**LCC Home Care Forum**

**24th January 2024**

**13:30 – 15:30pm**

Rachel Brunton, the Care Trust (Chair)

Adam Livermore, Commissioning Support Officer, Lancashire County Council (Notes)

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| Agenda Item | Notes |
| 1. Welcome and Introductions | Jon Blackburn welcomed the new chair and vice-chair, Rachel Brunton and Caroline Cosh. Rachel Brunton encouraged everyone to contact her with ideas for the future of the forum.  Kashif Ahmed introduced himself as the Director for Strategic and Integrated Commissioning for Lancashire County Council and shared some aspirations towards future joint working. He thanked providers for their good work across the county. He added LCC recognise sustainability continues to be a key issue, and that they plan to work with providers to address these issues. |
| 1. PDPS Update (Jon Blackburn) | Jon Blackburn asked people to direct questions to the Age Well mailbox at [commissioningagewell@lancashire.gov.uk](mailto:commissioningagewell@lancashire.gov.uk) and they will be passed onto the relevant commissioner.  Jon Blackburn gave a presentation on the PDPS update, containing some of the early indications and data from the PDPS. He encouraged providers to give feedback on the new arrangements. He stated there was a dip in referrals around Christmas, though the number has started to rise again, following a similar pattern to the year before.  Mick Duffy will be working on the transitions of service users to the PDPS. The target for transition in the tender documents is 18 months, though LCC think it will be a quicker process. We are working with providers who are not applying, or who were unsuccessful, to communicate what is happening to staff and service users. Letters have started to go out to providers. The project is working on six-weekly cycles, with each cycle handling different groups of providers. During that cycle, people will be reviewed and moved to new providers.  Mick Duffy added that the work plan for transfers is in place up to July. Following that, LCC will be looking to review other providers. |
| 1. Falls Lifting | This item was not discussed and would be deferred to the next forum. |
| 1. Contract Management Strategy (Neil Harrison) | Neil Harrison presented the Contract Management Strategy for the PDPS. This strategy will ensure effective contract delivery and performance with a supportive approach and is the plan for LCC to maintain quality. A revised version of the strategy will be distributed to providers.  All contracts are given one of three strategic tiers depending on complexity and values of the contracts. The Homecare PDPS has a tier 2 rating. There will be KPIs, regular review meetings, and LCC will be monitoring delivery of service. There are four specific KPIs, outlined in the strategy document. If any are below target, the contract management team will work with the providers to find out why.  There will be training slides distributed for the PAMMS provider portal, and the first KPI reports will be expected on the portal in April. The form from PAMMS should be sent out April 1st. |
| 1. Initial Assessments (Jon Blackburn) | Jon Blackburn stated that this only applies to PDPS providers. They can claim one hour from LCC for the Initial Health and Safety risk assessment visit, as outlined in section 3.1 of the PDPS specification. It can't be claimed more than once but can be claimed for every new service user. It can be claimed via the portal as an unplanned actual.  Melissa Holliday asked if it can be back claimed for service users providers have cared for previously. Jon Blackburn confirmed that it cannot be back claimed.  SureCare ask if it can still be claimed if the SU says they don't want care. Jon Blackburn stated it can be claimed if the Initial assessment has been carried out but not if the person has not been visited. |
| 1. Flexing Packages | Jon Blackburn stated there were a few changes LCC wanted to make to the PDPS. One was Flexing Packages, as providers wanting to increase or decrease packages currently face to a lot of bureaucracy. They want to allow providers to amend packages within certain limits without coming back to LCC, though there have been complications with implementation.  Nichola Morris is leading on this. Implementation work is ongoing, and there is a project group in place. The Draft Guidance has been written and will be shared once finalised. The working group doesn’t have provider input and Nichola asked for volunteers. Please contact the Age Well mailbox [commissioningagewell@lancashire.gov.uk](mailto:commissioningagewell@lancashire.gov.uk) with your contact details if interested. |
