



**Staffordshire and  
Stoke-on-Trent**  
Integrated Care System

# Dynamic Support Register

**User Guide**

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Document revision history

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# Getting started

As part of the Transforming Care Programme CCGs are required to hold a register of individuals who are deemed at risk of admission to hospital.

The 'Dynamic Support Register' supports collaborative working across health and social care that enables an improved understanding of the local population, assists commissioners to track individuals, identify existing gaps in current service provision and support individuals to remain well and supported in the community.

This user guide explains the

- requirements of the system,
- how to register, log in and out,
- submit new and maintain existing records,
- view and generate reports,
- configure and administer the system

Access to the system is role-based and there are 4 levels of access at user level:

- **Standard user** – can add data and view their own data that they have added
- **Reporting user** – can view data and report on the data in the system. This is organisation based so that if multiple organisations are using the same installation, they only get to see their own organisation's data.
- **Administrator** – can control the configurations within the tool and has the same access as both Standard and Reporting users
- **Master admin** – system configuration only, cannot see patient data

## Requirements to use the system

To use the system, you will need

- a modern internet browser such as,
  - Microsoft Edge,
  - Google Chrome,
  - Firefox,
  - Opera,

- Safari
- an email address from
  - NHS.net
  - NHS.uk
  - GOV.uk
  - Other users can be added on an individual basis by Administrators
- a UK facing internet connection.
  - You can test this by visiting <https://amiuk.nhsservices.org>. If this link provides you with an error page, then you do not have a UK facing internet connection and you'll need to contact your system administrator.

## Using this guide

This guide is broken down into simple step by step instructions to support the user in understanding and using the functionality available within the system.

Within the step-by-step guides,

- **Buttons** or **links** are highlighted like this, and this indicates that the user should click to confirm the action or navigate the system,
- **Form Field Labels** are highlighted like this, and this indicates to the user the area the screen they should be entering content or select available options.

# How to register, log in, change password, and log out

## Registering to use the system

All users of the system must be registered, and each user will have a unique username and password. All system activity is logged and available for audit so user accounts must not be shared between users. There is no limit to how many users can be registered to use the system. Administrators can also register users via the Manage User administration tools.

- Open a browser window and enter the URL / address:  
dsr.staffordshireandstokeontrent.nhs.uk or click on the link on the DSR's 'Integrated Care System' Web Page: [Dynamic support register - Staffordshire and Stoke-on-Trent, ICS](#)

The screenshot shows the 'Dynamic Support Register' page. At the top, there is a dark blue header with 'Staffordshire and Stoke-on-Trent DSR' on the left and the 'NHS' logo on the right. The main content area has a light blue background and contains the following text:

**Dynamic Support Register**

The Dynamic Support Register is a digital register and processes that work together to ensure that anybody with a Learning Disability and/or Autism who is at risk of being admitted to mainstream mental health or specialist learning disability hospital is discussed in a forum that is attended by key supporting agencies.

Early Identification of this cohort and effective communication will enable proactive and preventative work to reduce the risks of admission.

On entry to the register the referrer will be expected to keep the information for their case up to date, indicate any changes to the status of the individual and provide further information where this is requested.

Before entering an individual onto the register please ensure you have gained their consent or undertaken a best interest decision if they do not have the capacity. You are accountable for gaining informed consent and recording such decisions in your own record keeping systems.

Please visit our Web Page on the Integrated Care System web site for up to date forms and information including Easy Read formats: [Dynamic support register - Staffordshire and Stoke-on-Trent, ICS](#)

At the bottom of the content area, there are two buttons: 'Register »' and 'Login »'. In the bottom right corner of the page, there is a small copyright notice: '©2022 All rights reserved.'

- Click on the **Register** button,
- Complete the form entering your **First Name**, **Last Name** and **Email Address**. All fields are mandatory and must be completed.

