

CareFirst Observation Unlocker Application Policy

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Introduction

Background

Historical concerns about ensuring the security of data in CareFirst means that up until now the system was configured in such a way that once data has been loaded it can only be amended by the Help Desk in Service Development and Assurance, with a high level of access. This is to ensure consistence and integrity of the recording is protected.

- Requests to edit data entered into CareFirst make up over 40% of the calls logged by the Help Desk, with 10% being observation reset requests.
- Time taken to contact the Help Desk, log the request, data amendment, and await notification of completion by the Help Desk, means data amendments take longer than they could and there is duplication of effort.
- Incorrect data lowers the quality and accuracy of client data held in CareFirst and reduces Warwickshire County Council's compliance with the Data Protection Act.

This policy covers the responsibilities and governance needed to allow authorised users of CareFirst to unlock observations loaded within 28 days. These can be edited in the observation screen up to 28 days following the reset, dependant on when the observation was loaded. So, if it was loaded 20 days ago, you would have 8 days to edit the observation recording.

The Data Protection Act 1998

Data Protection legislation governs the standards for the processing of personal data including the collection, use of and disclosure of such information. The legislation requires that Data Controllers meet certain obligations. It also give individuals or 'data subjects' certain rights with regard to their own Personal Data. The main standard for processing Personal Data is compliance with the eight data protection principles summarised as follows:

- 1) All personal data will be obtained and processed fairly and lawfully.
- 2) Personal data will be held only for the purposes specified.
- 3) Personal Data must be adequate, relevant and not excessive in relation to the purpose for which it is held.
- 4) Personal Data must be accurate and where necessary, kept up to date.
- 5) Personal data shall be held for no longer than is necessary.
- 6) Personal Data will be processed in accordance with the Rights of the Data Subject.
- 7) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- 8) Personal data shall not be transferred to countries outside the European Economic area except in limited circumstances.

This Policy supports this by outlining the boundaries in which this tool can be used.

What is the Data Tidy Screens for Observations app?

Data Tidy Up is a function previously only granted to the CareFirst helpdesk operatives. Resetting or unlocking an observation allows the recording to be amended if an error has been made prior to it being completed. The application allows authorised people to re-open them via a link in CareFirst. They can then be edited in the observation screen. Guidance is available on its use, and is on the intranet.

Who can use it?

Access to the function is granted by Service Managers or Operations Managers only.

Team Managers, Team Administrators, Deputy Team Administrators, Team Leaders and Practice Leaders have access by default. Additional access can be granted if a request is made by their Service Manager or Operations Manager, via the request form from the CareFirst Helpdesk or at [Observation Unlocker Access Request Form](#).

Where can I access it?

Authorised users can access the app from the link in the CareFirst Observation screen.

The Application

The application gives authorised CareFirst users the ability to unlock observations that have been loaded within 28 days, regardless of the 'notified date' within it.

It is available from the Observation screen and Events screen in CareFirst. It is validated via Google, and requires users to log in with their Google credentials.

The app stores a record of the observations reset with the following details:

- Observation id
- Person ID
- Notified Date
- Requested by
- Requested on
- Reason
- Unlock processed by
- Unlock processed on

The app is to be used for re-setting observations that need amending for typographical errors, spelling mistakes, incorrect dates. It should not be used to add additional content or amend the text in anyway which affects the integrity of the record. It can also be used to remove the print tick if is not to be printed out with the other observations.

Roles and Responsibilities

There are two System roles within the app:

Admin users

This role applies to those that need to be able to give access to users, i.e. People Group Systems Team/CareFirst helpdesk. This role can also re-set observations on behalf of others.

Processor Users

These are the users in the teams that can re-set observations for themselves, and their colleagues requesting a re-set from them. These are Service Managers, Operations Managers, Team Managers, Team Administrators, Deputy Team Administrators, Team Leaders and Practice Leaders.

Other roles are:

CareFirst Helpdesk

The DTU Observation Access Request Form should be completed by a Service Manager or Operations Manager and sent to the CareFirst Helpdesk.

Authorisers

Service Managers or Operations Managers may authorise access to appropriate personnel in their team, or other teams if acting on their behalf.

Monitoring and Review

Monitoring

The use of the app will be carefully monitored to determine the success of the app, the spread of its use across Adults and Children's, and by Team, and to identify any suspected misuse. E.g. any record that has been altered without the owner, or devolved owner/representative having reason to. The audit functionality within CareFirst and may also be used to investigate further, as with any suspected misuse.

Usage data will be collected periodically and reported for benefits mapping. Audit data is kept to support managers investigating misuse where appropriate.

Review

This policy will be revised in 6 months to check if the progress is as expected.

Further Information

Glossary

DTU

Data Tidy Up

App

Online Application – In this instance the CareFirst Observation Unlocker.

Reset

Unlocking/removing the completed tick on an observation to enable it to be corrected.

Processor

Those with access to re-set observations via the app.

Admin

Those with access to re-set observations via the app and permissions to set authorised user up with Access – CareFirst Helpdesk.

Authoriser

Those that can approve access to the CareFirst Observation Unlocker app, ie Operations Managers and Service Managers.