

# Data Security



**DSPT**

Better security.  
Better care.

**Kent County Council & Kent Integrated Care Alliance**

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# Introductions



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# Better Security, Better Care



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- National programme funded by NHSX
- Its overall aim is to help make sure adult social care providers have good data and cyber security in place
- By helping care providers to register on and complete the Data Security and Protection Toolkit (DSPT), which demonstrates good practice in this area
- Local and national support e.g. Digital Social Care - dedicated space to provide advice and support to the sector on technology and data protection  
<https://www.digitalsocialcare.co.uk/>



# How the training will work



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- We will take you through each question for this section of the Toolkit
- If there is anything that you cannot answer straight away:
  - Make a note of what you need to do on the action plan
  - We will follow up on these next time



# What we'll be covering in this module



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- Physical security and paper records 'on the move'
- Business continuity:
  - 'Data emergencies' – what your plans should cover
  - How to make sure your plans will work
- Data breaches:
  - What is a data breach? What is a 'near miss'?
  - What your plans should cover
- Your questions
- Useful links
- Where to find help
- Next steps



# Login to the Toolkit



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- Go to <https://www.dsptoolkit.nhs.uk/Account/Login>
- Or put in 'DSPT login'

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## **NHS** Digital **Data Security and Protection Toolkit**

[Organisation search](#) [News](#) [Help](#)

### Log in with a Data Security and Protection Toolkit account

#### Email Address

#### Password

**Log in**

[Forgot your password?](#)

[Don't have an account? Register here.](#)

### Log in with NHSmail

For users who signed up with NHSmail or have upgraded their existing account to NHSmail. [More information](#)

**Log in with NHSmail**

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# Physical security: What the DSPT questions ask



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- 1.3.13 Briefly describe the physical controls your buildings have that prevent unauthorised access to personal data
- 1.3.12 How does your organisation make sure that paper records are safe when taken out of the building?

# Business continuity plans: What the DSPT questions ask



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- 7.1.2 Does your organisation have a business continuity plan that covers data and cyber security?
- 7.2.1 How does your organisation test the data and cyber security aspects of its business continuity plan?

# Where to start?



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- Identify your critical IT systems and paper files
- Identify your critical 'devices' – computers, laptops, tablets, smartphones



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# 'Data emergencies'



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Loss of  
phone line/  
internet

Lost, stolen  
or broken  
computer or  
smartphone

Power cut

Your  
supplier's  
system is  
down

Office  
unavailable  
- fire

You are  
hacked



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# Phone line/internet down



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- What systems would you lose access to?
- Would you still be able to direct staff to where they need to be?
- Which mobile/s could you use to make calls?
- Would numbers for your main contacts be easily accessible?
- Is there a temporary alternative if you've lost the internet?
- Could office staff work from another place e.g. at home using their own Wi-fi?



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# You were hacked



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- Make sure you have the right software and staff training in place to help prevent this happening
- If you suspect you are currently under attack, and your data is at risk, call Action Fraud 0300 123 2040 immediately. Action Fraud will guide you through what you need to do during and after the attack
- Follow your breach reporting procedure
- Change your passwords
- Contact your IT supplier/IT support, if you have this
- Check that you have a backup



# Your supplier's system has a fault



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Do you  
have  
contact  
details  
(phone  
number)?

Does your  
supplier  
have a  
business  
continuity  
plan?

# An example structure for your plan



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Column heading	Example
Key area	Laptop breaks down
What could happen	Cannot access care data Loss of staff records
How likely is it to happen?	<b>R A G</b>
How bad could it be?	<b>R A G</b>
How can we prepare just in case?	Make sure our backups are working and can be restored Put in place alternative access to care data and staff records Access cloud systems on a different device
Lead person	
Date last tested	



# Business continuity plans



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- Think about the plans that you have in place at the moment – how much do they cover the kinds of events we've outlined?
- What sorts of things might be needed to help make sure your plans will work?
- How could you test your plans?

# How to make sure your plans will work



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- Make sure staff are aware of the plan and what to do
- Update policies and procedures to match your plan
- Test your draft plan to see if the actions would really work in practice e.g.
  - Mimic a power cut or phone/internet problem
  - ‘Hide’ a computer or smartphone
  - Lock the office door and ‘hide’ the key
  - Send a ‘pretend’ phishing email to staff to see if they open it
- Test your plan again at least annually

# Further information and guidance



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- An example of what your business continuity plan should cover in terms of data security is available from Digital Social Care  
<https://www.digitalsocialcare.co.uk/latest-guidance/template-policies/>
- A template business continuity plan is available from the Care Provider Alliance:  
<https://careprovideralliance.org.uk/assets/pdfs/Contingency-plan-template-20-May-2020.docx>
- To find out about the different types of scams  
<https://www.actionfraud.police.uk/a-z-of-fraud>

