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**Frequently Asked Questions**

1. Digital Social Care Records

**What are the benefits of moving from paper to digital records?**

The Care Quality Commission (CQC) outlines that good quality records underpin safe, effective, compassionate, high-quality care and are an essential part of achieving good outcomes.

CQC also explains that digital records allow staff access to real-time information, increase awareness of when people’s needs change, enabling a quicker response and help to minimize risks such as medication errors, dehydration or missed visits.

Efficiencies savings are expected to be made by moving from paper to digital through making record keeping easier and releasing staff from lengthy administrative duties, enabling them to concentrate on care giving.

[What good looks like for digital records in adult social care - Care Quality Commission (cqc.org.uk)](https://www.cqc.org.uk/guidance-providers/adult-social-care/what-good-looks-digital-records-adult-social-care)

Digital Social Care, a partnership of care organizations who are working together to support the digitization of adult social care providers, set out what they believe to be benefits to be and provide success stories of providers who are using digital systems.

[Success Stories | Digital Social Care](https://www.digitalsocialcare.co.uk/success-stories/)

**What requirements are there to receive funding from Gloucestershire for Digital Social Care Records (DSCR)?**

Your organization must

* Be a CQC registered care provider
* Confirm and evidence that the funds will be spent on buying, licencing & implementing a digital records system from an assured DSCR supplier
* Have DSPT compliance and use a secure email such as nhsmail (*please see below for further support if you require either of these*)
* Undertake a short pre and post implementation evaluation of the benefits of using digital records

**What if I am not DSPT compliant or am not sure?**

We can check your DSPT status using your ODS Code.

If you are not DSPT compliant you can get free support from the Gloucestershire Care Providers Association (GCPA) to achieve compliance. You can find this support by clicking [here.](https://gcpa.co.uk/home/better-security-better-care/)

There is also national guidance on the Better Security Better Care [Website.](https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/)

**Can I get any local face-to-face help to complete my DSPT?**

Yes. There will be a local expert led face-to-face Gloucester event on 8 February 2023 where the intention is to help you complete DSPT on the day or very soon thereafter.

Please email us or GCPA if you are interested in attending.

**What secure email do I need?**

If you use nhsmail you have secure email.

If you want to get nhsmail, you can register nationally; the support on how to do this can be found [here.](https://support.nhs.net/knowledge-base/registering-a-social-care-organisation-e-g-a-care-provider-or-care-home-service/)

Further details, including how to activate your nhsmail account can be accessed by clicking this [link.](https://www.digitalsocialcare.co.uk/sharing-care-records-via-email/how-to-get-secure-email/nhsmail/)

If you are not using nhsmail you can check if your email is secure using this link [The secure email standard - NHS Digital](https://digital.nhs.uk/services/nhsmail/the-secure-email-standard)

**What are the basic requirements for a DSCR system?**

A DSCR system could do many things but for the purposes of funding the following are the basic requirements:

* Produce and hold a person-centered care plan
* Capture unstructured data such as daily notes, pictures or additional information about an individual
* Uploaded documents under a person’s record
* Create and allocate tasks to an individual including being able to produce an overview of outstanding tasks
* Is accessible to staff members, the individual receiving care or delegated individuals
* Information is exportable (e.g., CSV, PDF)
* Information can be uploaded (e.g., PDF)
* Can produce reports
* Interaction with the system is auditable with activity logs

We will ask you to complete a Memorandum of Understanding (MOU) between Gloucestershire ICB and your organization, which will set this out. We will then be able to transfer funds to your organization, once we have seen proof of purchase and amount spent e.g., an invoice from the supplier.

**How much will be funded?**

Gloucestershire will provide 50% of the cost of implementing an assured Digital Social Care Record system as well as the costs in the first year of the contract. This will include the costs of software, the hardware that is part of the core product, and training for the new system that the supplier provides.

The remainder of the cost will be met or ‘match-funded’ by the provider. All costs claimed will need to be set out and evidenced

**What will be funded?**

Gloucestershire will fund 50% of the costs of DSCR software, the hardware that is part of the core product, and training for the new system that the supplier provides.

The costs to providers of implementing the system will be paid at 50% of the costs up to a maximum of £1500. e.g., time spent uploading paper records or hiring agency staff to provide cover during staff training.

The cost of any additional devices, e.g., laptops, smart phones that could be used for other activities, will not be covered.

Add-ons to a basic DSCR system such as emar are out of scope. The funds are intended to provide for a basic system as it is believed that these will yield long-term sustainable benefits for providers. However, providers may purchase additional features if they choose. This will be a matter for the provider and supplier.

**How might this work?**

| **Cost** | **Amount** | **Glos Pays** | **Provider pays** |
| --- | --- | --- | --- |
| Basic DSCR system and first year license | £6000 | £3000 | £3000 |
| Supplier training on system for staff | £500 | £250 | £250 |
| Agency staff to cover training | £3200 | £1500 | £1700 |
| Additional feature such as e-mar plus training on e-mar | £500 | £0 | £500 |
| **TOTAL** | **£10,200** | **£4750** | **£5450** |

**Have funds been offered before?**

No. This is the first time we are offering funding for digital records. As an early adopter we hope you will be willing to speak with other care providers to explain the benefits of digital tools as well as what your experience was of moving from paper to digital records.

We also hope you will help us make the process as simple and as helpful as possible by letting us know what we get right and what we don’t.

**Who do I buy the DSCR from?**

The contract to buy or license the DSCR is with the assured supplier.

