

Data Management Services

For UK Social Care Organisations

Data Strategy, Architecture & Platform Implementation

FoundationLink™ for Social Care Data Platform Accelerator

Cloud & Platform Agnostic

LASHAN Digital

Digital & Data Transformation Consultancy and Delivery Partner

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The Data Challenge in Social Care

UK social care organisations—whether local authority departments, care providers, or integrated care systems—face growing pressure to use data more effectively. CQC's single assessment framework demands evidence-based quality assurance. Integrated Care Systems require data sharing across health and care boundaries. Workforce pressures mean organisations must do more with less. Yet most struggle to get a clear picture of demand, capacity, outcomes, and costs.

Common Challenges

Fragmented systems: Care management, commissioning, finance, and workforce systems operate in isolation. Service user journeys span multiple systems, making it difficult to understand the full picture of need, provision, and outcomes.

Statutory return burden: SALT, SAC, ASC-FR and other statutory returns require significant manual effort. Data quality issues mean submissions require extensive validation, and tight deadlines create annual pressure points.

Limited visibility: Senior leaders lack timely insight into demand patterns, waiting times, provider performance, and budget pressures. Decisions are made based on incomplete or outdated information.

Integration barriers: Health and care integration requires data sharing across organisational boundaries, but technical and information governance barriers slow progress. Each ICS partner may have different systems, standards, and data quality levels.

Investment without strategy: Some organisations have invested in new case management systems or analytics tools, but without a coherent data strategy these investments fail to deliver expected value. Data quality issues persist, and business users lose confidence in reports.

The Cost of Inaction

Organisations without integrated data capabilities face regulatory risk from unreliable statutory returns and CQC evidence, operational inefficiency from manual reporting and reconciliation, safeguarding risk from incomplete visibility of vulnerable individuals, and strategic blindness from inability to model demand, capacity, and cost scenarios. The gap between what regulators and partners expect and what most organisations can deliver continues to widen.

Our Approach

LASHAN Digital provides end-to-end Data Management Services designed specifically for UK social care organisations. Our approach spans the complete data lifecycle—from strategic planning and governance through to operational implementation and ongoing optimisation—addressing the unique challenges of adult social care, children's services, and integrated health and care systems.

Unlike traditional consultancies that deliver strategy documents without implementation capability, or technology vendors focused solely on platform deployment, LASHAN Digital bridges the gap between data strategy and data operations. We provide vendor-agnostic advice and help organisations build sustainable data capabilities that drive better outcomes for service users, improved regulatory compliance, and more efficient use of resources.

Central to our implementation approach is FoundationLink™ for Social Care—a purpose-built accelerator solution for building modern data platforms specifically designed for UK care providers and local authority social care departments. FoundationLink™ can be deployed to your choice of cloud platform, giving you flexibility and avoiding vendor lock-in.

Our Service Framework

LASHAN Digital's Data Management Services encompass eight interconnected domains. We work with you to understand where you are today, define where you need to be, and build the capabilities to get there.

Domain	Strategic Focus	Operational Delivery
Data Strategy	Vision and roadmap development, business case creation, stakeholder alignment, support for ICS data sharing requirements	Prioritised initiatives, investment planning, benefits realisation tracking
Data Governance	Policy frameworks, support for Caldicott compliance and IG structures, data ownership, consent management design	Governance tool implementation, DPIA processes, compliance monitoring, data catalogue management
Data Architecture	Target state design, logical/physical models, integration patterns, technology selection	Platform deployment, pipeline development, data mart creation, semantic layer design
Data Operations	Operating model design, process standardisation, SLA frameworks, incident management	Pipeline management, monitoring and alerting, incident resolution, performance tuning
Data Quality	Quality framework design, metrics definition, support for statutory return validation rules, remediation prioritisation	Quality rule implementation, automated monitoring, exception workflows, root cause analysis

Data Risk	Risk assessment, DPIA guidance, security classification, safeguarding data protocols, retention policies	Access controls, encryption implementation, audit logging, incident response procedures
People & Skills	Capability assessment, target operating model, role definitions, training needs analysis	Training delivery, knowledge transfer, recruitment support, community of practice
Continuous Improvement	Maturity assessment, roadmap development, success metrics, benchmark comparison	Iterative enhancement, performance review, capability expansion, value demonstration

