



Lancashire &
South Cumbria
NHS Foundation Trust

Digital Enabling Strategy



We are
LSCft

Contents

- 1. Foreword
- 2. Context
- 3. Trust Strategic Framework
- 4. Developing the Enabling Strategy
- 5. Enabling Priorities
- 6. Equality Assurance

Page

- 3
- 6
- 13
- 17
- 21
- 39



1

Foreword





Foreword

We are very pleased to share with you the Digital Strategy which sets out our priorities to deliver the Trust's Vision over the next five years, April 2021 to March 2026

We have listened and will continue to listen to what service users, carers and our people tell us they want: access to innovative technology to improve services, support and training to enhance digital skills, rapid access to information to make it easier to make informed decisions, and to know that those decisions are making a positive difference.

We understand that technology, knowledge and intelligence is currently under utilised. We will work together with the *People, Improvement and Culture* and *Service User and Carer* strategies to make sure that we properly understand all the requirements of our service users, carers and people, and provide the information, insights, technology and digital services that will help to improve health outcomes, experience, efficiency and support research.

We will deliver the technology, services and insight required so that now, and in the future, **service users and carers can expect that:**

- Their digital health information will be easy to access, shared appropriately across services and will support them, and their carers, to be **more in control of their own health and wellbeing**
- Those caring for them will have access to the information, innovative technology and support they need to **provide high quality care efficiently**, in accordance with best practice
- Research and service improvement activities will be **driven by robust intelligence and insight** at every level from "Ward to Board"



Foreword

We will deliver the technology, services and insight required so that now, and in the future, **our people can expect** that:

- Retrospective, prospective, comparative, planning and predictive data and information will be available in real time to **support excellent decision making** along care pathways
- They will have easy access to the technology and support they need to transform and provide **high quality and efficient digitally enabled services**
- The Digital services will be **aligned to the clinical, operational and business services** so that they fully understand requirements and priorities

“The Digital Strategy will accelerate us towards new and innovative ways of working that improve patient outcomes and the care experience.”

John Glover
Chief Digital Officer

Phil Horner
Director of Information & Performance

Ayesha Rahim
Chief Clinical Information Officer

Sharon O'Connor
Chief Nursing Information Officer

2

Context





National context

In addition to understanding our organisation and Digital vision, it is imperative that this strategy reflects the priorities outlined nationally for the NHS and care sector.

The Long Term Plan set out a key commitment to ensure that Digitally-Enabled Care would become mainstream across The NHS:





“Virtually every aspect of modern life has been, and will continue to be, radically reshaped by innovation and technology – and healthcare is no exception. Sustained advances in computing and the democratisation of information are driving choice and control throughout our daily lives, giving us heightened expectations around digital services. Technology is continually opening up new possibilities for prevention, care and treatment.”

“However, we have not yet enabled the wholesale transformation of the NHS that patients have a right to expect. The way we deliver care remains locked into the service model largely created when the NHS was founded in 1948. Technology will play a central role in realising the Long Term Plan, helping clinicians use the full range of their skills, reducing bureaucracy, stimulating research and enabling service transformation.”

“People will have more control over the care they receive and more support to manage their health, to keep themselves well and better manage their conditions, while assisting carers in their vital work.”



Alignment of the Digital Strategy to the NHS Long Term Plan

NHS Long Term Plan priority	Digital Strategy will deliver or contribute to delivery
<p>People will be empowered, and their experience of health and care will be transformed, by the ability to access, manage and contribute to digital tools, information and services. We will ensure these technologies work for everyone, from the most digitally literate to the most technology averse, and reflect the needs of people trying to stay healthy as well as those with complex conditions.</p>	
<p>Patients' Personal Health Records will hold a care plan that incorporates information added by the patient themselves, or their authorised carer. Making care plans available to the patient and all clinicians caring for them will help ensure care is not duplicated, tests are not repeated and appropriate actions are taken in a timely manner.</p>	
<p>The information technology revolution in the NHS also needs to make it a more satisfying place for our staff to work. At present, too much of the technology in the NHS is a burden on our staff – slow to log in, clunky to use and unreliable in moments of crisis.</p>	
<p>Digital transformation will enable us to make big strides towards forging a lifelong relationship between people and the NHS. Alongside the face-to-face contacts that remain important to many people and for many conditions, people will be able to use technology to access and interact with health and care services seamlessly.</p>	
<p>Alongside the face-to-face contacts that remain important to many people and for many conditions, people will be able to use technology to access and interact with health and care services seamlessly. We will ensure these technologies work for everyone, from the most digitally literate to the most technology averse, and reflect the needs of people trying to stay healthy as well as those with complex conditions.</p>	



