

NEWSLETTER



Sussex
Digital
In-Reach
Team

Supporting Care Providers in Sussex

Welcome to The Sussex Digital Team Newsletter. We hope you find the information here helpful as you explore and grow your digital journey within your care setting. QR codes and website links are available in this newsletter to enable you to access more information.

Sussex Care Showcase
10th September 2025
Brighton Race Course



Why You Should Attend

- Hear the latest on workforce development
- Keep up to date with changing legislation
- Find out what you need to do to meet the changing Social Care Agenda
- Find out how to make the most of funding for training
- Explore strategies to ensure your care services are rated as the best quality
- Gain practical business advice for the future
- Find out how to work towards best outcomes for service users
- Develop your CPD Portfolio.



Find out what you need to do to meet the changing Social Care Agenda

- Business Advice
- Legislation Updates
- Training & Development
- Funding Opportunities

With Access to

- Guidance
- Free Training
- Networking



DIGITAL NEWS



Cyber threats are growing fast — and in adult social care, where trust and confidentiality mean everything, protecting sensitive data has never been more critical.

That's why we're launching **FREE Cyber Security Health Checks** for providers across Sussex (East Sussex, West Sussex, and Brighton & Hove).

These practical checks will help you uncover vulnerabilities, strengthen your defences, and embed best practice across your team.

Why get involved?

- Spot hidden risks before they become real problems
- Gain tailored advice to boost your cyber resilience
- Give your workforce the confidence to work securely
- Show your stakeholders you take data protection seriously

No matter where you are on your digital journey, this is your chance to make sure your systems are safe, secure, and ready for the future.

Spaces will be limited, so don't miss out. Full details — including how to book your health check — are coming soon.

Stay tuned.

Stay protected.

Stay ahead.



CARE ENGLAND LAUNCHES SMART CARE INTEL AND HIGHLIGHTS FREE SMART TOOLKIT

Care England has launched SMART Care Intel, a new platform designed to help care providers, consultants, commissioners, and regulators deliver, evidence, and improve the quality of adult social care. Launched in August, it promises data-driven insights and practical support, including:

- A “roadmap to outstanding care” showing live examples from CQC inspections.
- Mock inspections to help services prepare for visits.
- Tools to benchmark performance across providers and regions.
- Access to a quiz bank of over 6,000 sector-specific questions.
- Insights on trends, gaps, and risk areas to inform planning.

Independent reviews aren’t available yet, so it’s too early to judge impact, but it sounds promising.

Alongside this, the free SMART Care Toolkit (Strategic Management Audit Repository Tool) remains available. While it doesn’t offer Intel’s analytics, it centralises policies, procedures, and evidence, and its Quality Review lets you map each quality statement, conduct a self-audit, identify gaps, and track improvements—similar to a PIR. It doesn’t give a numeric score, but it’s useful for services wanting a structured way to assess compliance.

Comparison at a glance:		
Feature	SMART Care Intel	Free SMART Toolkit
Analytics & benchmarking	✔ Yes	✘ No
Roadmap to outstanding care	✔ Yes	✘ No
Mock inspections	✔ Yes	✘ No
Quiz bank	✔ Yes	✘ No
Policy & procedure repository	✔ Yes	✔ Yes
Quality Review / self-audit	✔ Yes	✔ Yes
Gap identification & improvement tracking	✔ Yes	✔ Yes
Cost	Paid	Free

If your service already has strong systems, the Toolkit may feel like duplication. But for services without structured processes, it’s a helpful, free tool to see where improvements are needed.

Try the free SMART Toolkit here: <https://smart.careengland.org.uk/>

HOW SCARY CAN AI BE....? ARE YOU SAFE?

MAKE SURE YOUR AWARE OF WHAT TO DO IF YOU HAVE A CYBER ATTACK!

AI is transforming the way we live and work, but it's also being misused. Scammers are now using AI to clone voices, tricking people into handing over money. Awareness and simple verification steps can prevent serious losses.



