

LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM WEBINAR

19th January 2023 2pm-4pm

Chair: Katie Barnes

Note taker: Adam Livermore

Item	Notes and Actions
1) Welcome and Introductions	Katie Barnes welcomed everyone to the meeting. Sumaiya Sufi and Adam Livermore introduced themselves to the meeting.
2) LCC Updates	<p><u>Contract Management</u> Sumaiya Sufi updated that Contracts and Quality has moved under the Commissioning function within LCC and a new director, Kashif Ahmed, will be starting in February.</p> <p>Sumaiya Sufi updated that the contract for the ADAM system, where all monthly and quarterly information is submitted, is due to end in March 2023. Lancashire County Council have been discussing how to move forward with NHS colleagues and other LAs across the patch. This has involved investigating how services worked with data during the pandemic, for example utilising the NECS capacity tracker and LCC Care Capacity tracker. As a result, Lancashire County Council have procured a new system called PAMMs, which is used by Local Authorities in the east of the country. Go live is planned for May 2023. Sumaiya assured the group that there will be sufficient time and training to get everyone onto and confident with the new system. She updated that ADAM as a company was bought by the same company that owns PAMMs so the transfer of data onto the new system should be easier. However, registration data will be taken automatically from the current system so providers will not need to re-register but will need to create an account. The plan is to keep the current e-form initially to minimise disruption.</p> <p>Louise (Guest) mentioned in the Teams comments that her service had received notification that the ADAM submission deadline was reducing to 5 days through the ADAM portal. Sumaiya Sufi responded to say that she had not heard anything about this reduction and offered to investigate.</p> <p>Sue Taylor asked, via the Teams chat, if there was any training for ADAM. Sumaiya Sufi advised that there is training in the forms of guides and videos on the ADAM</p>



website, though also said she would enquire with the monitoring officer, and asked Sue to advise her if any further support was required.

Katie Barnes asked the council to be aware that this change on top of the recent changes to Oracle could be a lot for providers to learn in a short space of time. She also asked if there would be a data shortfall between March and May due to the switch.

Sumaiya Sufi updated that she has raised this as a risk and can't give a specific answer at this time. However, she advised that Digital Services were confident this could be negotiated, and she would have more information following a meeting on 23.01.2023. Sumaiya mentioned that LCC has transferred to Oracle Fusion as an authority and concerns have been acknowledged. She asked for anyone who feels they aren't getting support to contact either her directly or the Contract Management inbox.

Katie Barnes asked that providers are made aware at the earliest opportunity if ADAM quality returns were not required for April and future months so as to prevent any unnecessary work being completed.

Sumaiya Sufi informed the forum that there is a Social Care Training Hub set up through some money provided by Health Education England. Providers can access the free training through this link:

<https://www.lscthub.co.uk/socialcare/>. There is also some capacity to request bespoke training if providers are finding training difficult to source or fund. A form is available on the hub website to request this.

Sumaiya Sufi raised the NECS capacity tracker and thanked providers for completion rates which are among the highest in the North West. She asked providers to review their data when updating the system to ensure it is still accurate, as there is a lot of challenge nationwide that data doesn't reflect current situation including capacity accurately. Sumaiya Sufi also gave a reminder of the risk of penalties when not meeting the monthly submission window. However, no providers in Lancashire are currently missing this deadline.

Sumaiya Sufi advised the group of two research opportunities. The first is from Jenny England at St Catherine's Hospice, who wanted to ask providers in Central Lancashire if they would be interested in joining an end-of-life group. If anyone is, please contact

jenny.england@stcatherines.co.uk. The other opportunity was a free-of-charge research opportunity for care home managers who want to introduce the health improvement initiative from NHS Health Education England. This closes in February.

Sumaiya Sufi informed the forum that the DWP, in partnership with Lancashire Armed Forces Covenant Hub and Preston City Council, are holding a job fair on 15th February at UCLAN. They would like to invite health and social care providers interested in hiring ex-forces personnel. For more information, please contact Gary Shivers, Lancashire Armed Forces Champion, Department of Work and Pensions at GARY.SHIVERS@DWP.GOV.UK or on 07917445273.