The screenshot shows the 'Register Account' form. At the top, there is a dark blue header with 'Staffordshire and Stoke-on-Trent DSR' on the left and the 'NHS' logo on the right. The main content area has a light blue background and contains the following form:

**Register Account**

First Name

Last Name

Email Address

**Register**

In the bottom right corner of the page, there is a small copyright notice: '©2022 All rights reserved.'

- Click the **Register** button.

The registration process here after is automatic and, assuming you've met the criteria, a welcome message will be sent to your email address. This will contain a randomly

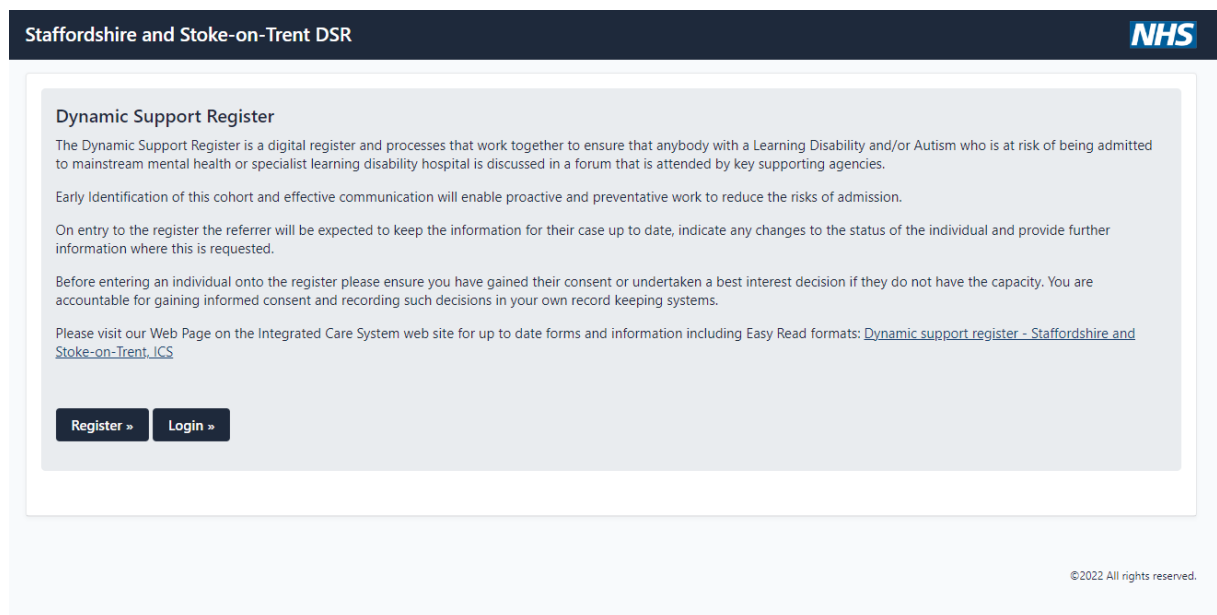
generated password for your account. We recommend you “Change Password” when you log in for the first time.

Should you belong to an organisation outside of the ‘accepted’ email address list then you will need to email the DSR system administrator to have your own email assigned to the system and enable you to register.

## Logging in to the system

To use the system, you must be registered and have your username and password.

- Open a browser window and enter the URL / address



The screenshot shows the Staffordshire and Stoke-on-Trent DSR website. The header includes the text "Staffordshire and Stoke-on-Trent DSR" and the NHS logo. The main content area is titled "Dynamic Support Register" and contains the following text:

The Dynamic Support Register is a digital register and processes that work together to ensure that anybody with a Learning Disability and/or Autism who is at risk of being admitted to mainstream mental health or specialist learning disability hospital is discussed in a forum that is attended by key supporting agencies.

Early Identification of this cohort and effective communication will enable proactive and preventative work to reduce the risks of admission.

On entry to the register the referrer will be expected to keep the information for their case up to date, indicate any changes to the status of the individual and provide further information where this is requested.