Service Features and Benefits

Domain	Features	Benefits
Data Strategy	Current state assessment, vision and principles definition, use case prioritisation, roadmap development, business case creation, support for ICS data sharing requirements, stakeholder alignment workshops	Clear direction for data initiatives. Alignment between business needs and technology investment. Prioritised roadmap focusing on highest-value activities. Stakeholder buy-in. Measurable outcomes to track progress.
Data Governance	Policy framework development, support for Caldicott compliance and IG structures, data ownership model, stewardship structures, consent management design, data catalogue implementation, regulatory compliance mapping	Clear accountability for data assets. Consistent approach across the organisation. Reduced regulatory non-compliance risk. Staff understand data responsibilities. Foundation for safe data sharing with partners.
Data Architecture	Target state architecture design, logical and physical data models, integration pattern definition, technology selection support, platform deployment, pipeline development, semantic layer design	Scalable platform that grows with your needs. Integrated data from multiple sources. Reduced technical debt through consistent patterns. Faster development of new data products. Platform aligned with sector standards.
Data Operations	Operating model design, process standardisation, SLA definition, incident management procedures, monitoring and alerting, performance tuning, change management, capacity planning	Reliable data platform with defined service levels. Issues identified and resolved quickly. Consistent processes reduce errors. Clear escalation paths. Platform performance maintained over time.
Data Quality	Quality framework design, business rule capture, support for statutory return validation, automated quality monitoring, exception reporting, remediation workflows, quality scorecards, root cause analysis	Improved confidence in data accuracy. Issues identified at source rather than in reports. Reduced time investigating discrepancies. Better data for statutory returns. Foundation for reliable analytics.
Data Risk	Risk assessment, DPIA support, security classification, safeguarding data protocols, access control design, encryption implementation, audit logging, retention policy definition	Reduced risk of data breaches. Compliance with GDPR and health and care regulations. Clear audit trail for sensitive data access. Appropriate handling of safeguarding information. Preparedness for security incidents.

People & Skills	Capability assessment, target operating model, role definitions, training needs analysis, training delivery, knowledge transfer, recruitment support, community of practice	Staff equipped to use and manage data platforms. Reduced dependency on external support. Clear roles and responsibilities. Sustainable internal capability. Better adoption of new tools and processes.
Continuous Improvement	Maturity assessment, benchmark comparison, roadmap updates, success metrics tracking, value demonstration, lessons learned capture, capability expansion planning	Ongoing progress toward data maturity goals. Evidence of value delivered from investment. Identification of next improvement priorities. Learning from experience. Data capability that improves over time.

From Strategy to Platform

Many organisations make the mistake of jumping straight to technology selection without first establishing clear data strategy and governance foundations. This leads to platforms that don't meet business needs, poor adoption, and wasted investment.

Our approach ensures you have the right foundations before building:

- 1. Understand:** Current state assessment—data landscape, pain points, maturity baseline, stakeholder needs
- 2. Define:** Data strategy and target state—vision, principles, success metrics, prioritised use cases
- 3. Design:** Architecture and governance—data model, integration approach, quality framework, operating model
- 4. Build:** Platform implementation—infrastructure, pipelines, semantic layer, reporting
- 5. Sustain:** Ongoing operations—monitoring, enhancement, governance, continuous improvement

FoundationLink™ for Social Care: Data Platform Accelerator

Once strategy and governance foundations are established, FoundationLink™ accelerates the platform build phase. It is a purpose-built accelerator toolkit—a collection of reusable assets specifically designed for UK social care organisations.

What is FoundationLink™ for Social Care?

FoundationLink™ provides a foundation of reusable assets that can be configured/extended to support your specific requirements. This includes data model templates that can be aligned with

NHS Digital Data Dictionary and LGA standards, Infrastructure-as-Code templates for deployment, transformation patterns implementing medallion architecture, data quality rule templates, and governance configurations. These assets accelerate the build phase—configuration and customisation is required to meet your organisation's specific needs.

