

LCC Home Care Forum

04.02.2026

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	<p>Caroline Cosh and Carol Hargreaves introduced themselves as the chair and deputy chair respectively and welcomed everyone to the meeting.</p> <p>They asked attendees to contact lancshomecareforum@gmail.com to be added to the distribution list if they do not receive emails from the forum.</p> <p>John Williams introduced himself as the new LCC Director of Operations for older peoples' services, having been working with Lancashire for 6 months. There will be communication around new ways of working distributed in April, and LCC will be seeking input from providers on potential improvements. Caroline stated that providers would appreciate more direct and timely communications.</p> <p>John Williams stated he would be interested in attending a session of the working group to discuss issues.</p> <p>Matthew Emerson introduced himself as the new Director of Strategic Commissioning.</p>
2) Forum Updates	<p><u>Update on Fee Uplift and Stewardship Project</u> Caroline Cosh updated that Clare Mattinson was due to give an update on the stewardship project, but she is unfortunately off work.</p> <p>Caroline updated that the fee uplift will be decided at the LCC cabinet meeting tomorrow. The proposed uplift has been published and can be found on the council website.</p> <p><u>Previous Forum Actions and Provider Working Group Summary</u></p>



	<p>Caroline updated that the last working group was incredibly positive, and she will distribute the notes as soon as they are available.</p> <p>Communication regarding hospital discharges went out towards the end of November. If a client comes out of hospital with similar needs they should be returned to the original provider unless that provider is unable to take on the package or there are safeguarding issues. This is critical for clients' wellbeing and continuity of care. If this is not happening, please contact the forum chairs who will pass it to LCC colleagues and feed it into the working group.</p> <p>Caroline stated they would like a provider representing Lancaster and Morecambe and a provider representing West Lancs on the working group. If anyone is interested, please contact lancshomecareforum@gmail.com.</p> <p><u>Update on Chair Position</u></p> <p>Caroline updated that they had asked LCC colleagues to send out an email about a chair for the provider forum to ensure fairness of opportunity to the market. Hannah Parkinson added there had been a good response and providers were happy with the chairs. There may be another opportunity presented in a year.</p>
<p>3) LCC Relevant Updates (The presentation will be included with the minutes)</p>	<p><u>Commissioning Update – Hannah Parkinson</u> Hannah Parkinson detailed the changes in Homecare hours since last year, with an increase starting in July and continuing through the winter period. There has been a dip in long-term packages, and a slight increase in spot packages in January due to winter pressures and the SCSO strike. This mirrors the spike from last year. Further details are included in the slides.</p> <p><u>Testing and Sourcing Data – Karen Thompson</u> Karen Thompson updated that the ward cleanse work for Ebrokerage has now been completed, and the updated register is on the LCC website. She had asked all providers for an updated list of wards. If there was no response, wards were either left the same or reverted to the last return that provider submitted.</p> <p>Some providers have asked if they can amend their wards. A process has been drafted but is awaiting feedback from Care Navigation and Procurement. There are also ongoing discussions about how to manage the process. For</p>

example, if providers are considering adding wards, there will need to be conversations around expected hours and provider coverage in the area to manage expectations. Caroline Cosh asked how confident Karen was that providers were in the correct wards. Karen replied she was reasonably confident, but if there are any incorrect, please contact her via Karen.Thompson2@lancashire.gov.uk.

LCC have added a sensory impairment category to Ebrokerage, as there are some providers that are only on the PDPS to provide sensory impairment packages.

Care Navigation is now managed by Joe Cragg, and he and Karen are working closely together.

Karen Thompson updated that at a previous working group there were proposals to ensure quality of service as part of the KPIs. LCC were also asked to send providers their KPI rates. LCC have now started sending out that information. There were concerns raised that the data was incorrect, so LCC have done some cross-referencing. If any provider feels their KPI information is incorrect, please contact Karen. Please be aware she may not be able to respond directly to every email, but they will be actioned.

Caroline Cosh suggested the change of system from Oracle to Ebrokerage has caused issues with the KPI response rates. Karen agreed, and asked providers to let LCC know if they receive any packages of care outside of their remit. They may be manual errors and could therefore be taken out of the KPI rates.

Karen updated that Contract Management are hoping to get raw data for the KPIs to providers for January in the next week. There is a key in the presentation to show what the different placement responses mean, and what will be included in this data.

Kate Coleman and Rebecca Yates will be creating a shortlisting procedure to establish using KPI response rates in the allocation of care packages. They will be refreshing the data on a regular basis to allow providers the opportunity to improve their response rates. They hope to introduce this in a couple of months.

Caroline Cosh asked if there were still several providers not meeting the KPI rates. Karen provided the below snapshot.

KPI 2 Response Summary

Q4

132 locations

No of locations	KPI Response Rate
47	95%+
43	80% - 94%+
30	50% - 79%
12	Less than 50%

Carol Hargreaves raised a question from the Teams chat, asking if LCC could provide how many care hours there are in each ward. Karen Thompson suggested that LCC could provide a breakdown of districts, which she agreed to provide to begin with, though data for each individual ward could be a lot of information to share at a forum.

