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| **Lancashire Countywide Provider Forum** |
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14th October 2021 14:00

Chair Katie Barnes

Apologies- Sue Capstick- Deborah Gent is standing in

LCC updates from Sumaiya Sufi- Quality Contracts and Safeguarding Adults



* New Contract which the county council want to implement for older peoples' residential homes and nursing homes. Took feedback from this forum and the COVID webinar and a couple of emails. Potentially planning some further engagement around our plans around that implementation. At this stage not much more to share but it is our intention to introduce as soon as we can.
* Nutrition- from county councils monitoring exercises and intelligence received from other partners, nutrition seems to be a key theme from work carried out with providers. There seems to be a gap in knowledge particularly in the work being done with care homes in this area. We are finding that training is not up to date or refreshed. Not following best practice NICE guidance around nutrition. SALT referrals are not made/SALT advice is not being followed. Look at plans and training to support staff. Training has been difficult through the pandemic. The training pack that we issue approx. every quarter is just being updated with further guidance, this will be published as soon as it's available. At the next forum, if not before, you will be hearing from LCC in terms of a nutrition self-assessment that we have developed to support you in understanding which areas you might need to spend a bit of time on.
* NHS Mail- Sumaiya reiterated the importance of NHS Mail. Sumaiya's team has fed back into the system about the lack of value providers apportion to NHS mail given the system doesn’t always use this as preferred communication channel. There will be discussions about what to do in Lancashire in the next few weeks to pull together recommendations and actions. And there are some really good NHS mail rates across Lancashire compared to other areas in the North West but Sumaiya wants to keep this momentum going.



* Contingency planning for winter- Sumaiya has included link on the presentation, templates web pages which providers information and guidance on the areas to cover
* Katie Barnes- asked Sumaiya about nutrition- if Sumaiya was aware of the lengths of time from putting a SALT assessment in to actually receiving support and in terms of dieticians putting that referral in and then getting that support in the care setting. People that are struggling with swallowing in the later stages of life usually pass away before they have had any support – this is what providers are feeding back to Katie. Sometimes SALT assessments can take up to 12 weeks. Dieticians are a bit quicker & may be varied in different areas Katie is advocating for Fylde and Wyre and found 12/16 weeks is a normal threshold for a SALT assessment to take place. **Action**: Any feedback on this email or message on group chat to Sumaiya. It might be resources and the pandemic making things challenging for all services not fully staffed or it may be something that was the same pre pandemic. Sumaiya to raise for at the Quality Group across Lancashire and South Cumbria for regulated care
* Gill Reynolds- Lancaster area perspective- wanted to raise that there are really good links with care home support team in Lancaster and recognises that this team doesn’t operate in all areas but wanted to highlight the work done by them and their speedy referrals.

Feedback on residential finding service–

* Sumaiya confirmed that the Care Navigation team and Residential Finding team now sit under her.
* Denis Greenwood off work currently, in case anything has been sent to him directly contact Sumaiya will support where she can/ take any questions to the team
* Sumaiya has feedback from the team to share today:
* Cases are steadily increasing at the end of last week there were 75 active cases, this is the highest rate since last November an average week there are 60 to 70 active cases.
* Sumaiya confirmed they used to receive a lot of responses to adverts and even though there is availability on the capacity tracker the same level of responses are not being received.
* **Action**: Providers to let Sumaiya know adverts if they are not receiving emails or what can support them to improve response.
* **Action:** Providers to keep [capacity](https://capacitytracker.com/) tracker updated email the team if any changes. Providers to keep contact detail up to date also

Steven Mckiernan Service Delivery Manager falls lifting service



Operates 24/7 if resident falls and has no injury. It’s a Free service by Progress Lifeline available to all care homes. The usual response time is 25 mins which is less time than to wait for an ambulance. The falls lifting service will do an injury assessment initially and if there are any safety issues will call an ambulance. They use a mobile lifting chair (raiser). Even though COVID restrictions have relaxed, staff still wear full PPE. The referral number 01772 436783 (24-hour number for referral).

