

## LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM WEBINAR


9<sup>th</sup> June 2022 2pm-4pm

**Chair:** Katie Barnes

**Note taker:** Emily Ann Harrison

**Attendees:**

**Apologies:**

Item	Notes and Actions
1. Introductions	KB (Chair) thanked everyone for attending.
2. EW-Integrated Care System Update	<p>Elizabeth Williams gave an Integrated Care System oversight and update.</p> <p>Presentation embedded here:</p> <div style="text-align: center;">  <p>LCC Care Provider Forum Jun22.pptx</p> </div> <hr/> <p><b>Q&amp;A's/ comments</b> (None)</p>
3. LCC Records Management - Covid-19 Public Enquiry	<p>Catherine Clapperton, Johanna Jones and Roma Birtles from LCC Records Management team discussed the COVID-19 Inquiry.</p> <p>Any further questions relating to the Covid-19 Inquiry please email <a href="mailto:recordsmanagementcovid19@lancashire.gov.uk">recordsmanagementcovid19@lancashire.gov.uk</a></p> <p>Presentation embedded here:</p>



Slide Deck Covid 19  
March 2022 Update2.

**Q&A's/ comments**

Q- Joanne- Who will be asked for evidence and will it be linked to individual care providers?

A- Answered in presentation. KB confirmed- Yes it could come down to a local level.

Q- KB asked if care homes need to get an evidence pack together to be able to use?

A- Roma- The Inquiry won't be wanting a data dump. Their questions may be along the lines of 'How did you deal with this?' A witness statement from a highly senior member of staff i.e. HOS or Directors may be needed.

- Be prepared for someone coming and asking to see how you dealt with discharge into care home as an obvious example.
- Have policy document handy- may not be asked for but as precaution.
- Believed the inquiry is going to look very broadly at how lessons can be learnt.

Q- Lynsey- Is there potential for information entered into Oracle as part of the Covid tracking (prior to moving to capacity tracker) to be exported out for providers then we have these figures?

A- Yes aware of it and talking with colleagues within LCC re. access to that information.

Q- Sue- Once the Inquiry starts how is the potential criticism from families going to be managed?

A- Groups for this are quite robust and they do have a lot of things in place and that is going to be something that will need to be managed by the Inquiry. They may point the finger LCC or local authorities, but it should not get down to the individual providers.


- Sajid raised LCC had poor plan and response to this in 2019 for the first 6 months and providers were fighting solo.
  - LCC review into dealings of Covid and how LCC managed or not is must needed to be effective in the future.
- Lynsey raised from a domiciliary perspective the information available was very lacking compared to NHS, Care Home etc. so I agree with you Katie that some decisions had to just be made to get the job done as best as we could at that time.

**4. ME- Skills for Care**

Matthew Errington new Locality Manager at SFC gave an overview.

[Matthew.errington@skillsforcare.org.uk](mailto:Matthew.errington@skillsforcare.org.uk)

SFC are funded by Department of Health and Social Care to support all of Adult Social Care with any workforce related activity but not a training provider and don't deliver any training themselves.

	<p>Presentation embedded here:</p>  <p>Skills for care_Lancs provider forum June 2</p> <hr/> <p><b>Q&amp;A's/ comments</b></p> <ul style="list-style-type: none"> <li>Jane Martin informed group of the next LD Lancashire network meeting is 1<sup>st</sup> September. If anyone is interested contact Jane- <a href="mailto:j.martin@linkability.org.uk">j.martin@linkability.org.uk</a></li> </ul>
<p><b>5. LCC updates</b></p>	<p>Lauren Kerr – Team leader in Residential Finding team for Care Navigation Service</p> <p><b>Main points raised:</b></p> <ul style="list-style-type: none"> <li>Currently support Lancashire Teaching Hospitals, Blackpool Teaching Hospitals and Southport&amp; Ormskirk sourcing Care Home placements for those discharged from hospital. The team liaises with the families and sources the funding.</li> <li>NEX capacity tracker is one of the main tools used to source the placements. Lauren reminded team to keep updated this system as it really supports them in sorting placements.</li> <li>They source placements also by emails which providers will receive.</li> <li>Assists the process if Providers can be clear about placement costs for post D2A (including any top ups) at time of responding to accept placement.</li> <li>Lauren reminded group to use the care portal regarding payment queries. If providers not sure how to use- email Lauren.</li> </ul> <p><b>Q&amp;A's/ comments</b></p> <ul style="list-style-type: none"> <li>Any CPLI queries direct to <a href="mailto:caredata@lancashire.gov.uk">caredata@lancashire.gov.uk</a> <ul style="list-style-type: none"> <li>If can't access the care portal or need help navigating the portal please contact <a href="mailto:pim@lancashire.gov.uk">pim@lancashire.gov.uk</a></li> </ul> </li> <li>Email address changes for residential requests <a href="mailto:CNResidential@lancashire.gov.uk">CNResidential@lancashire.gov.uk</a></li> <li>Katie queried when providers let Contracts know they can support an individual then hear nothing with a call to say they are being discharged and coming to the care home today- that is then very difficult.</li> <li>Sue Cartwright queried same as above. <ul style="list-style-type: none"> <li>One vacancy may have been responded to for a few times which may have already been taken but then it isn't available anymore.</li> <li>Lauren responded trying to keep in touch with them as much as possible. Hospitals do things we aren't aware of to however trying to make sure this doesn't happen.</li> </ul> </li> <li>Lauren explained CM team are getting on top of contacting when not needed for a bed as well as when are.</li> </ul>

