

Building your cyber security capability

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Better Security, Better Care



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How do you build the cyber resilience of a whole sector?



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The CQC regulated market of adult social care providers in England is made up of around 30,000 organisations.

In 2021 we were tasked with improving their cyber resilience to facilitate the safe sharing of data across the sectors what was so important to the digital development across health and social care.

2020 had seen huge increase in info sharing and digital adoption during COVID but only 11% of ASC orgs had the DSPT

Today that figure is 69% - so how did we do it?



The challenges



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The Cyber Strategy spans across Health and Social Care, and is important in showing the our vision to secure the system. It is important that we do not approach Care in the same way that we approach the NHS.

The challenges we face across the sectors are often very similar:

- High operational pressures
- Complex sector
- Vulnerable supply chain
- Limited cyber workforce
- New digital technology and data

But our approach must be tailored to the Social Care, if we want to ensure the Health and Care system is as resilient as possible to cyber threats.



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The 5 pillars of the DHSC Cyber Strategy



**Focus on the
greatest risk and
harms**



Defend as one



**People and
culture**



**Build secure for
the future**



**Exemplary
response and
recovery**

Complexity of a modern small organisation



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- Emails
- Mobile devices
- Websites
- Social media
- Ecommerce systems
- Online banking
- BYOD and office policy
- Network management
- Backup and remote access



Data and cyber security arrangements, DSPT and insurance claims



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According to the Cyber Claims report 2022, the average cost of a claim for a small business owner was £115,000



Insurance companies are demanding that before an insurance policy is issued or renewed, the enterprise must show they have the tools in place to protect against ransomware.

Key messaging



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- Speaking to a diverse audience we have kept our messaging practical and outcome focused
- Cyber is an existential threat, take it seriously
- The DSPT is a 'toolkit' and we can support you to get through it either in person or online
- Examples of best practice and other organisations who have had a cyber attack.

Bring your own device



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- Does the software you want to use work on all operating systems?
- Will there be one user per device or multiple?
- Who is responsible for auditing devices?
- Who is responsible for managing users and updating devices?
- Do you allow staff to use the device for personal use?





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Text messaging – is it safe?

There are several vulnerabilities to consider when using SMS or Whatsapp to communicate sensitive information with staff

- Who can see that message?
- What happens when someone leaves?
- SIM swaps
- Malware



Text messaging – secure alternatives



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- **Encryption** – does the app have End to End Encryption (E2EE)
- **End-user verification** – can the app verify that the people using the app are indeed who they say they are?
- **Passcode protection** – can a secondary PIN be used to protect the app, and can it be time-out enabled?
- **Remote-wipe** – can the messages be removed if the device is lost, stolen or redeployed to another staff member?
- **Message retention** – does the app allow automatic deletion of messages after a set period of time?

Strong passwords



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 Secure your email password.

**Use Three
Random Words.**



 National Cyber Security Centre
a part of GCHQ |  Cyber Aware

- Passwords should be easy to remember and difficult to guess.
- Use strong, separate passwords for important accounts.
- National guidance recommends using three random words to create a strong password.
- For important accounts – use two factor authentication. This means adding a second layer security measure i.e. entering a code sent to your device, answering a security question.

Have a business continuity plan that includes data and cyber security



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We provide templates for BCPs and we noticed a few key aspects when people adopted our version

- Often their existing BCP didn't include a data breach or cyber event
- Outages due to cyber events were mitigated for in the first 24 hours but not beyond.
- Few organisations were testing their BCP – if it is worth doing a fire alarm drill, it is worth doing a cyber drill too

Staff training



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Don't underestimate human error.

One of the biggest barriers to DSPT adoption was the 95% staff training figure.

Specific cyber awareness training tailored to the needs of social care didn't exist when we started the programme so we created it and made it freely available through our website.



Managers' Discussion Tool & Quiz for Staff



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Data Protection Discussion Tool Cyber Security Training Resources for Staff

Better Security, Better Care Managers' discussion tool

Version 2 – July 2022

This discussion tool is designed to help you have discussions with your frontline staff to check their knowledge and provide evidence of their competence in data security and protection to meet requirement 3.2.1 of the [Data Security and Protection Toolkit](#).

The tool is broken down into four colour coded sections covering the four learning outcomes for frontline social care staff:

1. Understand the importance of data security and protection in the care system and your personal responsibility to handle data safely
2. Be able to apply relevant data security and protection legislation and principles
3. Be aware of physical and digital threats to data security and know how to avoid them, including:
 - i. being alert to social engineering
 - ii. safe use of digital devices
 - iii. safe keeping of physical records
4. Be able to identify data breaches and incidents and know what to do if one happens



Better Security, Better Care Multiple choice quiz for frontline staff



Version 2 – July 2022

This quiz will provide evidence that you have completed data security and protection training that meets requirement 3.2.1 of the [Data Security and Protection Toolkit](#). Circle or tick the correct answers.

Name: _____ Date: _____ Score: _____

1. Understand the importance of data security and protection in the care system and your personal responsibility to handle personal data safely

Question	Answer options
1a True or False: We have a legal duty to respect the privacy of the people who use our care services?	True False
1b True or False: Sharing information with the right people can be just as important as not disclosing to the wrong person?	True False
1c Can someone you support ask to see and have a copy of the personal data that is held about them?	Yes No
1d When should information be recorded? Choose the correct answer.	As soon as possible, whilst the event is still fresh in your mind Within a couple of weeks When there is time to do it

Manage your supply chain



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You're only as strong as the weakest link in your supply chain.

Check what security controls your suppliers have in place & consider asking them to seek out Cyber Essentials Plus certification.

Use Digital Care Hub's [supplier list template](#) to keep track of what suppliers process personal information.



Back ups



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If your device is infected by a virus or accessed by a criminal, your data may be damaged, stolen or held to ransom.

Back up your most important data to somewhere **separate from your computer**. This could be an external hard drive or storage system based in the Cloud.

According to a BAE systems project for DHSC 20% or organisations they spoke to said they only put back ups in place as a result of doing the DSPT



Data Security & Protection Toolkit: Local Support Organisations to assist you



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- There is free support offered to social care to assist providers in building up operational resilience
- Free template policies and procedures to use.
- 1:1, direct support to help you use the DSPT
- Bespoke workshops and webinars to assist you with delivery.
- Demonstration of the DSPT and what good looks like with regards to evidencing your DSPT self-assessment
- Free national helpline [0800 196 4848](tel:08001964848)
www.digitalcarehub.co.uk/bettersecuritybettercare

[Resources | Digital Care Hub](#)

Thank you!



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