

Social care: local sponsorship model application process guidance

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1 Introduction

This document is for social care organisations that opt to join NHSmail through the local sponsorship model. This process document will guide you through the process of applying for NHSmail accounts.

Before reading this document, please ensure you are familiar with the [NHSmail Access Policy](#).

2 Actions to be undertaken to obtain NHSmail accounts

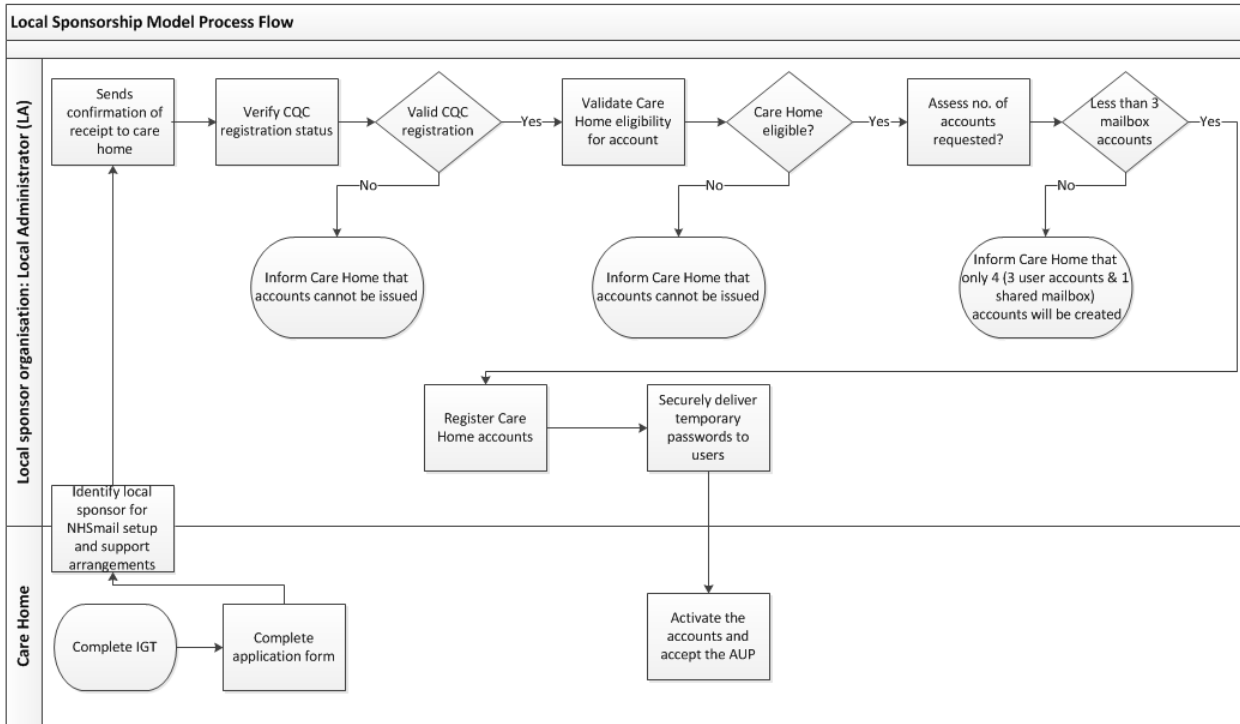
1. Social Care organisations should complete the NHSmail application form (see appendix 1) and return by email to feedback@nhs.net. In circumstances where the primary local administrator has been identified, the social care organisation will send the application to their sponsoring organisation.

In summary, you will need to provide:

- Name
 - Role
 - Contact email address
 - Care home name, address and telephone number
 - CQC registration number
 - Evidence the care home has completed their IG toolkit and included their assessment report with their application
 - Details of any existing NHSmail accounts held by the individual or care home
 - Confirmation the care home has a regular requirement to exchange data securely
 - Number of individual and shared mailboxes required
2. Social care organisations need to demonstrate information governance compliance before the NHSmail team can proceed with the request by completing the NHS Information Governance (IG) toolkit. Organisations should liaise with their sponsor for support. For further information on care homes completing the IG Toolkit please see this [guide](#). You can also email scp.general@nhs.net for the latest care home guidance, or if you need some further advice or assistance.
 3. Social care organisations work with NHS Digital to identify a local sponsor from a CCG, CSU or a Local trust whose role will be to act as a primary local administrator to manage the administration of the NHSmail accounts within the home.
 4. Social care organisations should submit the NHSmail application form to the sponsor organisation who will assess the application, and if approved will create the NHSmail accounts.
 5. Sponsor organisations should review the applications against the guidance to ensure organisations meet the criteria and then the Local Administrator should create the accounts.

- Users from the social care organisations should read the NHSmail user guidance and carry out the necessary actions before using their NHSmail accounts.

3 Local sponsorship model process flow



4 Further help

If you require any further help regarding the use of NHSmail please email feedback@nhs.net

Appendix 1: NHSmail account application form for CQC registered care homes

Care homes should complete this form and email it to the nominated contact in their sponsoring organisation. If this has not been identified, please contact feedback@nhs.net

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| Name: | | Role: | |
| Email address: | | | |
| Organisation name and address: | | | |
| Organisation telephone number: | | | |
| CQC registration number: | | | |
| Confirm that you have completed the IG Toolkit. For further information see: https://www.igt.hscic.gov.uk/ | Yes/No | | |
| Does your care home already hold any NHSmail accounts? Y/N | | If yes, please provide the email address(es): | |
| Confirm that your care home has a regular requirement to exchange data securely | Yes/No | | |
| Number of individual person accounts required, preferred account name and mobile number for each account owner: | Note: a maximum of 3 user accounts will be provided. Please provide a business justification if you require more than this. | | |
| Do you require a shared mailbox for your care home? If yes, please state the preferred mailbox name (it may not be possible to use the exact name requested). Please also confirm the account owner name and mobile number: | Note: The sponsoring organisation's short name will automatically preface the shared mailbox email address. | | |
| What benefits do you expect from using NHSmail? | | | |