Alignment of the Digital Strategy to the NHS Long Term Plan

NHS Long Term Plan priority	Digital Strategy will deliver or contribute to delivery
<p>All providers, across acute, community and mental health settings, will be expected to advance to a core level of digitisation by 2024. This will cover clinical and operational processes across all settings, locations and departments and be based on robust, modern IT infrastructure services for hosting, storage, networks and cyber security.</p>	
<p>Technology will enable the NHS to redesign clinical pathways. Easy access to referral decision trees, referral templates and direct access to investigations that reflect evidence-based best practice and universal access to 'one click away' specialist advice and guidance for GPs, will avoid many patients from requiring referral for an appointment.</p>	
<p>The use of de-personalised data extracted from local records, in-line with information governance safeguards, will enable more sophisticated population health management approaches and support world-leading research.</p>	
<p>Digital technology can support the NHS to deliver high quality specialist care more efficiently. Decision support and artificial intelligence are developing all the time. These technologies need to be embraced by the NHS, but also subjected to the same scrutiny that we would apply to any other medical technology. In the coming years artificial intelligence will make it possible for many tasks to be automated, quality to increase and staff to focus on the complexity of human interactions that technology will never master.</p>	
<p>We have seen that the NHS is a potential target for cyber criminals. We will ensure NHS systems and data are secure through the implementation of security and monitoring systems across the whole estate, the education of all staff, and the design of systems and services to be resilient and recoverable. We will mandate and continually update cyber security standards and behaviours for our systems and staff.</p>	



National context

The recently published draft policy paper *Data saves lives: reshaping health and social care with data*, recognises the important role that data has played in the NHS's response to the Covid-19 pandemic and the opportunity for such approaches to be used with increased urgency and consistency to both our long-term challenges and the immediate tasks of rebuilding from the pandemic.

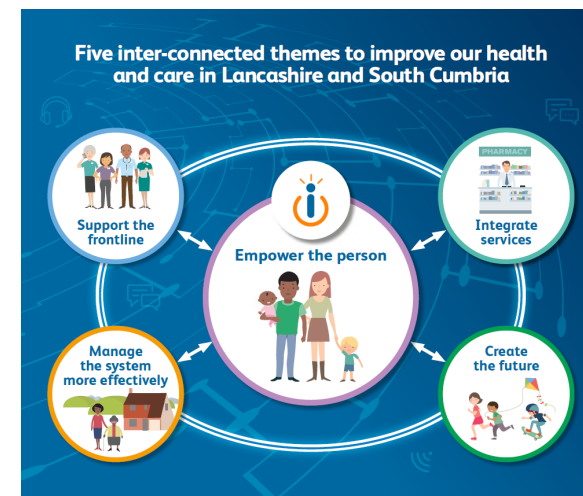
“The data strategy explains in more detail the role that data will play in transformation and how it can inspire effective collaboration across the NHS, adult social care, and public health, help us care for people in the best possible way, and ensuring that our citizens have the best experience possible when using the system.”

There are 3 key priorities which underpin the strategy:

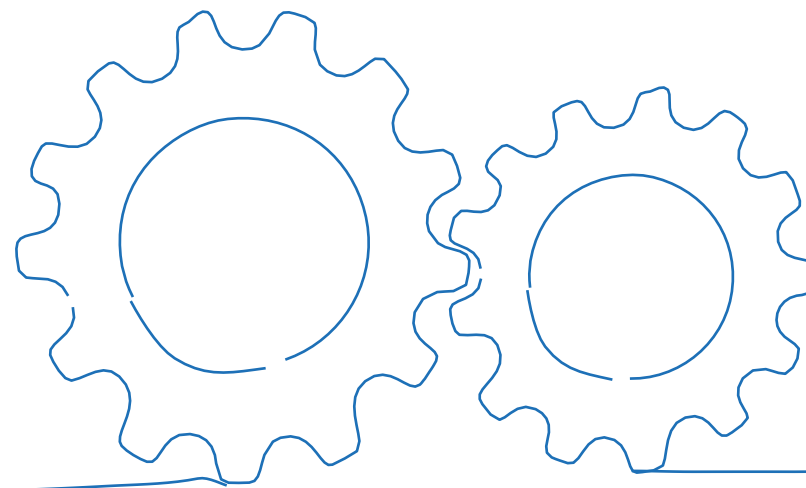
- First: to build understanding on how data is used and the potential for data-driven innovation, improving transparency so the public has control over how we are using their data
- Second: to make appropriate data sharing the norm and not the exception across health, adult social care and public health, to provide the best care possible to the citizens we serve, and to support staff throughout the health and care system
- Third: to build the right foundations – technical, legal, regulatory – to make that possible

Local context

The Lancashire and South Cumbria Integrated Care System, Healthier Lancashire and South Cumbria has developed the 'Our Digital Future' strategy. The strategy focusses on putting service users, communities and the public at the heart of the digital offer with the commitment to measure its success and impact from the perspective of the person – not the organisation, technological infrastructure or the needs of the health and care system.



