

Sharing care plans digitally

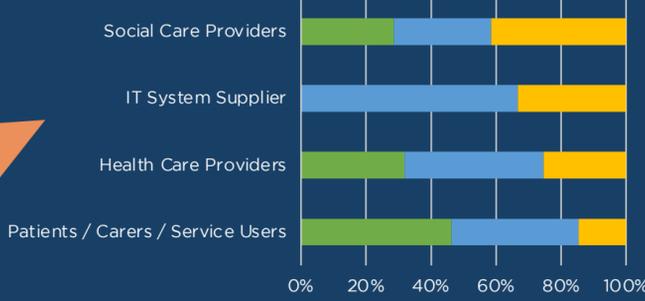
The PRSB surveyed more than 260 individuals with a vested interest in the personalised care and support plan regarding the possibility of restricting access to parts of the plan in particular circumstances.

Those questioned included providers of health and social care, system suppliers and individuals, such as patients, carers and service users. The information we have gleaned provides insight into the demands and challenges of various parties across health and social care, and could prove constructive in the development of software reliant on the sharing of information across the network.

- 6 System suppliers were primarily uncertain as to whether or not some information should be restricted.
- 6 The majority of those providing social care suggest some level of restriction would be required.
- 6 But the majority of individuals surveyed failed to agree that access to information should be precluded.



Are there any circumstances in which you may need to restrict access to parts of the care and support, emergency and/or contingency plan?



Why should access sometimes be restricted?

Across all groups of respondents, there were two key reasons why some information should not be made widely available across the system:

1

"It should be customer choice for each section - it is their information so they need to be able to define which aspects they share and which they restrict."

2

"Restrictions may need to apply where safeguarding concerns are presented."

The view from social care providers



"From a domiciliary care worker's perspective, there is a limit to their understanding of the technical health information. This may intimidate some and prompt others to go beyond their boundaries. For this reason, I would suggest a simplified version for care workers, if possible."

"The document should only be accessed by people who need to see it."



"There may be certain healthcare groups that you don't want to disclose some of the social or mental health aspects of support planning to."

For example, you may not want your podiatrist to know about your emotional or mental wellbeing. Likewise, should there be debt concerns, again you may wish to choose who can and can't help with this."

The view from healthcare providers



"Only relevant health professionals should have access to appropriate sections of the record."



"Consideration of restrictions to sections where assessments have been undertaken within a legal framework. The large range of health and care workers that could access and amend this document is significant and it would need to be made who is responsible for which part."



"There are people with significant personality disorders for whom the guidance that is shared between people caring for that person, may contain advice on managing behaviours that the patient would not benefit from reading."



"If the knowledge would cause more harm than good."

The view from patients



"It may not be appropriate for all parts of the plan to be revealed to all, personal care information should be on a need to know."

"Only health care officials and social / psychological services should have access to these support plans. Those with learning difficulties are very susceptible and vulnerable to financial opportunists."



"Not everyone can do digital, and their rights and needs for clear, accessible information is paramount."

The view from system suppliers

Although relatively few systems suppliers demonstrated certainty with regards to this subject, those that were supportive of restrictions indicated that constraints must be driven by security.

One respondent took the time to deliver a list of five instances they deemed valid for control, when considering the restriction of some information within the personalised care and support plan:

- ✓ When the person has stated only certain parts of the plan should be shared
- ✓ When there are instances of mental or physical ill health that could cause further harm to the person if shared more widely When the professional status of a carer is not of sufficient relevance
- ✓ When the individual has no legal right to access information
- ✓ When a layer of protection analysis (LOPA) has determined there to be a significant level of risk

Implementing the Personalised Care and Support Care Plan Standard

PRSB standards are recognised widely as the definitive source of information for achieving excellence in care. Our Standards Partnership Scheme connects the PRSB with health and social care digital system software suppliers, to accelerate development, adoption and implementation of PRSB standards.

The PRSB Partner logo demonstrates a supplier's commitment to standards to system leaders, commissioners and regulators, and the scheme helps ensure you remain informed, connected and supported.

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partners@theprsb.org

020 4551 5225

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