Adult Social Care – advice on ODS codes.

What is an ODS code?

An ODS code (also called an Organisation Code) is a unique code created by the *Organisation Data Service* within NHS Digital, and used to identify organisations across health and social care. ODS codes are required in order to gain access to national systems like NHSmail and the Data Security and Protection Toolkit (DSPT).

How would a domiciliary care organisation get one?

- If you are registered with the Care Quality Commission (CQC) a code should have been recently allocated for you, as ODS used CQC data to produce the initial file of domiciliary care organisations. The ODS team need to trace and verify your organisation data to advise you what your code is - so please download and complete an 'organisation code request form' from our website.

- Send your completed form to exeter.helpdesk@nhs.net, who will raise a service call for attention of the ODS team. Please include your name, organisation name and your telephone contact details in your email as well as on the form, as these are required to raise a new service call. Please specify on the form that you are an adult social care provider, include your CQC provider / registration code and also remember to tick the boxes to confirm you require the DSPT and NHSmail if appropriate.

- The ODS team will acknowledge your call within 48 hours and provide you with your code within seven days of acknowledgement.

How would a care home get one?

- The vast majority of care homes have already had an ODS code allocated, but if you do not know yours please contact exeter.helpdesk@nhs.net who will raise a service call for you and someone will look it up for you. Please include your name, organisation name and your telephone contact details in your email as these are required to raise a new service call. Please note on the form that you are a care home and why you need your code (DSPT, NHSmail etc)

- There is an ODS code for the Care Home itself (normally in the format 'VL***' or 'VM***') and a separate one for the parent organisation (normally in the format A***), even for single site organisations. Organisations can choose whether to complete the DSP toolkit at either the parent or site level, whichever is appropriate locally.

What will happen if there isn't a code or my organisation details are incorrect?

- CQC are the regulator for health and social care. ODS has undertaken to use CQC data to create organisation codes. If you aren't registered with CQC you will need to register before a social care provider ODS code can be allocated.

- If a code has been allocated but there is an issue with the data held by ODS, this means that CQC also have incorrect data. Your code and associated information, such as name and address, can only be changed by CQC. If you contact CQC and

change your data, this will then flow to ODS and be published as part of the social care files used across the NHS.

What happens if I have an urgent need to obtain my code?

Due to the volume of calls received by ODS we cannot always respond as quickly as customers would like. However, if you have a genuinely urgent need for a code (for example you have a system deployment booked) please record this on the log and we will do our best to respond to you as soon as we possibly can.