



How to Access the Urgent Care Plan for Residential/Care Homes

Step 1 – Requirements for access - 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.

Residential/Care Homes evidence these requirements by completing a self-assessment using the DSPT toolkit. Residential/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 – Applying for access

Once the organisation has achieved DSPT Standards Met compliance, users can then apply for UCP access by submitting our UCP Access Request form which can be found on our [UCP Access Page](#) – under the Web Portal Access heading.

All organisations that are approved for access to the UCP will be listed on the relevant ICS-UCP on-boarding Data Protection Impact Assessment (DPIA) document.

The UCP will check the DPIA for the user’s organisation and create Web Portal accounts for users whose organisations are listed.

For organisations that are not listed in the ICS-UCP onboarding DPIA, the UCP will seek on-boarding approval from the ICS Governance Lead. This process usually takes around 1 week.

Once the organisation has been approved by the ICS Governance Lead, the UCP support team will issue the requested user’s Web Portal credentials and communicate this to the user.

Step 3 – Connecting to the UCP

Users will receive an email once their Web Portal account has been created, which will contain a **username** and a link to activate their account and set a password of their choice. The email will come from ucp.better@nhs.net. Users will then access the UCP from our Web Portal URLs.

There are two Web Portal URLs for access to the UCP, the HSCN and non-HSCN. The non-HSCN link will require a 2-factor authentication step for access. This is used when organisations do not have access to the HSCN URL.

HSCN

The Health and Social Care Network (HSCN) provides the underlying network arrangements to help integrate and transform health and social care services by enabling them to access and share information.

If your organisation is operating on the HSCN, you can access the UCP via this link <https://london-scpa-hscn.better.care/>

If the above link does not allow access, you will need to access the UCP from the Non-HSCN URL.

Non-HSCN

Organisations accessing the UCP Web Portal via a non-HSCN network, such as the public internet, will access the UCP from <https://london-scpa.better.care/>

Users will be required to undertake an additional authentication step and after entering in their log in details and will be sent a code to their email. There will be a prompt to enter the code.

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:

Role	Permissions
Clinical Roles	Full read-edit rights
Non-Clinical Roles	Can save in progress all sections of the care plan the first time they are completed, but only able to submit non-clinical sections. Will be unable to edit submitted clinical sections of the care plan.

Training

All users who require access to the UCP are advised to complete online training on how to use the UCP system. Our training materials are available at [Training – Urgent Care Plan \(onelondon.online\)](#)

Support

You can contact the UCP Support team here [Contact – Urgent Care Plan \(onelondon.online\)](#)