**Lancashire County Wide Residential and Nursing Provider Forum**

2pm on Thursday 15th April 2021

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| **Attendees** | |
| Katie Banes - DALESVIEW Partnership (Chair)  Victoria Wilson - LCC  Sumaiya Sufi -LCC  Denis Greenwood – LCC  Nigel Sanderson – LCC  Iain Hook – Healthier Lancashire & South Cumbria  Ann Beswick  Belinda – Marsden Grange  Emmanuel Dangare Oakmount House  Jordan Carnall - Carestaff Solutions  Caroline Sawley - Oakmount House  Carol Lucas – Creative Support  Stephanie Crane - Westwood Care Home | Liz Williams - Commissioning Support Unit  Margaret Brady - Clifton Homecare  Michelle Corrance – Eden Futures  Naomi Bleasdale – Richmond Fellowship  Victoria Worthington - Your Life Your Way  Rebecca Potter  Rebecca Eyton-Jones – Briercliffe Lodge  Raj Singh - Altham Care  Paul McLaughlin – Ben Ridge Care Homes  Nick Shaughnessy- L&M Healthcare  Louise Mattinson - Hillcroft Nursing Homes  Jill Cropper - Commissioning Support Unit  Farrell Healthcare  Jenny Macking - Moorside Hall |
| **Apologies** |  |
| Joanne Fairclough - J T Care Homes Ltd  Nicola Murray - Sue Ryder  Ragu Moddina – The Lindens |  |

Katie Barnes welcomed everyone to the Lancashire Care Providers Forum.

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| Agenda Item No. | Item | Action by: |
|  | **Care Navigation - Denis Greenwood (**Team Leader - Care Navigation**)** |  |
|  | Denis updated the forum on the Residential service which is under the wider Care Navigation team, the team currently covers Central and West Lancashire as well as Fylde and Wyre.  The Residential finding service is not currently live in East Lancashire, the hospital discharges into care homes are currently managed in East Lancashire Hospital Trust, previously they were managed by Care Home select but that has recently changed.  For community referrals in East Lancashire, Care Navigation do still provide information to social workers from the information providers input into Lancashire Capacity Tracker.  Denis was asked if there are any plans for the Residential Finding service to cover discharges in East Lancashire and he replied to say that as he mentioned they have recently been picked up internally via the East Lancashire Hospital Trust, but discussion are still ongoing between the trust and Lancashire County Council. |  |
|  | As Denis mentioned at the last forum in January, providers have been querying payments as the majority of placements through the funding Covid-19 scheme 1 (between 19th March and 31st August) are funded via the CCG and they arrange payment.  But he urged if you are having trouble with receiving funds, please do get in touch with the Care Navigation team and they will also liaise with CCG colleagues and try to resolve issues.  [CNResidential@lancashire.gov.uk](mailto:CNResidential@lancashire.gov.uk) – For Care Home Providers  [carenavigation@lancashire.gov.uk](mailto:carenavigation@lancashire.gov.uk) - For General Queries and Homecare and Non-Residential Providers  Tel: 01772 538450 – General Team number |  |
|  | He went onto what the service offers, how the service has change over the last 12 months and what the service now offers.  All the information from Denis's update is included in the PowerPoint below. |  |
|  | Also, to add he thanked providers on behalf of the Care Navigation service for their help during the last 12 months when we recognise it has been difficult to source placements at short notice, such as when homes have had to close. home closures. |  |
|  | **Quality, Contracts and Safeguarding Update (Sumaiya Sufi -** Quality, Contracts and Safeguarding Adults**)** |  |
|  | Sumaiya started by reminding providers of the "Adam" Contract and quality monitoring Tool which has been paused during the pandemic but is now being used again. She just wanted to reiterate the importance of completing the monitoring form and asked if you could begin (if you are already not) to start introducing this into your normal monthly processes. This information is viewed by contracts officers and they use this for contract monitoring reviews.  Prior to the pandemic the uptake figures for Residential home we had about 75% uptake but since the pandemic, understandably the numbers have fallen to around 30%. |  |
|  | Sumaiya suggested and provider agreed that some training for the Adam tool to reiterate the processes virtually, suggested to be during May, would increase uptake. | Sumaiya Sufi |