Real-Life Warning

Sharon Brightwell in Florida received a call from someone who sounded exactly like her daughter.

The caller claimed to have caused a serious car accident and needed \$15,000 in bail.

A man then impersonated her daughter's lawyer and demanded further money.

Sharon's grandson called her daughter directly, proving she was unaware—but by then, \$15,000 had already gone.

Remember, Just a few seconds of recorded audio is enough for AI to mimic a voice convincingly.



How to Protect Yourself

- Check unknown callers carefully – never assume they are who they say they are.
- Agree a family password – a secret known only to you and your loved ones.
- Verify independently – contact your relative via a known number or other trusted channel.
- Ask for a second opinion – friends, family, or neighbours can help you think twice.
- Report incidents – in the UK, you can contact:
- Action Fraud – the national fraud reporting centre
- Local police
- South East Cyber Resilience Centre – for advice and support please visit <https://www.secrc.police.uk/>

Share Your Story

Have you or your organisation experienced a cyber attack or near miss?

Sharing your experience (don't worry, we can do it anonymously) helps warn others and prevent future scams. Please contact us via our website www.sussexdigitalteam.co.uk or via email on nada@westsussexpartnersincare.org



CONTINUED....

Digitalising Social Care has explored the diverse applications of Artificial Intelligence within the care sector.

A range of AI solutions are already being used to support the direct delivery of care and support. They include:

- sensor-based technologies, including acoustic monitoring,
- chat bots,
- facial recognition technology, and
- data collection and analytics technologies.

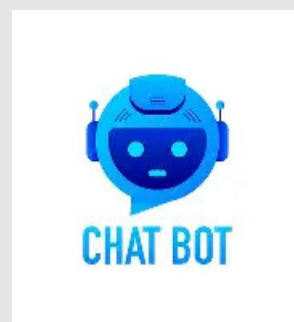


These types of solutions can deliver improvements in the hands-on, immediate care to individuals in accommodation-based settings and can also deliver life-changing preventative and reactive care for people living in their own homes.

Chat Bots

Chat bots are now being introduced into front line care and support to provide conversations and resources to those who need them.

AI-based chat bots can respond to questions or conversations and mimic a human-like response. This can be delivered as the first step in helpline response for those needing support, for example in mental health and community reablement services. It can be delivered 24-hours a day, seven days a week and provide that immediate conversational support function.



To read more on the ranges of AI features then please visit **Digitalising Social Care's** website

WELCOME TO AN INTRODUCTION INTO USING CHATBOT ARTIFICIAL INTELLIGENCE!

TUESDAY, 9 SEPTEMBER



Artificial Intelligence -safe and practical applications in social care

Join us for an engaging online event where you'll learn all about the fascinating world of chatbot artificial intelligence:

- Understand how AI can be applied in adult social care for data analysis, action planning, and operational improvements.
- Use AI tools to draft care plans, develop reports, and design service schedules in line with the latest relevant guidelines (e.g., NICE, CQC, and ACAS).
- Critically evaluate AI outputs to ensure compliance with ethical, legal, and regulatory standards.
- Integrate AI-based approaches into key care processes such as risk management, menu planning, and resident engagement strategies.
- Promote ethical practices in AI adoption, including maintaining confidentiality and avoiding the use of personal identifiable information .



WHAT'S APP IN CARE! SAFE OR SORRY?

We understand that organisations are evolving with new ways of working. This may be the first time you and/or your organisation has started to use WhatsApp to communicate and share information.



What Is WhatsApp?

WhatsApp is a messaging application (or app) which allows you to send information via text and voice messages make voice and video calls share images/ documents, user locations, and other media It offers great opportunities to communicate and share information with your workforce in a fast, effective and efficient way.

Is WhatsApp Safe?

WhatsApp is protected by 'end to end encryption', which means that no one, not even WhatsApp, can read or listen to messages sent between users. For extra security you will need to set up a password on your device.