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Please visit our Web Page on the Integrated Care System web site for up to date forms and information including Easy Read formats: [Dynamic support register - Staffordshire and Stoke-on-Trent, ICS](#)

At the bottom of the content area, there are two buttons: "Register »" and "Login »".

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- Click the **Login** button,

## Staffordshire and Stoke-on-Trent Integrated Care System

- Enter your **Email Address** and **Password**, then click the **Log In** button,

The screenshot shows a web browser window with the URL `dsr.staffordshireandstokeontrent.nhs.uk/login/register/`. The page header includes "Staffordshire and Stoke-on-Trent DSR" and the NHS logo. The main content area is titled "Register Account" and contains a form with three input fields: "First Name", "Last Name", and "Email Address". A blue "Register" button is positioned below the "Email Address" field. A small copyright notice "©2022 All rights reserved." is visible in the bottom right corner of the page.

If, after clicking the **Log In** Button, the error message below is displayed:

**The login details are incorrect. Please try again or use the "Forgot your password" feature**

Please attempt the log in process again taking care to re-enter the correct user details. If the error message persists then click the **Forgot your password** link on the log in page to reset your user account details.

The screenshot shows a web browser window with the URL `dsr.staffordshireandstokeontrent.nhs.uk/login/?Msg=e0`. The page header includes "Staffordshire and Stoke-on-Trent DSR" and the NHS logo. The main content area is titled "Authentication" and features a red error message box at the top: "The login details are incorrect. Please try again or use the 'Forgot your password' feature". Below the error message is a form with two input fields: "Email Address" and "Password". A blue "Log In" button is located below the "Password" field, and a link for "Forgot your password" is positioned below the "Log In" button. A small copyright notice "©2022 All rights reserved." is visible in the bottom right corner of the page.

If you do not receive an email with your reset user details, please speak to a system administrator.

## Changing your password

After logging in for the first time you may wish to update your password, you may also want to change your password if you think someone else may know it or has gained access to your account. To change your password, you must be logged into the system.

- Click the **Change Password** option in the top navigation bar,
- Type your **Current Password** into the top field,
- Type your new password into the **New Password** and **Confirm New Password** fields paying attention to the password rules as displayed on the screen.
- Click the **Submit** button.

Staffordshire and Stoke-on-Trent DSR **NHS**

Home Submit New Referral Referrals Reporting Help **Change Password** Administration Logout

### Change Password

**Current Password**  
Your current password

**New Password**  
Enter new password  
Your password must be 8-20 characters long, contain letters and numbers, and must not contain spaces, special characters, or emoji.

