



CASPA AGM Meeting Notes

Date: 24th September 2019

Location: EveryLIFE Technologies, Farnborough

Present: Simon Papworth (SP), Jonathan Papworth (JP), Robin Batchelor (RB), Taffy Gatawa (TG), Robin Wells (RW), Nuno Almeida (NA), Georgia Tobin (GT)

Members attending via telephone conference:

Cerner – Sean Ridley
Courtney Thorne – Graham Vickrage
Nuagecare – Bob Ingram
MedECare – Chris Pearson
Radarsoftware – Lee Williams
HAS Tec – Lucy Thomas
Fastroi – Mike Richards
QCS – Chris Cox
Florence - Bunie Anyaegbunam
FastROI UK - Mike Richards
Fusion Care Solutions - Martin Jones
Coolcare – Fiona Hale

Subject: CASPA Annual General Meeting 2019

Agenda:

- 1. Report by the Officers of the CIC (Community Interest Company) on its recent activities:**
 - 1.1. RW: Membership, progress summary and administration update
 - 1.2. JP: Digital Social Care (DSC) & NHS Digital
 - 1.3. RB: NHSX
 - 1.4. SP: Red bag / eHospital pack
 - 1.5. NA: Whitepapers & Hackathon event
- 2. Any other business**
- 3. Questions from members**



Minutes:

1. Report by the Officers of the CIC on its recent activities

1.1. RW: Membership, progress summary and administration update

Introductions of Board members present

Our first Six months:

CASPA was launched at the first NHS Supplier conference in London in March this year with many of our current members in attendance. There was a very positive reaction to its formation from both suppliers, NHSD and other organisations such as the NCF and PRSB.

All identified the lack of a focal point for software suppliers and welcomed the initiative by CASPA.

CASPA is lobbying for the acceleration of digital transformation in social care. We're doing this by aligning with key stakeholders across different institutions and creating one single voice. During the first 6 months, we have developed relationships with NHS Digital, the newly formed NHSX, as well as the Care Providers Alliance and Digital Social Care.

Our key achievements, about which we will talk in more detail later:

- NHSX has acknowledged the need to focus on Social Care and CASPA is well engaged;
- Digital Social Care has been created and CASPA is well engaged, including the creation of guidance for procuring systems, shared and reviewed by the Care Providers Alliance;
- Positioning of digital as a pressing matter to achieve sustainability in social care – Think Tanks such as DotEveryone are now issuing recommendations for the rapid digital transformation of social care which will no doubt result in raising awareness in Westminster.

We were proactive at the Health + Care show in London in June and to date, we have 33 registered members through the website: caspa.care.

The members range from pure software application providers for digital care planning to AI data analytics to training /eLearning organisations to electronic medicines management providers – the range is truly broad and shows how important a market social care is in the UK. Our strength is that CASPA can draw on such a wide range of companies and disciplines, from SMEs to large corporates.



We also have a further 8 companies who have expressed interest, but who, despite chasing, have not yet registered. Nonetheless, the core group is significant enough to build the Association going forward.

CASPA has spoken at various conferences including the Local Authority Conference and the Care Show at the London Excel. Looking ahead, we will be speaking at the Care Show in Birmingham next month on the morning of the first day (10.10 on Wednesday 9th October). Do come and support us if you can.

For any companies exhibiting at the Birmingham Care show next month, we will be sending out stickers for your stand showing that your company is a member of CASPA.

We will soon also be circulating a full branding pack to all members where CASPA membership can be added to email footers etc.

For 2019, CASPA has been funded by the 3 founding members (Person Centred Software, Nourish & EveryLIFE Technologies).

Now that the Association has gained a significant member base, a dedicated administrator, Georgia Tobin, has been recruited and her responsibilities will be to primarily manage the members, the website, events, promotions and to provide support to the Board.

For the first 12 months, CASPA has been set up with a zero cost of membership – the Board are proposing to start charging a membership fee from 1st April 2020 at a level of £500 for any organisation. It would be interesting to hear members views on this proposal.

It will be helpful if members can promote CASPA membership to other software suppliers who are not members – it is free at the moment therefore membership can only be of benefit to all organisations. CASPA's strength comes from representing as broad a range of suppliers as possible – thanks for your support so far.

So what does the next six months hold?

On the back of significant interest from members, our plans for the near future include the creation of a very lean structure to communicate with all members on a regular basis. This will include support to members in making the most of their membership and support to members in spreading CASPA's messages.

