

Care Home guidance for requesting an nhs.net email account.

1. Introduction / Background

Care Homes are now able to request and access nhs.net email accounts. The benefits of this include facilitating secure communication between Care Homes, GP surgeries and other services involved in residents care, and the transfer of patient identifiable information between care homes and health related services. Requesting nhs.net accounts will also safeguard care homes against GP surgeries or other organisations decommissioning their fax machines in the near future.

2. Aim

The aim of this document is to provide help and guidance to care home managers and staff in how to submit a request for an nhs.net email account and the preceding steps that need to be in place to support this request.

3. Prerequisites.

Prior to applying for an nhs.net email account the Care Home needs to be registered with the Information Commissioners Office, and a Data Security and Protection Toolkit (DSPT) needs to be submitted.

4. Registering with the Information Commissioners Office.

Under Data Protection regulations 2018 individuals and organisations that process personal data need to register with the Information Commissioners office (and pay a fee).

4.1 Care Homes part of a wider organisation

Care Homes who are part of a wider organisation should check the following:

- If their wider organisation is already registered with the Information Commissioners Office for the purposes of processing personal information. A search of registered organisations can be completed here: <https://ico.org.uk/ESDWebPages/Search>
- If their organisation is registered, check within their wider organisation if their individual care home is covered by the existing registration with the Information Commissioners Office.
 - o If the Care Home can be covered under the wider organisations existing DSP registration, please skip to section 6 of this document to request an nhs.net email account.

4.2 Do I need to register with the ICO?

A self-assessment is available on the Information Commissioners website to determine/confirm if registering with the Information Commissioner is required. This can be found below:

<https://ico.org.uk/for-organisations/data-protection-fee/self-assessment/>

If registering is required, there is likely to be a fee of £40 -> £60 to register.

5. Registering for the Data Security and Protection (DSP) Toolkit.

The DSP toolkit has replaced the IG Toolkit and is an online self-assessment tool that allows organisations to measure themselves against the national data guardians 10 security standards.

It is a requirement that all organisations that have access to NHS patient data and systems use this toolkit to provide assurance that good data security standards are in place.

5.1 DSP registration for Care Homes part of a larger organisation

Prior to registering, care homes who are part of a wider organisation should check the following:

- Check whether their wider organisation is already registered for the DSP toolkit. This can be found here: <https://www.dsptoolkit.nhs.uk/News/34>
- If their wider organisation is registered, check within their wider organisation if their individual care home is covered by the existing DSP toolkit registration.

5.2 DSP registration

Assuming registration is required, the DSP Toolkit registration can be accessed from the following link: <https://www.dsptoolkit.nhs.uk/>

To register successfully with the DSP toolkit you will require the following:

- Your email address
- A valid "organisation code" (If you have an Spine connection these can be found here <https://odsportal.hscic.gov.uk/> or alternatively email exeter.helpdesk@nhs.net)

The DSP toolkit requires different levels of assessment ('Small', 'Large' or 'GP') for different organisations and services. Care Homes are required to complete the 'Small' organisation evidence criteria. Further details are below as when completing the DSP toolkit there will be no "Large", "Small", "GP" prompt.

There are also 4 levels of compliance associated with the DSP toolkit:

- "Critical standards not met"
- "Entry level"
- "Standards met"
- "Standards exceeded"

5.3 DSP Toolkit "Entry Level" compliance

"Entry level" is a time limited level specifically for social care providers who are submitting the toolkit for the first time. It demonstrates critical legal requirements are being met and will allow access to NHS email. This level is designed to provide a pathway to reaching "Standards met" level of compliance.

For Care Homes seeking to achieve the time limited "Entry Level" compliance in order to access NHS email, the spreadsheet directly below details the questions that need to be answered within the DSP toolkit.



Care Home au

It is recommended that the above spreadsheet is kept open and referred to if seeking "Entry Level" compliance when completing the DSP toolkit. The online DSP Toolkit displays "Mandatory" next to many of the questions asked, this "Mandatory" refers to the "Standards Met" level of compliance below, and not "Entry level" which may be confusing.

A useful guide has been produced by the Care Provider Alliance to support care providers in completing the DSP toolkit for entry-level compliance, a link to this is provided below:

https://www.careprovideralliance.org.uk/uploads/1/0/8/0/108055907/dsptentrylevelguideasc_v1.0.pdf

5.4 DSP Toolkit “Standards Met” level compliance

“Standards met” demonstrates compliance with all mandatory expected requirements expected of all providers and will allow access to NHS email and other secure digital solutions such as shared records.

For Care Homes seeking to achieve “Standards Met” level of compliance, attached below for reference are the questions that will require a response in the DSP Toolkit. These are also marked as the “Mandatory” fields within the DSP Toolkit.



DSPT assertions
action plan small.xls

5.5 Useful links for DSP Toolkit registration

A further useful resource page for Care Homes when submitting the DSP toolkit is provided below:

<https://www.careprovideralliance.org.uk/data-security-and-protection-toolkit.html>

Additional guidance on the need for a Data Protection Officer is detailed here:

<https://www.dsptoolkit.nhs.uk/Help/2> (click on the link to the “Key Roles and DPO guide.pdf”)

6. Registering an Nhs.net email account

Once the above steps have been completed Care homes can apply for an nhs.net email account. It is understood that the @nhs.net email address is created based on a standard and cannot be chosen by individual homes.