The strategy sets out five connected themes to improve health and care in Lancashire and South Cumbria...



Alignment of the Digital Strategy to the Healthier Lancashire and South Cumbria digital strategy ‘Our Digital Future’

‘Our Digital Future’ themes	Digital Strategy will deliver or contribute to delivery
<p>Empower the person. The more I know about myself, my body and the consequences of the choices I make and any treatment I receive, the more confident I will be in managing my health and wellbeing.</p>	
<p>Support the frontline. I want to be ready, able and supported to improve the person’s experience and free up my time to use my skills for the good of the people I am caring for.</p>	
<p>Integrate services. Every time we offer care, we learn more about the person and their needs. By sharing our knowledge and experience we can make better, quicker decisions for people with similar needs and the wider communities we serve.</p>	
<p>Manage the system more effectively. By working together we have an opportunity to better use resources to improve health outcomes for people in our region.</p>	
<p>Create the future. We will work collaboratively, constantly seeking out new technologies to improve health and care outcomes and make better use of our resources.</p>	

“The Digital Strategy aligns to and supports the delivery of the Healthier Lancashire & South Cumbria ‘Our Digital Future’ strategy. We will work in partnership, across boundaries and along care pathways to ensure best outcomes for service users and carers.”

3

Trust Strategic Framework





Enabling Strategy

Our Digital Strategy is a key enabler to developing the capability and capacity to deliver the vision, values and strategic priorities outlined in our Trust Strategy.

Our Vision

To support our local communities by excelling in everything we do, together

Together our staff, service users, carers and partners will experience a culture of compassion and inclusivity, making LSCFT a place where we can all thrive and feel proud. Our values and behaviours are the principles that guide all that we do every day

Our Values

We are Kind

We are Respectful

We are Always Learning

We are a Team

Our Quality Priorities

SPPA

Our Strategic Objectives

- 1

We will put **service users** at the heart of all we do, supporting effective care, recovery and wellbeing
- 2

We will employ and retain the best **staff** because our work culture will be inclusive and a supportive place to work
- 3

We will deliver **safe** care and we will embrace an open and learning culture, ensuring we continually improve
- 4

We will respond to people's needs by striving for the highest **standards** of quality, proactively reducing health inequalities
- 5

In order to support our local communities by excelling at everything we do together, we will always collaborate with our **system** partners
- 6

We will provide **sustainable** services that are delivered in an effective and efficient way, at the time people need it