| 1. April Uplifts | Jon Blackburn stated LCC are aware providers will be curious about the uplift for PDPS providers. The uplift paper will be going to cabinet for a decision on the 8th of February and the documents will be made public a few days before. There will then be a call-off period, and confirmation will be around the 15th of February. The link can be found at the following location: [https://council.lancashire.gov.uk/ieListDocuments.aspx?CId=122&MId=13742](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcouncil.lancashire.gov.uk%2FieListDocuments.aspx%3FCId%3D122%26MId%3D13742&data=05%7C02%7CAdam.Livermore%40lancashire.gov.uk%7C3b25b72ab3e14c5d641008dc270110ed%7C9f683e26d8b946099ec4e1a36e4bb4d2%7C0%7C0%7C638428132735273324%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=YCOGjcscIDArZXvY90J97VroWeFBUgElBRs%2FUWzXNXU%3D&reserved=0)   . |
| 1. Provider Questions | Donna Briggs asked what information LCC would rely on if CQC asked for feedback. Neil Harrison stated LCC would use any intelligence they hold if asked by CQC.  Donna Briggs asked why some additional funding from the International Recruitment Fund has been offered to successful providers. Jon Blackburn agreed to take the query back to those handling the project and would provide an answer in the FAQ document. |
| 1. Future Meetings - Teams | Rachel Brunton asked providers if they would prefer future meetings to be on Teams, Face-to-Face, or a Hybrid option. Caroline Cosh suggested an alternated approach. LCC will send out a survey. |
| 1. Any other Business | Karen Thompson reminded providers to ensure billing to service users is as accurate as possible, as LCC have noted an increase in people complaining about being charged for care they have not received. Caroline Cosh shared 0300 123 6708, [EXCH.AdultsPayments@lancashire.gov.uk](mailto:EXCH.AdultsPayments@lancashire.gov.uk) as contact details for LCC Finance.  Neil Harrison asked for anyone having issues contacting Finance to contact Contract Management, who can redirect them.  Guardian asked about the possibility of Finance holding some forums due to the difficulties resolving financial issues on the systems. Karen Thompson agreed to speak to Stephen Ingham around future finance updates or forums. Several providers raised issues with amending CPLI lines.  Anushka raised that often packages are offered with no financial assessment, and then clients don't want to pay more and cancel. Clients are also not aware of the 24-hour cancellation notice. Further, there are complications with the 10-minute travel period. There needs to be a clear liaison and clearer communication. Karen Thompson accepted the points made and agreed to take them back to Finance and Adult Social Care.  Karen from Stocks Hall stated there were a few weeks where they were unable to input which created queries with clients invoicing. They added they have two people checking the CPLIs at each point in the process. Karen Thompson stated that bills are sent retrospectively. Stocks Hall suggested work to make that clearer to clients when laying out expectations.  Clive Cooper suggesting having a representative for social workers attending the meeting as a matter of course. Karen Thompson agreed, and added there were ongoing discussions to get a social work representative.  Caroline Cosh raised issues of accuracy of paperwork, such as the incorrect spouse's details being listed.  Caroline Cosh shared the next Social Care Providers Future Workforce Group meeting at the Shout network on Wednesday 31st January. <https://www.google.com/url?q=https://teams.microsoft.com/l/meetup-join/19%253ameeting_MmI1M2M3NDktMzIzNS00YjY2LWE1MjgtY2UxYmI0NmEyZWE2%2540thread.v2/0?context%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%25224b124f13-1132-4c5f-8688-6c764ebd3e7a%2522%257d&sa=D&source=calendar&usd=2&usg=AOvVaw2sl2Kf0hD4lr9jPlMhbr2j>  Jon Blackburn raised that the No Entry process has changed. There is now a form that can be emailed. LCC are planning to create an online form, and the link will be distributed when that is ready.  Jon Blackburn asked if providers wanted anything Health-related on the agenda, as LCC have been contacted by Health Colleagues. Please email any ideas to [commissioningagewell@lancashire.gov.uk](mailto:commissioningagewell@lancashire.gov.uk).  Neil Harrison asked providers to sign up to the Adult Social Care Workforce Data set, as it is an obligation for those on the PDPS, and uptake for Lancashire is low. <https://www.skillsforcare.org.uk/Adult-Social-Care-Workforce-Data/Adult-Social-Care-Workforce-Data-Set/Adult-Social-Care-Workforce-Data-Set.aspx>  Clive Cooper requested a pamphlet for service users containing all important information.  The next meeting will be 17th April 2024. |