

# Minutes



## Care Home and Home Care Partnership Meeting

**Date:** 07.09.2017  
**Time:** 10.00 – 12.00  
**Location:** Trevithick, Sedgemoor, St Austell

<b>Attendees:</b>		<b>Apologies:</b>	
Jonathan Price	Service Director Adult Transformation and Commissioning <b>(Chair)</b>	Kate Alcock	Commissioning Manager
Vicki Allan	Commissioning Manager	Kim Dowsing	Head of Commissioning Working Age Adults
Martin Body	Programme Manager	Claire Leandro	Service Director, Adult Care and Support
Karen Hooper	Programme Manager	Rona Laity	Service Manager Personalisation & Care
Gina Pearson	Head of Community Services	Katrina Leahy	Operational Service Manager
Gill Thornton	Programme Manager	Liz Nichols	Head of Commissioning Later Life
Sarah Scoltock	Safeguarding Adult Board Business Mana	Angela Stevens	Senior Finance Business Analysis
Val Smith	Business Partner, Resources	Ann Smith	Head of Safeguarding and Quality
David Sullivan	Programme Manager	Angie Turner	CFT
Nigel Timmins	Lead Auditor	Rab McEwan	RCHT
Sandy Williams	Service Manager (Adult Social Care),		
Niall Waters-Fuller	Head of Commercial		
Sara Rowe	Kernow CCG	Bernie Edwards	Kernow CCG
Jodie Wilson	Healthwatchcornwall	Debbie Pritchard Amanda Stratford	Healthwatchcornwall
Iris Chalmers	Minute Taker, PA to Jonathan Price		
<b>Cornwall Partners in Care (CPIC)</b> David Smith Mary Anson Carol Richards Jennifer Nancarrow-Allen Christine Rowberry Peni Rapo Tish Berriman		<b>Apologies</b> Rebecca Atkey, Denis Winder, Lynn Toman Tracey Date, Stuart Whittaker, Diane Dyckhoff, Jeanette Halfpenny, Kevin Taylor-McHale, Laura Lutey, Simon Davis, S Pol, Vtthedownes, Jamie Murden, Sharon Tedstone Shirley Polmounter, Chris Chalkley, Naomi Blackmore Mr Frew, Right Nurse, vtcountycareLtd, Jeremy Preedy Shena Gambold, Steve Gray	

1	<p><b>Welcome and apologies</b></p> <p>Colleagues were welcomed and apologies were noted. David Smith sought confirmation that the comprehensive minutes presented today could be posted on the CPIC website. This was agreed.</p>
2	<p><b>Minutes and accuracy of the minutes of the meeting held on 10.08.2017</b></p> <p>With the inclusion of the following amendments the minutes were agreed as an accurate record of the meeting.</p> <p><b>Title of the meeting</b></p> <ul style="list-style-type: none"> <li>• 'Care Home and Home Care Partnership Meeting' not 'Care at Home and Home Care Partnership Meeting.</li> </ul> <p><b>Attendees</b></p> <ul style="list-style-type: none"> <li>• Gill Thorton confirmed her attendance at the meeting on 10.08.2017</li> </ul> <p><b>Certification of Deaths, page 3</b></p> <ul style="list-style-type: none"> <li>• Gill Thornton confirmed that she had contacted Tryphaena Doyle to make contact with David Smith. David Smith advised that this had not happened.</li> <li>• It was further confirmed that this had not been introduced to Nursing Homes in August. Tryphaena Doyle of the KCCG indicated that she believed the letters had been issued.</li> </ul> <p><b>The following amendment was agreed:</b></p> <p><b>Providers attending this meeting reiterated that they had not received notification and Mary Anson advised that she too had surveyed 10 additional homes who confirmed the same.</b></p> <p>Action 07: Jonathan Price will liaise with the KCCG for confirmation.  <i>Update 07.09.2017: Tryphaena Doyle at the KCCG confirmed she will ask Cornwall Health to make direct contact with David Smith as the policy is theirs, and not the KCCG.</i></p>
3	<p><b>Actions</b></p> <p>Jonathan Price advises of the action grid which will record all actions from this meeting and their current status. He referred to minutes to address the actions from 16.06.2017</p> <ul style="list-style-type: none"> <li>• <b>Home Care - share findings from provider and service user engagement.</b>  <b>This action is now closed.</b>  This item was presented at Market Engagement Event on 13.07.2017  Karen will provide a further update on the agenda.</li> <li>• <b>Home care - develop survey and issue via survey monkey.</b>  Karen Hooper to update at the meeting on 10.08.2017  <i>Update 07.09.2017: Providers that had agreed to support the Council with service user engagement were involved with achieving surveys and visits. The survey has now closed and feedback will be made available shortly at</i>  <a href="https://www.cornwall.gov.uk/health-and-social-care/adult-commissioning-and-transformation/">https://www.cornwall.gov.uk/health-and-social-care/adult-commissioning-and-transformation/</a></li> </ul>

