

# **NHS Mail and the Care Home Capacity Tracker Partners in Care/Project ECHO COVID-19 Response**

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## What is NHS Mail, how can it benefit me, and how can it benefit the NHS and wider system partners?

- DHSC Policy from 2017 & Health and Social Care Act: Health and Social Care organisations must meet the secure email standard (DCB1596) so that everyone can be sure that sensitive and confidential information is kept secure
- More efficient and secure communication with NHS and Local Authority (Saving time for all partners during COVID outbreak and beyond)



# What is NHSmail?

- Secure Email
- Free for health and social care organisations
- Not just an email solution; NHS Directory and Microsoft Teams
- Can be used on a computer, mobile phone, tablet.
- Can access through web portal or through email client e.g. Outlook
- Additional security [secure] when sending to unsecure email addresses

# NHS Directory

Select Names: NHS VALE OF YORK CCG



**Search:** ☒ Name only ☐ More columns **Address Book**

varo|  NHS VALE OF YORK CCG - sam.varo@nhs.net

Name	Title	Business Pho...	Location	Department	E-mail Address	Company	Alias	
TRAVIS, James (NH...	Contractor				jamestravis@doctors.or...		jamestravi...	^
TURNER, Callie (NH...	Medicines Optimis...	01904-555779			callie.turner@nhs.net	NHS VALE OF...	callie.turner	
TURNER, Samantha...	Carer	01904781423		PRIORY M...	samantha.turner2@nhs....	NHS VALE OF...	samantha.t...	
TWEDDELL, Ian (N...	CHC Case Manager	0300 3038294			ian.tweddel1@nhs.net	NHS VALE OF...	ian.twedde...	
UnityHealthAdmin (...)					VOYCCG.UnityHealthAd...	NHS VALE OF...	VOYCCG....	
Valeofyork.healthyh...					voyccg.valeofyork.health...	NHS VALE OF...	voyccg.val...	
VARO, Sam (NHS V...	Administrator	01904 555780			sam.varo@nhs.net	NHS VALE OF...	sam.varo	
VAUGHAN, Heather...	Salaried GP				heathervauhan1@nhs.net	NHS VALE OF...	heathervau...	
VISHNUBALA, Dane...	GP				dane.vishnubala@nhs.net	NHS VALE OF...	dane.vishn...	
Voy.chcdutynurse (...)					voyccg.chcdutynurse@n...	NHS VALE OF...	voyccg.chc...	
Vovcca.chcfinance (...)					vovcca.chcfinance@nhs....	NHS VAI F OF...	vovcca.chc...	v

# Microsoft Teams

- Secure video conferencing with clinicians/relatives
- Training sessions to be arranged shortly!



# How do I register?

- Complete the below form. If you don't have a copy email [sam.varo@nhs.net](mailto:sam.varo@nhs.net). Return to me and I will process!



## CARE PROVIDER NHSMAIL SIGN UP FORM

Provider information – Please complete all fields below	
Organisation Type:	Social Care
Social Care Site name:	
Name of Town: (Max 11 characters)	
ODS Site Code: <a href="https://odsportal.hscic.gov.uk/Organisation/Search">https://odsportal.hscic.gov.uk/Organisation/Search</a>	
<b>User information</b> Please complete the information below for <u>2 staff members</u> in your service.	

	First Name	Surname	Role	Current/ personal e-mail address	Current/ personal mobile number	shared mailbox access type (member/ owner)
Shared Mailbox Owner						
User						



# NHSmail FAQs

Q: How many accounts can an organisation have?

A: Normally 1 shared account and up to 10 named user accounts per site

Q: What is a user account and shared account?

A: User account for named individual

[e.g.windy.miller@nhs.net](mailto:e.g.windy.miller@nhs.net)

Generic account for each home e.g.

[care.location.carehomenameODScode@nhs.net](mailto:care.location.carehomenameODScode@nhs.net) (Access only via named account)

# What do I need to do post COVID (You might have already done this!)





# The Data Security & Protection Toolkit (DSPT)

- Online, annual, data security self assessment

14 questions to achieve Entry Level (56 to complete Standards Met)

Various requirements, evidence items and answer formats

Possible to revisit and update at any time

All organisations that process Health and Social Care data should complete the Data Security & Protection Toolkit (DSPT)