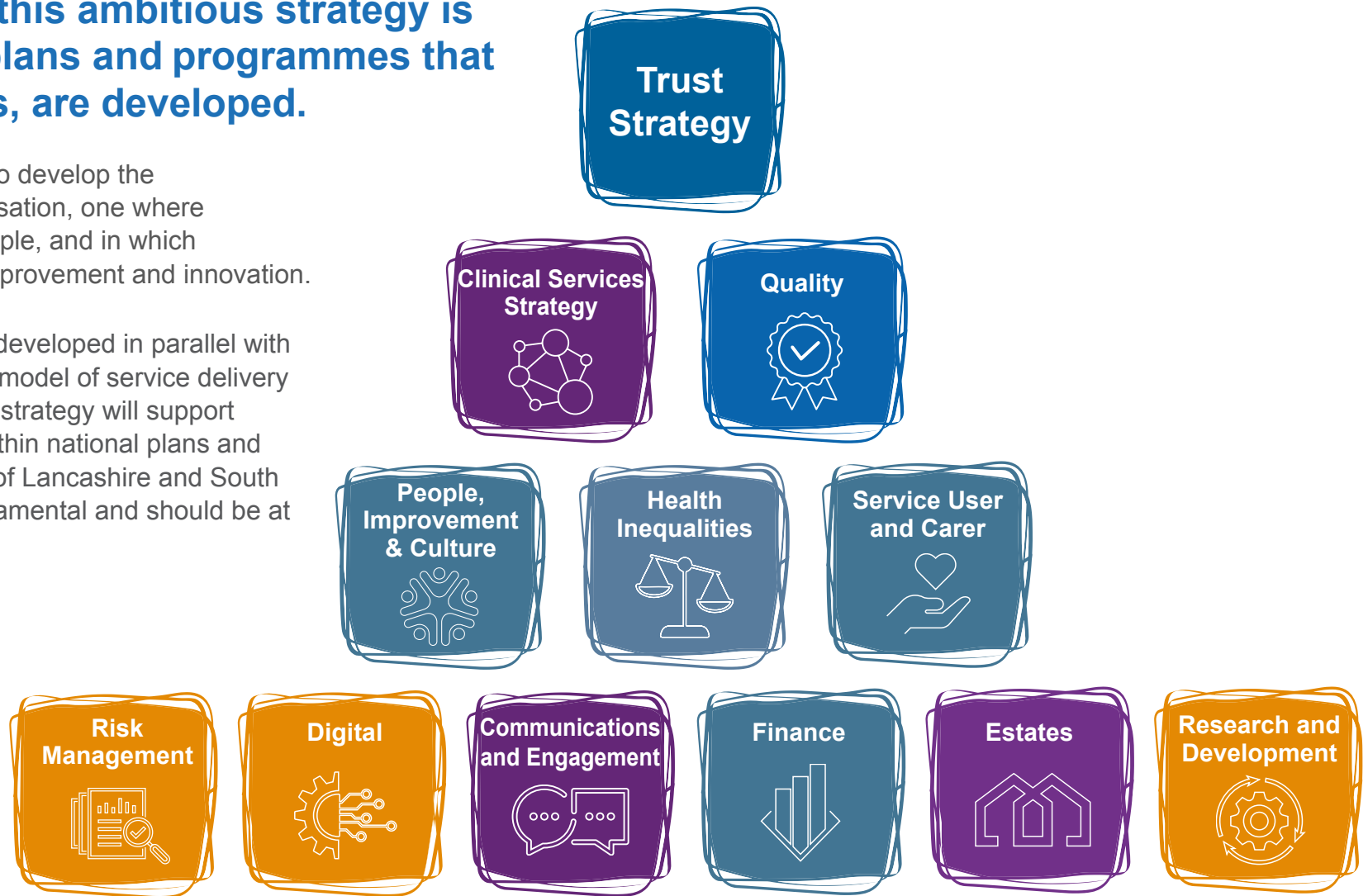
Our strategies

It is critical that the required capability and capacity to deliver this ambitious strategy is identified and the plans and programmes that will ensure success, are developed.

Key to this will be to continue to develop the right culture across the organisation, one where we value and develop our people, and in which they feel supported to drive improvement and innovation.

The Digital Strategy has been developed in parallel with this Trust-wide strategy as the model of service delivery and future developments. This strategy will support delivery of the requirements within national plans and improve the population health of Lancashire and South Cumbria. These aims are fundamental and should be at the heart of this strategy.

Through our strategy development, we have identified a number of key areas in which we will need to continue to develop our capacity and capability in order to realise our strategic ambitions and reach our vision. These are highlighted on the right.



4

Developing the Enabling Strategy





Digital – Where we are now?

The Trust has become increasingly, critically dependent upon digital technology for the delivery of its clinical, operational and business services. The Digital services are responsible for the continuous maintenance, support and development of the Trust's technology, systems, data and information.

- Technology – our people have access to modern desktop, laptop and tablet computers following significant investment in additional equipment during the Covid-19 pandemic. Access to digital services is available via wired and WiFi networks in all Trust buildings. Microsoft Office 365, including Microsoft Teams, has been deployed across the Trust. There are two onsite data centres that are geographically separate and there is an increasing proportion of our digital services hosted in the cloud. The Digital services are Information Security Management System (ISO27001) compliant
- Systems – the Trust is dependent upon a wide range of clinical and business systems. There are multiple Electronic Patient Record (EPR) systems in use including Rio for Mental Health and Learning Disabilities and Autism, IAPTUS for Improving Access to Psychological Therapies (IAPT) and eCR for Community Physical Health Services as well as number of smaller service specific systems for Dental, MSK, etc. services. In addition, Electronic Prescribing and Medicines Management (EPMA) has been implemented across all inpatient services and bedside monitoring in over half of inpatient locations. Business systems underpin the work of Workforce, Communications & Engagement and Finance teams and there are also a significant number of systems that underpin business as usual processes at the Trust
- Data – the Trust collects a wide range of clinical, corporate and operational data with an increasing amount available in the Trust's Data Warehouse in near real time. As new digital systems and data collection processes are implemented data continues to be integrated into the Data Warehouse enhancing our reporting capabilities and data quality
- Information – the Trust provides a wide range of clinical, corporate and operational information through reports and dashboards. This information is routinely benchmarked against national datasets, targets and past performance informing decision making in all services at Trust, Network, Service and Team level



Digital – Where we are now?