Fair Cost of Care

Mike Alsop introduced himself. He informed the group that he was updating on Fair Cost of Care and the fees for providers. He advised that he has also used the information from the discussion in December to inform our fee setting this year. The Fair Cost of Care will be published on the website on the 1st of February, as soon as they have a web address it will be sent via the distribution list. This will show the results of the Fair Cost of Care Exercise and describe the methodology and issues that were prevalent with the data. It will serve as a basis for further discussion and has been used in formulating the fees report for fees that will apply from the 1st of April. He stated he can't give any detail on the Fees report for 23/24 but the report will go to Cabinet in the first week of February and will then be released after the 7-day call-in period.

Mike Alsop advised that the Market Sustainability and Fair Cost of Care Fund was delayed until 2025 as per the Chancellors statement in November along with other social care reforms. However, the exercise is still useful as there is a lot of information contained within to inform future fee settings. He stated that LCC have tried to rise to the challenge of inflation and the rising cost of care.

Katie Barnes thanked Mike Alsop and agreed that the open offer to continuous discussion is useful to have. He also advised that LCC were considering what other assistance they could give to the market as an interim measure to help before the fees come into effect in April, and he will communicate with providers if there is anything that can be

	<p>agreed. He thanked everyone at the meeting for attending and feeding back.</p>
<p>3) Translating Care Programme – Aarondale Care Home with LCC and Lancashire Adult Learning</p>	<p>Sue Shannon shared a slideshow with the group regarding the Translating Care Programme. This is a programme designed locally for staff who have been recruited internationally. Aarondale had recruited cohort of staff from India which was 25% of their permanent workforce. They found there was an added layer to training and inducting staff brought by international recruitment. These staff had a lot of training, support, knowledge, and experience, but there were still areas that could cause issues if not tackled. Sue Shannon mentioned that partners in health had looked at the subject via a literature review facility, and it was clear that in social care providers were managing and arranging their own support and not a lot was written about it. They had decided, when speaking with Aarondale, that there was value in additional training from an independent organisation.</p> <p>Anne Sheward introduced herself as manager of Aarondale. She mentioned that 6 months ago one of biggest challenges for her at Aarondale was that almost 80% of the staff were from overseas. While they had a lot of skills and knowledge, they were struggling to connect with residents and other staff. This led to rushing work and trying hard to please people, but not noticing the people inside the residents that they were working with and being task-oriented instead of person-oriented. They were also struggling to communicate especially in cases of complex care needs, such as dementia. As the staff had not been in the country for 3 years, it was difficult to get funded training. They put a request into Lancashire Adult Learning for training, who built a programme that was suitable for what was needed. They have piloted the programme over the last few months, and it helped to underpin knowledge and provided understanding of English culture and values, as well as helping staff with confidence and empowerment. She stated she will be looking to book the next set of staff on the course and would recommend it to anyone who has staff from overseas.</p> <p>Nicola Lee advised that Lancashire Adult Learning are funded to pay for room hire at venues or can do the training on site. They ran the programme for 6 weeks as a face-to-face course, and it needs a minimum of 8 learners. She said she was looking to take details of people in different areas</p>

