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Meeting Minutes

Date	Wednesday, 13 th May 2026	Time	09:30 – 15:45 PM
Venue	Salmesbury War Memorial Hall, Cuerdale Ln, Salmesbury, Preston PR5 0UY		
Theme	From Digitisation to Transformation: The Future of Adult Social Care- <i>Regional Summit</i>		
Facilitator	Mohamed Jaishan, LSCP		

Time	Minutes
09:30	<p>Arrivals and Registration, Opening Remarks</p> <p>The event began with introductions and housekeeping by Ann Garvey – LSCP.</p>
Session 1: Digitisation in Adult Social Care: Progress, Pressure, and Risk	
10:05	<p>100% Digitisation in Adult Social Care <i>Daniel O’Shaughnessy – Head of Programme Delivery, Digital Care Hub</i></p> <p>Dan introduced the Digital Care Hub as a national not-for-profit organisation supporting adult social care providers with digital transformation, cyber security, AI, and data protection. He explained that the Hub works closely with NHS England, DHSC, and CQC, with LSCP acting as the funded Local Support Organisation for the Northwest.</p> <p>He outlined the Government’s ambition for all CQC-registered adult social care providers to have:</p> <ul style="list-style-type: none"> • An assured Digital Social Care Record (DSCR), and • An up-to-date Data Security and Protection Toolkit (DSPT) by May 2029. <p>Dan reflected on how the COVID-19 pandemic accelerated digitisation within adult social care, particularly the rollout of DSCR systems and improved data sharing between health and care services. He noted that DHSC and NHS England have invested heavily in assured care record systems, digital standards, workforce training, and interoperability initiatives such as GP Connect.</p> <p>He highlighted that the Digital Care Hub has supported the sector in reaching approximately 75% DSPT compliance nationally, with LSCP delivering funded local support across the Northwest. Daniel emphasised that DSCR implementation and DSPT compliance remain the two core foundations of “100% digitisation.”</p> <p>Looking ahead, he discussed ambitions around joined-up health and care systems, national care technology standards, and the Social Care Interoperability Platform (SCIP), aimed at improving information sharing and reducing fragmented systems across the sector.</p> <p>He stressed that digitisation goes beyond systems and compliance, highlighting wider opportunities including AI, rostering tools, interoperability with partners, and using organisational data more effectively. He encouraged providers to</p>



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	<p>focus on strong digital foundations, improving workflows, investing in workforce confidence, and engaging with support networks such as LSCP and Digital Care Hub.</p>
<p>10:30</p>	<p>Data Use and Access Act 2025 - What Do Providers Need To Know? <i>Mohamed Jaishan – Key Account Manage, LSCP</i> <i>Heather Toomey – Principal Cyber Specialist, Information Commissioners Office</i></p> <p>Jaishan introduced the session highlighting the new legislation - Data Use and Access Act 2025 which builds on existing legislation and promotes stronger data sharing, individual rights, and enforcement. 7 key elements were highlighted that were in particular relation to adult social care including:</p> <ol style="list-style-type: none"> 1. Recognised Legitimate Interests - new lawful basis for safeguarding and emergencies 2. Section 121 - mandatory IT standards and interoperability 3. Right to complain to controllers - new individual right and organisational duty 4. Subject Access Requests - 'stop the clock' and proportionate searching 5. Automated decision-making (ADM) - expanded scope 6. Research provisions - broader consent and data sharing 7. ICO becomes the Information Commission - regulatory changes <p>Jaishan invited Heather Toomey to talk a bit more about the changes in ICO. Heather mentioned that the ICO will retain their name but have been given additional statutory rights on enforcement and regulating information across sectors.</p> <p>Regarding section 121, Heather mentioned that regulating the information standard for adult social care remains with DHSC and at the moment – Digital Care Hub with the Data Security and Protection Toolkit (DSPT).</p> <p>She added to changes to ADMs that ICO encourages innovation and the new rules are not to limit but as a guide for more secure implementation of innovation.</p>
<p>11:50</p>	<p>Panel 1: Digitisation vs Reality: Are We Building Safer Care — or Greater Risk? <i>Katie Thorn - Director of Innovation, Digital Care Hub</i> <i>Michael Hanrahan - Telecare and Telehealth Manager, Wirral Council</i> <i>Rob Benson - Digital inclusion Lead, Liverpool City Region Combined Authority</i></p>



