

Learning from the CQC local area reviews

Sharing information across care and health

LGA and Sutton

www.local.gov.uk

Outline of session

1. Introductions

3. CQC local system reviews –
findings on information sharing

2. The LGA's Care and Health
Improvement Programme

4. Information sharing across care
and health – a local perspective

5. Q&A

The Care and Health Improvement Programme

...provides support to councils in England for **social care, integration and health** and **digital improvement**, as well as supporting the **Transforming Care** programme for people with learning disabilities and/or autism.

A **sector-led improvement** programme for care and health, co-produced and delivered by the LGA and ADASS.

Find out more: www.local.gov.uk/chip



Our offer (supporting innovation and transformation in ASC) includes:

- [Social Care Digital Innovation Programme](#) (31 councils)
- [Design in Social Care Programme](#) (9 councils)
- [Data security with adult social care providers](#)
- On-site bespoke support across a range of areas:

Service design | assistive technology | digital / technology | sharing information

Digital transformation in social care

Five key areas:



1. Sharing information to support the delivery of (direct) care for individuals e.g. local sharing initiatives such as development of shared care records



2. Enabling people to interact with social care through digital channels e.g. personal budgets & eMarketplaces



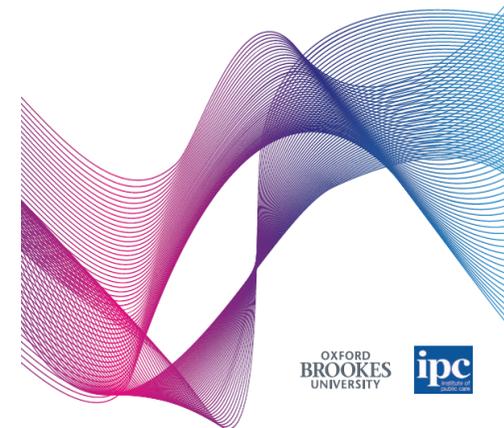
3. Promoting independence and wellbeing through the use of digital services e.g. remote & assistive technology such as telecare



4. Integrating commissioning through the improved use of information and insight e.g. population health



5. Enabling care professionals to work from any base at any time e.g. multi-agency working



What the CQC local system reviews found...

Three key themes relating to information sharing:

1. Discharge
2. Information & advice
3. Shared records



1. Discharge information

Good practice

- Many areas engaging with and have plans in place to share information with providers

Challenges

- Quality and accuracy of information going to care providers
- 29% of registered managers said discharge summaries were received less than ¼ of the time and 23% said the quality of information was rarely or never sufficient
- Variable processes for transferring information