|  | Since the forum in January Sumaiya has been involved with several providers to develop and test a monthly and a quarterly eform. The new versions will go live in May for April data. |  |
|  | She also thanked providers for working and supporting us with the daily calls process. She mentioned that we do need to start to think about new data gathering methods, the funding and resources for the daily calls process has been agreed until September 2021. The daily calls were started to help understand the impact of Covid on the care market and to ensure we were giving providers enough support to carry on providing care and support to Lancashire citizens.  Going forward LCC are wanting to develop a sustainable longer-term solution.  Providers were asked what they would like that to look like and how they would want that to be conducted.  One providers opinion was that generally the calls are short as everything is the same as the day before, they did also feel that they would feel confident to input data themselves but they would want that help and support there if needed, in outbreak for example. |  |
|  | Another update Sumaiya gave was that her team are working with ICF partners on a volunteer project called "Dare to care". This is currently being piloted in Blackpool and the Fylde and Wyre coastal area, the first cohorts training is planned during May. There are currently 5/6 Care home's already signed up, but Sumaiya encourage any other providers in that area to get in touch if you would like to be part of it.  The project organises partner agencies to recruit volunteers, and then LCC would work with you to train them to support you with duties in your care home.  As a reminder, Sumaiya email address is [Sumaiya.Sufi@lancashire.gov.uk](mailto:Sumaiya.Sufi@lancashire.gov.uk) |  |
|  | Sumaiya also informed the group there is now a digital readiness group, who are in the first stages of looking at how we increase the uptake of video consultations delivered by adult care home providers. |  |
|  | Sumaiya was asked if she had any updates on contract monitoring visits.  She explained that during the pandemic the Quality, Contracts and Safeguarding Adults team have been undertaking virtual reviews, over the phone or video calls.  The team has started to return to face to face visits however this has only been with those care homes who are already working through quality improvement process.  The team are currently looking at how we go forward with visits while adhering to government guidance. |  |
|  | Sumaiya also gave an updated on the Residential Older peoples contract.  There is an approved specification for residential and nursing for older people and the team are currently finalising the Terms and conditions, schedules and appendices. Sumaiya has drafted a briefing note and they are planning a webinar to discuss further information for the middle to the end of May. There will then be the formal letters circulated thereafter. |  |
|  | **STP developments (Nigel Sanderson –** Commissioning Manager – Policy, Information and Commissioning Team**)** |  |
|  | Nigel informed the group of some analysis work which is being undertaken on the Residential and Nursing Care market, particularly looking at capacity. They have been using both internal data and information pulled from the capacity tracker, this is currently showing some areas of underoccupancy particularly in Pennine and Central Lancashire.  He informed the group that work will be continuing to look further at the lack of provision of dementia, bariatric and complex care beds. This seems to be having an effect on waiting times and therefore hospital discharges.  The aim for this work is to ensure internal teams to have a joined up view of the market and so can the look to see how we may reshape the market to incorporate more placements for those client groups which have been identified.  Nigel is looking at some specific engagements with the care market around increasing the provision of dementia, bariatric and complex care beds in Lancashire.  As a community equipment commissioner Nigel explained how he has seen an increase in requests for and also an increasing in charges bariatric specific equipment. He is currently involved in monthly equipment boards with CCG commissioners who are working on pulling together data to analyse to understand demand and care is required for people with bariatric needs.  They are also looking at what improvements can be made by investigate individual cases across the county where bariatric care hasn’t been organised as quick as quick as it could. Specifically looking at improvements between discharge staff, the acute settings, Social care and equipment providers. From this information and additional information gathered from yourselves to fill in gaps, LCC will be looking to update the market position to provider more detailed information to providers to share LCC's thoughts on our current and future needs will be. |  |