The Trust is part of the NHS Digital Global Digital Exemplar (GDE) Fast Follower programme, which it joined in 2018. Under the programme work has been prioritised across the three work streams of Digitally Enabled Care, Electronic Patient Record and Digitally Enabled Workforce with the following projects featuring:

- Digital dictation and speech recognition
- Virtual reality psychotherapies
- Online consultations
- Secure medicine cabinets with biometric authentication and automated stock control
- Bedside and community mobility solutions
- Patient portal enabling service users and carers to interact with their health services and self-manage
- An Apps library with clinically approved Apps for service users

As this programme of work draws to a conclusion in 2021 the Trust is undertaking the Healthcare Information and Management Systems Society's (HIMMS) accreditation where it is expected to achieve a digital maturity rating of Level 5 set against a maximum rating of 7.

Facilitating the Trust's continuing digital maturity is a dedicated Clinical Informatics team including a Chief Clinical Information Officer, Chief Nursing Information Officer, 5 Associate Clinical Information Officers and 2 Nursing Information Officers.

Whereas considerable progress has been made towards improving digital maturity there are considerable opportunities to further develop the EPR systems, the projects initiated through the GDE programme and the use of data and information. In particular the recent acceleration in the implementation of the Rio EPR system will enable considerable opportunities to further reduce paper records, automate manual processes and integrate records across multiple disparate systems. At the same time work has been prioritised to ensure that our Community Physical Health Services transition off their legacy EPR system on to one that meets their specific needs.



Digital – Strategy Engagement & Approach

The Digital Strategy is one of the Trust's enabling strategies which has been developed through a series of engagement and activities including:

- Digital Leadership Team strategy development
- Strategy Engagement session with the Digital Team
- Board Development workshops and sessions
- Trust-wide Strategy Engagement sessions
- Presentations to the Council Governors
- Presentation to the Strategy Development Committee

Continuing this approach to engagement will see the effective delivery of the Digital Strategy as we are committed to work:

- With our service users, carers and people to better understand their needs
- With Clinical teams, across service lines and in conjunction with system partners to see issues from their perspective
- In multidisciplinary teams, assigning dedicated resource to focus on issues and develop solutions
- To support and enable new and innovative uses of digital technology
- To capture, review and report benefits and measure improvement
- To listen to and immerse ourselves within clinical/operational/business service teams, so that we adapt our services to meet their needs
- Beyond our organisational boundaries to bring in good ideas developed elsewhere, and share our exemplary practice
- In conjunction with our system partners across the Lancashire & South Cumbria Integrated Care System

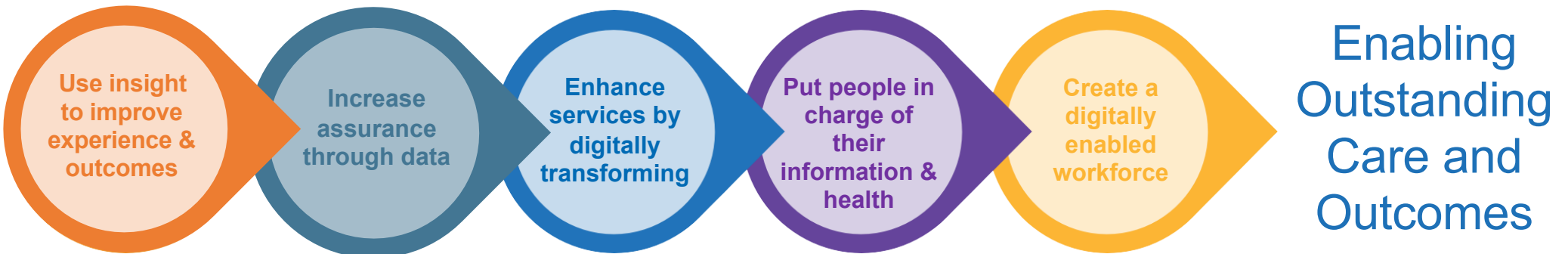
5

Enabling Priorities



Our Digital Enabling Priorities

Our Digital Strategy is focussed on five key priority areas that will help us to build on our status as a Global Digital Exemplar and to further develop our use of digital technology and data so that our people are supported to deliver safe, efficient and effective care and our service users and carers can benefit from outstanding care and health outcomes.



