

# Minutes



## Care Home and Home Care Partnership Meeting

**Date:** 5 October, 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<br><b>(Chair)</b> | Kate Alcock  | Commissioning Manager                    |
| Vicki Allan  | Commissioning Manager   | Martin Body  | Programme Manager                        |
| David Coleman  | Head of Business Support & Administration                                 | Kim Dowsing  | Head of Commissioning Working Age Adults |
| Hugh Evans   | Strategic Advisor   | Claire Leandro   | Service Director, Adult Care and Support |
| Karen Hooper   | Programme Manager   | Rona Laity   | Service Manager Personalisation & Care   |
| Gina Pearson   | Head of Community Services  | Rab McEwan   | RCHT                                     |
| Val Smith  | Business Partner, Resources   | Liz Nichols  | Head of Commissioning Later Life         |
| David Sullivan   | Programme Manager   | Angela Stevens   | Senior Finance Business Analysis         |
| Niall Waters-Fuller  | Head of Commercial  | Ann Smith  | Head of Safeguarding and Quality         |
| Dr Judy Duckworth  | Kernow CCG -GP Governing Body Member                                      | Sarah Scoltock   | Safeguarding Adult Board Business Mana   |
| Dr Stephen Gray  | St Austell Healthcare   | Nigel Timmins  | Lead Auditor                             |
| Sara Rowe  | Kernow CCG  | Angie Turner   | CFT                                      |
| Iris Chalmers  | Minute Taker, PA to Jonathan Price  | Sandy Williams   | Service Manager (Adult Social Care),     |
|  |   | Bernie Edwards<br>Gill Thornton  | Kernow CCG<br>Kernow CCG                 |
|  |   | Debbie Pritchard<br>Amanda Stratford<br>Jodie Wilson   | Healthwatchcornwall                      |
| <b>Cornwall Partners in Care (CPIC)</b><br>Mary Anson<br>Jennifer Nancarrow-Allen<br>Peni Rapo<br>Tish Berriman<br><b>Providers</b><br>Diane Dyckhoff: Trewcare Limited<br>Rebecca Atkey: United Response<br>Martin Bassett: Brandon Trust |   | <b>Apologies</b><br>David Smith, Carol Richards, Christine Rowberry, Denis Winder, Lynn Toman, Tracey Date, Stuart Whittacker, 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, |  |

|    |   |
|----|---|
| 1. | <b>Welcome and Apologies</b>  |
| 2. | <p><b>Minutes 06.09.2017</b>, these were agreed as an accurate record.</p> <p><b>Actions</b></p> <ul style="list-style-type: none"> <li>• <b>Share rockwood frailty scoring</b>, this was originally circulated with the minutes of the meeting held on 10.08.2017. Action 08: Ann Smith to arrange for this to be recirculated to all Providers.<br/>Update: This has been actioned.</li> <li>• <b>Red bag vanguard scheme: Action 09</b><br/>Update 05.10.2017 Jonathan Price has not yet met with Rab McEwan. Clarification to be sought if David Smith has shared the relevant information with Martin Body.<br/>Update: This information was shared with Martin Body and forwarded to Hugh Evans. Please see CPIC update for further discussion on this item.</li> <li>• <b>Provider Representation on H&amp;WBB on STP and BCF</b><br/><b>This action remains open</b> - a request has been made to the STP workforce group to consider provider representation in relevant working groups.</li> </ul> <p><b>National Living Wage for Sleep in Duties</b><br/>This is an agenda item today</p> <ul style="list-style-type: none"> <li>• <b>Trusted Assessor</b><br/><b>Action 14: Update to be sought from Kate Alcock.</b><br/>Update: This has been placed on the agenda for the November meeting.</li> <li>• <b>Flu Vaccination of Staff: Action 10</b><br/>Update 05.10.2017: Val Smith advised that Anthony Ball, of the Public Health Team, has advised of a Tool Kit.</li> </ul> <p>The Council has a programme of vaccination for its own staff commencing on 12.10.2017. Options for bulk ordering of vaccination from ASDA, Tesco, Morrison, is approximately £7.00 each, we await a response from Superdrug.</p> <p>Provider colleagues reiterated that this issue was first raised in June and still requires resolution. Mary Anson advised that at a Winter Pressures meeting it was indicated that there was 'left over' funding available, a request was made that this should be considered for funding of the vaccinations, no further update has been received on this.</p> <p><b>Action 15:</b><br/><b>Val Smith</b> gave an undertaking to circulate the details around this opportunity of bulk ordering.<br/><b>Val Smith</b> to investigate the issue of available funding as raised by</p> |