**Confirm New Password**  
Re-type your new password

**Submit**

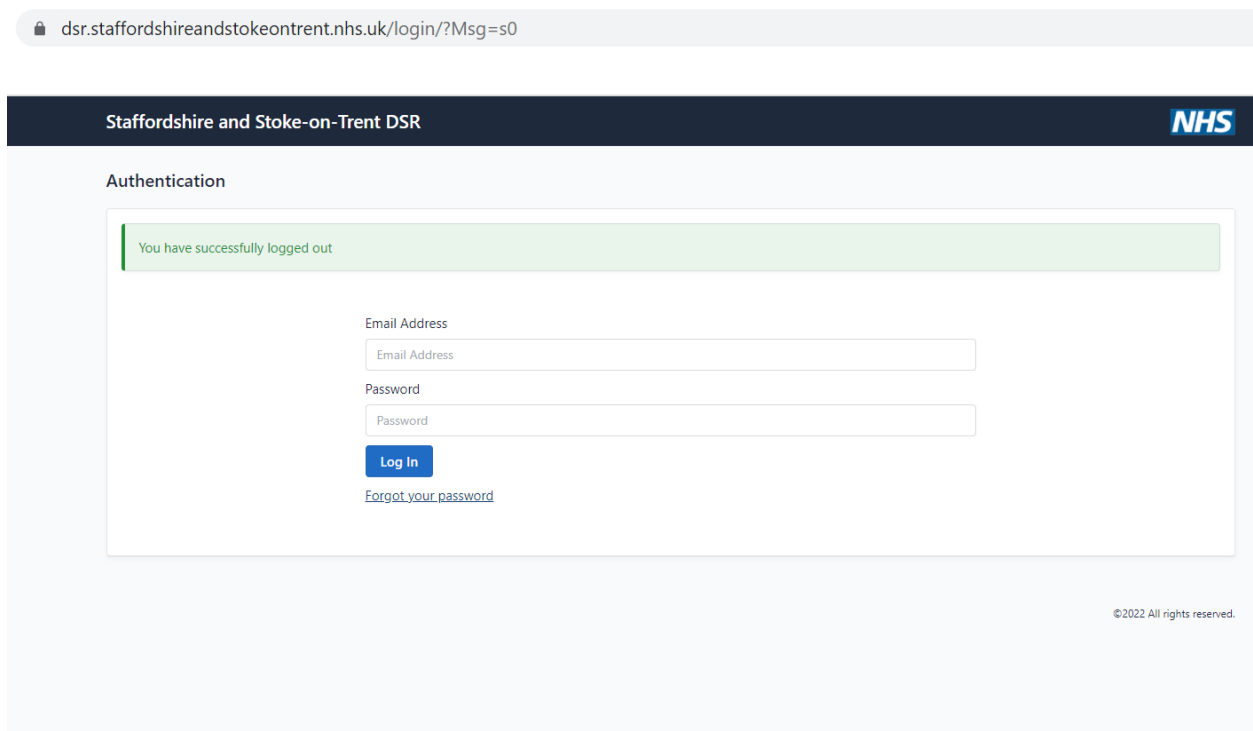
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## Logging out from the system

The system will automatically log you out after a period of inactivity, but it's recommended that you log out when you've finished using the system.

- Click the **Logout** option in the top navigation bar.

This will log you out from the system and load the log in screen where a success message will be displayed confirming you've logged out.



## Forgotten passwords

If you've forgotten your password and cannot log into the system, then you can request a new password to be sent to you. You will need access to your email account for this process.

- If you're not already on the login page then open a browser and navigate to the system login page,
- Click the **Forgot your password** link at the bottom of the log in form. This will load the Password Reminder screen.

The screenshot shows a web browser window with the URL `dsr.staffordshireandstokeontrent.nhs.uk/login/reminder/`. The page header includes "Staffordshire and Stoke-on-Trent DSR" and the NHS logo. The main content area is titled "Password Reminder" and contains a form with an "Email Address" input field, a "Send New Password" button, and a "Back to login" link. A copyright notice "©2022 All rights reserved." is visible in the bottom right corner of the page content.

- Enter your email address into the **Email Address** field,
- Click the **Send New Password** button.

If there is a matching email address on the system an email will be sent to it containing a new temporary password for you to use. It is recommended after logging in with the new password that you change your password.

If you do not receive an email into your inbox, please check your junk folder to confirm it's not ended up in there. If you still do not receive an email, please contact a system administrator.

## Making a New Referral

The 'Dynamic Support Register' supports collaborative working across health and social care that enables an improved understanding of the local population, assist commissioners to track individuals, identify existing gaps in current service provision and support individual to remain well and supported in the community. Individuals are only added to the register once consent has been given or, in the event an individual lacks capacity, a best interest decision has been made.

