



# Digital Social Care Records for North West London

# Introduction to Digital Social Care Records

A Digital Social Care Records (DSCR) is a software solution that allows social care services to digitally record care information in real time, replacing traditional paper records. DSCR are person-centred and built for sharing data, ensuring that residents receive the right care at the right time and the right people have access to the information they need to deliver that care.

DSCRs enable enhanced communication between health and social care settings, while also freeing up time spent by care professionals on administrative tasks and equipping them with accessible, real time information at the point of care. North West London Integrated Care System (NWL ICS) has secured a fixed amount of funding from the NHS Transformation Directorate to support local CQC-registered care providers to adopt DSCR. If you are interested in implementing DSCR, NWL may be able to provide:

- Financial support, by way of a one-off grant payment, to help fund the purchase and implementation of a DSCR solution
- Support to meet prerequisite [Data Security and Protection Toolkit](#) (DSPT) standards and to access other digital systems such as the London Shared Care Record



## The Features and Benefits of DSCR

DSCR can improve outcomes for residents, for providers, and for the broader health and care system by providing real time information recording and sharing about the care people receive, helping providers and care professionals to be more aware when people's needs change and to respond to them more quickly. Alongside improving the safety and quality of care and enhancing communication, DSCR systems have been found to save an individual at least 20 minutes of administrative time daily, freeing up more time to spend delivering care.

### Benefits for Residents

- Remote access for residents and, with consent, their families and loved ones
- Availability of all key information is in one place, accessible at the point of care
- Improved care, including better facilitation of hospital admissions and discharges and more comprehensive briefs available to clinicians and AHPs

### Benefits for Care Managers

- Aligns with CQC best practices and emerging digitisation standards in the single assessment framework
- Easier and more efficient processes for providing information to commissioners and regulators
- Increased security and a reduction in archiving, printing and scanning costs, and the overall environmental impact when compared to paper records
- Access to real time data to review and analyse organisational and care trends

### Benefits for Care Staff

- Faster, more accurate, and safer information sharing to support the provision of health and care services
- Minimisation of risks such as medication errors, dehydration, or missing visits
- Support for other important health and care functions such as service management, planning and research
- Ease of reading existing notes and recording new notes into the record, with records accessible from anywhere
- Reduction in time spent on administration, allowing more time to provide care

# DSCR Choices

The NHS Transformation Directorate has developed a list of DSCR solutions that are assured to a common standard to support care providers to select an approved solution that meets their settings' individual requirements and digital needs.

Each DSCR on the [Assured Solutions List](#) has passed basic financial and security checks, complies with national standards, and meets the following core requirements:

- Supports inclusive care planning and needs assessment
- Captures real time, auditable records, notes, and observations that can be accessed at the point of care
- Supports task planning, allocation, management and completion
- Provides controlled access to data
- Is able to share data with other systems and care settings
- Supports the operation and management of a care setting



The above DSCR solutions have been assured as of October 2023 by the NHS Transformation Directorate in NHS England against the DSCR core requirements only.

New suppliers will continue to join, creating a vibrant market place of solutions to fit the diverse needs of adult social care providers.



## Adopting DSCR

### What will care providers have to do?

Care providers interested in DSCR can access support to identify technical requirements and understand the DSCR options available on the Assured Solutions List, and can receive a contribution to funding the purchase and running costs of DSCR for up to one year.

Care providers will have to:

- Meet DSPT standards for the current year
- Work with the programme to identify and address digital maturity needs (e.g. portable device access, network connectivity) prior to purchasing a DSCR
- Select a DSCR supplier from the Assured Solutions List
- Enter into an agreement to take part in and receive funding, which will include commitment to purchasing, implementing, and funding the ongoing costs after Year 1 for a DSCR selected from the Assured Solutions List.

### Who to contact?

For more information and to get in touch about DSCR support, please contact the NWL Social Care Digital Programme at [nhsnw.ehch@nhs.net](mailto:nhsnw.ehch@nhs.net)