CASPA was also positioned to enable its members to develop and propose standards to enable interoperability. In the near future, CASPA will continue working on the creation of working groups to define best practice for data transfers in the context of transfers of care – in and out of hospital. This will reinforce CASPA's position in delivering significant advantages to the digital transformation agenda and



members involved will reinforce their reputation as pioneers and may have the advantage of a temporary barrier to entry.

We will continue working on the creation of best practice guidance, essential to support the case for digital transformation, with a whitepaper focused on eLearning platforms. This guidance will then be distributed through our relationships with the Care Providers Alliance and others.

1.2. JP: Digital Social Care (DSC) & NHS Digital

CASPA is giving us the opportunity to gain access to people whom we otherwise wouldn't be able to easily reach. We represent you, the members, and CASPA is already being seen as the group to speak with when seeking industry views - which is very positive to see. We are ensuring that CASPA is very closely engaged with a number of partners in the social care space including:

- Digital Social Care
 - an NHS Digital funded organisation run by Katie Thorn, Claire Sutton and Tommy Henderson-Ray
- Care Provider Alliance
- Care England
- National Care Association
- National Care Forum
- RNHA
- Skills for Care
- UKHCA
- VODG
- NHS Digital

Since formation, CASPA has had a number of meetings with these partners and produced our first whitepapers between us, ensuring common communication across all parties as ultimately, we want the same end goal; to use products within the social care sector that are sustainable and encourage the improved quality of care.

NHS Digital have produced a supplier survey to learn more about the adoption of digital and as members, we have a real chance to influence their messaging and the way that they promote digital adoption in the sector - so we ask CASPA members to help and complete it:

<https://www.surveymonkey.co.uk/r/core-capabilities-suppliers>



DSC are also looking for case studies from CASPA members' customers to promote the benefits of going digital. They are looking for around 500 words. If any members can help, please contact Katie Thorn on: katiethorn@rnha.co.uk.

NHS Digital is also spreading the word about CASPA and Keith Strahan has included CASPA in a number of presentations that he has given this year.

1.3. RB: NHSX

Following several positive interactions with NHSX, CASPA was invited to join the newly formed Digital Social Care Advisory Group (DSCAG) by Matthew Gould, CEO of NHSX. The first meeting is on 25th September 2019 (tomorrow) and the minutes of which will be shared with Members afterwards.

The DSCAG will act as a strategic advisory group to influence the vision and roadmap for digital in social care. It will be focused on answering key questions regarding information and technology in the adult social care sector, including how we scale data, standards, interoperability and innovation. This group will therefore have influence at both a local and national level.

The Group will also inform the delivery of NHSX's work, recognising that its digital transformation programme impacts on social care across a range of areas (and not exclusively in NHSX's social programme). It will therefore help to identify opportunities and inform prioritisation. The presence of CASPA in this group is key as we are only one of two parties from the supplier side, so it's important that we are representing what suppliers want and, of course, our members will be kept up to date after each meeting. As we refer back to you with minutes from each meeting, we want to ensure that we are feeding back concerns so please do come back to us with your feedback and concerns so that we can bring these to the meetings.

Other committee members of DSCAG come from NHSX, Department of Health and Social Care, Local Government Association, Association of Directors of Adult Social Services, Care Provider Alliance, CQC, Skills for Care, Careers UK, Housing Associations' Charitable Trust, UKHCA and others.

The CQC has also begun to engage with CASPA, a relationship we were able to build with the help of our members, to help develop a shared vision of what good digital record-keeping means and how it can be used to achieve both good quality care and effective assurance.

1.4. SP: Reg Bag / eHopsital pack

The e-red bag was created by NHS Digital before NHSX came on the scene. James Palmer who is the Programme Head of Innovation in NHS Digital is responsible for creating the cooperation between the Care Providers Alliance and Digital Social Care. Over £800k funding has been provided to DSC in order to



promote digital maturity within social care providers. Care homes are not the most digital environments, as most of us are very much aware. At the same time, NHSD has also created a funding stream for suppliers in the social care space which will enable our Members to take part in innovation projects called the Discovery Projects.

This was part of a plan to make social care providers more digitally mature and to get suppliers to work together as a single group so that NHS Digital had the ability to leverage the standards we use in this marketplace.

Through the discovery projects, NHSD started 12 innovation projects to link digital social care with hospitals primarily. Sutton and South West London STP applied for funding and contacted one of our Members. That has led to a successful pilot in Sutton where four care homes are now submitting their hospital passport with admissions - it's known as a Red Bag or 'the Sutton Red Bag' and contains a list of who that person is, baseline assessment and what has happened to cause the emergency admission. The whole thrust of the project is to decrease the number of admissions to the hospital wards from the emergency department. Now 3 CASPA members are working together to produce a draft standard for the electronic transmission of the hospital pack admission information between a care home / residential setting and the emergency team in the hospital.

