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Title of meeting: Health, Wellbeing & Social Care Decision meeting

Subject: Information Management & Data in Adult Social Care

Date of meeting: 10th March 2022

Report by: Sam Midgely, presented by Andy Biddle

Wards affected: All

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1.   Requested by
Councillor Jason Fazackarley, Cabinet Member for Health, Wellbeing & Social Care

2.   Purpose
To update the Cabinet Member and HWBSC spokespeople how Adult Social Care (ASC) can meet its statutory obligations to provide data for national returns and how business critical management information can be supplied to managers.

3.   Information Requested
To outline the current data management project and how this impacts on preparation for the national inspection of Adult Social Care by the Care Quality Commission, (CQC)

4. Background and context
The recent draft strategy "Data Saves Lives: Reshaping Health and Social Care with Data" sets out the Secretary of State's vision and action plan to make better use of integrated data to save lives. Gaining actionable data insights which support quality and sustainability has never been more important to help plan, commission and improve care services. Data driven products and services are viewed as critical innovations to allow for a robust risk-based, intelligence-led approach when managing the demand for services.

However, with year-on-year reductions to resources, information management and data collection has lacked the investment necessary to automate, modernise and enable data to be used to better inform ASC activity. There is a need for the improvement of our data capture systems to ensure we can meet the demands for more timely, detailed, accurate and higher quality data for analytics and service management. The demand for data has increased and mandated national returns will undergo fundamental changes in the 2022 calendar years. Changes to NHS Digital requirements and the need for ASC to be more data driven and meet new performance requirements is a priority objective to support interoperability.

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5. Current Challenges

The necessary information is held across different case management and finance systems including SystmOne (the key case recording system) but much of it is recorded in the form of "free text". This means a person can read an individual case but applying automation to the data to gain a more strategic view is not currently readily accessible. Additionally, data is also held in different instances of SystmOne by our partner organisations. For example, NHS Solent record for people with a learning disability and working age adults with a mental health need and we need to co-ordinate requirements with our colleagues to submit data for various joint returns.

6. Priorities

NHS England have substantially changed collection requirements and datasets nationally to provide "Patient-Level Data" (PLD) for Continuing Health Care from April 2022 and supply "Client Level Data" (CLD) for NHS Digital from April 2023 for the rest of ASC. This means practitioners need to be recording several set pieces of information throughout the lifecycle of our involvement with a resident, so that a clear picture of services provided, and outcomes can be reported on.

The Care Quality Commission will reintroduce inspections of ASC departments from 2022/2023 and data submissions will be a vital part of this.

Health and Care Portsmouth require data for strategic planning and decision making to maximise use of resources. The service will be more data driven to inform its activity and commissioning and identify where efficiencies can be made.

7. Key outcomes

Provision of accurate and timely information to support statutory reporting, service day-to-day reporting, operational management, and future strategic decision-making. Enabled by:
- Design and deployment of the right cloud technical infrastructure as identified in corporate IT roadmaps and strategies
- Design of standardised datasets created as part of data warehouse and ASC data governance initiatives
- Successful and scalable data warehouse implementation and of a 'single version of the truth' through collaboration and knowledge sharing between partners and professional services (IT, HR etc.)
- Automation of report creation, no longer relying on key individuals and manual manipulation of data

7.1 Pre-requisites for success
- Selection and investment in appropriate analytical tools, training and staff
- SystmOne configuration, workflows and validations are in place to improve data quality
- Data quality is part of social care practice and meets both national and local standards

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- Everybody has ownership and responsibility to capture high-quality data at source (right first time)
- The appropriate training and guidance are in place to ensure everyone has the necessary skills and knowledge in relation to data quality
- Clear governance of responsibility and accountability for data and its processing is visible and understood

7.2 Plan to achieve

- Appointment of a Project Manager to collaborate with Corporate IT on the definition and design of an ASC Information Management and Data Strategy/Programme
- Identification and planning of distinct ASC Projects within a wider Corporate Reporting Programme (June 2022)
- Design and develop the automated supply of regular Business Information
- Appointment of a Data Lead and Business Analyst (November 2021) to carry out a gap analysis and undertake the necessary SystmOne reconfiguration in conjunction with the SystmOne Support Team. (This has started with CHC and will then move into all other areas of ASC)
- Working closely with NHS Digital (as a Pilot Authority for the CHC Client Level Data Set) who will support us and assist in reducing the burdens
- Technical discussions with The Phoenix Partnership (TPP) who we contract with to provide SystmOne
- Technical discussions involving PCC IT department around future provision of a data warehouse

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Signed by (Director)

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location