

Prepared, Not Paranoid

Protecting Care Information in
a World of Mobile Apps,
Remote Working and AI
Nada Wakeford, April 2026



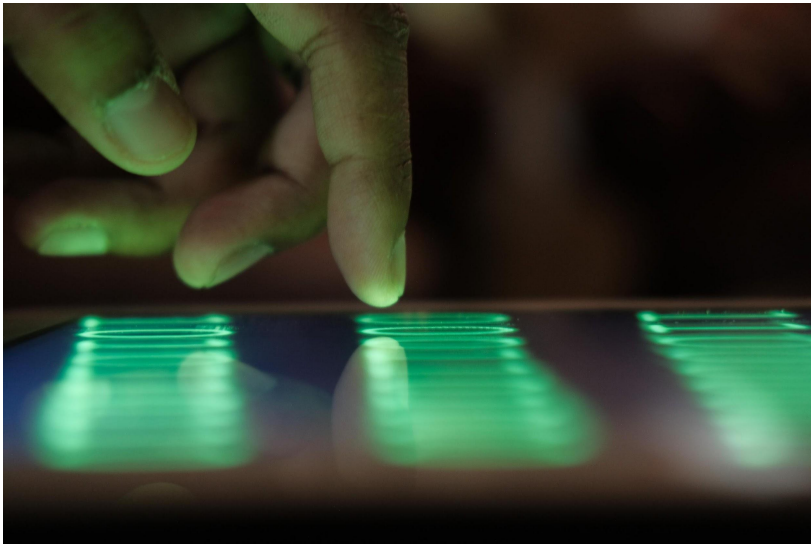
Why Attackers Target You

Not personal – targeting easiest entry

Social care = high pressure + sensitive data

Disruption impacts real people

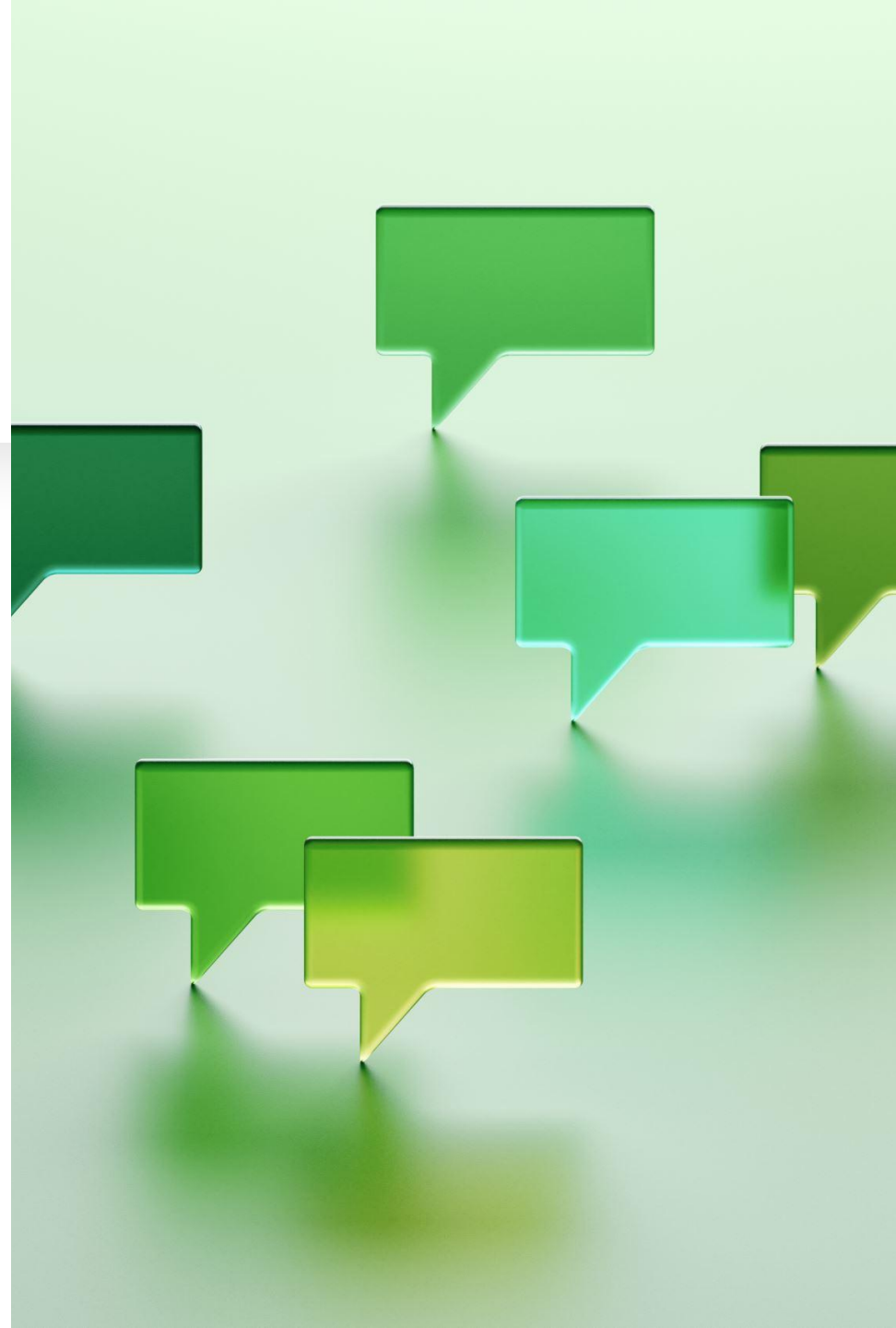
Hacking at Scale



- Automated scanning for weaknesses
- Weak passwords, unpatched systems
- You don't have to be important – just easier

Data Sharing in Social Care

- Care notes, apps, handovers, photos, messages, shared record, GP connect, Proxy ordering
- Data moves between organisations, devices and people
- Every movement creates risk

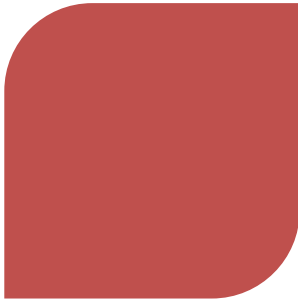




So What If They Know...?

