

# LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM

27<sup>th</sup> January 2026 1-4pm  
Microsoft Teams

Chair: Katie Barnes

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

Item	Notes and Actions
1) Welcome and Introductions	Katie Barnes and Sumaiya Sufi welcomed everyone to the forum.
2) Keith Moreton – Vaccination Matters (ICB)	<p>Keith Moreton introduced himself, his colleagues Jenni Bamford and Natalie Blackstone, and the director of the Vaccination Matters programme Carole McCann. The initiative was introduced in December. Keith shared a presentation which will be included with the minutes.</p> <p>The scheme is intended to increase the uptake of vaccinations, including flu vaccinations. The Capacity Tracker is the only nationally available resource for tracking flu vaccination uptake. Within the LCC footprint reporting vaccination data is 11%. The ICB will be working with care home managers to ensure Capacity Tracker submissions cover vaccination data.</p> <p>Natalie Blackstone promoted the Vaccination Matters online platform, accessed through a QR code in the presentation, and recommended providers explore and interact as much as possible. She presented reasons why people might not get vaccinated and the challenges of assuaging those concerns.</p> <p>Nadine Phillips raised that in the private sector staff must receive vaccinations externally when they are not on shift. Katie Barnes added that sometimes care homes will vaccinate staff on shift if there are enough vaccines, but appreciated that people having to go on their own time can be a sticking point. Keith Moreton answered that the ICB have launched a bespoke model where homes with nursing staff can provide vaccinations in their own right. He also asked providers to contact the Vaccination matters service if the local GP offer isn't covering what they require.</p>



<p>3) Julia Walker – LCC Safeguarding</p>	<p>Julia Walker introduced herself as the Operations Manager for the Safeguarding Service. She gave an overview of the service, discussed what they are looking to improve, and how they are trying to engage with providers. The presentation will be included with the minutes.</p> <p>There is a new portal for providers to raise safeguarding issues. That portal contains the LSAB (Lancashire Safeguarding Adults Board) guidance on what should and should not be raised as a safeguarding alert.</p> <p>Leanne Griffin raised that she felt a lot of information was duplicated as providers must send the same information to the Safeguarding Team and the Integrated Care Board. Sumiaya Sufi answered that LCC had held conversations in the past about providers having to submit information to multiple agencies. They have worked to address it as much as possible, though each organisation has its own governance and reporting to each organisation will be part of a provider's contract with that organisation.</p> <p>Renatta Clerice-Ologbosere requested a backup for when the portal isn't working, as they had an issue over Christmas.</p> <p>Renatta asked about the process for situations where inappropriate safeguarding alerts are raised multiple times, and how the situation is addressed. Julia answered that her team are aware when there are issues with influxes of safeguarding alerts, and they are obligated to look at every issue raised. However, they do take into consideration shifts such as changes in managers. Sumaiya Sufi added that this is where partnership working is important. She appreciated the process is resource intensive, but LCC do have responsibilities under the care act and if there is a succession of alerts in a short space they may not need to ask for information a second time. Julia Walker added that if an alert is raised for the same issue, they may be able to respond that it has been or is being investigated under a previous alert.</p> <p>Renatta raised that social workers and the police had not visited for safeguarding alerts where money is involved, which allowed issues to perpetuate and let the care home down. Katie Barnes stated she had been through the same process and found it can be tough for the care home manager, and she has been advised that</p>
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	<p>safeguarding cannot help with people's finances anymore. Sumaiya Sufi updated that LCC contract an organisation called Money Carers Foundation, and she is hoping to have an item about it at the next forum. She accepted there is a knowledge gap for social workers and care homes about what Money Carers Foundation can offer. Katie Barnes fed back that the people care homes care for don't have the resources to engage with Money Carers Foundation due to the fees involved. Clare Mattinson asked people to put key questions for that future presentation in the chat.</p> <p>If there are any further questions, please contact Julia via <a href="mailto:julia.walker@lancashire.gov.uk">julia.walker@lancashire.gov.uk</a>.</p>
<p>4) LCC Commissioning Updates</p>	<p>Clare Mattinson shared the Adults Health and Wellbeing Leadership structure. It will be distributed with the minutes.</p> <p><u>Market Management</u></p> <p>Clare Mattinson updated that the budget will be going to cabinet for sign-off in February, and she thanked everyone who filled out the fee-setting survey. The scrutiny papers can be accessed via the LCC website via: <a href="#">Council - Agenda for Budget and Finance Scrutiny Committee on Wednesday, 21st January, 2026, 9.30 am</a></p> <p><a href="#">Council - Agenda for Cabinet on Thursday, 5th February, 2026, 2.00 pm</a></p> <p>Following the cabinet meeting, there will be a call-in period between a week to ten days, and then the outcome will be official. For this year, LCC have spoken to neighbouring authorities and have looked at the ADASS footprints. They have done the CPI in September and applied the affordability factor. Clare shared potential fees, suggesting an increase of just over 4%. Clare added that LCC is going to a 3.9% council increase, but they have gone to full potential increase for the adult social care preset.</p> <p>Oliver Lightowlers asked if it was right to assume CPIs would be 3.8% and what percentage was staffing provision. CM stated that she would investigate though added that it could be different for different parts of the market.</p>

Clare updated that commissioning are going to cabinet in February with potential items to recommission in the next 12-18 months. They are planning an improved contract for residential and nursing.

