

**LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING
CARE PROVIDER FORUM**

**28th March 2024 2pm-4pm
Microsoft Teams**

**Chair: Sumaiya Sufi, Quality Improvement and Safety Specialist, Lancashire
County Council**

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

Apologies: Katie Barnes

Item	Notes and Actions
1) Welcome and Introductions	Sumaiya Sufi welcomed everyone to the meeting. Apologies from Katie Barnes (Care home forum Chair) and Stephen Ingham (LCC Finance), who was due to present on the agenda
2) LCC Updates (Sumaiya Sufi, Denis Greenwood)	<p><u>Contract Management</u></p> <p>The activities forum in Fylde and Wyre will take place on 17th April 2024 from 10:30 am to 12 noon, at the Hamptons centre in Lytham. Please be aware if you are in the Fylde and Wyre area.</p> <p>Contract Management are going to be undertaking more unannounced visits in the near future, especially where there is an action plan around improvements. Please let Sumaiya know if there are any issues or feedback via Sumaiya.sufi@lancashire.gov.uk.</p> <p><u>Care Navigation Residential</u></p> <p>As Denis Greenwood does not work on Thursdays, Sumaiya Sufi will discuss alternative solutions for this update with Katie Barnes.</p> <p>Care Navigation Residential have picked up community referrals seamlessly. Referral numbers have increased with resource, though there were challenges with the workload in winter. Sumaiya passed on thanks from Denis to all providers who supported Care Navigation over the winter period.</p> <p>Please ensure the correct avenues are used for requests. For funding requests, please use the care portal. For social care assessments, please go to the hub.</p> <p><u>Short Term Bed Scheme</u> – Sumaiya passed on thanks to those providers who have signed up to the pathway.</p>



	<p>Please continue to respond and provide the relevant information during our response window.</p> <p>Learning Disability and Autism – the process is currently being drafted with adult social care management. Please continue to engage with LCC concerning bed capacity.</p> <p>The NECS capacity tracker shows Lancashire Care homes are at around 95% returns. Thank you for your continued vigilance as that is a fantastic outcome.</p> <p><u>Specialist Services</u> – There has been no major shift in demand, though specialist services such as Bariatric Care, Complex Behaviours, Dementia Care, and Younger Adults do continue to grow.</p> <p><u>Oral Health Update</u> – There is funding for a scheme to support dental health within care homes. The funding is set to be approved in early April and will cover 15 dental practices. Following approval, the NHS will know which areas of the county will be covered. They are anticipating each practice will support two care homes, but there may be scope to extend that. A key outcome of the scheme will be to assess overall demand.</p> <p><u>Payment Validation Process</u> – About a year ago, LCC introduced the Adults Provider Portal. Only half of the care homes are signed up to this portal, so there is a lot of traffic with queries from other routes. LCC would like to encourage providers to sign up to the portal. There will be a process where care homes must go onto the portal to validate their payment schedule. This will then allow providers to look at what is commissioned and raise queries in a timely manner.</p>
<p>3) Integrated Care Board (ICB) Update (Adele Thornburn)</p>	<p>Adele Thornburn updated that Emma O'Kane thanked everyone for coming to the Safer Care Champions network. Please continue to share best practice you're your Local Care Sector Clinical Lead so it can be collated and shared onwards.</p> <p>For those commissioned through NHS, the Patient Safety Incident Reporting Framework is coming along, though there are delays to the rollout for April and it will likely be later in the year. The team will ensure providers are kept informed and invited to any workshops.</p> <p>The team are aware of some issues where staff are going to A and E with residents and being told they must stay</p>

	<p>for long periods of time. This has been escalated to Jane Brennan, who has raised it at the Directors of Nursing Forum. They have been asked to check their policies, and there will be another meeting today where the issue will be raised again. The intention is to put a group together to discuss the issue. If you are interested in being part of a working group, please let Adele know via a.thornburn@nhs.net.</p> <p>Adele asked providers about communications and engagement, and to let her know if there are any ideas about improving communication and receiving feedback. She suggested a quarterly newsletter as an example. Several providers agreed a newsletter would be beneficial. Adele suggested a survey could be sent out after the meeting. Sumaiya Sufi suggested theming newsletters around key priorities.</p> <p>Fatema Nakhuda gave an update for providers signed up to the NHS standard contract. The ICB have been sending comms to providers enrolling onto the DPS system for payments from April 1st. There are some who have not yet enrolled. Please complete your enrolments or there may be delays for payments after May. Nicola Murray asked how providers can check they have enrolled successfully. Please email Fatema Nakhuda via fatema.nakhuda@nhs.net and she will check. Please ensure to put the name of the provider and the location in your query email.</p>
<p>4) Veteran Friendly Framework – Kathryn Glass</p>	<p>Kathryn Glass introduced herself as the National Programme Lead for the Veteran Friendly Framework and shared a presentation (which will be distributed with the minutes).</p> <p>The Veteran Friendly Framework is a two-year pilot program applied to veterans and their spouses that live in residential care. All the hospitals in the North West (Lancs and South Cumbria) are part of the programme. At present, there are only 20 designated Military Care homes in the country, and 17 are in the south, leaving a lack of cover for the north. The programme provides support and training resources to adopt a veteran-friendly culture within care homes. Once care homes have achieved VFF status the team will continue to work with homes for a further year and will keep in touch for three more on top of that. There are ongoing conversations to substantively fund the programme going forwards.</p>

	<p>For any questions or for more information, please contact vff@starandgarter.org.</p> <p>There are currently three Lancashire Care Homes on the journey with the framework; two in Morecambe and one in Skelmersdale. Kathryn welcomed any further sign-ups.</p>
<p>5) Residential/Nursing Care Payment Validation Process – Stephen Ingham</p>	<p>Stephen Ingham was unable to attend the forum due to it being the end of the financial year. The item will either be brought to the June forum, or there will be a bespoke meeting to address the Payment Validation Process.</p>
<p>6) Chair Facilitates Discussion (Good Practice/ Innovations/ Any other Business)</p>	<p>Sumaiya asked how providers share learning from forums and reviews within organisations. If anyone would like to feed back or share their process, please let either Sumaiya or Katie Barnes know. The intention is to have a session at the next forum.</p> <p>The Department of Health and Social Care is running a round table regarding the NECS Capacity Tracker on Monday the 8th of April for Care Provider Network Leads. The information will be sent with the notes in case anyone would like to attend.</p> <p>The new legislation to make visiting and accompanying a fundamental standard of care will come into force on the 6th of April 2024. The sessions from the Department of Health and Social Care will take place on Wednesday 3rd April. A link to join is in the most recent CQC newsletter.</p> <p>Donna Gillett raised that portal response times are still slow. Sumaiya Sufi will pass that to the relevant team and added that the timely response is being pushed as part of moving people onto the portal.</p> <p>Providers raised that the new CQC portal has been difficult to log onto. Gill Reynolds raised that it isn't working for registration. Michale Scolley raised that he had a new link yesterday that did work. Jane Nicholls raised that she had feedback that CQC are working on the problems.</p> <p>Sumaiya Sufi wished attendees a wonderful bank holiday weekend.</p>