Our people will have access to the information and insights that they need to plan and deliver safe care as well as continuously improve outcomes for service users

We will provide information to our local community to demonstrate how our services compare to other services locally, regionally and nationally

We will be innovative in our use of new technology to improve outcomes and make access to our services as convenient as possible for all our service users and carers

Service users, carers and our people will have easy access to all the information they need to help them make the right decisions wherever and whenever care is delivered

Our people will have the right technology, training and support designed around their requirements so they can work efficiently and effectively



Summary

Priority	Aim	Area of focus	Measuring success
<p>Use insight to improve experience & outcomes</p>	<p>Our people will have access to the information and insights that they need to plan and deliver safe care as well as continuously improve outcomes for service users.</p>	<ul style="list-style-type: none"> • Develop ‘One Stop Shop’ Intranet page for information and insights where data is understandable and tells the story of how we are doing • Develop dashboards that will be able to show data at individual patient level up to whole system level • Develop flow of data from all Trust systems into an Integrated Data Warehouse • Implement refreshed Data Quality processes and governance • Develop formal partnerships with clear objectives and delivery plans with local academic institutions 	<ul style="list-style-type: none"> • Our people have access to a website and apps that they want to visit and that gives them the information they need to understand how their service is performing and to measure continuous improvement • Performance dashboards available for all care pathways, with new requirements developed quickly • Improved service delivery as compliance with service standards improves • All data is processed through Trust systems and can be easily automated for reliable reporting A high degree of confidence from our service users, carers, people and residents in the information they see • A high degree of confidence from our service users, carers, people and residents in the information they see • Information integrated across care pathways, regardless of organisational boundaries, enabling seamless care • We are known for high quality academic research that drives continually-improving high quality services

Summary

Priority	Aim	Area of focus	Measuring success
<p>Increase assurance through data</p>	<p>We will provide information to our local community to demonstrate how our services compare to other services locally, regionally and nationally.</p>	<ul style="list-style-type: none"> • A comprehensive suite of routine reports which show current and retrospective performance of all clinical pathways • All reports automated with the ability to see data from an aggregated system level down to network, teams, practitioners and service users • Use of Statistical Process Control to be embedded in all reports and training in understanding Statistical Process Control for all our people • National and internal benchmarks to be central to all performance reporting • An agreed programme of in-depth service reviews with local universities 	<ul style="list-style-type: none"> • A suite of reports available online and easy to navigate to the required information • Information is easy to understand and tells the story about how we are performing • We know whether fluctuations in how we are performing are normal variation or important signals of concern or improvement • It is easy to see how our services and teams compare to each other and services in other trusts • We regularly publish interesting and insightful research into our services that tells us where we can improve and what we can be proud of



Summary

Priority	Aim	Area of focus	Measuring success
<p>Enhance services by digitally transforming</p>	<p>We will be innovative in our use of new technology to improve outcomes and make access to our services as convenient as possible for all our service users and carers.</p>	<ul style="list-style-type: none"> • Apps, Patient Portal, Electronic Care Record systems and technology will be co-designed and developed to meet the evolving needs of our service users, carers and people • Digital systems will be proactive and intuitive helping our service users, carers and people to make informed decisions about the care they receive and deliver • Digital systems will be designed around care pathways making it easier for our service users, carers and people to better navigate the care system and to enable our people to interact with care providers in other organisations • Not all our service users and carers will have, or want, access to digital technology therefore nobody should expect to receive worse health outcomes because of this. However, digital exclusion has consequences beyond health outcomes, therefore, we will support our communities to access, understand and use digital technology 	<ul style="list-style-type: none"> • Our people will be supported to make evidence-based decisions and “to do the right thing” • Decision support will help guide service users, carers and our people along agreed care pathways, reducing inappropriate variation and improving outcomes • Patient Portal and prescribed apps will help service users to better manage their condition 24/7 reducing unnecessary contacts and avoidable crisis • The care provided to individual service users will be monitored in real-time to ensure they are receiving the best possible care, how well they are and the impact of care on service user outcomes • Help to address digital poverty by enabling access to equipment, hubs and training so that all service users can interact with digital care services if they so wish • Our people will be supported and encouraged to engage with local, national and international horizon scanning to identify new opportunities to improve services and outcomes through the application of digital technology • Digital teams embedded within operational services helping to improve digital skills, better utilise existing technology and to identify new opportunities • Increased service user and carer activation, with an increasing number taking control of their own care through digital technology