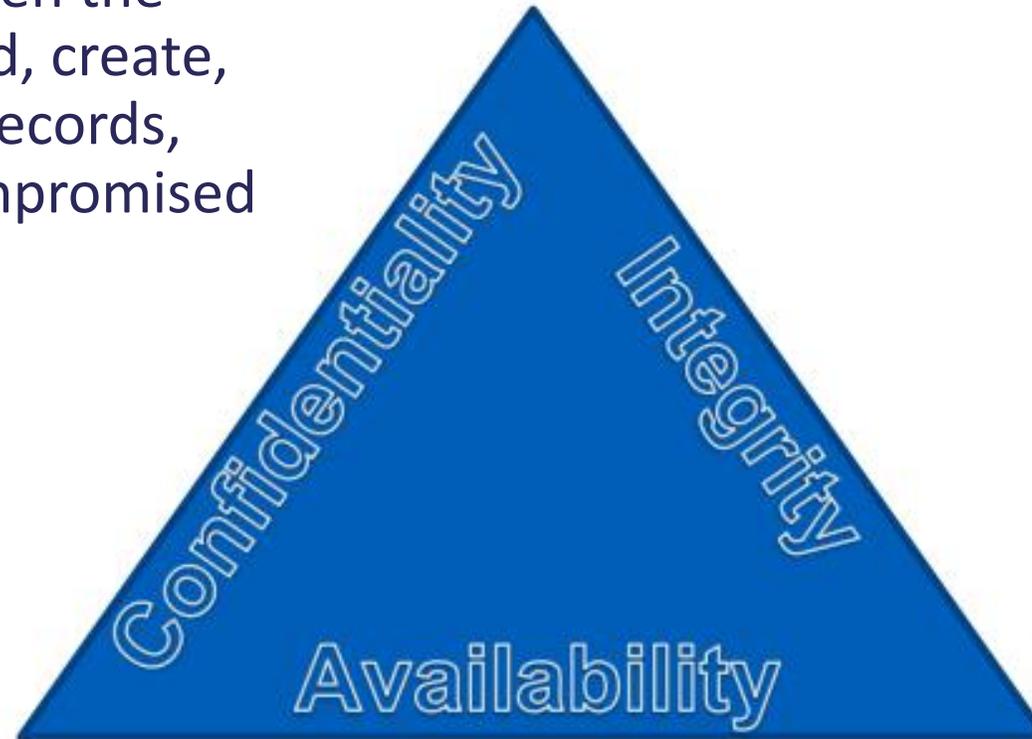


# What is a data breach?



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A data breach is when the information we hold, create, or share (e.g. care records, staff records) is compromised



# Data breach – confidentiality



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- Deliberate sharing of information (gossip) e.g. sharing updates about someone's health with another visitor to the care home
- Sending information about someone to the wrong email address or fax number, accidentally
- Having information stolen by an unknown 'hacker'



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# Data breach - integrity



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- Data breaches also include times when data isn't accurate, or isn't filled out by the right person

# Data breach – availability



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- Data breaches also include not being able to get the information that you need e.g. in order to care for someone. For example, a locked office door or filing cabinet, where the keys are lost, or not having sufficient access to an electronic care record.



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# What are the DSPT questions about data breaches?



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- 6.1.1 Does your organisation have a system in place to report data breaches?
- 6.1.4 If your organisation has had a data breach, were all individuals who were affected informed?
- 5.1.1 If your organisation has had a data breach or a near miss in the last year, has the organisation reviewed the process that may have allowed the breach to occur?
- 6.1.3 If your organisation has had a data breach, were the management team notified, and did they approve the actions planned to minimise the risk of a recurrence?

# A system to report data breaches – Some questions



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# A system to report data breaches – Some questions for in the event of a data breach



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# Data breaches



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- Thinking about your arrangements for staff to report data breaches, how well does this work at the moment? Is there anything that could be added or changed to make the process better?
- If a breach did occur are the right steps set out so that everyone involved will know what to do?

# Further information and guidance



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- For staff guidance, see Digital Social Care:  
<https://www.digitalsocialcare.co.uk/resource/staff-guidance-on-data-breaches/>
- Information on data breaches is available from the Information Commissioner's Office (ICO) <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/personal-data-breaches/>
- The ICO has a dedicated support service for small to medium organisations:  
<https://ico.org.uk/for-organisations/data-protection-advice-for-small-organisations/get-support/>



# Reporting data breaches – information and guidance



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- To help you decide if it is a breach or not, and how significant it is, see: <https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach-assessment/>
- Within the DSPT there is an incident reporting tool at <https://www.dsptoolkit.nhs.uk/Incidents>

*This tool should be used to report breaches to the Information Commissioner's Office (ICO)*

# Any final questions?



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# There is help out there



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For help with registration on the Data Security and Protection Toolkit (DSPT)	For further information about data and cyber security in social care	Local help and support
<b>NHS Digital DSPT Helpdesk in Exeter</b>	<b>Digital Social Care</b> <a href="http://www.digitalsocialcare.co.uk">www.digitalsocialcare.co.uk</a>	<b>Website</b> <a href="http://www.designandlearningcentre.com/data-security-protection-toolkit">www.designandlearningcentre.com/data-security-protection-toolkit</a>
<b>Telephone 0300 303 4034</b>	<b>Digital Social Care helpline</b> <b>0208 133 3430</b> <b>(Monday – Friday, 9.00-17.00)</b>	<b>Local helpline: TBC</b> <b>(Monday – Friday, 9.00-16.00)</b>
<b>Email</b> <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a>	<b>Email</b> <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a>	<b>Email</b> <a href="mailto:dspt@kent.gov.uk">dspt@kent.gov.uk</a>



# Next steps



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- For the questions where you know the answer, make sure you have logged in to the Toolkit and completed these questions
- Review your action plan to make sure you've captured what you need to do next for any questions you can't complete just yet