Things to consider before setting up WhatsApp

- Some staff may have access to work mobile phones/tablets or they may be using their own personal device, which is known as Bring Your Own Device (BYOD).
- Advise your staff to protect their mobile devices, tablets and the stored data with passwords.
- Digital Social Care have produced a guide to help you protect work/personal phones.

Security passwords

Skills for Care would advise that all the devices being used are password-protected with strong passwords/locks. Should you lose your device this will also avoid your data being shared. Digital Social Care have produced a guidance on setting up passwords

Extra WhatsApp security

WhatsApp has an additional security function called 'two-step verification'. This means to open WhatsApp you will be required to enter another password.

WhatsApp and data protection requirements

Clear guidance and processes should be produced and shared with all your staff to ensure that information is shared appropriately. Digital Social Care and NHSX have produced guidance on information sharing for staff in social care organisations. [Read more](#)

To explore this subject in more detail we are holding a FREE online event on Tuesday 23rd September

WhatsApp is quick, easy and already being used in many care settings — but is it safe, legal, or smart when it comes to personal data?

This session is for care providers who want to understand:

- What's OK and what's not when using WhatsApp for care communication
- Where the risks lie with confidentiality, safeguarding and GDPR
- Real examples of what goes wrong — and how to avoid being that headline
- Safer alternatives and simple policies you can actually use
- What CQC, the ICO, and your insurance provider expect from you

If staff are sharing care updates, rotas, or even pictures via WhatsApp — this session is for you. Whether you allow it, ignore it, or actively ban it, you need to understand what's at stake.

👤 Who it's for:

- Care home managers
- Domiciliary care providers
- Senior carers and team leads
- Anyone responsible for data security or staff communication



MICROSOFT POWER BI

What is Power BI

Power BI is Microsoft's business analytics platform that helps you turn data into actionable insights. Whether you're a business user, report creator, or developer, Power BI offers integrated tools and services to connect, visualize, and share data across your organisation.



Power BI is a core component of Microsoft Fabric, providing analytics and visualisation capabilities. In Fabric, Power BI shares features like data integration, dataflows, and security with other Fabric experiences. However, some features - such as Power BI reports, dashboards, and the Power BI service - are unique to Power BI.

To Use Power BI, follow these steps:

Install Power BI Desktop: Download and install Power BI Desktop from the official Microsoft website.

Connect to Data: Launch Power BI Desktop and use the "Get Data" option to connect to various data sources like Excel, SQL Server, or online services.

Shape Your Data: Adjust and transform your data as needed to prepare it for analysis.

Build Reports: Create visualizations and reports using the data you've connected to. You can use various charts, tables, and other visual elements.

Publish and Share: Once your report is ready, you can publish it to the Power BI service to share with others.

FREE EVENT THIS MONTH.... MAKING AUDITS WORK SMARTER: POWER BI FOR SOCIAL CARE - THURSDAY 18TH SEPTEMBER

To find out more about how Power BI can enhance Social Care then we are running a session this month for FREE. Please come and join us.

This practical session shows how Power BI can help you streamline audits, spot patterns, and reduce manual reporting in your organisation. Whether you are using a digital care planning system or still working with paper and pens — Power BI can bring it all together.

In plain English, we'll cover:

- How to use Power BI to track falls, infections or missed care tasks
- What you can do if you're still on paper records
- How to get the most out of digital systems you're already paying for
- What's realistic with your time, staffing and tech
- How other services are using BI dashboards to get ahead of CQC inspections
-

Bring your questions, your frustrations, and your real-world challenges. We'll keep it jargon-free, grounded, and useful.



IMPORTANT INFORMATION FOR **CARE WORKERS**

SUPPORTING TELECARE USERS DURING THE DIGITAL PHONE SWITCHOVER

What is happening?

- Landlines in the UK are changing. This is called the digital phone switchover.

Why does this matter?

- Some people use telecare devices, like personal alarm pendants that alert call centres or carers in an emergency. These devices work through the phone line and might stop working properly after the phone line changes, unless the person you care for (or someone on their behalf) takes action.
- People who use telecare should call their landline provider as soon as possible to tell their provider that they use telecare.