*Karen Hooper, in receiving feedback from Provider colleagues in the room to the multi method approach adopted to obtaining feedback from service users to inform the service model for Home Care, encouraged colleagues to email her direct with their thoughts on how we can improve and approach this differently in the future. She confirmed that she will create a 'lessons learnt' around the engagement for service users going forward. Colleagues were asked to contact Karen Hooper via email, [karen.hooper@cornwall.gov.uk](mailto:karen.hooper@cornwall.gov.uk) with their feedback.*

- **Care Homes - attend future Care Home Forum meetings**  
**This action is now closed**

An invitation has been extended to Jonathan Price to attend a meeting in October, which has been accepted -

*Update 07.09.2017: Mary Anson advised that an invitation has been extended to the Director of Social Services for the IoS. David Smith confirmed that a full programme will be sent to Jonathan Price.*

- **Share rockwood frailty scoring**

This was circulated via the minutes of 10.08.2017, please see Appendix 1

*Update: Jonathan Price enquired did this require further review and was this sufficient in terms of the request. He reiterated that Ann Smith has responsibility for Quality Assurance and will request that this is recirculated via her team. He reiterated the purpose of the proposed workshop advised by Ann Smith at our meeting on 10.8.2017.*

**Action 08: Ann Smith to arrange for this to be recirculated to all Providers.**

- **Circulate links to discharge to assess models**  
**This action is now closed**

An update has been requested from Bernie Edwards

*Update 07.09.2017: It is acknowledged that document circulated with the minutes of 10.08.2017 under Appendix 1 'D2A Criteria covering Pathways 1 - 3' addressed this request. Should Provider colleagues require clarification please send their request to [iris.chalmers@cornwall.gov.uk](mailto:iris.chalmers@cornwall.gov.uk) who will co-ordinate a response.*

- **Update on red bag vanguard scheme**

*Update Provider colleagues shared their frustrations that despite numerous conversations this has not progressed at pace. The form has been created however the dedicated email address has not been set up and the Red Bags are delayed in being received.*

**Action 09:**

- **Jonathan Price** advised he is meeting with Rab McEwan in October. It is acknowledged that Rab McEwan's apologies were received for the meeting today
- It was suggested that this should be picked up through work on BCF and the Discharge Hub. **David Smith** to share the relevant information with Martin Smith

- **Update on iBCF/£12m**

Martin Body provided a verbal update and advised of the work currently being undertaken to complete the submission in line with the set deadlines.

- **Feedback on meeting with Richard Best**

*The update received at the August meeting advised that the Discharge arrangements meeting with CPIC all in hand*

**This action is now closed**

- **Providers to share views on gross/ net payments at next meeting**

*Update:* This is an agenda item for the meeting today.

### **CPIC Update**

#### **Trusted Assessor**

Martin Body provided an update. Kate Alcock had advised that the recruitment process is to start imminently. If there are any specific care homes who would be interested in taking part in the induction that would be most welcome but we will contact all providers directly to ask if they would like to be involved.

**Action 10:** A copy of the job description is to be circulated, please find attached.



Trusted Assessor  
Final 03.05.17.pdf

#### **Provider Representation on H&WBB on STP and BCF**

**This action remains open**

Jonathan Price provided the following update.

*We have provider representation for NHS providers, it is Phil Confue from CPFT. There is nothing in the constitution in relation to any further membership from the private/care sector.*

Provider colleagues challenged this making reference to the Integration and BCF Policy Framework 2017-19, the text below is taken from this:.

*The Coalition Government and partners set out collective intentions on integration in Integrated Care and Support: Our Shared Commitment in 2013.2 This showed how local areas can use existing structures such as Health and Wellbeing Boards to bring together local authorities, the NHS, care and support providers, education, housing services, public health and others to make further steps towards integration.*

Provider Colleagues were advised that they could raise this at the beginning of the Board under 'public questions'

#### **National Living Wage for Sleep In Duties**

**This action remains open.**

*This has been placed on the forward plan for discussion in*

October.