The next phase, which should begin in November, could enable us to connect 20% of all the residential beds in London to the NHS for emergency admissions. Quite exciting and quite nerve racking!

Support for this project by CASPA has been a tremendous part of this projects ability to succeed both in the discovery space and hopefully through to getting the main funding and I would really appreciate if there are any other CASPA members who have access to care information that would form a hospital passport/pack to join us and provide as much breadth of market experience to this project as possible.

1.5. NA: Whitepapers & Hackathon event

So how do we develop CASPA's influence on the sector? Our strategy from the beginning has been to promote one common message, with gravitas and the experience to back it up.

So far, we have had 3 members working with us to collaborate on the whitepaper. Within it we have achieved a good balance as to what is good practice based on shared experience whilst of course not giving away information on our competitive position in the market. But by documenting these guidelines we are putting a stake in the ground and promoting how we should be introducing digital into the social care environment. We can lay out impactful messages: what are the risks of doing nothing within care planning? What happens if you don't go digital? And we can create a sense of urgency around this.



We have been successful at being first movers and sharing this information with the Care Providers Alliance and being able to peak the interest of other influential think tanks and opinion makers.

We concluded our first whitepaper with 3 recommendations for tech in social care - one of which was for NHSX to accelerate paper-based digital management systems to make the most of digital transformation. By making our opinion known early and having a body of members behind the opinion, we hope we can influence others to follow within the electronic care planning sector.

We look forward to preparing a similar whitepaper this time with a focus on eLearning software systems within social care. Shortly after this, we plan to produce a whitepaper promoting the interconnectivity of different systems within the care environment.

We would welcome the support of any members who would like to get involved in putting these documents together and look forward to starting collaborations, even in areas not mentioned today.

Moving on to CASPA's participation in the INTEROpen Hackathon event. The event is to be held in Leeds on 14th and 15th October 2019 and attendees will be a combination of those in the NHS, IT vendors within NHS landscape and clinicians. We are aware that some members have participated in previous events.

CASPA will form a team and attend, working on the transfer of care between hospitals and social care undertaking red bag projects.

All this work can be brought together, illustrating how digital data can smooth the transfer of information in the social care space. We will get the chance to demo and 'hack' mock-up technologies and hopefully create some great stepping stones to document best practices - standards which we can then propose to the community. Ultimately we hope the event will promote interoperability within social care - the challenges require quite a lot of effort but the attendees are highly technical. At last count, 10 people are joining the Hackathon.

Details of how to join the event can be found here: <https://www.eventbrite.co.uk/e/fixing-broken-care-journeys-an-interopen-hackathon-tickets-73298552945>.

2. AoB

- CASPA was born out of overcoming the challenge to get our voices heard and CASPA has already shown that by coming together, we can gain representation at the top table with a single common voice in the community. We encourage members to tell us what you think and give us your feedback. We will utilise the caspa.care website a lot more as our main communication



tool for keeping members updated.

- We want to set up more working groups, getting other companies involved and of course will continue to filter member feedback and concerns into these.
- We are delighted to announce Taffy Gatawa's appointment to the CASPA board. With experience in nursing working in Mental Health and General Medicine in both the NHS and private sector, Taffy has a wealth of expertise of data compliance and lot of experience to offer in areas which are difficult to understand, such as GDPR. We welcome Taffy and the additional expertise that she brings to the Board.

3. Questions from the Members

- **Sean Ridley - Cerner**
 - Calling on behalf of David Hartman today
 - Question: Interested in exploring the care home space. Are there any members who are prominent suppliers in care home settings or ones coming through?
 - Answer: Yes! All of our Board and many of the CASPA membership also. Would encourage you to attend the Hackathon event for a chance to meet and for information sharing.
- **Martin Jones - Fusion Care Solutions**
 - Question: Is there a place on the website where you'll publish members list should members want to connect and interact with each other?
 - Answer: Yes we certainly will be. Now that we have 30+ members, we will publish a list in the members area of the website very soon.
 - Martin wanted to add that given what CASPA has achieved to date, he has no objection to the proposed membership fees.
- **Lee Williams - Radar Healthcare**
 - Question: I'm interested to know if any larger software providers / suppliers have shown interest in becoming a CASPA member?
 - Answer: In fact, Advanced have just registered as a member and Access Group have too shown interest. Cerner are the largest member to have joined to date and we have a great variety of both larger and smaller suppliers in our membership.

RW: Thank you very much for joining the AGM today and we look forward to receiving your feedback.

END OF MEETING