

LCC Home Care Forum

18th October 2023

13:30 – 15:30pm

Jon Blackburn, Commissioning Senior Manager, Lancashire County Council (Chair)
 Adam Livermore, Commissioning Support Officer, Lancashire County Council
 (Notes)

Agenda Item	Notes
1) Welcome and Introductions (Jon Blackburn)	Jon Blackburn welcomed everyone to the meeting.
2) PDPS Update (Jon Blackburn/ Neil Harrison)	<p>The new homecare contracts will come into effect on 13th November. There are 79 providers on the new approved list, covering all wards. 20 providers are new to Lancashire. Sessions on the new payment processes took place last week.</p> <p>Around 1600 people will need to transition from one provider to another. Providers will be eligible to join the Framework next May. The intention is to open the approved list of providers for applicants every year.</p> <p>Instructions for responding to Care Package requests are included in the slides.</p> <p>LCC will be issuing referrals once per day, around 11am. There will be three days to respond to standard packages of care and 24 hours for urgent.</p>
3) Social Care Training Hub (Liz Williams)	<p>The Social Care Training Hub is a training resource for providers, funded through NHS England. The hub offers training and resources for providers to upskill their workforces. Details of training delivery are included in the slides.</p> <p>Training packages are mostly online with a live tutor, though some face-to-face packages are offered. There is a form on the website to request specific training. Training is provided free of charge.</p> <p>James Richardson stated that his company had a positive experience working with Dawn from the Training Hub and he would encourage any other provider to get involved.</p>



	<p>Clive Cooper stated that his organisation had received training on using slide sheets which was excellent.</p> <p>Caroline Cosh added her organisation had used multiple training courses and that the team at the hub are great to work with.</p> <p>If there are any questions, please contact Liz via e.williams18@nhs.net.</p>
<p>4) Proportionate Care (Val Knight)</p>	<p>Proportionate Care is about ensuring the appropriate level of care to meet the needs of service users, so they are cared for in a more dignified and safe manner. It has been implemented by other local authorities. LCC are implementing it to increase capacity in the market following increased demand across the county. It should reduce delayed transfers of care and pressure on hospital systems.</p> <p>Clive Cooper asked if there will be investment in Occupational Therapy, as this plan implies an increase in demand for Occupational Therapy assessments, and there have been struggles to get hold of Occupational Therapists in the past. Val Knight answered that work is ongoing to get capacity to meet demand, and the plan would not be fully implemented until that is in place.</p> <p>Hazelwood asked if the training will be rolled out again so that providers can train staff. Val Knight answered that senior management are investigating what training can be offered. The courses in East Lancashire followed a "Train the Trainers" model, so that training could be passed on.</p> <p>Hazelwood also asked if the authority will be working closely with hospital discharge OTs to ensure a smooth process. Val Knight stated that LCC are committed to working with multi-disciplinary partners with regards to training and embedding the new approach.</p> <p>Neil Harrison stated that all providers on the PDPS have a contractual requirement to work with the authority to minimise the provision of double-handed care.</p> <p>Louise Young asked how service users will know their care is being reviewed. Val Knight answered that it will be part of their standard review from Occupational Therapy and Social Care staff.</p>