### To add a new record to the system.

- If you're not already logged into the system then open a browser, navigate to the system, and log in,

- Click the **Submit New Record** option in the top navigation bar,

The screenshot shows the 'New Referral' form in the Staffordshire and Stoke-on-Trent DSR system. The header includes the system name and the NHS logo. The navigation bar contains links for Home, Submit New Referral, Referrals, Reporting, Help, Change Password, Administration, and Logout. The form itself has tabs for 'Referral', 'History (0)', and 'Notes (0)'. The 'Consent' section asks if the person has capacity to consent to be added to the DSR Register, with radio buttons for 'Yes' and 'No'. The 'Details of the Individual' section includes text input fields for 'First Name\*' and 'Last Name\*', a dropdown menu for 'Does the person have a learning disability and/or Autism?\*', and a text input field for 'Ethnicity\*'. The form is currently empty.

- Complete the form fields for all the information you have,

Please note the elements below are customisable by each organisation using the system,

- There is a minimum data set required to submit a new record. You will be prompted on each required field if it's not completed,
  - The name of the form and the supporting guidance for the form so it may look slightly different to the screenshot,
  - The system can be configured so that if consent isn't given or a best interest decision taken then records cannot be added,
  - The consent form link and guidance are customisable. The consent form can be hosted within the system or hosted externally,
- Click the **Add Record** button to submit the new record.

After submitting a new record to the system, a notification will be sent by email to the DSR Team email inbox. It can be sent to the user submitting the record, the system administration team, or another email address, or any combination of these.

# Update an existing record / capture outcomes

## Updating the record

A record on the system can be updated by the user who made the original referral and administrators (who have appropriate organisation access).

### To update an existing record to the system.

- If you're not already logged into the system then open a browser, navigate to the system, and log in,
- Click the **Referrals** option in the top navigation bar,

Staffordshire and Stoke-on-Trent DSR

Home   Submit New Referral   **Referrals**   Reporting   Help   Change Password   Administration   Logout

### Referrals

Show  entries Search:

NAME	ORG	LOCALITY	RISK LEVEL	DATE CREATED	LAST UPDATED	CREATED BY	ACTIONS
Percy Plum	Midlands Partnership Foundation Trust (@mpft.nhs.uk),	South Staffordshire	Green	17/06/2022	14/07/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Ruby Scarlet	Midlands Partnership Foundation Trust (@mpft.nhs.uk),	South Staffordshire	Amber	17/06/2022	12/07/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Gordon Green	North Staffordshire Combined Healthcare Trust (@combined.nhs.uk),	North Staffordshire & Stoke on Trent	Amber	17/06/2022	13/07/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Wendy White	Stoke on Trent City Council (@stoke.gov.uk)	North Staffordshire & Stoke on Trent	Red	17/06/2022	27/06/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Joe Bloggs	Midlands Partnership Foundation Trust (@mpft.nhs.uk),	South Staffordshire	Red	17/06/2022	12/07/2022	Calum Stronach	<a href="#">View</a> <a href="#">Outcomes</a>
Bertie Black	Staffordshire Police Harm Reduction Hub (@staffordshire.police.uk)	South Staffordshire	Red	17/06/2022	20/06/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Barney Rubble	Midlands Partnership Foundation Trust (@mpft.nhs.uk),	North Staffordshire & Stoke on Trent	Green	17/06/2022	27/06/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Tony Tiger	North Staffordshire Combined Healthcare Trust (@combined.nhs.uk),	North Staffordshire & Stoke on Trent	Green	26/06/2022	08/07/2022	Jenny Harris	<a href="#">View</a> <a href="#">Outcomes</a>
Toby Test	Midlands Partnership Foundation Trust (@mpft.nhs.uk),	South Staffordshire	Red	27/06/2022	12/07/2022	Gail Thomas	<a href="#">View</a> <a href="#">Outcomes</a>
William Wallace	Midlands Partnership Foundation Trust (@mpft.nhs.uk),	South Staffordshire	Amber	27/06/2022	12/07/2022	Gail Thomas	<a href="#">View</a> <a href="#">Outcomes</a>

Showing 1 to 10 of 12 entries [Previous](#) **1** [2](#) [Next](#)

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- Find the record you want to update in the list of records displayed on screen,

