

LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM WEBINAR

3rd March 2022 2pm-4pm




Chair: Katie Barnes


Note taker: Emily Ann Harrison

Attendees:

Apologies:

Item	Notes and Actions
<p>1. Introductions</p>	<p>KB (Chair) thanked everyone for attending. KB requested all attendees to put names and where they are from in the meeting chat. KB requested Q's to be put into meeting chat be answered. KB finished intro and invited AG to start her overview.</p>
<p>2. AG-Data Security Protection Toolkit</p>	<p>Ann Garvey gave an overview of Data Security Protection Toolkit.</p> <p>AG from Liverpool Social Care Partnership- commissioned to support Adult Social Care Providers through the Data Security Protection Toolkit completion.</p> <p>Action: AG email address/ contact number: Ann Garvey / Liverpool Social Care Partnership CIC 0151 270 1703 / ann@lscpinfo.co.uk</p> <p>Main points raised:</p> <ul style="list-style-type: none"> • Contract with Better Security Better Care to continue to support until the end of this month (31st March 2022) Hoping for it to be renewed but inking NHS may take it to the wire • AG reminded team to register and to sign up to their sessions, Ann offering her 1:1 support both face to face and remotely. Overall Lancashire doing well on the figures and need to keep it up. • Offering cyber security awareness training for all staff once completed and standards met. Also offering free IG training for senior managers and directors under same agreement. Staff training done via Zoom and IG training done face to face due to being a full day course.

	<ul style="list-style-type: none"> • Sumaiya sent via email to group the sessions taking place over March. For more information get in touch with Sumaiya to resend to you. • Sumaiya raised may be putting on a Home Care specific session- recognised the need for this during pandemic. • AG offered to come to any other sessions needed. <p>Q&A's/ comments</p> <p>No questions or comments raised.</p>
<p>3. KA- Modern Slavery and Regulated Care</p>	<p>Kristy Atkinson gave an overview of Modern Slavery and Regulated Care.</p> <p>Presentation embedded here:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>220222 MDS Reg care.pptx</p> </div> <div style="text-align: center;">  <p>220125 MDS 7mb v1 FINAL.pdf</p> </div> </div> <p>Q&A's/ comments</p> <ul style="list-style-type: none"> • Ruth Radford-are agencies audited, which would highlight any salary/hours worked and document discrepancies??? • Joanne Fairclough- Is it a breach of GDPR for agencies to release so much information? I.e. references etc. • Laura - Oakfield Nursing Home (Guest)- CQC are asking about agency use on their visits we were inspected last week and modern slavery was specifically raised like 2. • Shared document re. agency staff on Lancashire Safeguarding Adults board website. <p>Action: Sumaiya to share the link: for document, 7 min briefing and checklist. 7 Minute Briefings - Lancashire Safeguarding Children Board The MDS briefing has not yet been added to the LSAB site so have embedded here</p>
<p>4. NC- DOLS Update</p>	<p>Nick Clifton gave a DOLS Update.</p> <p>Team manager of Lancashire DOLS team. Joined today to talk about DOLS referral forms.</p> <p>Presentation embedded here:</p> <div style="text-align: center;">  <p>DOLS in Preparation for LPS E-Referral 202</p> </div> <p>Q&A's/ comments</p> <ul style="list-style-type: none"> • Streamed lined and easy to use

	<ul style="list-style-type: none"> - Gill Reynolds (Guest)- One of our managers has commented that the process seems more streamlined and easier. - St Andrews House Lancs (Manager)- I have used yesterday and I have found it very easy to use. Very good that we can download the completed form after submission. • Are LCC planning on rolling out LPS training for care providers? <ul style="list-style-type: none"> - No plans yet, not able to develop the training until code of practice comes out. Knowing a mix of providers in this meeting, sure they are going to be spreading the word out more in due course. • Re. submission of the form once sent off, a lot of controversy on how long it will take to be approved. Providers asked by CQC to send a monthly 'what happens with my form' question to NC's mailbox under LPS. For audit purposes is this job still required? <ul style="list-style-type: none"> - To carry on and see how it goes. NC's team try to respond to DOLS mailbox ASAP. - NC has 6 BIA's and now huge resources going in
<p>5. SC- Digital Care Records</p>	<p>Sue Capstick gave an overview of Digital Care Records.</p> <p>Sue works in the digital team across the whole of Lancashire and South Cumbria. Talking today about Digital Social Care Records and the application process to receive funding to implement in your setting.</p> <p>Sue's email address is on the presentation.</p> <p>Presentation embedded here:</p> <div style="text-align: center;">  <p>Digital Social Care Record initiative expla</p> </div> <p>Q&A's/ comments</p> <ul style="list-style-type: none"> • KB asked why this hasn't already been taken up, what is stopping people? <ul style="list-style-type: none"> - SC confirmed she doesn't know, there is no answer, had 21 applicants in first round where 5 homes were awarded and hoping to get more this time, only launched on 22nd Feb. Could be down to anxiety of introducing an ECR and going electronic, feels like a lot of work. • SC explained it is also open to local authority run care homes as well and to everyone in Lancs and SC. • SC asked if anyone on the call was using paper now and have they seen the application form: <ul style="list-style-type: none"> - Saeed from a short break service part of LCC- asked if they can be part of this. - SC confirmed anyone CQC registered is eligible. It will save a lot of time. • SC confirmed evidence of having an ECR increases the amount of face-to-face time that a carer can give because you're not running back with pieces of paper. <p>Action: SC asks SS to share application form with team –</p>