	<p>and could combine a cohort for independent providers. The group would get two accreditations from the course. There was a focus on having no barriers here apart from logistics, and they have employability, support, and health and social care tutors involved. There is a course breakdown in the slideshow. To access the provision, all learners do need to have a minimal level of English, and they did an ESOL session with Aarondale to assess the group. If someone does not have a minimal level of English, they could still get a completion certificate but wouldn't get the accreditation. The pilot at Aarondale consisted of 6 half day sessions but it can be tailored around the specific provider.</p> <p>Katie Barnes asked if there would be the ability for people to get entry level three English via Lancashire Adult Learning or would this be provided elsewhere. Nicola Lee stated that the individual could take ESOL classes across Lancashire. However, that is a 30-week course at a pound a week. Katie Barnes asked if the person would be able to do that alongside the translating care course to get accreditation. Nicola Lee stated that it depended how it is managed as the ESOL course is a longer-term provision, and it may be the person has to join an ESOL class and get accreditation the year following. Katie Barnes asked if they could they go back and get accreditation having done the ESOL Class. Nicola Lee stated she thought so. Sumaiya Sufi suggested picking this up after the meeting as a funding FAQ.</p> <p>Katie Barnes mentioned that Rachel in the chat had asked if this was only for staff recruited from overseas or whether they can reside in England where English is not their first language. Nicola Lee advised that the only requirement is that they work in social care.</p> <p>Katie Barnes mentioned that Gillian in the chat had asked for a more detailed syllabus. Nicola Lee said all the information is online and if you google the accreditation it will bring up the full specification of the course.</p>
<p>4) Lancashire Safeguarding Adults Board Safeguarding Guidance – LCC Safeguarding</p>	<p>Julie Hargreaves, Karen Smith and Elaine Losardo introduced themselves as the LCC Safeguarding Support Team. Their role is to support providers with safeguarding enquiries. There has been a recent redesign; the process will now involve one social worker throughout the safeguarding enquiry, and referrals now come through a portal. They shared a definition of safeguarding via a</p>

<p>Support Team</p>	<p>PowerPoint presentation. The slideshow will be distributed afterwards and provide all the important links.</p> <p>Elaine Losardo talked through the new provider toolkit. When there is a concern to raise with LCC, providers can go on the LCC website and navigate to a page to report the concern. This page provides guidance on whether a case would be green, yellow, or red. If green, the case does not need the raising of a referral. The page contains several hyperlinks, which each take the user to detailed guidance on the specified topic. Elaine advised that if a provider is in doubt about whether a case meets safeguarding thresholds, they should raise it. The Self-Neglect framework is now at the bottom of the page. The provider framework is also there at the top, and this is a new piece of guidance to help providers handle concerns that they have been made aware of. There is emphasis on providers to involve families and advocates and seek consent for the referral.</p> <p>Elaine Losardo displayed the provider portal and asked all providers to use this as the primary contact method. The LCC Safeguarding Support Team are on hand to help anyone who is having difficulty with the provider portal or understanding LSAB guidance, and their contact details are at the end of the presentation.</p> <p>Julie Hargreaves recommended that, for any instances that are green, providers should make a note on their checklist to show that they have considered safeguarding. If a case is green, this doesn't mean providers don't have to do anything. They should still consider ways to mitigate the risk as this is what CQC will be looking for.</p> <p>Katie Barnes raised a question asked by Sue in the teams chat as to whether the framework is shared with external areas such as NWAS, as they often say safeguarding referrals need to be made. Elaine Losardo advised that they are looking to set up an information session with NWAS. Katie Barnes said it would be useful to share the perspective of care homes with NWAS as well, so a combined meeting would be useful. Elaine Losardo stated this might not be the right setting to facilitate this. Sumaiya Sufi said that it would be correct to make sure everyone has the same information. She added that a lot of work had been done to share the red-amber-green system with partner organisations when it was brought in. She suggested that it needs to be shared continuously, especially as it was implemented pre-COVID.</p>
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	<p>She said she would advise Kath Barron that maybe this is something the Safeguarding Adults Board can help with. Julie Hargreaves stated concerns around this have been fed back to CQC and CQC suggest that there should still be recording of incidents. Lisa Lloyd is working on arranging the meeting with NWAS, and LCC are currently emailing whenever they received an NWAS referral that doesn't meet criteria to inform them as to why.</p> <p>Katie Barnes asked if the safeguarding champions meetings will go ahead again. Julie Hargreaves advised that it is not something her team is currently involved in. Sumaiya Sufi advised that the meetings have been relaunched and the NHS are leading on it. There has been one session since the relaunch and there will be more. Karen Smith advised that information and conversations from these forums have been shared.</p> <p>Update post forum: Next Champions meeting is 16th May 2023.</p>
<p>5) Workplace Health Champions – Hidie Taylor – Great Places</p>	<p>Hidie Taylor introduced herself and updated on the Workplace Health Champions training currently being piloted in Lancashire. This consists of two courses, both are completely free due to ESF Funding, and are accredited by NCFE. There is the Level 2 one day course and the Level 3 two-day course. These are to help employees put on activities and boost confidence and morale, and to reduce staff absenteeism and presenteeism within the workplace. It involves training a workplace health champion.</p> <p>Level 2 is an overview of mental health and what can contribute to someone's poor mental health. It then looks at behavioural changes, and how services can encourage and empower people to take part in workplace activities. It then looks into activities tailored to particular employments and workplaces and shows how champions can collect data and insight into what people in the workplace want.</p> <p>Level 3 goes into more detail on mental health, looks at healthy eating and nutrition and at-risk assessments. It is assessed by getting students to put on an activity. The course can be delivered all over Lancashire and can come to training venues or book them if places don't have their own.</p> <p>Hidie said she would send out contact information when her systems are back up and running. She wanted that, because</p>