Summary

Priority	Aim	Area of focus	Measuring success
Put people in charge of their information & health	Service users, carers and our people will have easy access to all the information they need to help them make the right decisions wherever and whenever care is delivered.	<ul style="list-style-type: none">• Our service users, carers and people will have access to comprehensive integrated care records whenever and wherever services are delivered reducing time spent finding information in multiple standalone systems• Care records will be co-designed and developed to ensure that they support the efficient capture of appropriate structured information in-line with best practice record keeping standards	<ul style="list-style-type: none">• Service users and carers will be confident that they will receive high quality care, in-line with their individual needs, wherever and whenever they access services, as care providers will have access to care records• Service users and carers will not have to retell their story as comprehensive care records will be available to care providers across the care system in-line with their specific role• Time spent entering data into care records will be minimised with manual and routine tasks automated wherever possible, freeing up more time to care• The data in our care records will be accurate, structured and clinically coded with data collected in a way that is meaningful to all those involved in receiving and providing care services Confidential service user data will be held securely and shared appropriately to deliver direct care and to continually improve care services• The number of care record systems we provide will be minimised to avoid confusion and duplication of effort

Summary

Priority	Aim	Area of focus	Measuring success
<p>Create a digitally enabled workforce</p>	<p>Our people will have the right technology, training and support designed around their requirements so they can work efficiently and effectively.</p>	<ul style="list-style-type: none"> • Our people will have access to the technology and systems they need to do their jobs effectively and efficiently • Digital support services will be courteous, professional, knowledgeable and person-centred • The technology and systems available to our people will meet minimum specified requirements, be maintained proactively and replaced in-line with industry standards 	<ul style="list-style-type: none"> • Our people will be enabled to work digitally, whenever and wherever services are delivered • 24/7 mobile access to clinical and corporate digital services • Proactive digital support services and training that is focussed on individual and team needs • High performing digital technology that enhances clinical service delivery and patient care • Digital technology that demonstrates value for money and a return on investment • Corporate and clinical records held securely in-line with best practice • Disruption to digital services resulting from cyber attack and service failure minimised




Enabling Priority One:

Use insight to improve experience & outcomes

Our Pledge

Our people will have access to all the information and insights that they need to plan and deliver safe care as well as continuously improve outcomes for service users

A large white graphic of an eye, with the text 'Use insight to improve experience & outcomes' inside the iris area.

Use insight
to improve
experience &
outcomes



Priority One

Key Objectives

- Develop 'One Stop Shop' Intranet page for information and insights where data is understandable and tells the story of how we are doing
- Develop dashboards that will be able to show data at individual patient level up to whole system level
- Develop flow of data from all Trust systems into an Integrated Data Warehouse
- Implement refreshed Data Quality processes and governance
- Develop formal partnerships with clear objectives and delivery plans with local academic institutions

What does success look like?

- Our people have access to a website and apps that they want to visit and that give them the information they need to understand how their service is performing and to measure continuous improvement
- Performance dashboards available for all care pathways, with any new requirements developed quickly
- Improved service delivery as compliance with service standards improves
- All data is processed through Trust systems and can be easily automated for reliable reporting
- A high degree of confidence from our service users, carers, people and residents in the information they see
- Information integrated across care pathways, regardless of organisational boundaries, enabling seamless care
- We are known for high quality academic research that drives continually-improving high quality services

Aligned to: Safe & Sustainable



Enabling Priority Two:

Increase assurance through data

Our Pledge

We will provide information to our local community to demonstrate how our services compare to other services locally, regionally and nationally

A decorative graphic on the right side of the slide. It features a large white circle with a thick border, which is partially enclosed by a white arrow shape pointing to the right. Inside the circle, the text "Increase assurance through data" is written in white, bold, sans-serif font.

Increase
assurance
through
data



Priority Two

Key Objectives

- A comprehensive suite of routine reports which show current and retrospective performance of all clinical pathways
- All reports automated with the ability to see data from an aggregated system level down to network, teams, practitioners and service users
- Use of Statistical Process Control to be embedded in all reports and training in understanding Statistical Process Control for all our people
- National and internal benchmarks to be central to all performance reporting
- An agreed programme of in-depth service reviews with local universities

What does success look like?

- A suite of reports available online and easy to navigate to the required information
- Information is easy to understand and tells the story about how we are performing
- We know whether fluctuations in how we are performing are normal variation or important signals of concern or improvement
- It is easy to see how our services and teams compare to each other and services in other trusts
- We regularly publish interesting and insightful research into our services that tells us where we can improve and what we can be proud of



Enabling Priority Three:

Enhance services by digitally transforming

Our Pledge

We will be innovative in our use of new technology to improve outcomes and make access to our services as convenient as possible for all our service users and carers



Enhance
services by
digitally
transforming



Priority Three

Key Objectives

- Apps, Patient Portal, Electronic Care Record systems and technology will be co-designed and developed to meet the evolving needs of our service users, carers and people
- Digital systems will be proactive and intuitive helping our service users, carers and people to make informed decisions about the care they receive and deliver
- Digital systems will be designed around care pathways making it easier for our service users, carers and people to better navigate the care system and to enable our people to interact with care providers in other organisations
- Not all our service users and carers will have, or want, access to digital technology therefore nobody should expect to receive worse health outcomes because of this. However, digital exclusion has consequences beyond health outcomes, therefore, we will support our communities to access, understand and use digital technology

Aligned to: Service Users, Staff, Safe & Sustainable



Priority Three

What does success look like?