To find the record you can,

- Navigate through the records by using the **Previous** / **Next** links at the bottom of the table,
- Use the **Search** box by typing in the individual's name. As you type – the list will filter showing the records which match what you've typed,
- Click the **View** link of the record requiring update,
- Update the required record fields,
- Click the **Update Record** button at the bottom of the form to save the updates.

is there any history with criminal justice?  yes  no  DON'T KNOW

Help and guidance about the risk levels

Level of risk as identified by the DSD Clinical Support Tool\*

Red rating

**Red rating**

- Where the lead professional has assessed the individual as at significant high risk and a crisis is imminent with a highly likely inpatient admission and/or
- Where there is discussions in relation to a planned admission to hospital.

Latest Update for DSR Meeting

Add Referral

All updates to the records are saved and the version history of changes is visible to users and administrators who have access to the record. To view the history of changes, click the **History** tab at the top of the form. The number in brackets on the tab indicates how many times the record has been updated.

## Recording the outcomes

A record on the system can only have outcomes added to it by administrators who have appropriate organisation access to the record. There can be two types of outcomes recorded on the records,

- Outcome and the record remains active,
- Outcome and the record is archived.

If the record is archived this has the following impact

- the record will no longer be able to receive further updates / outcomes,
- the record will no longer be visible via the submissions page,
- the record will not be included in the reporting dashboard,

- the record will not be included in the active record report downloads,
- the record will only be available for download via the archived records report


### To add an outcome and keep the record active

- If you're not already logged into the system then open a browser, navigate to the system, and log in,
- Click the **Referrals** option in the top navigation bar,
- Find the record you want to add the outcome to in the list of records displayed on screen,

To find the record you can,

- Navigate through the records by using the **Previous** / **Next** links at the bottom of the table,
- Use the **Search** box by typing in the individual's name. As you type – the list will filter showing the records which match what you've typed,
- Click the **Outcome** link of the record requiring the outcome,

dsr.staffordshireandstokeontrent.nhs.uk/outcome/?hashId=2AB61BE193A2274F033B627BB0088175

Staffordshire and Stoke-on-Trent DSR 

[Home](#) [Submit New Record](#) [Submissions](#) [Reporting](#) [Help](#) [Change Password](#) [Administration](#) [Logout](#)

#### Tester Three - 07/02/2001 (ST0 OTR)

Home Outcomes (0)

Has a C(E)TR been requested?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
Has a LAEP been requested?*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Did either meeting happen?*	<input type="radio"/> Yes <input type="radio"/> No

Notes

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- Confirm the name of the individual in the top left of the page is the correct record to be updating,
- Check the appropriate option to the question **Has a C(E)TR been requested?**,
- Check the appropriate option to the question **Has a LAEP been requested?**,
  - If the response is No to both questions, then proceed to update the Summary step,
  - If the response is Yes to either of the questions, select the appropriate option to the question **Did either meeting happen?**,
    - If the answer is No, update the **Why did this not happen?** field,
    - If the answer is Yes, select the appropriate option from the **What was the outcome?** field,
- Update the **Notes** field as appropriate
- Click the **Save & Update** button to save the outcome.

All outcome updates to the records are saved and the version history of changes is visible to administrators who have access to the record. To view the history of changes, click the **Outcomes** tab at the top of the form. The number in brackets on the tab indicates how many times the record has had an outcome recorded.