### **Flu Vaccinations of Staff**

Gill Thornton updated on the comprehensive discussions with Mary Anson and took the opportunity to acknowledge the amazing things that Mary is achieving. She advised that she is looking at a 'value for money' vaccine via Health which can be a pilot to hang off an existing contract, CFT eg £15.00 per head if the colleague attends a specific location for the vaccination, this would allow us to measure and monitor comprehensively. The option was discussed around 'we buy and deliver' Jonathan Price indicated the back stop could be revisiting the work that Val Smith mentioned.

#### **Action 10:**

- **Gill Thornton** to confirm what opportunities are available through this approach and will come back with options to the October meeting.

*Update Gill Thornton has forwarded a link from Lisa Johnson to Mary Anson, signposting to a potential supplier at [fluvouchers.co.uk](http://fluvouchers.co.uk) with possible vaccination costs starting from as little as £6.00.*

- **Discussion to take place with Caroline Court, Service Director (Wellbeing & Director of Public Health)**, to ascertain what messaging is being cascaded in relation to Flu Vaccinations.

### **Certification of Deaths**

#### **This action remains open**

*Update 07.09.2017: Gill Thornton confirmed that she had asked Tryphaena Doyle to contact David Smith. David Smith confirmed this has not taken place. Gill Thornton advised that Tryphaena Doyle had requested that Cornwall Health to make direct contact with David Smith.*

### **Demonstration of new quality package, Quick Solutions,**

#### **This action remains open**

*Update: Ann Smith advised that she a meeting arranged with Bernie Edwards and Vicki Thomas at the KCCG.*

### **General**

- **2% extra funding ring-fenced for Adult Social Care, the precept clarification sought.**

#### **This action remains open**

*This has been placed on the forward plan for discussion at the October meeting.*

- The CPIC, in representing a wider membership, asked that consideration be given to issuing briefing notes on particular initiatives.

*Update 07.09.2017: Karen Hooper advised that a 'provider' facing webpage is currently under construction. This will include all reports in relation to engagement, the agenda and minutes of this meeting and information about any future commissioning. This is intended to eventually be replicated on other service areas such as Care*

	<p>Homes and Day services. Once live this will be found at <a href="https://www.cornwall.gov.uk/health-and-social-care/adult-commissioning-and-transformation/">https://www.cornwall.gov.uk/health-and-social-care/adult-commissioning-and-transformation/</a></p>
4	<p><b>CPIC Update</b> David Smith advised that in our discussion we have covered most of the items. He brought to the attention of the meeting two additional items.</p> <p><b>Domiciliary Care Providers in Cornwall:</b> With agreement he shared the content of the letter sent to Jonathan Price on 06.09.2017 by CPIC.</p> <p>This is attached for ease of reference, along with the response</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         2017-09-06 - Letter to J Price.pdf     </div> <div style="text-align: center;">         20170920 Response - Mr Richard Monk, CPI     </div> </div> <p><b>Tender Framework:</b> Provider colleagues stated that the last two years had made the Market unstable. They voiced their concerns around the rigid financial testing and the subsequent impact in not being in a position to fulfil the financial viability required for tendering and the significant implications for them. In addressing the concerns raised by colleagues, Niall Waters-Fuller advised of the requirement for the Council to have a level of comfort about the financial stability of providers and to ensure providers are suitably qualified when bidding for individual packages of work. Hence, during the tender process, the Council will ask questions related to these topics.</p> <p><b>Action 11: Niall Waters-Fuller to review the financial stability questions asked in the previous Framework procurement and compare against questions currently used.</b></p> <p>Vicki Allan advised that Lot 2 is to be called 'Supportive Lifestyles' going forward and would welcome Providers to diversify. Information about this Tender will be cascaded through the Procurement Portal and highlighted both nationally and locally. The process will be one procurement for Home Care and Supportive Lifestyles but will have different service specifications available. Provider Events are planned for November.</p> <p><b>Action 12: Karen Hooper and Vicki Allan to prepare a briefing and post on the website</b></p>
5	<p><b>Feedback from Market Event: Karen Hooper</b> Karen Hooper advised of the positive feedback received. The slides and feedback from the event will be posted on the website.</p> <p>Vicki Allan took the opportunity to advise of the responses received to the Supported Lifestyles survey:</p> <ul style="list-style-type: none"> <li>• 183 attempts were started on the online survey hosted by Netigate for Parent/Family members or Advocate of an Adult with Learning Disabilities Survey.</li> <li>• Of these 183, 58 were completed fully and 64 paper copies.</li> <li>• 25 people chose to comment in the free text</li> <li>• As well as being online we sent hard copies to providers to afford the opportunity for higher exposure to people who cannot use a digital resource</li> </ul>

She wished to take the opportunity to extend her thanks to providers and their colleagues for the assistance given to parents and carers. This will feed into the development of the specification work.

