

# LCC Home Care Forum

## 19<sup>th</sup> July 2023

### 13:30 – 15:30pm

Mike Alsop (Chair)

Agenda Item	Notes
1) Welcome and Introductions	Mike Alsop welcomed everyone to the meeting
2) PDPS Update (Jon Blackburn)	<p>Jon Blackburn gave an update on the PDPS. The applications are currently under evaluation, and LCC are aiming to let all providers know the outcomes by the end of the month/early August. The PDPS will come into effect from Monday 13<sup>th</sup> November.</p> <p>James Richardson asked how providers would be selected for a package with multiple providers bidding. Jon Blackburn stated there is a range of options, outlines in the call-off procedure in the tender documents.</p> <p>If anyone has any further questions, please contact <a href="mailto:Jon.Blackburn@lancashire.gov.uk">Jon.Blackburn@lancashire.gov.uk</a></p>
3) Submission of Actuals (Karen Thompson and Stephen Ingham)	<p>Stephen Ingham updated that LCC are looking to use the introduction of the PDPS as a basis for a new financial process that should reduce issues, queries, and timescales for payment requests. Providers will still submit actuals but will be able to create the payment request in the system for a representation of what they are submitting. LCC will hold briefing sessions on the process and are currently working on the timing.</p> <p>If anyone is interested in helping LCC with a small-scale test of the process to check the system and develop guidance, please fill out the form at the following link: <a href="https://forms.office.com/e/1u85xEgJEV">https://forms.office.com/e/1u85xEgJEV</a></p> <p>Lindsey Dean asked if the template would change. Template changes are not currently anticipated, though there are circumstances where it could.</p> <p>Karen Thompson advised that there had been a recent increase in people being billed incorrectly due to inaccurate actuals. While she acknowledged that some of the issues have been caused by LCC's internal systems, she asked providers to check that the actuals they submit reflect hours</p>



	<p>provided. Her service is looking at a full contract review of everyone so they can correct some of the incorrect billing.</p> <p>Anushka Karmali asked about a situation her service had recently, where they had been unable to contact someone on respite care and had struggled to received advice from Adult Social Care.</p> <p><b>Action:</b> Karen Thompson asked Anushka to email her the case details so she could investigate.</p> <p>Margaret MacDonald stated that sometimes a cancelled visit is correct on the submission but has not been removed on the invoice. Stephen Ingham suggested there may be a timing issue, as the bills can go out before the actuals are received to adhere to the direct debit guarantee. Clients should be querying any incorrect LCC bills with LCC. Providers in the Teams chat stated that clients had been told by LCC to take up incorrect bills with the providers.</p> <p><b>Action:</b> Karen Thompson agreed to query this with the billing team.</p> <p>Caroline Cosh asked about the best way to raise an incorrect CPLI. Stephen Ingham suggested the best way is to submit a CPLI amendment action against the agreement that needs to be amended via the provider portal. Further details are in the Process Support Document for the portal.</p> <p>Hayley Southern stated they were waiting on a CPLI line as the social worker was off sick.</p> <p><b>Action:</b> Karen Thompson to make enquiries with Care Data.</p> <p><b>Action:</b> Mike Alsop to seek an Ops rep for the Care Home and Home Care Forums.</p>
<p>4) Double-Handed Care (Val Knight)</p>	<p>Val Knight stated that LCC are looking to reintroduce Proportionate Care and want to gauge interest from providers. LCC are also hoping to hold more training sessions. The best people to send to the training are the key moving and handling personnel, who can then pass it along.</p> <p>Margaret MacDonald stated her organisation would like to see more of this service as service users have a positive experience. It is slow to get people reviewed, however. Val Knight updated that her service is currently working through the waiting lists as the dedicated team is no longer in place.</p> <p>Robert Connor stated in the Teams Chat that they would benefit from risk assessments and ceiling hoists and would</p>

	<p>need to consider insurance. Val Knight answered that her service provides safer moving and handling plans and can apply for funding for ceiling track hoists. While awaiting funding, they can provide gantry hoists.</p> <p>Any further feedback or queries please contact Val Knight via <a href="mailto:Val.Knight@lancashire.gov.uk">Val.Knight@lancashire.gov.uk</a>.</p>
<p>5) Eye Health (Tom Mackley)</p>	<p>Tom Mackley introduced himself as the head of the Local Eye Health Network. and presented a Powerpoint introducing the work of the Network. The network has a directory of sight loss services and can provide this for those who need it. The presentation will be sent out with the minutes.</p> <p>Tom asked the group for feedback on several questions outlined at the end of the slides, including around access to services and choice in service provision.</p> <p>Philip Gradwell mentioned a client who had a sudden sore eye who could not access any services. Hayley Southern added that her organisation had been struggling to get GPs to visit homes. Margaret MacDonald stated her service would like more support following eye surgeries for clients.</p> <p>Clare Bruce stated that her service had just linked in with the guided sight training from Sharon Swarbrick, which people had found useful to outline experiences. This can be accessed via <a href="http://www.guidedogs.org.uk">www.guidedogs.org.uk</a> or via contacting Sharon Swarbrick on 0800 781 1444.</p> <p>If people have questions or would like to provide information or flag deficiencies in the Eye Care System, please contact Tom via <a href="mailto:tom.mackley@nhs.net">tom.mackley@nhs.net</a>.</p> <p>Mike Alsop suggested that Tom Mackley attend the Care Home forum as well.</p>
<p>6) Future of the Provider Forum (Mike Alsop)</p>	<p>Mike Alsop stated that LCC have always wanted the forum to be provider-chaired and provider-led, though they are waiting for the PDPS work to be finished before appointing a chair. Those who have expressed an interest will be considered. If anyone else is interested, please let Mike know via <a href="mailto:mike.alsop@lancashire.gov.uk">mike.alsop@lancashire.gov.uk</a>.</p> <p>If anyone has any agenda items for the next one, please contact Karen Thompson, Mike Alsop, or Adam Livermore.</p>

7) Provider Feedback / Any other Business (Mike Alsop)	If anyone has any feedback outside of the forum, please let LCC know.
8) Date and Time of the Next Meeting	18 <sup>th</sup> October 2023 13:30 – 15:30pm