- Meal out
- Birthday
- Dog name
- New car
- Small info builds bigger attacks

Targeted Attacks



MESSAGES
TAILORED TO YOUR
ROLE



'HI SARAH... CARE
PLAN UPDATE'



FEELS REAL → MORE
LIKELY TO CLICK

Reality of Care Work

- Time pressure, poor signal, system issues, shared log ins, personal devices
- Real life – but creates risk

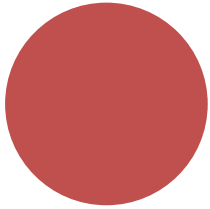


Public Wi-Fi Risk

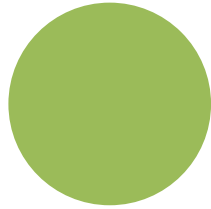
- Café Wi-Fi can be unsafe
- Fake or monitored networks
- Data can be intercepted



A Normal Day



LOGGED IN
ALL DAY



CAFÉ WI-FI

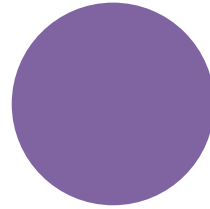
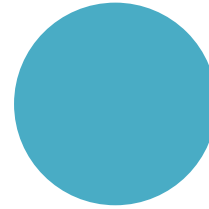
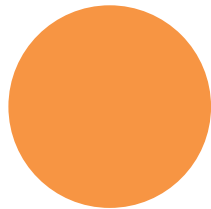


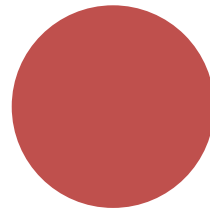
PHOTO OF
NOTES



WHATSAPP
MESSAGES



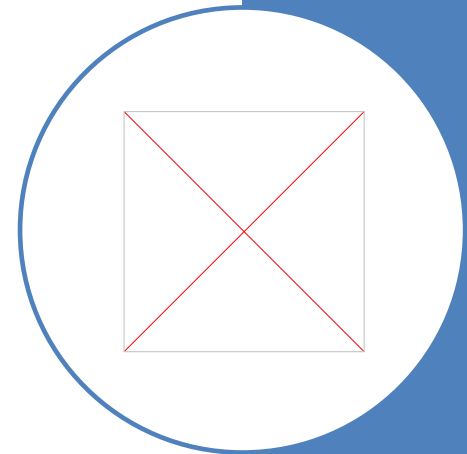
PERSONAL
DEVICES



AI USED FOR
WRITING

What That Means

- Logged-in device = access
- Wi-Fi = interception
- Photos = stored sensitive data
- WhatsApp = Sensitive data
- AI = data leaving organisation



AI Risks

- Helpful but risky
- Where does data go?
- Potential breaches
- Only use approved tools



Passwords



-
- Common patterns predictable
 - Personal info used
 - Use strong unique passwords
 - [Protect your passwords as you would your door key](#)



Let me guess
your
password

<https://youtube.com/shorts/iTCvLCwMA98?si=3yYSnbXBh7bx>
Cqds

Multi Factor Authentication

Extra layer
of
protection

Stops
most
attacks

Should
always be
enabled



DSPT

Better Security.
Better Care.



Digital
Care Hub

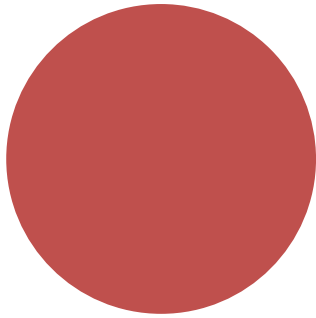
- Access control, encryption, updates
- Training and awareness
- Harder target = attackers move on

DSPT = protection but not 100%

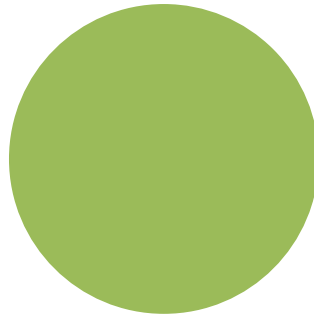
What You Can Do



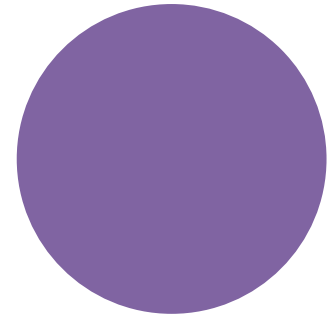
Closing



CYBER SECURITY
PROTECTS PEOPLE



EVERY ACTION
MATTERS



DON'T BE PARANOID
– BE PREPARED

Useful resources

- Sussex Digital Team: <https://sussexdigitalteam.co.uk/>
- Digital Care Hub: [Digital Care Hub - Run with social care, for social care.](#)
- Cyber Resilience Centre: [Cyber Resilience Centre for the South East | Cyber Resilience Services](#)
- Cyber Essentials (+): [IASME Home - IASME - Home](#)