What does telecare look like?

You might see the person you care for wearing a pendant alarm:



- Given the importance of these alarms in an emergency, we want to make sure people with telecare alarms (and their friends and family) know what to do to keep these important alarms working properly.
- On 2nd June 2025, a national awareness campaign will launch (broadcasted through various channels, including TV, newspapers, radio and social media) to raise awareness of the digital switchover and so you might be asked questions about the switchover by the people you care for., or technical support – which could leave your devices and data at risk. This quick guide explains what it means and what you need to do.

What do I need to do?

If someone you care for has a telecare device, here's how you can help:

- Encourage telecare users and/or their friends/families to act.
- People who use telecare alarms must call their landline provider. They should tell their landline provider that they use telecare. This is essential as the landline provider will then help make sure their alarm keeps working through the switchover. If they do not know who their landline provider is, this information will be available on their landline bill.
- If the person you care for is not able to take these steps themselves, they may need help from friends, family, carers or other staff.



Where can I get help?

The following websites will help you and the person you care for know what to do:

- [Telecare Devices – Digital Phone Switchover](#)
- [Moving landlines to digital technologies - GOV.UK](#)
- [Check your personal alarm will work after the landline switch off - Citizens Advice](#)
- [Digital phone switchover – techUK](#)
- [Public Switch Telephone Network \(PSTN\) - GOV.UK](#)



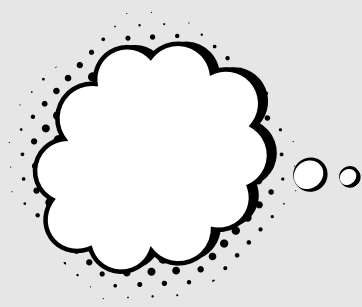
FAQ'S

How will contacting the landline provider help?

The landline provider will update their records so that they know that this person has a telecare device. This means they will take extra steps to help make sure the telecare device continues to work during the switchover.

Are all kinds of telecare alarms impacted by the switchover?

There are lots of different types of telecare alarms. Analogue telecare devices rely on the old analogue lines but regardless of the type of alarm, the telecare user should call the landline provider, even if they think their device is already digital.



I work in a community/sheltered housing setting with telecare devices, what do I need to do?

Some telecare alarms are built into the building while others are individual plug-in devices which may run through the individual's landline. Either way, the advice is the same. The landline provider should be contacted. If the telecare device is built into the building, telecare users (or someone on their behalf) may also want to talk to the person or service who runs their building.

I'm not very good with technology and I don't know about telecare, is that a problem?

No, you do not need to fix anything or check equipment. The most important thing is to encourage those you care for (or their friends/family) to call the landline provider if you think they use a telecare alarm.

BE AWARE OF SCAMS

Some criminals have used the switchover as an opportunity to scam, for example tricking people into providing their personal information, passwords or bank details. If you think someone has been a victim of a scam or fraud relating to telecare, report this as a safeguarding concern and advise them to contact their bank and also Action Fraud by calling 0300 123 2040.

More information is available here: [Telecare Devices –Digital Phone Switchover and Digital phone switchover and scams risks | Local Government Association](#)

Further questions?

If you have further questions or need more information about telecare and the digital switchover, please visit:

<https://www.digitalcarehub.co.uk/social-care-technology/the-digital-switchover-from-analogue-to-digital/>

Together, we can ensure that everyone stays safe and connected during the switchover.

FREE EVENTS THIS MONTH

Don't forget to book onto our FREE online events this month. Use the QR codes to go straight to each booking page.

eventbrite



Tuesday, 16 September
MS Excel Tools

Learn how to supercharge your Excel skills with our MS Excel Tools event - discover new tips, tricks, and tools to excel in spreadsheets!



