



How to access the Urgent Care Plan (UCP) for Residential/Care Homes

Care Homes On-Boarding

Step 1 - DSPT compliance

To access patient confidential information, such as that recorded in the UCP, organisations need to evidence that they meet the necessary Information Governance (IG) and Security Standards required to access and manage sensitive patient information.

Care Homes evidence these requirements by completing a self-assessment using the DSPT toolkit. Care homes are therefore required to have completed and submitted the DSPT toolkit evidencing that that are deemed to be at “Standards Met”.

If a DSPT has not been completed, please access local support from your commission manager or access the DSPT website for further information <https://www.dsptoolkit.nhs.uk>.

Step 2 – Data Protection

The exchange of information between organisations must always adhere to legal requirements such as the Data Protection Act 2018 and the General Data Protection Regulation.

The UCP will check the approved ICS Better on-boarding Data Protection Impact Assessment (DPIA) and on-board care homes that are named in the relevant ICS DPIA.

For Care homes that are not named in the ICS Better onboarding DPIA at go-live, but wish to onboard to the UCP, the UCP will seek on-boarding approval from the ICS Lead who should complete [this form](#).

Step 3 - Care Homes Connecting to the UCP (Networks)

HSCN

If your care home is operating on the Health and Social Care Network (HSCN): the HSCN provides the underlying network arrangements to help integrate and transform health and social care services by enabling them to access and share information. They can access the UCP via this link <https://london-scpa-hscn.better.care/>

Non-HSCN

Care Homes accessing the UCP Web Portal via a non-HSCN network, such as the public internet, will be required to undertake an additional authentication step. User will be sent a code to their email, which they will need to enter on the web portal as part of the login procedure and will need to access the UCP via this link. <https://london-scpa.better.care/>

Role Based Permissions and Access

The user permissions for viewing, creating or editing care plans (role-based access) will be determined by your role entered on the user access form and are:

Role	Permissions
Clinical	Full read/edit rights
Non-Clinical	Can save as progress all sections of the care plan, but only submit non-clinical sections such as demographic information and patient preferences.

Training

All care home staff who require access to the UCP will need to complete on line training on how to use the UCP system. This is available at [Training – Urgent Care Plan \(onelondon.online\)](#) alongside other training materials.