	<p>The panel explored whether adult social care is moving too quickly or too slowly with digitisation, and the risk of individuals and organisations being left behind in the process.</p> <p>Katie and Michael discussed the balance between innovation and readiness, highlighting that while digital transformation is essential, many providers still face barriers including poor infrastructure, limited resources, and workforce confidence challenges. Concerns were raised around some care homes in Lancashire still having limited or no reliable internet connectivity, despite increasing reliance on digital systems.</p> <p>Rob and Katie reflected on digital exclusion within both the workforce and among people drawing on care and support. Examples included low digital confidence, limited access to devices and connectivity, and difficulties engaging with digital services. The panel stressed that digital exclusion is not simply a technology issue, but one that directly affects equality, access, and safeguarding.</p> <p>Discussion also focused on whether strong cyber security can realistically be achieved without a digitally confident workforce.</p>
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11:30	Break
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Session 2: Designing Digitally Mature Care: Ethics, Systems, and Implementation

11:50	<p>Ethical Use of AI in ASC <i>Katie Thorn - Director of Innovation, Digital Care Hub</i></p> <p>Katie provided an overview of the development and growing use of Artificial Intelligence (AI) within adult social care. She reflected on the history of AI, from the Turing Test and early chatbot systems to modern technologies such as ChatGPT and advanced machine learning tools.</p> <p>She outlined how care organisations are already using AI in practice, including:</p> <ul style="list-style-type: none"> • Document creation, • Automated transcription and ambient voice technology, • Chatbots for recruitment and occupancy management, • Predictive analytics such as falls monitoring, • Decision-support and rostering systems, • Research and media creation, • Companion robotics and staff support tools. <p>Katie also highlighted the risks associated with AI adoption, particularly around generative AI. She noted concerns regarding inaccuracies, bias, data protection, transparency, and overreliance on automated systems. When</p>
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	<p>discussing whether AI can be used to create care plans, she explained that its use depends on context and that human oversight remains essential.</p> <p>She introduced the Oxford Project on the Responsible Use of Generative AI in Social Care, a collaborative initiative involving Oxford University, Casson Consulting, Digital Care Hub, people with lived experience, care providers, commissioners, and the technology sector. The project defines responsible AI as technology that supports care without undermining human rights, dignity, independence, equality, choice, or wellbeing.</p> <p>Katie outlined the co-produced AI guidance developed through the project, which focuses on areas such as improved care, accessibility, training, data privacy, transparency, accountability, reducing bias, co-production, and sustainable technology adoption.</p> <p>She also discussed the Technology Supplier’s Pledge, encouraging ethical innovation, responsible data use, transparency, training, inclusivity, accountability, and continuous learning from suppliers developing AI tools for social care.</p> <p>Katie concluded by sharing practical recommendations for providers, including ensuring high-quality data, maintaining human review, upskilling the workforce, implementing AI policies, considering ethical implications, and continuously reviewing AI use within services</p>
<p>12:30</p>	<p>Panel 2: Connecting Care - The Future of Digitally Mature Adult Social Care <i>Mazz Akhtar - Project Manager, Digital Social Care (DiSC), NHS Lancashire and South Cumbria Integrated Care Board</i> <i>Melissa Baker - Programme Manager Adult Social Care Markets, Adult Social Care Transformation, NHS Greater Manchester</i> <i>Melanie Weatherley MBE – Co-Chair of Care Association Alliance (CAA)</i></p> <p>The panel explored what “digitally mature” adult social care should look like and the practical realities providers currently face in achieving this. Discussions focused heavily on interoperability, coordination, and the gap between national ambitions and frontline realities.</p> <p>Melanie provided the care provider perspective, highlighting the significant disconnect between NHS systems and provider systems, noting that many systems still do not communicate effectively with one another. She also discussed the challenges surrounding funding models, explaining that Digital Social Care Record (DSCR) funding often required providers to match funding contributions, creating additional financial pressures and complexity for providers already operating within constrained budgets.</p>