Tuesday 16th September
Interactive Workshop: Secure Email Systems for Social Care Providers

Learn to secure your email communications using NHS Mail, Gmail, and Outlook



Wednesday 17th September
Managing Personal Devices at Work - A Practical Session

Integrate personal devices into the workplace while safeguarding data and ensuring compliance



Tuesday 23rd and Thursday 25th September
Accessible Technology in Adult Social Care - Part 1 & 2

Use technology to meet accessibility needs. • Develop problem-solving strategies for technical challenges.

Book!
Now!



Book!
Now!

OTHER UPCOMING EVENTS....



Thursday 18 September

Cyber Security for Business: Threats you must address in 2025

Gain a comprehensive overview of the cyber threats facing businesses today and discover effective strategies to mitigate them.



Saturday 6 September

Empower Yourself: Online Safety for Beginners

Become cyber-resilient with this engaging, non-technical webinar designed to empower you and your loved ones to stay safe from cyber-crime.



Tuesday 2nd September

Getting Ready for Windows 11: A Step-by-Step Transition Guide

With Windows 10 reaching end of life in October 2025, now is the time to ensure your organisation is ready for a smooth and secure transition to Windows 11.

YOU TUBE

SECURING THE SUPPLY CHAIN TO SAFEGUARD CARE



This tailored session focuses on the critical importance of supply chain cyber security in health and social care settings. The session will provide practical guidance on identifying and managing supply chain risks, ensuring your organisation remains resilient in the face of growing cyber threats. Participants will gain a clear understanding of: – Why supply chain security is essential to DSPT compliance and broader data protection. – How cyber incidents affecting suppliers can impact your organisation. – Key questions to ask when assessing supplier security. – What good cyber hygiene looks like in supply chain relationships. – Steps to take when working with third-party providers, including contract considerations and risk assessments. The session will also highlight tools and frameworks available to support your supply chain, including Cyber Essentials and other government-backed standards.

PLEASE SUBSCRIBE TO OUR CHANNEL TO ENSURE YOU NEVER MISS ANY UPLOADS!!



OTHER UPCOMING EVENTS....

Care England - White Papers & Reports The following papers and reports, published by Care England, have been accredited for Continuous Professional Development (CPD) by the CPD Group. Click the QR code to read and claim your CPD minutes. Listed are just a few of the courses available



Decaffeination and Falls Prevention

Care England and Stow Healthcare, in partnership with UHL, undertook an investigation into the impact of providing decaffeinated hot drinks as the default option on falls related to toileting in a care home setting.

Benefits of Decaffeination in Care Home Settings:

Improving Sleep, Reducing Distress, Support, and Challenging Behaviours
Inspired by promising results from a previous study

Benefits of Decaffeination for Residents and Care Staff Alike:

Improving staff wellbeing and retention, reducing the falls of residents and increasing quality

Preventing Pressure Ulcers:

The Role of Automatic Lateral Turning Systems for Innovative Approaches to Pressure Ulcer Prevention in Care Homes

Protecting Care Providers From Cyber Attack

The Care England and Cyber Centre of Excellence (CCoE) White Paper marks the culmination of a year-long research project

Young Onset Dementia:

Current Struggles & Recommendations
Care England is delighted to have partnered with Dementia Forward and Wellburn Carehomes to champion the issues faced surrounding the issue with Young Onset Dementia (YOD)



**SCAN THE QR
CODE TO SEE ALL LINKS
TO THE COURSES
AVAILABLE**

Building the Future Care Workforce: an end-to-end solution for recruiting and retaining care staff

People Powered Care:

Leveraging employee ownership as a succession option to retain capacity in the adult social care sector

Enhancing Care Home Catering: A Comprehensive Solution

Inclusion At The Crossroads -

A financial inclusion action plan for social care employers

**** Click here to read more ****

FACEBOOK

Did you know that we have our very own Facebook page?

We post daily our FREE event links, relevant news and other exciting media.

Follow our page using this QR code to keep up to date.



We are almost at 200 followers and would really appreciate you taking these few steps to help us grow

- Follow our Facebook page
- Like our posts
- Share our posts
- Share our page with other Carers and Care Homes



FOLLOW US NOW AND SHARE OUR PAGE WITH OTHERS



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