

LCC Home Care Forum

23rd March 2025

9:30 – 12:00pm

Chair: Caroline Cosh, Clifton Homecare Limited

Deputy Chair: Carol Hargreaves, Masterstaff

Notes: Adam Livermore, Commissioning Support Officer, Lancashire County Council

Agenda Item	Notes
1) Introduction from Chairs	Caroline Cosh and Carol Hargreaves introduced themselves as the chair and deputy chair respectively and welcomed everyone to the meeting.
2) Items from January Meeting	<p>Caroline Cosh raised the following items from the January meeting:</p> <p><u>Social Care Operations Representative</u> – Jon Blackburn updated that Hazel Lynch has agreed to attend future forums, and there is the potential to have other representatives on a rotational basis. Helen Coombes was planning to attend but has sent her apologies. However, there will be future opportunities for providers to meet her. Jon suggested having the Living Better Lives in Lancashire programme as an item on a future forum agenda.</p> <p>Caroline Cosh asked providers to send suggestions of potential speakers or topics to lancshomecareforum@gmail.com.</p> <p><u>Data Analysis</u> – Jon Blackburn and Tahera Chaudhrey will be presenting on LCC's data later in the forum.</p> <p><u>No Entry</u> – providers had raised that they don't receive feedback following a No Entry form submission. Jon Blackburn will give an update later in the forum.</p> <p><u>Provider Direct Point of Contact</u> – Jon Blackburn has had discussions with Customer Services and will update later in the forum.</p> <p><u>Round 2 Provider Update</u> – there are now 113 providers on the PDPS. Jon and Tahera will give an updated market position during the LCC section of the forum.</p>



	<p>Caroline Cosh updated that the issues with the 11am distribution of packages have been resolved. Rebecca Yates added that packages may go out around 10:30 am at weekends due to capacity within Care Navigation. If there are any ongoing issues, please let her know via Rebecca.Yates@lancashire.gov.uk.</p> <p>Domiciliary Home Care Services (DHCS) raised that they had packages appear on the system when they had not received email notifications. Rebecca Yates recommended that any such issues should be passed to Procurement Information Management at PIM@lancashire.gov.uk.</p> <p>Caroline Cosh stated that Andrew Richards sent out an email regarding KPI submissions on the 31st of March. She reminded providers that LCC use a three-trigger approach. Providers will get a reminder after the first late submission, a reminder to a senior manager after the second, and then after the third LCC will seek legal advice about notice for breach of contract.</p>
3) LCC update on Commissioning Patterns/Trends	<p>Tahera Chaudhrey introduced herself as the Contract Manager for the Non-Residential Team. She added that, for the first two quarters of the PDPS contract, there were significant numbers of providers not returning their KPI data due to issues with the PAMMS system. LCC have discounted the first two quarters from the data due to the issues, and the three-trigger approach for late KPIs applies from the third quarter. There are 7 providers at trigger level two, with an additional 22 at trigger level one. Providers have 15 days to return responses at the end of a quarter. Please be aware and have systems in place ensure returns in without waiting for the notification emails. LCC will be moving away from PAMMS going forwards and returning to the previous spreadsheet system for KPIs.</p> <p>Caroline Cosh asked when the trigger approach will count from for new providers. Tahera confirmed their first submissions will be due around 15th July 2025.</p> <p>Majestic Care North West asked about feedback from KPI submissions. Tahera answered that feedback should be provided as part of the contract review, but asked providers to let LCC know if there is anything further, they would like to see regarding feedback. Karen Thompson added that providers should be submitting raw data and should know if they meet KPIs or not. Previously, LCC were able to benchmark providers and anonymise the information, and</p>