Note: When attempting to create an nhs.net account for the first time, it is likely that a “one time password” will be physically posted to the address of the Care Home, which will be required to complete the registration.

Prior to starting the process of requesting an nhs.net email account it is worth considering which staff within the care home you would like to have an individual nhs.net account (these would also be the staff who would have access to the generic care home nhs.net account). Each care home can have one shared mailbox and up to 10 individual accounts linked to the shared mailbox.

To start the nhs.net registration process go to the following url:

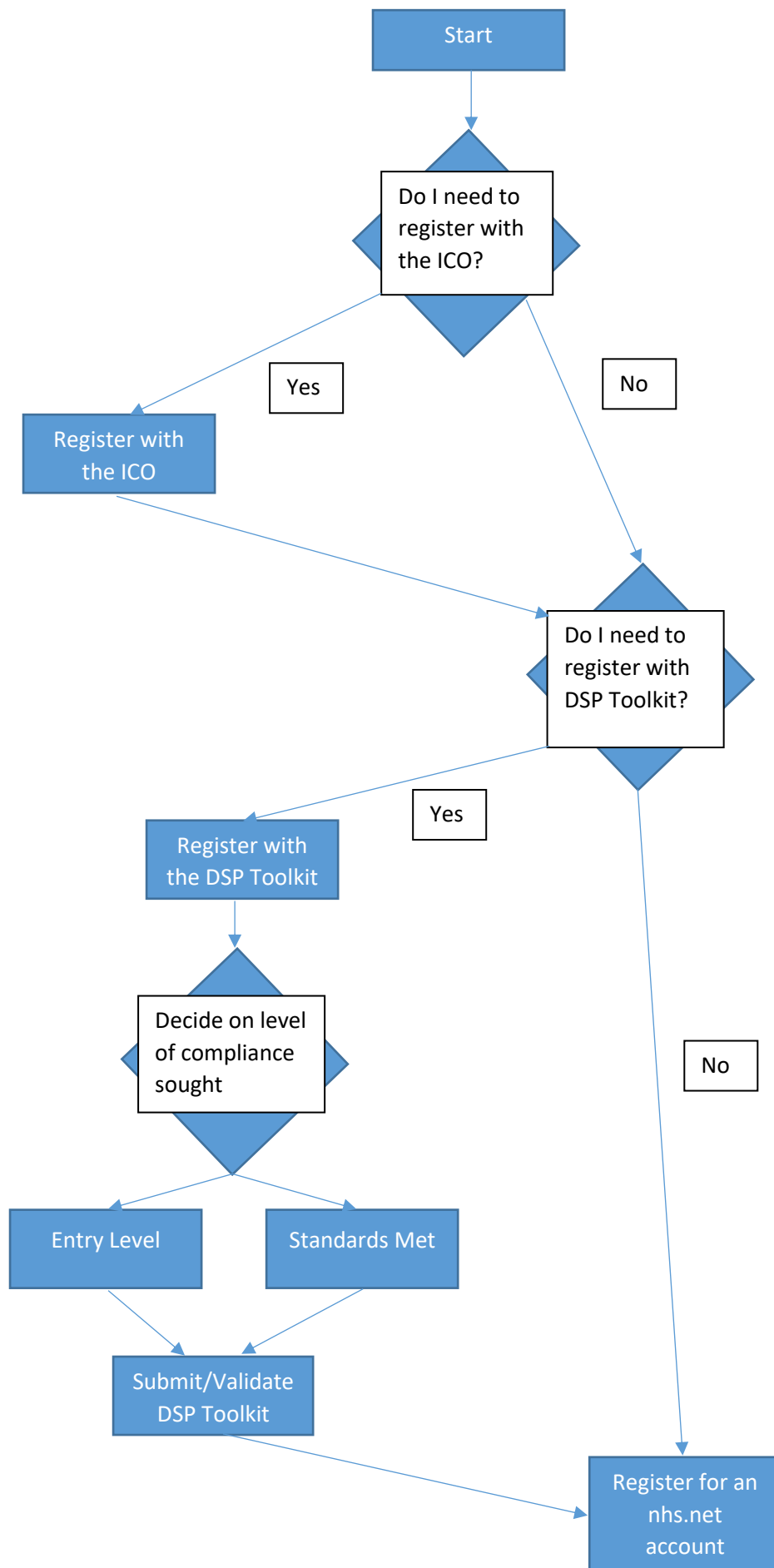
<https://portal.nhs.net/Registration#/careprovider>

To complete an nhs.net email registration the following will be required:

- A current DSP toolkit submission (see above)
- A CQC location ID (CQC registration number)
- CQC Contact ID (Registered managers ID) or a ‘One time’ password that has been sent.

Completing this process should create the nhs.net email account.

7. Process flow for completing nhs.net registration.



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