

LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM

18th January 2024 2pm-4pm

Savoy Suite 2, The Exchange, County Hall Preston

Chair: Katie Barnes

Note taker: Adam Livermore, Commissioning Support Officer, Lancashire County Council

Item	Notes and Actions
1) Welcome and Introductions	Katie Barnes welcomed everyone to the meeting.
2) LCC Updates (Sumaiya Sufi, Mike Alsop)	<p><u>Contract Management, Quality Improvement, and Care Navigation Residential (Sumaiya Sufi)</u></p> <p><u>Out of Area Placements</u> – Out of Area Placements have been a key aspect of recent Safeguarding Adult Reviews (SARs) in Lancashire, especially the Adult L case which took place in a care home. Further information can be found on the Lancashire Safeguarding Adults Board website Safeguarding Adult Reviews - Lancashire Safeguarding Children Board.</p> <p>Based on the recommendations from the SARs, and discussions with providers, LCC have developed a one-page Out-of-area placement checklist for providers to use to ensure they have everything necessary before they accept a placement.</p> <p><u>Oliver McGowan Mandatory Training for Learning Disability and Autism</u> – The consultation for the government-published Code of Standards that sit alongside this training has ended, and we are awaiting the final version. Although other training can be undertaken as long it meets the requirements, the Oliver McGowan mandatory training is the preferred DHSC/CQC option. There is a need to get Tier 2 training as well, and there is work regionally for a North West approach for all Health and Social Care providers. There is recognition within LCC that this may cause an additional cost pressure for providers.</p> <p>Only Tier 1 training must be done if a Care Home has no residents under Learning Disability and Autism, and there are free resources right now to use. There are two parts to each tier, and part 2 of Tier 1 is a webinar. As the code of practice is not in place yet, no training provider will offer the webinar yet. However, the online programmes that are available will set care providers in good stead. LCC are</p>



having ongoing conversations to ensure access to the relevant training after the code of practice is published.

Safeguarding Champions Forums – These were restarted last year and led by NHS colleagues. Following the transition to the ICB, these forums will be rebranded as Safe Care Champions Forums as they will be facilitated by a different team. The theme will still be predominantly safeguarding. They will be twice yearly. The one on the 29th February will be around restrictive practice. The safeguarding champions handbook is still available.

Attendees raised that an invite to a Safeguarding Champion Forum had been sent out the previous day. Sumaiya Sufi asked for it to be sent to her.

Visiting Standards – visiting is going to be one of CQC's fundamental standards, so ensure you enable visiting and don't put barriers in place. CQC have drafted new guidance to support the new legislation. It is out for feedback until the 20th of February.

Seizure Research – the National Institute of Health and Social Care are looking to undertake research around seizures in care homes. Please do participate if you have experience. Contact beth.morris@liverpool.ac.uk or telephone 0151 794 0657 to discuss if interested.

Institute of Health and Social Care Management – membership is free for providers, funded by the Lancashire and South Cumbria ICS. Sumaiya Sufi encouraged providers to sign up. Membership opens up opportunities such as training, webinars, coaching, and mentoring services. The Institute have recently approached LCC to offer a bespoke approach for up to five providers. LCC have had conversations with the training hub and would like to open those placements to our cohort of 'requires improvement' providers. Sumaiya Sufi sent out emails this week, which those providers will have received. To find out about the IHSCM offer click [here](#)

Enhanced Observations – The ICS one to one process has just been updated following a review. There is new documentation, which Sumaiya Sufi will share with all providers. Any questions please let her know via Sumaiya.sufi@lancashire.gov.uk.

Fylde and Wyre – LCC have now been able to restart the Activity Forum in Fylde and Wyre. It will be taking place on January 24th at the Hamptons Care Centre.

Katie Barnes raised that the Skills for Care Facilitated Managers Meeting is run in Fylde and Wyre, and there are multiple Skills for Care forums for Registered and Deputy managers across the County.

LCC have had some feedback about frustrations with PAMMS, where a provider will get to the end of the form and have to scroll back through the entire thing as a field is not filled in. Sumaiya Sufi will investigate possible IT amendments.

Attendees raised that sometimes you don't get feedback from LCC to say how care homes are doing. Sumaiya Sufi answered that LCC doesn't rate providers in PAMMS, and the RAG rating on the previous system was more to allow LCC to target resources than to rate providers' performances. LCC would usually contact providers individually if there was feedback. Providers fed back they felt the RAG feedback was still useful. They added CQC can ask about ratings from PAMMS and they would like to be able to see their own rating if CQC can. Sumaiya Sufi answers that PAMMS works as a series of modules, one of which is for quality assessment. LCC are currently assessing this module to see if it will be useful for Lancashire. Further, LCC are also considering using the landscape module to do the RAG system based on more data. Please bear with us, as the implementation process will take time.