### Care Navigation

Joe Cragg introduced himself as one of the commissioning managers. He is now the service manager across Care Navigation for Residential and Homecare.

Oliva Atack gave a presentation on Care Navigation Residential, including a service overview, which will be included with the minutes. They are currently managing hospital discharge, community referrals, care home transfers, transitions, and referrals requiring a care home placement.

Joe Cragg updated that Ebrokerage went live for Residential care homes last December. The roll out has been successful. However, several individual homes have been in contact with various issues, including their level of package awards and the impact that might have. LCC are intending to go to the market for feedback on the system. If any providers aren't on Ebrokerage please reach out either to Joe directly via [joe.cragg@lancashire.gov.uk](mailto:joe.cragg@lancashire.gov.uk) or to Ebrokerage support via [ebrokeragesupport@lancashire.gov.uk](mailto:ebrokeragesupport@lancashire.gov.uk).

Hannah Townson asked what volume of packages are going out to care homes, as her service in Clitheroe has only received six in the last two months. Joe raised that LCC had received some enquiries from care homes in the East, and there are pressures and challenges with prioritising people from the community requiring bed-based care. LCC are working on increasing resource. He asked Hannah to email him the details of her care home. Sumaiya Sufi answered that she had been contacted by several East Lancashire providers and that capacity in the east currently far outweighs demand. Joe added that the algorithms only pick up providers who can deliver the CQC requirements for each individual package of care.

Hannah Townson asked if nurses on the wards are aware of the Ebrokerage system, as they have received challenges from the nurses even when they have been chosen by the family. Clare Mattinson clarified those challenges should not be happening. Katie Barnes added that social workers have been advising that the family

	<p>can't make a choice if packages have not gone through Ebrokerage. Sumaiya clarified that it depends on the discharge pathway, as residential or residential dementia do need to be assessed as requiring a service on the short-term bed pathway.</p> <p>Nadine Phillips raised concerns that when a package was not awarded on Ebrokerage the system had marked it as declined, which could affect KPIs. Joe Cragg asked for examples to be sent to him so the issue could be investigated and clarified that when a package is awarded or not there should be a reason. Olivia Atack raised that LCC had noticed care navigators aren't always awarding packages via Ebrokerage even when the person has gone into the placement, and management would be clearing this up with staff.</p> <p>Leanne Griffin raised that her service had accepted two packages, noting that they charge a top-up fee. In both cases, the family have told them they were never informed about the fee. Olivia Atack answered that Care Navigation should be telling families about additional fees prior to any decision. It is possible that it has been missed and asked Leanne to share details of those packages with her.</p> <p>Clare Mattinson thanked providers for their patience and support with the transition to the new system. She added that the Homecare and Supported Living Forums have working groups for deeper investigations and suggested one may benefit the Care Home Forum. Sumaiya Sufi agreed to arrange a working group.</p>
<p>5) Liz Williams – Integrated Care Board</p>	<p>Liz Williams introduces herself as the Training and Development lead with the ICB (Integrated Care Board) and gave a presentation with an update. The slides will be included in the minutes.</p> <p>There are ongoing changes. The presentation outlined the operating model narrative ICB staff have been passed, as well as detailing the key activities for the ICB's commissioning teams. The commissioning footprints will be reverting to the one from three years ago, with Morecambe, Fylde Coast, Central and West, and Pennine areas.</p>

	<p>Gill Reynolds asked how the Safe Care Forum is being presented. Liz confirmed it would be over Teams, and she agreed to share the link.</p> <p>Sumaiya Sufi updated that they are now in month one of their new way of submitting quality returns. There have been some difficulties with transition, so grace will be provided around any missed deadlines this month.</p> <p>Sumaiya raised that several providers had raised how difficult it is to contact adult social care. Providers can raise requests digitally via <a href="#">Adult social care - Lancashire County Council</a>. There is also a service called AskSara to provide information about products and equipment to make daily living easier.</p> <p>Mark asked if this portal could be used if providers had been underpaid. Sumaiya answered that it should be used six months before to inform LCC a self-funder is falling below the threshold, but providers should still use the Oracle portal to report discrepancies around fees.</p>
<p>6) Chair Facilitates Discussion – Good Practice/Innovative Interventions/ Initiative/ Reflections/ Learning</p>	<p>Katie Barnes suggested CQC, fees, and market management as items for the next meeting. Sumaiya Sufi suggested an item feeding back from the working group. She also recommended a break mid-agenda.</p>
<p>7) Any other business</p>	<p>No further business was raised.</p>