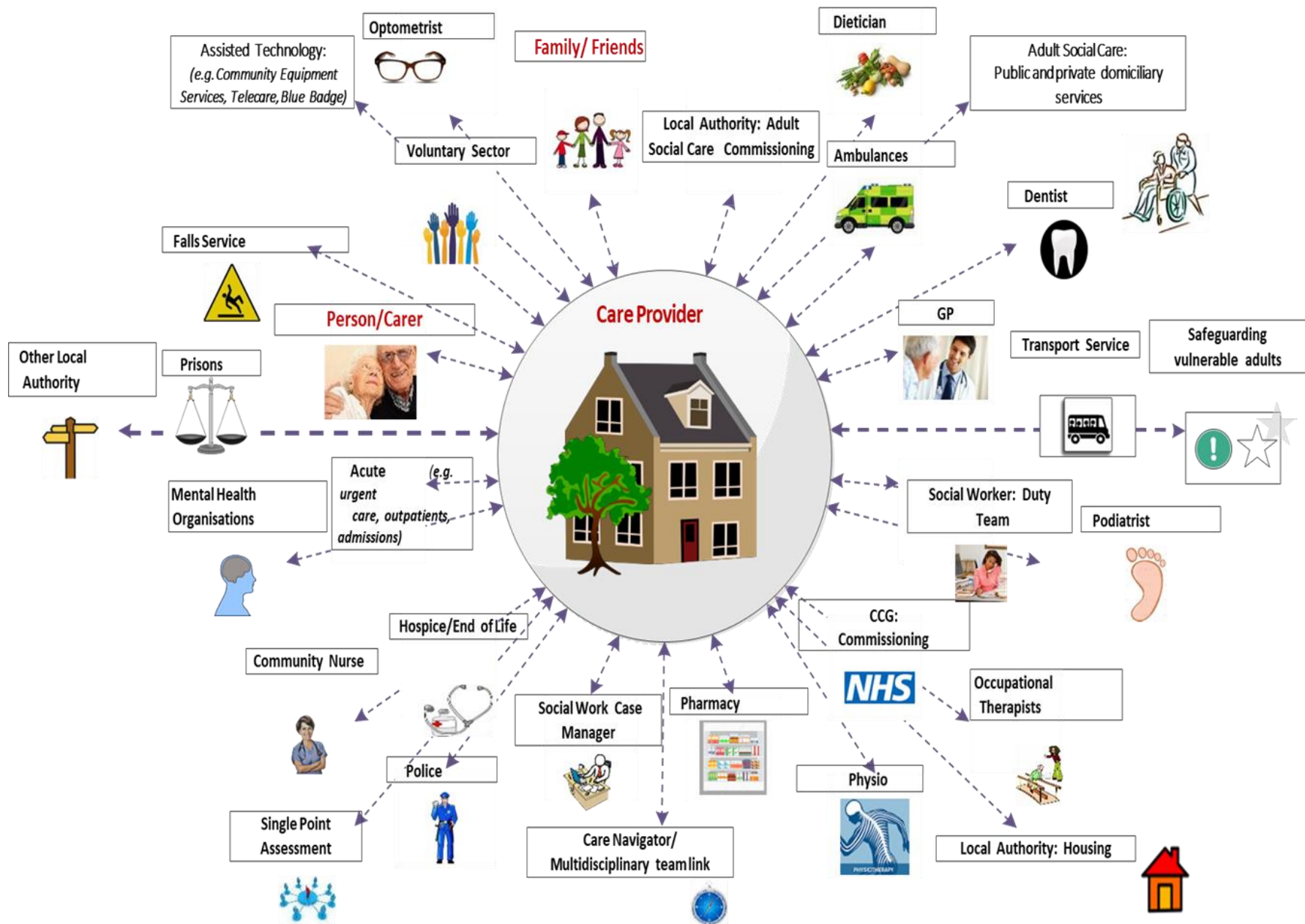
# Why do we need to think about data security and protection?

- New Data Protection Legislation / General Data Protection Regulation (GDPR)
- Caldicott Principles

“The duty to share personal information can be as important as the duty to have regard for patient confidentiality”

- National Data Guardian’s 10 data security standards
- NHS
  - Contract compliance
  - Long Term Plan
  - Axe the Fax





# Levels of Compliance

<b>Critical Standards <u>Not</u> Met</b>	<ul style="list-style-type: none"><li>• Evidence items for critical legal requirements have not been met by the organisation</li><li>• No access to information sharing tools e.g. NHSmail.</li></ul>
<b>Entry Level</b>	<ul style="list-style-type: none"><li>• Time-limited level (subject to review) for social care providers.</li><li>• Evidence items for critical legal requirements are being met; but some expected mandatory requirements have <u>not</u> [yet] been met.</li><li>• Allows access to NHSmail.</li></ul>
<b>Standards Met</b>	<ul style="list-style-type: none"><li>• Evidence for all mandatory expected requirements have been met.</li><li>• Access to NHSmail and other secure national digital solutions (e.g. Summary Care Records) and local digital information sharing solutions.</li></ul>
<b>Standards Exceeded</b>	<ul style="list-style-type: none"><li>• Evidence items for all mandatory expected requirements have been met</li><li>• The organisation has external cyber security accreditation</li><li>• Evidence of best practice</li></ul>



Vale of York  
Clinical Commissioning Group

# Any Questions?



# Care Home Capacity Tracker



# What is it and should my organisation be using it?

- Online portal to upload number of bed vacancies, used by local authority, CHC and hospital discharge to help make placements.
- Following national directives during COVID-19, we are asking all care homes, hospices, community units (including acute and mental health) and community rehab units to use.
- Work to expand to independent living settings and domiciliary providers in the pipeline (Post COVID!)



# How does it link in with COVID-19?

- During the outbreak, we are working to discharge all those who don't need to be in hospital into the community. Up to date figures make expedited discharges as efficient as possible.
- The Department of Health are asking providers to submit COVID information through the tracker, to help them get a national picture of COVID in care providers.
- How do I input this?

Business Continuity

[Provider details](#) | [Business continuity](#) | [Care quality](#) | [Edit services](#) | [Edit costs](#) | [Edit total capacity](#) | [Edit vacancies](#) | [Edit contracts](#)

Current Status

Admission Status	Open	Partially Closed	Closed
Vacancy Types Status	<div>Dementia Residential</div> <div>General Residential</div> <div>Transitional</div>		
		Open	Open
		Open	Open
Overall Care Home Status	Green	Amber	Red
COVID-19 Resident Count	0		
Last Updated	Never		



# Capacity Tracker Etiquette

- Please update bed capacity and COVID information everyday, this gives users and the Department of Health and Social Care the most up to date info.
- If you are unable to admit, please set capacity to zero.
- Please ensure your organisation has at least two individuals who are able to update (In case one is away from work)



# Any Questions?



# Please don't hesitate to get in touch!

Sam Varo- [sam.varo@nhs.net](mailto:sam.varo@nhs.net) or 01904  
551773 (Redirects through to my mobile)

or

Clive Nicholson- [clive.nicholson@nhs.net](mailto:clive.nicholson@nhs.net)