- Our people will be supported to make evidence based decisions and “to do the right thing”
- Decision support tools will help guide our service users, carers and people in-line with approved care pathways, helping to reduce inappropriate variation and improve outcomes
- Patient Portal and prescribed apps will help service users and cares to better manage their condition 24/7 reducing unnecessary contacts and avoidable deterioration and crisis
- The care provided to individual service users will be monitored in real-time to ensure they are receiving the best possible care
- Enhanced ability to monitor wellness and the impact of care delivery on patient outcomes and service delivery
- Help to address digital poverty by enabling access to digital equipment, hubs and training services so that all service users can interact with digital care services if they so wish
- Our people will be supported and encouraged to engage with local, national and international horizon scanning to identify new opportunities to improve care services and outcomes through the application of digital technology
- Digital teams embedded within operational services helping to improve digital skills, better utilise existing technology and to identify new opportunities
- Increased service user and carer activation, with an increasing number taking control of their own care through digital technology



Enabling Priority Four:

Put people in charge of their information & health

Our Pledge

Service users, carers and our people will have easy access to all the information they need to help them make the right decisions wherever and whenever care is delivered





Priority Four

Key Objectives

- Our service users, carers and people will have access to comprehensive integrated care records whenever and wherever services are delivered reducing time spent finding information in multiple standalone systems
- Care records will be co-designed and developed to ensure that they support the efficient capture of appropriate structured information in-line with best practice record keeping standards

What does success look like?

- Service users and carers will be confident that they will receive high quality care, in-line with their individual needs, wherever and whenever they access services as care providers will have access to care records
- Service users and carers will not have to retell their story as comprehensive care records will be available to care providers across the care system in-line with their specific role
- Time spent entering data into care records will be minimised with manual and routine tasks automated wherever possible, freeing up more time to care
- The data in our care records will be accurate, structured and clinically coded with data collected in a way that is meaningful to all those involved in receiving and providing care services
- Confidential service user data will be held securely and shared appropriately to deliver direct care and to continually improve care services
- The number of care record systems we provide will be minimised to avoid confusion and duplication of effort



Enabling Priority Five:

Create a digitally enabled workforce

Our Pledge

Our people will have the right technology, training and support designed around their requirements so they can work efficiently and effectively





Priority Five

Key Objectives

- Our people will have access to the technology and systems they need to do their jobs effectively and efficiently
- Digital support services will be courteous, professional, knowledgeable and person-centred
- The technology and systems available to our people will meet minimum specified requirements, be maintained proactively and replaced in-line with industry standards

What does success look like?

- Our people will be enabled to work digitally, whenever and wherever services are delivered
- 24/7 mobile access to clinical and corporate digital services
- Proactive digital support services and training that is focussed on individual and team needs
- High performing digital technology that enhances clinical service delivery and patient care
- Digital technology that demonstrates value for money and a return on investment
- Corporate and clinical records held securely in-line with best practice
- Disruption to digital services resulting from cyber attack and service failure minimised

Aligned to: Service Users, Staff, Standards & Sustainable

6

Equality Assurance





Equality Assurance

Equality Impact Assessment

LSCft puts equality, inclusion, and human rights at the centre of the design and delivery of inclusive services for the diverse communities we serve, and the empowering culture we create for our people.

The legal case is set out in the Equality Act 2010 and the practice is embodied by our people every day, without exception. We are stronger together.

Potential Impact

Multiple listening and engagement sessions across networks, localities, and among protected characteristics groups has enabled the Digital strategy team to gather quantitative as well as qualitative data and experiences to help shape the Trust's commitment to become a great and safe place to work and learn.

Next Steps

- Establish partnership work with diverse groups (Ethnic Minorities, Older Social Economic and Geographic) to ensure digital inclusion and engagement across the public, service users, carers, partner organisations and our people in relation to the digital development of care services.
- In response to the need for further engagement with Locality Teams, Community Services and the Voluntary Sector to address issues of access and inclusion, there will be a new Programme Manager role for Digital Inclusion and Adoption.



Lancashire &
South Cumbria
NHS Foundation Trust

**For more information of accessible formats
please contact communications@lscft.nhs.uk**