A demonstration can be organised at the care home by contacting:

Steven on 07765231213 or email [smckiernan@progressgroup.org.uk](mailto:smckiernan@progressgroup.org.uk)

Presentation on Electronic Care Records from Deborah Gent



Deborah Gent from Lancashire and South Cumbria Health and Care Partnership gave a Presentation on Digitising Social Care Records Programme.

Helen Grimshaw- Fraud Safeguarding officer for Lancashire Constabulary

Helen covers the whole of Lancashire. The force are in the process of changing how they manage fraud. One of Helen's jobs is around making sure that the force get the right protect and prevent message out to vulnerable victims. Also working with people who have already become a victim and working with those who are vulnerable to being a victim. Helen pointed out that there has been social media news of a recent spike in courier frauds. Courier frauds is one of the highest risk frauds whereby people are contacting the vulnerable and they tend to be the elderly. The contact is made by telephone and are pretending to either be their Bank or more recently there has been a spoke in pretending to be Police Officers. The criminals are experts at researching who they need to contact and probably get details from data breaches etc and are ruthless in trying to defraud people out of their life savings. Helen has personally spent a few days visiting some of these victims and reports the effects are quite devastating. Helen wants to try to develop the forces relationship with partner agencies. The new process is in development at this stage and Helen is new to the post (nearly two months) after working for the constabulary for 3 years. The constabulary would like an inroad into forums like this so that the up to date messages are sent out quickly such as the courier fraud and recent social media and press releases are conveyed. The quick messages help other people to say 'I've been a victim of this' and report it and stopping people from handing over their life savings. Helen would like to make sure she has an email address so that she can ensure messages can go out to the care providers. Helen would like the force to offer staff training also and talking to people who are visiting vulnerable people in their home setting. Particularly looking out for the signs of how to see when someone is being defrauded. Also letting providers know what the police can do such as a call blocker for victims of courier fraud to assist stopping nuisance calls. Ensuring providers know of the referral process for how to let the force know if there are any concerns. Helen is keen to work together so if there is a vulnerable victim to work together rather than too many other services approaching the victim.

Helen also works closely with Cyber Protect officers so there may be assistance available on for providers as businesses to help protection against cyber-attacks.

Helen proposes running a series of events over a few weeks to offer training to get a wide message across and look at going forward the best way to get the messages out.

For anyone that wishes to contact Helen directly she can be contacted by email:

[Helen.Grimshaw@lancashire.pnn.police.uk](mailto:Helen.Grimshaw@lancashire.pnn.police.uk)

If you think someone has been a victim of a fraud, then call 101 to report it to the contact centre comms team. Advice can also be sought online at 'Action Fraud'.

**Action for Sumaiya-** Link Helen to other platforms that would also benefit from Helen's service such as Safeguarding Champions.

Discussions, Updates Good Practice

Sumaiya ran through some of the questions/ feedback received on the Adam tool- scoring, drop down box. Sumaiya has reiterated that the scoring is for their service to provide assistance. Sumaiya advised that changes have been made taking feedback into account. **Action** Sumaiya to speak to Adam colleagues on duplicate questions between quarterly and monthly e-forms

**Action** **for all**: if there is more feedback regarding the Adam tool contact Sumaiya.

Katie asked Sumaiya regarding the IPC, End of Life Forums, Safeguarding Forum and other forums. Sumaiya is keen to get them going again despite being mindful of other pressures still.

Discussion between Katie and Sumaiya around keeping these forums going online not in person yet due to the pandemic.

**Action:** Sumaiya will raise LCC and NHS colleagues to try and agree how and when to bring these other forums back.

**Action to all:** Contact Katie or Sumaiya if they would like anything adding to future forum agendas.

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**Date and time of next forum: 13th January 2022, 2pm till 4pm. Zoom link will be shared nearer the time.**