	<p>Resent on 09/03/2022</p> <ul style="list-style-type: none"> • Caroline works in Midlands Lancashire commissioning support unit and helps with the ADAM tool for the E-forms and raised they can send it out on there too if that helps. • Ozayr from Older People Care Services at LCC- eligibility question to Sue: they have 13 inhouse residential homes, they have systems that they used but care plans are on paper within the homes and are update on paper within the homes then transferred onto the system by managers. Oz confirmed this system is LAS. Are we eligible? <ul style="list-style-type: none"> - SS confirms she thinks yes they are eligible. • Naila Dabir owner of care home raised- she has no district manager yet but is in process of recruiting one, can she still apply? <ul style="list-style-type: none"> - SC confirmed- ND can just make it clear she is in process of getting new manager appointed and yes is still eligible as it's more about describing your leaderships skills to introduce an ECR. • SS raised question- if you are a group home as Lancs don't have that many group providers and the biggest being LCC. Would that be 1 application or is it 1 application per setting? <ul style="list-style-type: none"> - Each individual provider would need to apply from that group of care homes. Can't have 1 application for whole group. - ECR's are based on numbers per care home. • KB asked SC if the ones who didn't get awarded can reapply with better application? <ul style="list-style-type: none"> - SC confirmed yes they can.
<p>6. DG- Care Navigation / Residential Finding Team</p>	<p>Denis Greenwood gave an overview of Care Navigation / Residential Finding Team.</p> <p>Manager of Residential Finding Service part of Care Navigation for LCC at County Hall Preston. Links in with home care service, supported living, day services.</p> <p>Action: DG to provide ME/ teams email address for queries: mark_elliott@lancashire.gov.uk / carenavigation@lancashire.gov.uk / cnresidential@lancashire.gov.uk / denis.greenwood@lancashire.gov.uk</p> <p>Main points raised:</p> <ul style="list-style-type: none"> • Re. services DG links in with (above) coming from Mark Elliot who manages the service on that side, DG thanked all providers for their ongoing support. • DG sign posted team to contact ME directly if queries need escalating. Continue to email Care Nav mailbox too. • DG team attached to hospital discharge teams. Due to providers querying why they have been passed a referral if patient not from their area, DG confirmed reason for this being as resident/ patient wants to come back to that area was why they have been approached. Another reason may be there are pressures in the market, and they have to move them from the hospital to somewhere that is available. • Revamped discharge support pathway- 300% more referrals now on average compared to pre pandemic- across Dec & Jan average was hitting 450% more.

Same trend for a while and in Jan it was very difficult to find placements. The outbreaks in care homes were mainly the cause of this.

- In the past residential beds were available quite often compared to nursing beds that were needed. Surge for EMD beds unexpectedly over last few months however bulk is mostly nursing now.
- When Care Nav/ Res Finding Team are having discussions with families, where it be about someone coming out of hospital or someone moving from a discharge support bed into another care home placement or whether providing care home vacancy info to community, the info they give is primarily of what the forum group input on NECS capacity tracker And the quality of this data has increased throughout last few years. Position now is close in being able to solely use NECS To make those decisions and be confident that the live data is correct for what's available, still will have element of contacting for next steps etc but the initial info will be taken forward. Training sessions are available via NECS DG advised for providers to link in.
- DG advised team to link in with him and the Care Navigators to support with NECS as they have been using it for long time.
- Influx of payment queries and increase over last few months, Care Nav will continue to support where possible. Lancashire queries upload to the portal and DG team can help.
- Re. patterns of referrals and weekend working- they haven't not received a referral on a Saturday/ Sunday for almost 2 years but previously they never received them at weekends. It's a 7-day service now. DG advised team if they don't already to get in touch at weekends and have weekend admissions plans.
- Residential Dementia mirroring (EMI) referrals. EMI now being asked a lot with 1:1. Lancashire teaching hospitals agree never seen numbers like this where by 1:1 EMI has been requested.