|  | Nigel then went on to say that some equipment providers refused entry when trying to install and fit equipment in care homes as they had not had their Covid test. This has now been resolved as the specialist fitters are now undertaking twice weekly tests and are asked to provide proof of a negative test. |  |
|  | Nigel reminded providers for the register for EU settled status deadline is the 30th June.  For further help with this please visit the government website below which sets out the process.  <https://www.gov.uk/settled-status-eu-citizens-families> |  |
|  | **Social Care Interviews, the Ambassador Project and Nursing Placements (Iain Hook** Project Manager for Social Care Placement Expansion  Healthier Lancashire & South Cumbria ICS**)** |  |
|  | Iain is a project manager for social care placements expansion working within the ICS Healthier Lancashire and South Cumbria. He shared his PowerPoint with providers, and I have attached this below.    Last year he worked on a project championing and promoting careers with Adult Social Care, he spoke to care providers within the Morecambe Bay footprint. He asked them if they had any members of staff who could champion career progression within social care and talk about the aspiration's qualities following a career in social care. He shared some of these interviews with providers.  He asked if any providers thought they had any staff who could champion career progression within social care then to get in touch with Iain, his email is [Iain.Hook1@mbht.nhs.uk](mailto:Iain.Hook1@mbht.nhs.uk) |  |
|  | He also informed providers of a Student Nurse Placements webinar, this webinar is taking place on Tuesday 20th April 2021 at both 12.00pm to 1.00pm & 7.00pm to 8.00pm.  The webinar enables providers to meet fellow Providers who currently take student nurses on placement and learn from their experiences. As well as engage with Universities and understand the requirements  from your business. And to hear stories from current Student Nurses and from qualified registered Nurses who chose Social Care as their career pathway. |  |
| **5.** | **Good Practice /Innovative interventions/Initiatives/Reflections/Learning**  **Any other business / next meeting agenda items** |  |
|  | Providers were asked to email Victoria with any future agenda items. [Victoria.Wilson@lancashire.gov.uk](mailto:Victoria.Wilson@lancashire.gov.uk)  As a reminder below is the link to the Provider Portal Coronavirus Information page for providers <https://www.lancashire.gov.uk/practitioners/health-and-social-care/care-service-provider-engagement/coronavirus-covid-19-information-for-care-providers/>  There you will find national advice and guidance updated on a daily basis. LCC are also hosting fortnightly webinars which include key messages for care providers. If you would like to be invited then please email [Victoria.wilson@lancashire.gov.uk](mailto:Victoria.wilson@lancashire.gov.uk). If you would like to catch up with past webinars, you can do so via the link above. | All Providers |
| **6.** | **Date and time of next meeting** |  |
|  | 15th July 2pm until 4pm again via Zoom  Topic: Lancashire Care Providers Forum  Time: Jul 15, 2021 02:00 PM London  Join Zoom Meeting  <https://us02web.zoom.us/j/88577380214?pwd=b1BCbVE4MkUwdmxBTlFEUnZTVFZ4Zz09>  Meeting ID: 885 7738 0214  Passcode: 415562  One tap mobile  +16465588656,,88577380214#,,,,\*415562# US (New York)  +16699009128,,88577380214#,,,,\*415562# US (San Jose)  Dial by your location  +1 646 558 8656 US (New York)  +1 669 900 9128 US (San Jose)  +1 253 215 8782 US (Tacoma)  +1 301 715 8592 US (Washington DC)  +1 312 626 6799 US (Chicago)  +1 346 248 7799 US (Houston)  Meeting ID: 885 7738 0214  Passcode: 415562  Find your local number: <https://us02web.zoom.us/u/kcyP8JgBAS>  Join by Skype for Business  <https://us02web.zoom.us/skype/88577380214>  When joining a meeting please use the Google Chrome browser, other browsers may cause problems when trying to join |  |