.	Lead clinician	Interim appointment by January 2015	Completed
Produce a stakeholder map and engagement plan reflecting our work on social care, to help our internal co-ordination and inform the account management function	Director of Customer Relations	February 2015	Some preliminary work has been done on this, and it will be developed further once the new Strategic Account Management function is in place.
Improve the range and	National	February 2015	A package of material

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quality of information and training material on social care and local government which is available for our staff	Provider Support Director		is in development, with two modules currently undergoing internal review.
Ensure that our "Connecting" programme includes provision for engagement with local authorities	Director for Workforce and Transformation	December 2014	This has been factored into the "Connecting" programme.
Widen our engagement with local authorities by building on the work of the DISC team with local authority staff to run workshops and webexes to share information about key issues, projects, etc.	Director for Workforce and Transformation	March 2015	This is reflected in the workplan for our Community of Interest, so that all parts of the HSCIC can continue to contribute to these events.
Ensure our arrangements for engaging with the national integration agenda, and especially the 14 Pioneer sites, are clear and effective, pending the appointment of the account management function	Assistant Director for Strategy and Policy	Ongoing	Work is continuing on this. The HSCIC is now a member of the Pioneers Project team. More work needed to ensure alignment of our work across the extended integration programme including the Vanguard sites announced in March 2015
Introduce quarterly "team-to-team" meetings with the Department of Health's key staff	Director of Customer Relations/ Assistant Director for Strategy and Policy	February 2015	We are working on the first of these meetings to take place in April 2015
Draw up an external engagement plan to improve our engagement with our ALB partners on the social care and integration agenda	Director of Customer Relations	March 2015	This has been reactive so far, based on specific issues that have arisen. We will use the next round of our discussions on the HSCIC's strategy and the new Strategic

Action	Lead	Timescale	Update
			Account Management function to give this more attention.
Draw up a "roadmap" that sets out the requirements for information standards in social care to support the implementation of the Care Act and accelerate progress on integration	Director for National Programmes	March 2015	This is in progress through the Social Care Informatics Project which the HSCIC is delivering for the DH. The scope of the work to be done from April 2015 is subject to the outcomes from the discussions on our business plan and budgets
Develop a "digital maturity" framework for local authorities that supports local innovation and integration, and includes guidance on transitioning and implementing the NHS Number, secure exchange of information, cross-government networks and information governance	Director for National Programmes	March 2015	This is now being progressed under the NIB Framework (workstream 2.2).
Introduce an account management function for adult social care	Director of Customer Relations	April 2015	This is in progress.