There are no changes to Care Navigation following the update at the last meeting and the widening of their scope. They still don't do discharge from East Lancashire Hospitals Trust, though discussions are ongoing.

Commissioning – Mike Alsop

Mike Alsop introduced himself. He updated that he wanted to talk about fees, as he is in the middle of the process for the fees report. Earlier in the year LCC sent a survey to all providers to determine increases, which was just before the increase to National living wage. Some were expecting 6-7% but now increases in costs may be closer to 10%. LCC are trying to look at inflation retrospectively from September, when it was 6.7%. Uplifts are based on the combination of the National Living Wage figure and inflation. Last year, LCC

	<p>we gave around 16%, which was higher than the rest of the North West.</p> <p>The uplifts are still subject to cabinet approval, and they will go to cabinet on the 8th of February. Then there is a call-in period of around 7 days, so the announcement should be around the 15th of February. There will be a press release at the time. Papers will be published the week before they go to cabinet, around the 2nd.</p> <p>Katie Barnes asked about provider concerns that LCC might pull back on the uplift due to the size of the one last year. Mike Alsop answered that he felt LCC were working based on what the market required. He must do a return to government about the strength of the market and was able to state there were no major concerns.</p> <p>Any further questions, please contact Mike Alsop at mike.alsop@lancashire.gov.uk.</p>
<p>3) Integrated Care Board (ICB) Update (Adele Thornburn)</p>	<p><u>ICB update (Adele Thornburn)</u></p> <p>Adele Thornburn introduced herself and gave a presentation on the ICB, which will be distributed with the minutes.</p> <p>The ICB has now created the Care Sector Team, under Jane Brennan. There are four clinical leads in the team, and quality and performance specialists for each area, outlined in the slides. There is also a dedicated "Who's who" document, which Adele will send out to attendees. The new email address for the team is also included in the slides. Adele stated that part of the remit of the team is to ensure that Care Homes are supported with discharges, especially given how emotional the move can be for an individual.</p> <p>Northlands said they had been working on a collaboration with Blackpool Victoria, which helped care providers and homes to get the information and services they needed. Adele agreed to check if the relevant area lead was aware of it.</p> <p>A provider fed back that, since the introduction of the ICB, they have had more staff come to visit which has been an incredible and positive change.</p> <p>For any further questions, please contact Adele via a.thornburn@nhs.net.</p>

<p>4) Royal Voluntary Service – Liam Ryan</p>	<p>Liam Ryan introduced himself, and gave a presentation on the Royal Voluntary Service, who are a digital volunteering platform working across the Health and Social care sector in England. The presentation will be distributed with the notes. He mentioned the Good Sam app, which was brought in during Covid, that co-ordinates support for those struggling to get out to get essentials. The service is still around, having gone through several iterations, and they are hoping to connect with existing Health and Social care systems to fill gaps where needed. They have around 35,000 volunteers around England, the core of whom are used for the Check in and Chat Service. If have any doubts about if someone is right for the service, please get in touch. The Service is best known for Community Response Volunteers service who can get essential items for people. The programme is open for both self-referrals and referrals from care providers. Please do ensure that you inform someone you are making a referral before you do so.</p> <p>Liam Ryan was asked if he had reached out to the community hospital teams. He answered that he intended to get in contact.</p> <p>If anyone has any further questions, please contact Liam via liam.ryan@royalvoluntaryservice.org.uk.</p>
<p>5) Care Connexion – Lancashire Place</p>	<p>This item was not discussed. However, the two-hour Urgent Care Response Service is in place and has received good feedback from providers.</p>
<p>6) Any other Business</p>	<p>Chris asked about the rationale for the delay once a placement has been accepted. Sumaiya Sufi answered that delays should be unusual, as there are set timescales. There could be issues around funding, or a hospital assessing someone as medically fit. Other providers fed back that it happened more that they felt the local authority realised. They stated the biggest delays often come from Preston Royal, and issues are still ongoing. Delays have meant they had to decline further referrals that might have been funded sooner. Sumaiya Sufi asked for the details of affected providers so LCC could investigate.</p> <p>One provider stated they felt that at least 75% of referrals had been for people in 20s who were detained under section 2, and that had been sent to a care home with minimum age limits. Sumaiya Sufi answered that LCC don't currently have a bespoke brokerage system, but the issues will be fed back to Care Navigation. Providers fed back the biggest delay is</p>

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