	<p>Clive Cooper asked how clients are being informed about the changes to the structure of care within LCC. Jon Blackburn answered that LCC are planning to write to those with unsuccessful providers three months before any impact happens. For those with successful providers, there will be a briefing note for providers to cascade on.</p>
<p>5) International Recruitment (Katie Grant / Helen Smith)</p>	<p>The Government have provided an investment of £15 million across the country to support International Recruitment, and Lancashire and Cumbria have secured £600,000 available to providers. The deadline is on 20/10/2023. If anyone would like an application pack, please let Katie Grant and Helen Smith know via katie.grant@lancashire.gov.uk or helen.smith8@lancashire.gov.uk.</p> <p>Funding allocation will be split across three areas, outlined in the slides.</p> <p>LCC have started to review the bids that have come through with a view to making quick decisions. There will be no less than £2500 for any successful provider.</p> <p>Priority consideration will be given to those who support delivery of priorities set out in the Market Position Statement, and those that demonstrate collaborative working across groups of providers. The full conditions for funding are included in the application pack. All providers should ensure a robust induction plan is in place for any international recruits.</p> <p>Clive Cooper asked if LCC would be policing sponsorships as International Recruitment has been abused in the past. Katie Grant answered that Contract Management will be continuing to monitor contracts with providers and LCC would investigate any issues. There would not be additional checks, but the usual checks would cover everything necessary for the sponsorship. Serious issues and concerns with modern slavery should be reported to the appropriate authorities.</p> <p>Matthew Errington asked if the conditions of the grant include providers who want to cover the cost of a licence. Further, he asked how LCC will prioritise funding if they are overwhelmed with applications. Katie Grant stated she would check to see if the conditions cover licence funding and feed back to the forum. LCC are not presently overwhelmed with applications. If they were, they would prioritise using the set criteria for providers and benefits to</p>

	<p>the overall market. There is the possibility the deadline will be extended, but no decision will be made until Friday.</p> <p>Clive Cooper asked how long the team has been working on the funding. Katie Grant stated that it was a new fund this year, but LCC have been working with partners nationally and have a good network for sharing learning.</p> <p>Matthew Errington advised attendees that International Recruitment does come with risks, so anyone interested should read all the documentation and be aware of the associated costs.</p> <p>Several attendees raised concerns over guaranteeing the required number of hours for an international recruit. Matthew Errington floated the possibility of providers sharing employees as recruits can work up to 20 hours for a second employer. Emily from Trailblazer Social Care stated that it would not be possible to share these costs as an individual provider would need to be the nominated sponsor, and the 20 hours a week is on top of the guaranteed time. There are also risks of conflict of interest when workers are working for two companies. Clive Cooper suggested LCC operate a clearing house for those moving from one provider to another.</p> <p>Neil Harrison stated that LCC couldn't give additional time or care to providers who have taken on sponsorships, as the Local Authority must work fairly within the market. LCC cannot guarantee business within a ward.</p> <p>Raphael from Lionheart Domiciliary asked how LCC would monitor that the funding has been used for International Recruitment. Katie Grant stated that this is covered by the conditions of funding.</p>
<p>6) Skills 4 Care Adult Workforce Data Set (Matt Errington)</p>	<p>Skills for Care are a strategic workforce development body funded by the Department for Health and Social Care. They publish data about the social care workforce on a yearly basis. The Adult Workforce Data set is not a mandatory data return, but half of the independent sector workforce across England contribute. He thanked any involved providers and recommended that any providers not involved sign up.</p> <p>More detail on the data set is included in the slides.</p> <p>Hazelwood asked if there were any information sessions for Skills for Care. Matthew Errington answered there were</p>

	<p>some central recorded sessions for the data return, and that he was available to do a tutorial. If anyone is interested, please contact Matthew via matthew.errington@skillsforcare.org.uk.</p> <p>Hazelwood asked if they should return on an individual branch level or on an organisational level. Matthew Errington stated it was individual choice, though it can be easier to access funding if returned on a branch level.</p> <p>Neil Harrison added providers on the PDPS have a contractual requirement to register with Skills for Care and to complete the data set for both organisational and individual staff records.</p>
<p>7) Future of the Provider Forum (Jon Blackburn)</p>	<p>At the last forum, LCC asked for volunteers to chair. Jon Blackburn will be sending out an email with details of the Chair and Vice-Chair positions. If anyone is interested, please respond to that email.</p> <p>If anyone has any requests for what they would like to see at these forums, please let LCC know at commissioningAgeWell@lancashire.gov.uk.</p>
<p>8) Provider Feedback / Any other Business (Jon Blackburn)</p>	<p>The next meeting will be 24th January 2024 at 1:30 pm.</p>