Accelerator Components

Component	What We Deploy Into Your Environment
Social Care Data Model	Template schema definitions for Service User, Carer, Assessment, Care Package, Placement, Provider, Safeguarding—can be configured/extended to align with NHS Digital and LGA standards
Integration Patterns	Reusable integration design patterns for care management and commissioning systems. Integration work is required to connect your specific source systems.
Medallion Architecture	Infrastructure templates and pipeline code for Bronze, Silver, Gold data layers with automated orchestration and data quality gates
Reporting Templates	Template views that can be configured/extended to support SALT, SAC, ASC-FR returns and ASCOF reporting. Customisation required for your specific submission requirements.
Data Quality Rules	Template validation rules that can be configured/extended for NHS Number validation, date consistency, care package integrity, and other data quality requirements

Note: *Timelines vary depending on your organisation's data maturity, system complexity, and readiness. Specific projections are confirmed during the Discovery phase.*

Deployment Options

FoundationLink™ is cloud and platform agnostic. We work with your preferred technology stack and cloud provider. The platform can be configured/extended to support your integration requirements, including connections to health systems and ICS partners where needed.

Platform Options	Capabilities
Databricks	Full FoundationLink™ accelerator. Deployable on Azure, AWS, or GCP. Unity Catalog governance. Platform supports various integration patterns as required.
Microsoft Fabric	FoundationLink™ adapted for Microsoft Fabric. Azure only. Microsoft Purview governance. Native Power Platform integration.
Other Platforms	We can adapt our approach to work with other data platforms based on your existing investments and preferences. Contact us to discuss your specific requirements.

Vendor Agnostic Approach: We provide independent advice on platform selection based on your organisation's needs, existing investments, and strategic direction.

Additional Data Services

Beyond platform implementation, LASHAN Digital provides a range of data services that can be engaged as part of your data management programme or on a standalone basis:

Service	Description
Data Engineering	Pipeline development, ETL/ELT processes, data integration, API development, performance optimisation, and ongoing pipeline maintenance.
Reporting & Analytics	Dashboard development, report creation, KPI frameworks, support for statutory returns and CQC evidence preparation, self-service analytics enablement, and Power BI/Tableau implementation.
Data Analysis	Ad-hoc analysis, trend identification, performance benchmarking, root cause analysis, and insight generation to support decision-making.
Data Quality Services	Data profiling, quality assessment, cleansing and remediation, duplicate management, and ongoing quality monitoring.
Data Migration	Migration planning, data mapping, extraction and transformation, validation, cutover support, and legacy system decommissioning.
Training & Enablement	End-user training, technical skills development, data literacy programmes, and knowledge transfer to build internal capability.

Service Delivery: These services are priced according to our GCloud 15 Lot3 rate card and can be engaged on a time & materials basis, as a fixed-scope project, or as part of an ongoing retainer arrangement.

Delivery Model

LASHAN Digital offers a flexible delivery model that can combine UK-based consultants with offshore technical teams. This hybrid approach provides cost-effective delivery whilst maintaining quality and security standards appropriate for health and care data. However, the delivery model is entirely the client's choice—if you require all services to be delivered from the UK, we can accommodate this.

UK Onshore Team

Client-facing activities including strategy, architecture, business analysis, stakeholder engagement, governance, project management, and any other client-facing activities are delivered by our UK-based consultants. This ensures direct engagement with your teams and alignment with your organisational and regulatory context.

Offshore Technical Team (Optional)

Where clients choose to utilise our offshore capability, technical delivery including data engineering, pipeline development, report building, and platform configuration can be delivered by our offshore team. All offshore team members work within your security and information governance requirements, including:

- Secure VPN access to client systems as required
- Remote desktop access to client environments where specified
- Compliance with client information security and IG policies
- Background checks and security clearance as required
- Working within client-specified hours for overlap with UK teams
- Data handling in accordance with GDPR, health and care data protection requirements, and client IG policies

The hybrid model enables us to provide competitive rates whilst ensuring that sensitive client and service user data remains protected and all work is carried out within agreed security parameters. If you prefer a fully UK-based delivery, we offer this as a standard option. The specific delivery, security, and IG arrangements are agreed during engagement setup and documented in our service agreements.

About LASHAN Digital

LASHAN Digital is a UK-based digital and data transformation consultancy with expertise in the health and social care sector. We combine domain knowledge with technical capability to deliver outcomes that improve lives—from strategy through to operational delivery.

Why LASHAN Digital? Health & Social Care Focus • Vendor & Cloud Agnostic • NHS Digital & LGA Aligned •

Get Started

Contact us to discuss how LASHAN Digital can support your social care data management journey.

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