## To add an outcome and archive the record

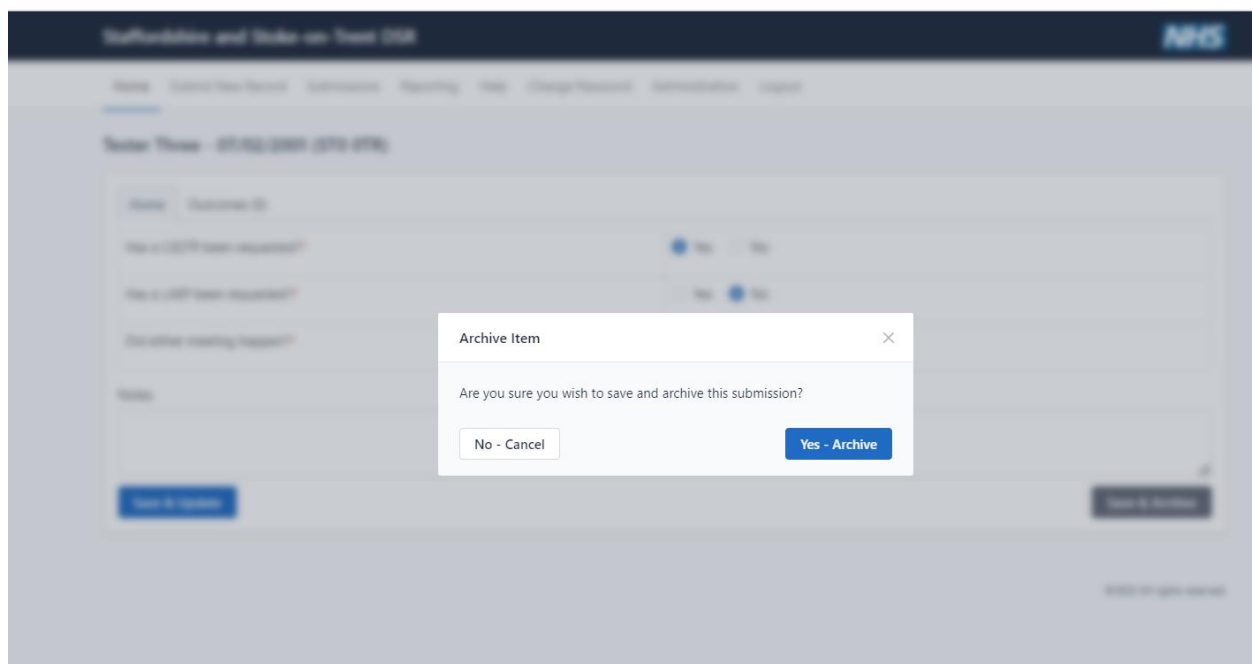
- If you're not already logged into the system then open a browser, navigate to the system, and log in,
- Click the **Referrals** option in the top navigation bar,
- Find the record you want to add the outcome to in the list of records displayed on screen,

To find the record you can,

- Navigate through the records by using the **Previous** / **Next** links at the bottom of the table,
- Use the **Search** box by typing in the individual's name. As you type – the list will filter showing the records which match what you've typed,
- Click the **Outcome** link of the record requiring the outcome,
- Confirm the name of the individual in the top left of the page is the correct record to be updating,
- Check the appropriate option to the question **Has a C(E)TR been requested?**,

- Check the appropriate option to the question **Has a LAEP been requested?**,
  - If the response is No to both questions, then proceed to update the Summary step,
  - If the response is Yes to either of the questions, Check the appropriate option to the question **Did either meeting happen?**,
    - If the answer is No, update the **Why did this not happen?** field,
    - If the answer is Yes, select the appropriate option from the **What was the outcome?** field,
- Update the **Summary for Next Meeting** field,
- Update the **Plan From Meeting** field,
- Click the **Save & Archive** button to save the outcome,

dsr.staffordshireandstokeontrent.nhs.uk/outcome/?hashId=2AB61BE193A2274F033B627BB0088175



- Click the **Yes – Archive** button to confirm the archive action,
  - If you're unsure, click the **No – Cancel** button to return to the outcome form.


## Viewing / creating a report

The reporting dashboard allows administrators and reporting users to have an “at glance” view of the records held on the system. The dashboard shows the total number of records, the total

records by age group, the total records by their risk type and the total records per organisation using the system. The reporting dashboard can also be filtered by organisation to show the “at glance” view for a single organisation.