	<p>they will be looking to do that again after they have returned to the old system. If a provider wants a contract review or additional feedback, please contact your Contract Monitoring Officer.</p> <p>Tahera presented a spreadsheet with data on the package of care responses. Each quarter showed the total submitted responses, with the target being 95% across the market. Quarter 1 had 61% of providers at high risk due to non-response, dropping to 55% for quarter 2, then 49% and 50% for Q3 and Q4, respectively. LCC are holding private discussions with high-risk and medium risk-providers to put together a KPI action plan. Caroline Cosh added that if a provider has a change of details, they should pass that on to their Contract Monitoring Officer.</p> <p>Kat Nicholls raised that all their packages are going to all their branches, and that some branches have stopped responding in case another branch could do it. Karent Thompson raised that they would need a separate Ebrokerage account for each branch. Kat Nicholls raised that they had done that but were still receiving packages going to multiple places. Karen answered that they would need to correct the system to make sure that they only have packages going to the correct offices for wards. She advised that there are Organisational and Branch level accounts on the system. Organisational accounts will be able to see all the packages offered to a provider, Branch-level accounts will only be able to see packages for their branch. Please contact ebrokeragesupport@lancashire.gov.uk if there are issues.</p> <p>DHCS raised in the chat that they are either not receiving emails or are receiving packages outside their wards. They also asked how 24-hour packages are factored into the data. Karen Thompson answered that urgent packages are factored into the KPI response data. LCC may need to investigate removing them, as most packages have the 3-day turnaround. Karl Yates added there have been some issues due to Care Navigation errors when selecting branches. Rebecca Yates asked providers to email Care Navigation if that is happening a lot so it can be investigated.</p> <p>James Richardson asked if it was possible for providers to only respond to packages they can accept. Karen</p>
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	<p>Thompson answered that it wasn't possible and wasn't covered under the agreed KPIs.</p> <p>Jimmy from Surecare asked if information on the KPI response rate could be sent to providers ahead of meetings with Contract Managers. Tahera Chaudhrey agreed to investigate the possibility. Jon Blackburn added that there are plans for more LCC staff to have access to the Ebrokerage reporting function so they can get more data to providers inform contract monitoring.</p> <p>Donna raised, via the Teams chat, that there were occasions of discrepancies between LCC data and provider data. Karen Thompson answered that LCC look into reasons providers might not be responding every time they investigate this issue. Providers will also have their own records, and it is possible to do a cross-reference in individual cases.</p> <p>Caroline Cosh raised that there had been a query about the time of the forums. She asked providers to let her know if they felt 9:30 am was an unmanageable time, and then the chairs will decide whether to send out a poll or not.</p> <p>Carol Hargreaves asked for the meeting recording to go on the LCC website. LCC agreed that it could. It will be accessible via Care service provider engagement - Lancashire County Council when available.</p> <p>Caroline Cosh updated that there have been ongoing conversations around Short-Term Care at Home blockages where there is already a package of care in place.</p> <p>Jon Blackburn gave a presentation featuring Homecare statistics and Short-Term Care at Home scenarios. It will be included with the minutes.</p> <p>Jon Blackburn updated he had discussed the No-Entry form with the Customer Service Centre, who confirmed they act on them immediately and either contact the active worker or the duty worker. There is also a plan for a direct line to Customer Services for providers, which will be in place over the summer. There will also be a direct online form for providers.</p> <p>There are now around 90 Homecare referrals a week The numbers have dropped overall from 2023 but are currently</p>
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	<p>trending up. There have been 790 packages through Ebrokerage since the 17th of February. According to the Ebrokerage reporting summary, there are providers with acceptance rates of less than 5%. 9 have not responded to any packages. There may be providers with wards they aren't delivering to, causing issues with fair package distribution and risking a false picture of the Lancashire Market.</p> <p>Caroline Cosh raised that providers are stating they are responding to packages, and the success rate is low for all. The forum discussed the possibility of providers checking their wards once more and suggested sending out the returns again. Jon Blackburn added that LCC are currently working on a master list of wards and would currently be unable to track if providers are changing wards themselves. However, once that system issue is fixed, they are hoping to be more dynamic and allow providers to change their wards themselves.</p> <p>Caroline Cosh asked for an update on Round 3 of the PDPS. Jon answered that LCC were awaiting a response from legal as there are other lots on the PDPS such as Extra Care. The proposal is to postpone reevaluating applications until 2026.</p> <p>Caroline Cosh asked if there was data on service users waiting for packages to be commissioned. Karen Thompson answered that Business Intelligence may hold that data.</p> <p>Caroline Cosh gave some feedback from the Provider Working Group. There is ongoing work around Short-Term Care at Home blockages, specifically looking at people being referred unnecessarily or staying on the service longer than they should. There will be a subgroup meeting on the 29th of April, feeding into the next working group on the 7th of May. There have also been concerns that Short-Term Care at Home packages are being considered by Care Navigation as part of distributing packages fairly, which will be discussed in more detail with Rebecca Yates at the next meeting. There is also a plan for communications to reduce the unnecessary referrals.</p> <p>Risk Profile Evaluations are being conducted based on intelligence LCC has received. Please be aware.</p>
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	<p>There has been some confusion about mileage costs. Communications will go out to providers and social workers that mileage is 45p per mile. There will also be an information booklet to mitigate the challenges around setting realistic expectations at the start of packages. Please also check that your Business Use Insurance covers workers to transport people in their cars as it is now tiered.</p>
4) Provider Only Meeting	As the minutes are handled by LCC, they were not taken for this section.
5) Feedback	<p>Caroline Cosh raised the possibility of the NHS joining the forum. Jon Blackburn advised that Health are a named party on the PDPS, so it is up to them to say when they want to join. Karen Thompson stated that the ICB had asked to join in the past and clarified that this is a provider-led forum with the option to give the ICB a slot. Caroline stated she was concerned a slot would not be long enough but liked the idea of a working group. Karen Thompson agreed to approach Barry Glasspell about the possibility.</p> <p>Caroline Cosh asked about the Direct Payment uplift of 1.4%, which doesn't cover the uplift in fees. Jon Blackburn answered that he didn't know the reasoning behind the uplift calculation but he agreed to find out.</p>
6) Dates for Future Meetings	<p>The remaining meetings for 2025 are 16th of July 2025 and 5th of November 2025 at 9:30 am to 12 noon.</p> <p>Caroline Cosh suggested LCC's position on unregulated care would be a useful item for a future forum.</p> <p>Carol Hargreaves suggested inviting Helen Coombes to the next forum.</p>
7) AOB and Close	An announcement about round 3 of the PDPS will be made soon, which will include information on unregulated care.