Q&A's/ comments

- Why do we not always get a response from the Care Nav team when we respond to referrals?
 - They try their best to be prompt with reasons, but they don't always have reasons to hand and unfortunately it is down to volume.
- KB raised- can be weeks with a discharge to access which is continuously extended and developing relationships, sorting all care. Could be large pieces of work for then the discharge assessment to be they can go home due to the family needs. For years there was always 28 days' notice period due to contractual terms and conditions. This isn't followed with discharge to assess, KB asked DG for comments on this.
 - DG explained from brokers perspective- the fees match the circumstances so the discharge to support fee that is provided to Care Nav is taken into consideration that it is a short-term placement. DG is aware of what KB has raised, often it is because of staffing.
 - SS confirmed there is a piece of work that has been started (the discharge to assess service spec)- pandemic has delayed this.
- KB raised the complexities of referrals coming through now are huge. Risks of falls, a lot of work needed to be done around who they are asked to support. KB asked DG is that common?
 - DG confirmed- it is not common.

	<ul style="list-style-type: none"> - CHARD, Louise (ST ALBANS (ZION CARE) LTD)- From a nursing home perspective, the enhanced care (121) is requested due to having to barrier nurse when coming from a hospital environment and maintain their safety through that 14 day. - DG confirmed already aware from an internal perspective for each care home, they may still feel the need to have 1:1 in place for set period. - DG confirmed if from care home and not mental health rehab- if mental health rehab will have to take away and have a look but for care home/ mental health nursing placement perspective it is what comes through on the discharge. Care Nav do see number of requests for finding younger adults placements in a mental health nursing home but the volume is not there for what they see for older people.
<p>7. Chair Facilitates- provider update/ Discussion/ AOB</p>	<p>SS led overview on ICS/ CCG update: Nigel Sanderson busy with work commitments and couldn't attend the meeting.</p> <ul style="list-style-type: none"> • ICS/ CCG's are changing from June and becoming Integrated Care Board. CCG's are going to merge across Lancs & SC. • ICP's are now going to be called place-based partnerships which are going to work across similar geographies to CCG areas. Very early stages of this yet. Once more developed SS will ask someone to come to meeting to give an insight to this and show what it will look like. <p><u>AOB</u></p> <ul style="list-style-type: none"> • KB raised- Care managers have changed across the county, lots of new faces which is great. KB raised having a staff structure would be good to know what everyone's job is and where everyone sits. • Joanne Fairclough- asked if providers are now using face to face training providers? <ul style="list-style-type: none"> - Claire Sehari- yes we are now - Frank Cahill- yes, us too - Katie Barnes (Guest)- Yes <p>Action: Provide staff structure</p> <ul style="list-style-type: none"> • SS gave brief update on staff turnover: <ul style="list-style-type: none"> - Director of Adult Services was Tony Pounder- now retired end of Jan 2022. Ian Crabtree taken over. - HOS in Adults Service now report to Ian Crabtree. - Appointed new director to take over Ian Crabtree's old role- Martin Farran who is interim. Paul Lee is new permanent post holder from May 2022 who currently works for Bolton Council. - Also appointed Sam Barron for Principal Social worker lead and also to navigate our CQC inspection journey due to local authorities being CQC inspected in next few years. • KB raised- is the forum carrying on with meetings on MS Teams? <ul style="list-style-type: none"> - SS confirmed its down to personal choice, whether continuing on Teams or face to face. SS confirmed County Hall and offices are reopen now so all meeting and training facilities are available. - Agreed to poll/ survey these questions asking the group what they want to do. • KB asked all care providers- how many of you are using fire marshal training for staff and does everyone have a fire marshal on every single shift? <ul style="list-style-type: none"> - Claire Sehari- yes to training and we have a fire marshal on every shift.

	<ul style="list-style-type: none"> - Laurel Bank (Guest)- Yeah we have Fire Marshals on duty daily and provide our own training. - CHARD, Louise (ST ALBANS (ZION CARE) LTD)- Yes, all registered nurses, maintenance and management complete fire marshal training. - Laura - Oakfield Nursing Home (Guest)- we have a number of staff trained as fire marshals and have one on duty at all times. - Brooklands House- Yes we do - Frank Cahill- All my staff undertake this training - i do though have some new starters yet to attend... - WILLIAMSON, Jane (CENTURY CARE LTD)- yes we have fire marshal training. <ul style="list-style-type: none"> • KB raised- as we are moving away from COVID-19 now and things are getting back to normal- KB asked SS: is there any questions about the use of staff across services like bank staff and is there any movement on that? <ul style="list-style-type: none"> - SS confirmed- there has been a slight change in guidance but more around the legal duty to self-isolate which is now no longer a legal duty it is still the guidance and should still be adhered to. - Living with COVID plan says- we are expecting updated IPC guidance which SS thinks this would fall under in time for new financial year in April.
<p>9. Date of Next meeting/ Joining link & agenda items</p>	<p>Next meeting: Thursday 9th June 2022 2pm (same time)</p> <p>Joining link</p> <p>Microsoft Teams meeting</p> <p>Join on your computer or mobile app</p> <p>Click here to join the meeting</p> <p>Or call in (audio only)</p> <p>+44 1772 952601,,559349855# United Kingdom, Preston</p> <p>Phone Conference ID: 559 349 855#</p>