**What support is available to help me choose the right Digital Social Care Record (DSCR)?**

There is a lot of information available in order to help you choose the right Digital Social Care Record. If you wish to understand what the system requirements and capabilities are please click [here.](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.digitalsocialcare.co.uk%2Fdscr-assured-supplier-tool%2FRequired_and_optional_standards_and_capabilities_March_2021.xlsx&wdOrigin=BROWSELINK)

To see what assured suppliers are available please click [here.](https://www.digitalsocialcare.co.uk/social-care-technology/digital-social-care-records-dynamic-purchasing-system/accredited-supplier-list/) You will find a straightforward list with links to all the suppliers' details that provide you with plenty of information about their products' capabilities.

The Digital Social Care Team have also created an easy-to-use guide that outlines how to choose your DSCR as well as including success stories from other providers.

To read this guide please click [here](https://www.digitalsocialcare.co.uk/wp-content/uploads/2022/02/FINAL_Buyers-Guide-to-complement-the-Dynamic-Purchasing-System-_-Digital-Social-Care-Records-_-November-2021-_v1.pdf)

We will provide details of supplier webinars on receipt of your Expression of Interest form.

**Will Gloucestershire decide which DSCR I should choose?**

No – the choice of DSCR is a business investment decision and is based on lots of business factors that only you will know such as the type of business you run, the care you provide, your business model, the size of your operation etc.

If there is an appetite among providers to discuss options, we are happy to put you in contact. Please let us know if this is of interest to you.

**Do I have to choose a supplier from the assured supplier list?**

To qualify for Gloucestershire funding, you must choose a provider from the assured supplier list. We will need to know which system you choose.

**What if I have a digital system but don’t know if it’s on the assured supplier list?**

You can check if your system is on the assured supplier list by using this website:

[Assured Supplier List - Digital Social Care](https://www.digitalsocialcare.co.uk/social-care-technology/digital-social-care-records-dynamic-purchasing-system/accredited-supplier-list/)

If you think you have a non-assured system, contact your supplier to check if they are applying to move to the assured list, as some are still going through the assurance process.

**What if I bought an assured DSCR recently?**

You can still apply for funding if your contract is dated on or after 1 April 2022.

Please complete the EOI and we will be in contact.

**What are the basic steps to getting the funding?**

* You tell us you are interested in funds this financial year (via returning the EOI to us by 23 January 2023)
* You decide which assured supplier best suits your needs and agree a contract
* You send details of your claim and proof of purchase or expenditure (e.g., invoice)
* You sign an MoU with Gloucestershire ICB
* Funds are transferred to your organisations' account

We will need to keep in close contact with you to ensure we can complete all the steps to meet the funding deadlines.

**What is the deadline to receive funding?**

We need to allocate this year's funding before the end of the financial year on 5 April 2023.

Time is tight and there are steps we need to complete with you separately from the contract you agree with your DSCR supplier. We need you to keep in contact with us and meet deadlines as any delay or late notification could result in the funds not being available in time.

For our part we will aim to respond to you within 2 working days, clearly explain each step and what we need and give you as much notice as we can.

**What if I am not ready before the end of this financial year (5 April 2023)?**

We hope there will be national funding for the next 2 years, but this is not guaranteed yet.

If you decide to wait until next year and funding is available, we will keep your details.

**What is the next step?**

Please complete the EOI form and return it to us by **23 January**, so that we know you are interested. Letting us have the EOI does not mean you must proceed but it’s helpful to us to know how many providers are thinking of going ahead and helps us start our initial checks.

You will then need to select a supplier using the process outlined. [Purchasing the DPS | Digital Social Care |](https://www.digitalsocialcare.co.uk/social-care-technology/digital-social-care-records-dynamic-purchasing-system/purchasing-through-the-dps/)

**What if I would like to see a demonstration of the systems to help me choose?**

As a provider you can contact the suppliers directly to discuss their systems.

However, we are aware of many webinars taking place and will send you details of any we are aware of, once we have received your EOI.

**What if I manage a care home or part of my domiciliary business outside of Gloucestershire?**

Whilst our grant is for Gloucestershire, we know that some businesses operate across county boundaries. We will work with colleagues in other areas to help decide how best we can support you.

Please let us know if this applies to you when responding to our EOI.

1. Sensor-based Falls Prevention & Detection Technologies

**What are Sensor-Based Falls Prevention and Detection (SBFPD) technologies?**

These are technologies that use sensors to generate data to those providing care to prevent and/or detect a fall. There are various types of sensor-based technologies available on the market:

* Acoustic based technologies listen to the sounds in a room to identify a fall has, or may, occur.
* Other examples are pressure or door sensors which can report movement or activity such as opening of doors and use of appliances.
* The following types of sensors may be considered SBFPD technologies:
  + Proximity
  + Pressure
  + Temperature
  + Infrared
  + Touch
  + Motion
  + Sound (acoustics)
  + Any type of medical observational monitoring (blood pressure, oxygen levels etc) that requires clinical decision/input would not be considered a care technology

**What if I am interested in piloting sensor-based falls prevention technology?**

We are considering pilots of sensor-based falls prevention particularly those using infrared systems.

There will be a separate funding arrangement for these pilots. You do not have to apply for digital social care records to express interest in a pilot but please note that funding is only available for care homes.

If you are interested, please let us know via your EOI or email [sally.williams61@nhs.net](mailto:sally.williams61@nhs.net)

**What if I am interested in other technology to benefit those in my care?**

We are also considering piloting technology that might help manage deterioration.

There will be a separate funding arrangement for these pilots. You do not have to apply for digital social care records to express interest in a pilot but please note that funding is only available for care homes.

If you are interested, please let us know via your EOI or email [sally.williams61@nhs.net](mailto:sally.williams61@nhs.net)