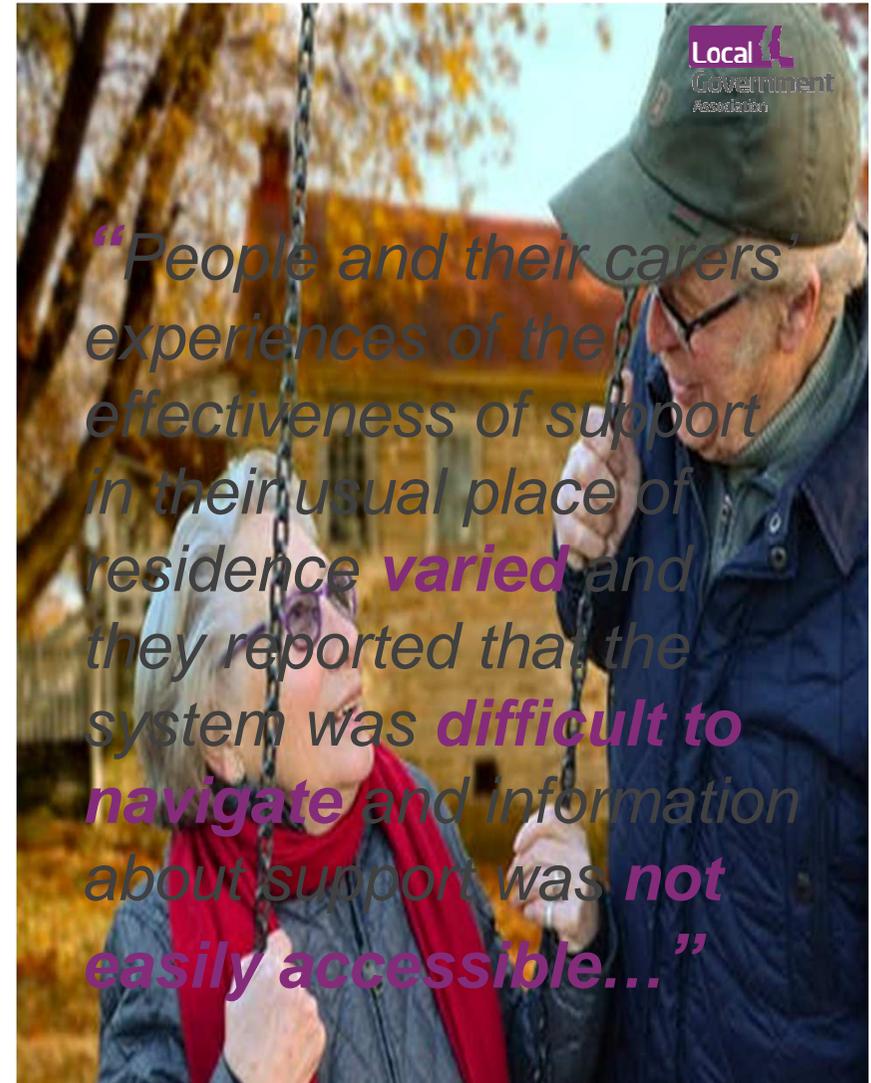
2. Information and advice

Good practice

- Many areas working with voluntary and community sector organisations for provision of information and advice

Challenges

- Lack of information for self-funders
- Information available difficult to navigate and access



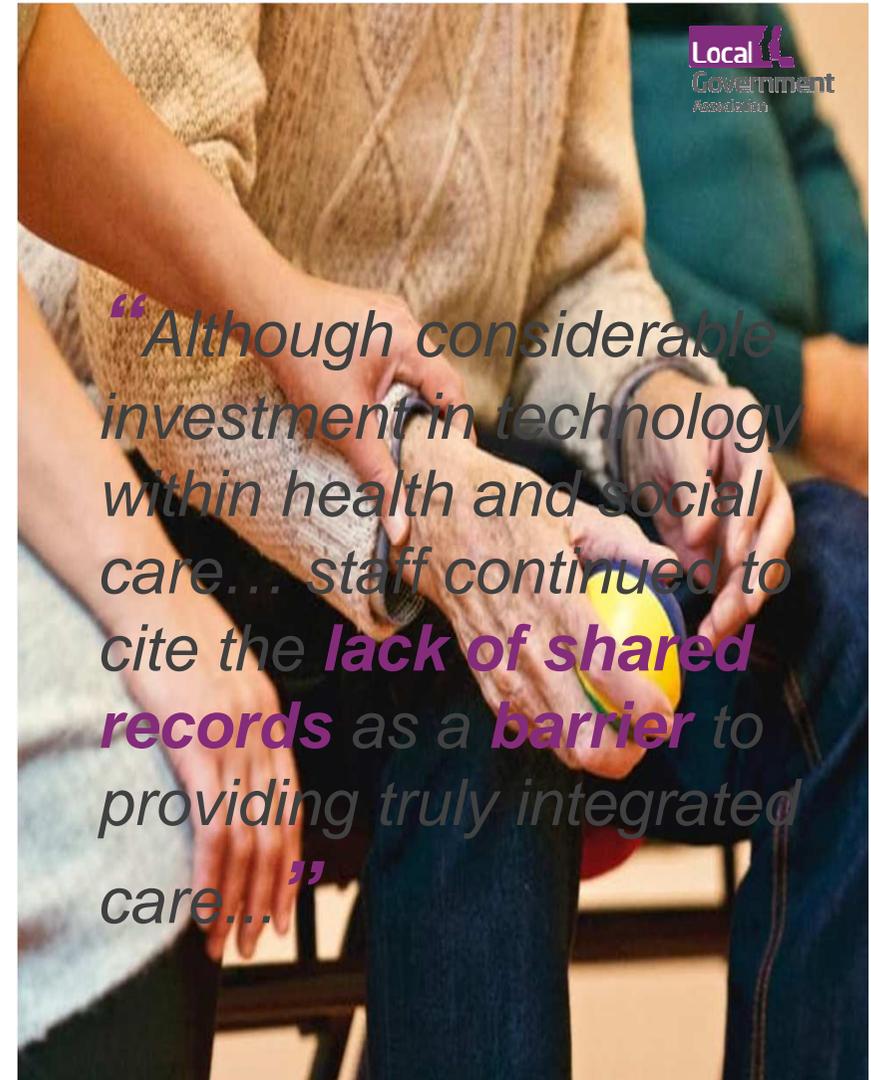
3. Shared care records

Good practice

- Increase in collaborative working across care and health
- Key partners developing joint protocols for information sharing

Challenges

- Digital interoperability was an issue (to varying degrees) in all systems
- For example information didn't always highlight changes to medications
- Complex arrangements for accessing information (i.e. multiple log-ins).



Headlines and Next Steps:

- There are already standards established (Care Act) for assessment and discharge information to be shared with social care and standards set for discharge summaries.
- Arrangements in place for care providers (if needed) to be able to access NHSmail but do need to have completed Data Security and Protection Toolkit.
- STP funding recently distributed for digital technology – we would encourage you to engage with your STP in determining how that funding is allocated.



Seventh Caldicott Principle:

“The duty to share information can be as important as the duty to protect patient confidentiality.”

From the Information Governance Review, 2013

“Relevant information should be shared with members of the care team, when they have a legitimate relationship with the patient or service user.”