### **Gross/Net Payments**

This question was asked at the recent Market Engagement event, 27 replied 'yes please' better for the Council to have control, 1 said no.

Karen Hooper advised that we are about to go out to advert for a member of staff to progress this workstream. It was recognised that this is a large task to be undertaken by the Council, which needs to be scoped. The potential options of the approach were discussed. It is believed that the best option is to leave as it is and support Providers in a better way with a view that during the term of the next contract was the most appropriate time and tool to take it forward.

Nigel Timmins, Lead Auditor, joined the authority in January 2017. He advised that Audit have taken the opportunity to look at this area of brokerage and the historical issues. He welcomed sought views around the process and how this was working.

Provider colleagues voiced their frustrations and concerns around the current process. This is deemed to be both lengthy and burdensome, with difficulties for the client when they appear not to have understood their contribution. The process places an unnecessary administration burden on Providers and has a significant impact on cash flow.

Jonathan Price acknowledged there is a lot of work to do and there is a commitment to do this, to internalise the process to alleviate any financial and administrative burden. This will inform our audit planning and it is good to be sighted on as we develop Cabinet papers going forward.

### **6 Recruitment and Retention: Val Smith**

Val Smith, Business Partner, Resources, acknowledged that we are struggling to expand the total workforce at the same time as pressures for care are increasing. She advised of the Proud to Care Initiatives and two sessions for the Provider Focus Groups on 21.09.2017 and 24.10.2017, to discuss and review the key issues around recruitment and retention in the provider market and ways to address them. We wish to explore with partners how we might take a different position, and she would welcome initial views of colleagues today to help us start to shape this.

Colleagues provided the following feedback:

- Recognition of the role and the responsibilities.
- Educate and influence as a career, promote nationally.
- Competitive rate of pay.
- Succession planning, as currently we are resourcing from the same pool of workers. Innovation to recruit is exhausted.
- Acknowledge the high investment of training and the resulting movement of qualified workers to other employment.
- The impact on the Provider of the working hours/pattern requested by

	<p>the worker, as this may have implications for their benefits.</p> <ul style="list-style-type: none"> <li>• Long term sick and the implications of the diagnosis - statutory sick pay implications, rather than Job Seekers Allowance, which impact on the Provider</li> <li>• Accommodation is an issue.</li> <li>• Car Insurance, high costs for young drivers</li> </ul> <p>She thanked colleagues, this and the feedback from the Provider Focus Group sessions will assist her in framing a proposal for further discussion at the October meeting.</p>
7	<p><b>Any Other Business</b></p> <p><b>Serco: Skills Support for the Workforce in Cornwall and the Isles of Scilly</b></p> <p>Gina Pearson advised she has met with Donna Lawson, from Serco. The programme is developed to upskill employees in small and medium sized businesses and individuals who are self-employed, Employed and unemployed within the past 6 months due to redundancy in Cornwall and the Isle of Scilly. They provide recognised accredited qualifications and bespoke training courses to enhance skills, increase the competitiveness of businesses and boost the local economy. Working with businesses or individuals to develop a bespoke training programme relevant to the business needs. Gina Pearson circulated the brochures within the meeting. The contact details are <a href="mailto:skillssupport@serco.com">skillssupport@serco.com</a></p> <p><b>Future Meetings</b></p> <p><b>Invitation to attend</b></p> <p>Mary Anson, enquired if it was possible to widen the invitation to this group to other provider colleagues. It was agreed that it is in everyone's interest to broaden the group. It is acknowledged that in extending the invitation this may impact on the logistics for a suitable venue for such a large group.</p> <p><b>Action 13: Iris Chalmers to explore suitable venues and the technology available for colleagues to participate.</b></p> <p><b>October agenda item</b></p> <p>Tish Berriman advised that she wishes to feedback at the next meeting on the Falls Training with the Ambulance Service.</p> <p><b>Action 14: Include on the October agenda.</b></p>
	<p><b>Date of Next Meeting:</b> 05.10.2017 (Sedgemoor) 10.00 – 12.00</p> <ul style="list-style-type: none"> <li>• 02.11.2017 (Sedgemoor) 10.00 – 12.00</li> <li>• 01.12.2017 (Sedgemoor) 14.00 – 16.00</li> </ul>