Universal Care Plan

Organisation and User Onboarding

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Authors	Nick Tigere, Sarah Fischer
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Sarah Fischer	UCP Transformation Manager	Initial version author	15/07/2022
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Sarah Fischer	UCP Transformation Manager	Amended the RBAC section	21/08/2023
Sarah Fischer	UCP Transformation Manager	Amended the acceptable email domains section	04/03/2025

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Purpose

The purpose of this operating procedure is to set out the Universal Care Programme (UCP) organisation and user onboarding process, to ensure the safe and effective utilisation of the digital coordinated care planning application for London.

The UCP helpdesk is responsible for the onboarding process and shall receive, log, prioritise, assign, track, escalate, resolve, close and archive queries relating to access to the UCP. Helpdesk will be normally operational from Monday to Friday, 9AM to 5PM except for any public/bank holidays.

Organisation Onboarding

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. Each organisation that supplies patient information though the UCP platform is the Data Controller of that information and has specific responsibilities toward it.

Organisations which have a legal right to access the UCP must be:
- Named in the ICS Better onboarding DPIA (organisation and ODS code)
- Data Security and Protection Toolkit compliant at Standards Met
    - Note: this will be required for the following organisations only:
        - Social Care
        - Charities
        - Domiciliary Care
        - Non-NHS organisations

For organisations that are not named in the ICS Better onboarding DPIA, but wish to onboard to the UCP, please contact the UCP Helpdesk team.

Non-London Organisations:

If organisations located outside of a London ICS/ICB are commissioned to provide a service for Londoners, the organisation can be onboarded for UCP access pending approval from the appropriate London ICS/ICB lead for that commissioned service.

If the organisation is outside of London and requires access for a patient who receives care in London, the organisation will need to complete a DPIA for UCP access. Please contact the UCP for further information.

To onboard new organisations the helpdesk shall follow the steps below:

Task	Detail
Organisation verification	Search for the organisation via the NHS Digital ODS Portal [NHS Digital ODS Portal](#)
DPIA verification	Check organisation is not already listed in the ICS Better Onboarding DPIA
DSPT compliance	Check organisation DSPT compliant at standards met via the DSPT Toolkit [Organisation Search (dsptoolkit.nhs.uk)](#)
ICS onboarding approval	Where an organisation is DSPT compliant but not listed in the Better onboarding DPIA, help desk shall seek onboarding approval from the relevant ICS Lead

User Onboarding

The majority of UCP users will access the UCP via their native EPR system, such as EMIS, TPP SystmOne, Cleric and the London Care Record. A small number of users will access the UCP via the UCP web portal and for these users, help desk will issue web portal log in credentials.

UCP user access will only be provided to those users that are employed by an organisation that has a legal right to access the UCP.

User Removal/Expiration

It will be the responsibility of the onboarded organisation to notify the UCP of a user account that needs to be deactivated, for example where a user has moved organisation or access to the UCP is no longer required. The responsible organisation manager shall log a ticket with the UCP Helpdesk via the contact form.

Acceptable Email Domains

UCP Web Portal accounts can be provisioned to the following email address domains:

- Nhs.net
- Nhs.uk
- .gov
- [Those on the NHSD accredited email domain register](#)

If an email address does not meet this criteria, the user can still use it to register for UCP web portal access (as long as it is not a personal or generic email – see above). They will be asked to confirm (by way of completing the User Access Form) that their Email Domain will be used in an appropriate way and is suitable for the purposes of receiving information related to the direct care of their patients.

New web portal users shall request UCP access by completing the User Access Form [User Access Form - Care planning system (office.com)](#)

Where an organisation has multiple users to be onboarded, the authorised manager shall request multiple user access (10 or more) by completing the Multiple User Access Form [UCP-Multiple-Request-UAF.xlsx (live.com)](#)

UCP Connectivity (Network)

Most onboarding organisations will be operating on the Health and Social Care Network (HSCN). The HCSN provides the underlying network arrangements to help integrate and transform health and social care services by enabling them to access and share information more reliably, flexibly and efficiently while benefiting from improved network and bandwidth capacity. The HSCN UCP Web Portal access link: https://london-scpa-hscn.better.care/

Non-HSCN

User 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 special code to their email, which they will need to enter on the web portal as part of the login procedure. The non-HSCN UCP Web Portal access link https://london-scpa.better.care/

User Role Based Access Controls (RBAC)

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, using Appendix 1 as a guide.

For non-web portal access, the UCP user permissions to view or edit care sections of the UCP will be assigned based on host system user 'role-based access control' rights. For example, a GP using EMIS will have their permissions from EMIS or their smartcard, passed through to the UCP to enable them to view and edit all sections of the care plan.

4 UCP role types

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.
Urgent Care	View-only rights.
System Administrator (UCP Internal Use)	User and organisation registration, care plan management.

On receipt of the new user access form, help desk shall follow the steps detailed in the table below

Task	Detail
Organisation verification	Check organisation is already listed in the ICS Better Onboarding DPIA.
Account onboarding	Check email domain is approved for UCP use The secure email standard - NHS Digital.
Account provision	Create user account and issue log in credentials to user's provided email address.

Appendix 1

Below is a table which maps a job title to a UCP role, excluding the UCP Admin role.

Note: For clinical access to be assigned, the user must be registered to a clinical professional body.

Description	UCP Role
111 Clinician	Urgent Care
111 Supervisor	Urgent Care
A&E Liaison Officer	Non-Clinical
Access Co-ordinator	Non-Clinical
Approved Social Worker	Non-Clinical
Assistant Care Manager	Non-Clinical
Assistant Team Manager	Non-Clinical
Behavioural Specialist	Non-Clinical
Care Manager	Non-Clinical
Nurse	Clinician
Clinical Administrator	Non-Clinical
Clinical Lead	Clinician
Clinical Nurse Specialist	Clinician
Community Nurse	Clinician
Community Paediatrician	Clinician
Community Psychiatric Nurse	Clinician
Community Support Worker	Non-Clinical
Consultant Medical	Clinician
District Nurse	Clinician
Duty Social Worker	Non-Clinical

Education Social Worker	Non-Clinical
Family Worker	Non-Clinical
General Practitioner	Clinician
Health Care Assistant	Non-Clinical
Junior Doctor	Clinician
Occupational Therapist	Clinician
OOH GP	Urgent Care
Paramedic	Urgent Care
Practice Manager	Non-Clinical
Registrar	Clinician
Reviewing Officer	Non-Clinical
Senior Social Worker	Non-Clinical
Social Worker	Non-Clinical
Social Worker Supervisor	Non-Clinical
Speech and Language Therapist	Clinician
Staff Nurse	Clinician
Trainee Social Worker	Non-Clinical