Ismail Imtiaz asked if E-Brokerage could be set up so providers see what LCC sees in relation to offers and responses. Karen clarified that LCC are working to ensure providers can see the markets insight dashboard, though what she can see in-system is almost exactly what providers can.

Ismail asked what the timeline window would be for the Proof of Concept for the introduction of KPIs into the allocation process. Karen answered that LCC are hoping to identify a timescale but don't have one to share presently.

Ismail asked for clarification on why 24-hour packages of care are released at weekends when these are primarily non-working hours. Karen answered that it is part of the contract with LCC that providers work seven days a week, which is why there are packages at the weekend. Further, Care Navigation still work at weekends and people still need discharges from hospital.

Several providers raised they had received packages for Hyndburn despite not being in the area. Karen agreed to contact Care Navigation and Caroline Cosh agreed to forward any emails about the issue to Karen.

Trusted Review Process – Mick Duffy

Mick Duffy stated this has been a positive project so far. They have completed phase one with Guardian and

Homecare Services, and phase two involved nine providers from the working group. Mick Duffy gave an overview of the outcomes, with information detailed in the slides. Reviews were completed in a timelier manner and were more person-centred and strength-based.

Mick also shared the Trusted Review form that reviewers will be filling in. LCC have worked with providers to establish it and ensure that it is Care Act compliant.

CC updated they had positive feedback from clients. There had been some tricky conversations with clients about reductions or terminations of packages of care, but they have established those conversations could be referred to LCC, especially in any cases of conflict of interest. Mick added that, in those situations, cases went back to the review team, who dealt with them quickly.

Jimmy Anyon felt the form was very basic and asked if it was possible to attach a document with more information. Mick Duffy agreed to ask digital services about the possibility. Jimmy asked if there was a risk of a backlog being caused by all providers doing Trusted Reviewer at the same time due to the number of overdue reviews. Mick Duffy stated that rollout would be gradual and added most cases are on the portal within seven days. LCC are committed to working towards that seven-day deadline.

Claire Evans felt the trusted review project would be a win-win and asked if it is happening elsewhere in the country. MD stated that it is, and that he had contacted 5-10 different local authorities who have implemented it at the start of the process.

Caroline Cosh asked when there would be a further update on the timescales. Mick answered there would be one in the next few weeks.

Update on Visits Module – Michaela George

Michaela George introduced herself as an External Partner with BetterGov working with LCC on improvement programmes. She gave a presentation on the visits module which will be included in the slides.

It was identified there were several bottlenecks in current LCC processes specifically to do with the inability to store visit data in the system. As such they are piloting the visits

	<p>module with three providers, who now have two new imports available to them, including anonymised carer data.</p> <p>Caroline Cosh asked about the timeline. Hannah Parkinson stated that LCC will evaluate over the next month, and will decide about rollout around the 3rd of March. If it does go wider, there would be the potential for full rollout around summertime, with training for providers.</p> <p>Ryan Godwin asked if systems must be compatible with LCC's systems to gather the information. Michaela George answered that most people use the same ECM system providers. If a provider is not engaged with one of the providers LCC have already worked with, LCC will work with their system provider to ensure the visit file is built to specification and tested prior to any transition. Ryan added that providers would need to avoid increases in system costs. Michaela George answered that LCC are considering that as part of the evaluation and development process.</p> <p>Caroline asked which ECM systems LCC have worked with. Michaela answered Careline Live, Birdie, and One Touch.</p>
4) Provider Only Meeting	As the minutes are handled by LCC, they were not taken for this section.
5) Feedback	<p>Caroline Cosh fed back that LCC have a proposed fee for providers and one for service users, and the latter is higher by 50p. She asked if that is correct and, if so, what is the reasoning behind that. Hannah Parkinson and Andrea Cox agreed to seek clarification internally but added that it would be discussed by Cabinet on 05/02/2026. The fees will be finalised during that Cabinet meeting.</p> <p>Karen Thompson stated that the next step for the ward cleanse will be investigating which providers are in wards on-system which they don't operate in.</p>
6) Dates for Future Meetings	The next forums are 13 th of May and 12 th of August, both on Teams. The 4 th of November will be held face-to-face at County Hall.
7) AOB and Close	James Richardson raised the engagement event with the ICB and gave a brief update regarding replicating the working group. He asked if there was any update on ongoing work to align with the local authority. Karen stated that LCC were always having conversations with the ICB higher up in the hierarchy, but they are still working separately and there was no further update to give.

	<p>Caroline Cosh updated that she had sent out an email about the North West Cyber Resilience Centre offer and put the information in the Teams chat. She also entered the Working Group Expectations and Participation Guidance into the Teams chat.</p> <p>CC raised a question if the council is still looking to implement the national living wage.</p> <p>Jodie raised that providers would struggle to match NHS and LCC wages under the Tier 2 Code of equitable rates under the Employments Rights Bill. She and Caroline Cosh asked if anyone at LCC was investigating the implications of the bill on providers. Hannah Parkinson agreed to raise it internally, and added she knew Clare Mattinson was aware.</p>
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