## Viewing the dashboard

- If you're not already logged into the system then open a browser, navigate to the system, and log in,
- Click the **Reporting** option in the top navigation bar,
- To filter the dashboard to a single organisation you can,
  - Select the organisation name from the **Referring Organisation** select field.

Staffordshire and Stoke-on-Trent DSR 

Home Submit New Referral Referrals **Reporting** Help Change Password Administration Logout

### Reporting Dashboard

Referring Organisation: All Organisations

TOTALS BY RISK TYPE		
Green	Amber	Red
3	3	6

TOTAL RECORDS: 12

TOTALS BY AGE	
Under 18s	18s and over
2	10

ORGANISATION BREAKDOWN	
Midlands Partnership Foundation Trust (@mpft.nhs.uk),	7
North Staffordshire Combined Healthcare Trust (@combined.nhs.uk),	2
Staffordshire Police Harm Reduction Hub (@staffordshire.police.uk)	2
Stoke on Trent City Council (@stoke.gov.uk)	1
Staffordshire County Council (@staffordshire.gov.uk)	0

REPORT / DATA DOWNLOAD

Select Report: Referral Data

Report Filters

Referring Organisation: All Organisations

Age: All Ages

Risk Type: Select Option

Locality: Select Option

**Generate Report**

## Creating / Downloading a report

The report / data download feature allows administrators and reporting users to download data into an excel spreadsheet. The different types of reports that can be downloaded are,

- Referral Data (all records),

## Staffordshire and Stoke-on-Trent Integrated Care System

- Referral and Outcome Data (all records),
- Key Working Team Data (all records with individuals aged 0 – 25),
- Archived – Combined (referral & outcome) Data,

The reports can be filtered to customise the amount of data within the report. The filters available are,

- Referring Organisation,
- Age Range (this filter is removed if the Key Working Team Data report is selected),
- Risk Type,
- Locality.

Administrators and reporting users, if required, can be restricted by organisation(s) to allow access to only those records for those organisations.

## To create / download your report

- If you're not already logged into the system then open a browser, navigate to the system, and log in,
- Click the **Reporting** option in the top navigation bar,

Staffordshire and Stoke-on-Trent DSR **NHS**

Home Submit New Referral Referrals **Reporting** Help Change Password Administration Logout

### Reporting Dashboard

Referring Organisation: All Organisations

TOTALS BY RISK TYPE		
Green	Amber	Red
3	3	6

TOTAL RECORDS: 12

TOTALS BY AGE	
Under 18s	18s and over
2	10

ORGANISATION BREAKDOWN	
Midlands Partnership Foundation Trust (@mpft.nhs.uk)	7
North Staffordshire Combined Healthcare Trust (@combined.nhs.uk)	2
Staffordshire Police Harm Reduction Hub (@staffordshire.police.uk)	2
Stoke on Trent City Council (@stoke.gov.uk)	1
Staffordshire County Council (@staffordshire.gov.uk)	0

REPORT / DATA DOWNLOAD

Select Report: Referral Data

Report Filters

Referring Organisation: All Organisations

Age: All Ages

Risk Type: Select Option

Locality: Select Option

**Generate Report**

- In the Report / Data Download panel select your reporting options,
  - Choose the type of report from the **Report / Data Download** table of options,

- Select the organisation name from the **Referring Organisation** select field,
- Apply any required filters to the report from the **Report Filters** options,
  - The age filter will be removed if you select a report that has age constraints already applied to it e.g. the Key Working Team Data (all records with individuals aged 0 – 25) report,
- Click the **Generate Report** button.

An excel file with the report content will be generated and downloaded to your machine. Some of these reports contain patient identifiable data so please ensure you follow appropriate data governance procedures to secure these both at rest and, if they're being distributed, in transit.

Please contact the DSR Team at [DynamicSupportRegister@mpft.nhs.uk](mailto:DynamicSupportRegister@mpft.nhs.uk) For support and information.