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	<p>Melissa discussed Greater Manchester’s wider digital strategy, emphasising that digitisation and interoperability are major priorities across the region. She highlighted the importance of integrating adult social care more closely within broader NHS digital transformation plans and improving information sharing across systems.</p> <p>Mazz shared examples from Lancashire and South Cumbria, including the adoption of technologies such as Nobi Lights within care settings. He noted that providers were required to complete the Data Security and Protection Toolkit (DSPT) before accessing some digital technologies, reinforcing the importance of cyber security and data protection foundations alongside innovation.</p> <p>The panel agreed that interoperability remains one of the sector’s biggest challenges, particularly for smaller providers with limited resources and infrastructure. Melanie also reflected that while many strong digital initiatives exist nationally, implementation is often inconsistent and regionally driven, resulting in fragmented approaches and a lack of coordination across the sector. Throughout the discussion, speakers stressed that digitisation should focus on improving care outcomes and supporting providers practically, rather than simply meeting policy ambitions or technical targets.</p>
13:05	Lunch and Networking
Session 3: Cyber Resilience in Adult Social Care: Incidents, Response, and Recovery	
14:00	<p>Panel 3: Under Attack - The Reality of Cyber Incidents in Adult Social Care <i>Rachael Beard</i> -Director, Ablewell Care <i>Niomie Haynes</i> – Commercial Manager, NW Cyber Resilience Centre <i>Ann Cullen</i> – Training Consultant, LSCP</p> <p>The panel explored the reality of cyber incidents within adult social care, focusing on practical lessons learned, organisational preparedness, and the importance of cyber resilience.</p> <p>Rachael shared Ablewell Care’s experience of being impacted through a cyber attack involving their IT supplier. She explained that the organisation was able to avoid significant operational damage because they maintained their own independent server infrastructure, highlighting the risks associated with supplier compromise and overreliance on third-party systems.</p> <p>Discussions focused on what truly protects providers during a cyber incident. Ann emphasised that effective cyber resilience requires a combination of policies, people, and technology working together. She stressed that policies should not simply exist as documents “on a shelf,” but must reflect real organisational practice, be understood by staff, and be regularly reviewed and tested.</p>



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	<p>A strong focus was placed on contingency planning, incident response testing, and “dry run” exercises to ensure organisations can respond confidently during an actual incident. Ann highlighted the importance of having practical cyber incident response plans that clearly outline roles, communication processes, escalation routes, backups, and recovery procedures.</p> <p>Niomie discussed the increasing prevalence of social engineering and phishing attacks, noting that many cyber incidents begin through manipulated or fraudulent emails. She encouraged providers to remain cautious and suspicious of unexpected communications, particularly where requests involve financial information, passwords, or urgent actions. Providers were advised to verify emails and requests directly with the sender wherever possible.</p> <p>The panel also highlighted the wider cyber resilience support available through the NW Cyber Resilience Centre, including guidance, awareness training, and practical support for care providers.</p> <p>Throughout the discussion, speakers stressed that cyber security should be treated as an organisational and operational issue rather than simply an IT problem, with staff awareness, supplier assurance, business continuity planning, and regular testing identified as critical foundations for resilience.</p>
14:45	<p>Cyber Escape Room <i>Lancashire Constabulary Cyber Team</i></p> <p>Attendees took part in a one-hour interactive Cyber Escape Room exercise delivered by Lancashire Constabulary’s Cyber Team. Participants were split into four groups and worked through a simulated real-life cyberattack scenario involving hackers attempting to gain access to an email account while demanding a ransom payment.</p> <p>The exercise challenged attendees to work collaboratively under pressure, make informed decisions, follow incident response procedures, and assess risks within a limited timeframe. Groups were required to decide how to respond to the attack while minimising organisational impact and avoiding further compromise.</p>

Next Meeting Date: 24/09/2026	
Facilitator	Mohamed Jaishan, LSCP