	<p>the course is ESF funded, the paperwork can be confusing and lengthy as they must ensure that people are employed. All information is kept confidential under data protection. Katie Barnes mentioned she had done the course and found it useful, especially with how disjointed work got during COVID.</p> <p>Hidie Taylor advised that the maximum number is 8 people on the course, with 4 as a minimum. Katie Barnes stated having different homes and settings on the training was beneficial and mentioned that her service had a venue if anyone in Fylde and Wyre wanted to link in.</p> <p>Sumaiya Sufi mentioned this course links in with the Lancashire Resilience Hub and the information they share. There are two sides to it: how can employers support employees in the workplace and how can employees support each other. She stated the Resilience Hub can help provide a place for people to talk outside of the workplace. Hidie Taylor clarified that they don't want employees to see planning activities as an addition to job-related stress. She advised providers to send people with the capacity to take on this role within their organisations to avoid adding to people's stress.</p>
<p>6) Chair Facilitates Provider Update / Discussion</p>	<p>Katie Barnes asked if anyone had anything they wanted to share and advised she had been asked to raise Oracle Fusion. Sumaiya Sufi mentioned she had raised at the last meeting that finance colleagues had done training before the go-live with Oracle. She clarified this is a wholesale transfer within the council. She stated LCC were aware there have been some teething issues and advised that resources for providers had been developed which can be found on the provider portal: Lancashire care providers forum - Lancashire County Council .</p> <p>Katie Barnes advised there were concerns with both portals being open as some information is on one and not the other. There have been issues with getting login data, and some providers had logins, and some didn't. There have also been problems as emails to procurement can take days to receive a response. Sumaiya Sufi shared the provider portal and advised everyone should add the link to the provider portal to their favourites. There is a provider portal briefing there. The training guides are in the notes from the last meeting. Sumaiya will request these are all added on the front page together with the recording from the webinar. Sumaiya Sufi</p>

asked anyone who has bullet point queries to send it on and she would share it with Stephen Ingham/Finance colleagues however feedback from the forum will be shared as well.

Sumaiya Sufi asked if there were any agenda items for April. It was suggested that the April forum should have an update on PAMMS. Katie Barnes requested an update on CQC. Katie Barnes also asked what Discharge to Assess looks like going forward. Sumaiya Sufi updated she has had some queries around the discharge fund announced by the government. There are some high-level conversations being had about how that grant funding is going to be used, and as soon as LCC know any more they will share. As far as Sumaiya was aware, as an ICS, no block booking had been arranged yet. She agreed to find out who is best placed to discuss the D2A pathway and added that LCC are currently working on a specification for D2A. Katie Barnes asked the group to email her or Sumaiya Sufi if there is anything they would like discussed at the next meeting.

Katie Barnes thanked everyone for attending and closed the meeting.