Mike Alsop – Provider Engagement Strategy

**Main points raised:**

- From engagement survey 2021- they asked how wanted to engage, what about, if know enough about the market and what was happening with their own plans to enable group to form own business decisions going forward.
  - Resounding result from engagement survey was not enough information or in the right way, after more influence from them, bit more co-production and understanding of the market etc.
  - Mike's team wants same and can only happen if all work together.
- Mike raised all parties agreed online meetings/ forums easier rather than attending in person for a better turn out.
- Mikes team proposing replacing the generic forum with two separate forums for residential and domiciliary.
- Katie Barnes will continue to chair residential and nursing providers forum going forward and Elaine Brady to take chair of home care providers forum with possibility of co-chair.

**Q&A's/ comments**

Q- Jane- is there to be a supported living forum?

A- KB raised Question with Sumaiya around learning disabilities forum

Mike Alsop/ David Elverson - Fair Cost of Care Exercise

David Elverson- [david@commercialgov.uk](mailto:david@commercialgov.uk)

**Main points raised:**

- Fair cost of care is part of the social care reform that government launched Nov- Dec 2021. From that they have launched the market sustainability and fair cost of care fund which is to support local authorities to develop the social care markets in their areas. As part of that process there is a requirement on every local authority to do a fair cost of care and market exercise that has to be submitted before Oct 12<sup>th</sup> 2022. Mike/ David here to make the tool more user friendly.
- David/ Mike's team commissioned by LCC to undertake the exercise on their behalf.
- Monday 13<sup>th</sup> June survey to be sent out. Month to complete it. Contact David if don't receive it or with any questions/ queries.
- Focussed groups to be arranged and group will be invited.

**Q&A's/ comments**

Q- Oliver- Are you employed by the council or independent?

A- David- Independent of council- appointed contractor to help assist with the fair cost of care process.

Q- Oliver- within the questionnaire is it the intention to use the care Q model or not?

A- David- no group just to input the data and David/Mike's team do the hard work behind the scenes using Q model.

Q- Oliver- is there going to be any attempt to capture what the fair cost of care needs to be for the future as opposed to capture historic costs?

A- David- Government are asking for current figure rather than future figures at this point meaning last years will have to taken into account so they won't be completely current. However, second part does look into future so can start to look at some of the current trends, cost pressures and how is that likely to go up in the future. The focus groups are where can talk about trends etc. which can be brought into market tradability side of things aswell.

Q- Oliver- Is there a situation where you will edit or remove the data we provide you with from a provider from the end result?

A- David- The government are asking for the median result which cancels out the high and low end so there is no need to edit any results. When done in the past before the new government initiative it was done by the mean not median.

Q- Oliver- What happens to provider data after that, do you still retain access to it or is it a one of access for you?

A- David- Still TBC but previously made data purely anonymous so can't be linked back to any particular providers and aid the rest of the data to councils to aid as a model for future decisions.

Q- Oliver- Possible question for council- would that data then be available for things like FOI requests etc.?

A- David- their understanding is if there is any data that can be linked back to any individual organisation then that is a data protection issue rather than a FOI issues therefore its commercially sensitive and would have to be treated as that.

- Mike just confirmed also that they will not know where the data has come from therefore would be able to identify any particular provider.
- Mike confirmed an email going out on 10<sup>th</sup> June to notify providers of the survey, so they are aware.

Q- Does LD supported living come under home care for costing?

A- Only if it is over 65.

Q- KB asked if the LD forum has been going ahead?

A- Jane confirmed she wasn't aware any had been arranged yet.

- Clare Bruce confirmed she asked Contract Management about LD forum and received an invite for the meeting therefore must have started up again.

Q- Lynsey in chat: What if one of the services has a mixture of ages?

A- Portion your costs to 65 and over.

Q- Louise- Does survey give provides a result?

A- No. The survey is purely data to be passed to Mike/ David's team to aggregate everything into one result for Lancashire.

Q- Jane- Is the home care only for over 65's?

A- No, home care is for all ages.

Q- Sajid- When will the cost of fuel be reflective given the spike in costs and no survey is required for this element?

A- Survey will ask your current cost of fuel therefore they will be able to build that element into it.

	<ul style="list-style-type: none"> <li>• Mike Alsop confirmed although the survey may not cover all types of care provision, they will still be carrying out our usual fee uplift exercises to infirm the April uplifts.</li> </ul> <p>Q- Sumaiya- If we as contract management get any questions/ queries once email and survey have gone out, who do we share them with? A- Mike confirmed- Send to David.</p>
<p><b>6. MI- Medicine Administratio n Research</b></p>	<p>Malcolm Irons to give overview on Medicine Administration Research</p> <p><b>Unable to attend. Presentation embedded and the current position for the research is:</b> <i>The study is currently being discussed with a number of stakeholders. Therefore, the study lacks a launch date in the central Lancashire area. I will update all stakeholders when the timescales are clearer.</i></p> <div data-bbox="411 752 469 815" data-label="Image"> </div> <p>20220301 Incidents involving Medicines</p>
<p><b>8. Date of Next meeting</b></p>	<p>15th September 2-4</p> <p>Please note this will be a care home provider only forum.</p> <p>MS Teams link to join will be sent nearer the time.</p>