Adult Social Care Client Level Data: Early Onboarding programme

NHS

Case study: Making weekly submissions a reality at Westminster Council

OVERVIEW

My role as Business Analyst is based within Westminster City Council providing analytical service to both Westminster and also Kensington & Chelsea Council. The development work for ASC Client Level Data was undertaken across both Councils data leading to successful submissions for both Councils. The ASC system used is Mosaic, provided by Servelec.

Our involvement with CLD began in Nov' 2018. After a presentation of the key elements of CLD there was a discussion around the main difficulties of producing the SALT return and the measures we did/didn't use locally. In June 2019 we provided some anonymised data, in the CLD template as it was, and identified problems & ambiguities. From there we continued to feedback to DHSC about the proposed return.

In March 2021 we responded to the CLD survey as interested in signing up to the Client Level Data project. This was fully supported by our DASS. The main reasons were:

➢ SALT is cumbersome and time-consuming (and not useful for us)
➢ Providing the core data would allow NHS Digital more scope to provide useful analysis (this is what we would want for ourselves)
➢ It would give some impetus/weight to dealing with our own data quality issues
➢ Being early adopters, we have some say in the data development and project resources/guides

APPROACH

Onboarding

In May 2021 I attended a ASC CLD engagement & overview session that talked through the CLD return and onboarding process. There were also 1:1 sessions with the engagement team that provided step by step guidance and support.
Our intention was to focus on the 2020/21 CLD return after we had completed/validated SALT.

Sign Up

There were 3 key elements to undertake:

• Access to NHS Digitals DLP (Data Landing Portal) to submit the data. This just entailed completing a form and then following a verification link a few days later.

• Council Privacy Notice - as we would be providing NHS Digital with confidential personalised information on residents our Caldicott Guardian advised undertaking a Data Protection Impact Assessment (DPIA). After completing this, the Council Privacy Notice was updated accordingly

• Data Provision Notice (DPN) - this was issued from NHS Digital to allow the data to flow once we informed the team that we were ready to submit. At this point we were fully committed to the project and to submit regular quarterly data.

Implementation

Making it happen
All our reports are generated using Oracle SQL Developer. The ability to directly connect a copy of all the Mosaic tables gives us a lot of flexibility.

Producing a Return
For the second return we used five main queries to bring back the bulk of the data needed

- Referrals
- Assessment and reviews
- Care
- Reablement screening (added to referral data)
- Reablement discharge (added to care data)

Each query brings back the same demographic data (DOB, PSR, postcode etc.)
Each query output was exported to Excel alongside a CLD type template.
The relevant fields were then mapped to the appropriate CLD fields.

For mapping, some simple lookup tables were produced in Excel to fit our codes into the CLD ones (not always a satisfactory or easy process). A few columns with simple formulas to identify missing/incorrect data were also added, but manual checks were also done (e.g. using filters).

Finally, the CLD parts of the data were pasted into one big spreadsheet and converted to a csv file.

Returns Submission
We successfully submitted our first upload for 2020/21 data in September 2021. In November, our second submission contained 18 months of data, this had followed a useful session with the CLD Performance Lead around reablement data.

Since then a further 2 uploads, again, across both Councils have been submitted.

With thanks to Richard Sanders, Business Analysis: Adult Care & Support at Westminster & Kensington and Chelsea Councils

LESSONS LEARNED

'Buddies'
Other authorities that use Mosaic have been put in touch with me. Although we might use Mosaic differently to other Councils it can be useful for them to see how we've been doing it. So, I am happy for anyone else to contact me if they want a chat.

File Format
There were some initial problems with uploading the first return. This turned out to be due to the Excel spreadsheet being converted into the wrong type of csv. 'Trouble shooting' guidance for this can now be found in the ASC Webpages (DLP Section – *Local Authority DLP registration & data submission guide')*

CLD Validation Tool
For the second return we looked to use the new validation tool that we downloaded from the ASC Webpages (Supporting Documents section – *ASC-CLD validation tool'*) However, macros are not enabled in our system as they can be exploited. The process to get our IT department to allow its use was lengthy.

Conclusion

CLD fits with our ways of working; having access to detailed data allowing us to analyse it in a variety of ways. For us, the process (so far) has been straightforward. And whilst things may have taken longer than necessary that's mainly been of our own making. Although we're not ready (yet) for monthly uploads, quarterly ones are not a problem.

In the meantime, it would be good for more LAs to start submitting this data to enable the guidance to be fine tuned to get better clarity and consistency to make this return as useful as possible to all.

In the longer term, we are looking to work more closely with the CCGs/Public Health in analysing joint health/ASC data to help identify the gaps/overlaps/outcomes etc.