|           |   |
|-----------|---|
|           | <p>Mary Anson.</p> <ul style="list-style-type: none"> <li>• <b>Verification of Deaths</b><br/><b>This action remains open</b>, await clarification that David Smith has been contacted by Cornwall Health</li> <li>• <b>Demonstration of new quality package, Quick Solutions</b><br/><b>This action remains open</b><br/>Update 05.10.2017, following the meeting, Ann Smith has confirmed that a meeting has taken place with Bernie Edwards and Nicki Thomas. The scoping of this will be undertaken at the planned Quality and Safeguarding day with providers</li> <li>• <b>Clarification on Adult Social Care precept</b><br/>This is an agenda item today</li> </ul> <p><b>Tender framework: Action 11</b><br/>Niall Waters-Fuller has reviewed. He advised that the Council are obligated to use the PCR Regulations. The previous tender was run under the 2006 regs and these have subsequently been updated in 2015. We are going through the process to set up the evaluation for the procurement and it is envisaged that the financial evaluations used in this process will be significantly less onerous than under the prior procurement. Provider colleagues appreciated the feedback, but still have great concerns.</p> <p><b>Action 12:</b> Karen Hooper and Vicki Allan confirmed that a briefing paper has been prepared and will be posted, as soon as the link is live this will be circulated to colleagues.</p>  |
| <p>3.</p> | <p><b>CPIC Update</b></p> <ul style="list-style-type: none"> <li>• <b>Communication problems with Council and Providers, this still continues and is viewed as a disadvantage.</b><br/>Jonathan Price enquired of colleagues if they were able to provide clarification and examples. He was advised that the distribution list being used to email information to Providers is inconsistent and varies in the information being received. He reiterated the importance of communication, he proposed, and it was agreed, that there would be a standing item in relation to 'Communication' on the agenda.</li> </ul> <p><b>Action 16:</b><br/><b>Agenda Standing Item: Communication, will include</b></p> <ul style="list-style-type: none"> <li>• Update where we are jointly as organisations</li> <li>• Clarity around default addresses and update on the work to ensure that distributions lists are correct. <b>Provider colleagues</b> were asked to respond to the Contracts Adults inbox to identify duplications or email addresses which need to be removed.</li> <li>• Feedback from Provider colleagues around the website, is it meeting their needs and providing the assistance envisaged?</li> </ul> <p><a href="#">Care and Support in Cornwall</a>, this website is for residents of Cornwall requiring care and support, who are able to select a category to find services to meet a wide range of needs, this is hyperlinked off the Cornwall Council website. <b>David Coleman</b> to seek clarification around</p> |

what is cascaded to GPs and by what process.

Provider colleagues were reminded if they wish to be included on this database they need to register and ensure that their contact details are kept up to date.

- **Purchase Orders/Payments**, it was highlighted that these have been received for other colleagues and organisations and this has implications around Data Protection.
- **Home Care Framework**, it is perceived that there is an inequality with colleagues being penalised in signing for the extra year eg the financial implications in not being able to bid above the limit on the framework agreement.

A further example was given where a tender submitted had not been opened for three days, resulting in this not being actioned within the deadline. Jonathan Price advised that this approach to customer service is not acceptable. He acknowledged the historical issues of Brokerage, in going forward this team is now receiving additional resources with extra staff coming on board. The Council is in the process of commencing a review in the next few weeks.

Stephen Gray sought clarification around the Framework. Jonathan Price advised that the Care at Home Framework was extended for a year in June: this is a key commissioning tool. A new approach is currently going through our internal governance gateways with this being taken to an Extraordinary Health and Adult Social Care OSC Meeting on 10.10.2017 and Cabinet in November.

Karen Hooper recapped on the underpinning principles for this approach and that provider colleagues had been involved in the co-design model and intentions. There is the ability to add providers through the term of the contract, with systems responsive to fluctuating needs. The pricing structures are aligned and recognition of needs is modelled.

Workshops will take place in mid-November and dates for these events will be issued shortly.

- **Discharge co-ordination/Red Vanguard Scheme**  
Diane Dyckhoff reiterated the continue stalemate in relation to this work, where despite the work of Providers to progress it remains unresolved.

Jonathan Price advised that this has been referenced at the A&E Board, acknowledging that it has temporarily lost its way in terms of actual activity but there is ownership and awareness at a senior level of the recognised benefits. There is a commitment, as a Council, to move this forward with a view to it being rolled out countywide. He advised that Hugh Evans, Strategic Adviser, has been tasked to take this forward with Rab McEwan at RCHT. Hugh Evans sought feedback from

|                  |  |
|------------------|--|
|                  | <p>both Mary Anson and Diane Dyckhoff. Iris Chalmers has shared both Mary and Diane's contact details with Hugh Evans.</p>   |
| <p><b>4.</b></p> | <p><b>Tish Berriman</b><br/> <b>Training Offer by SWASFT/Dealing with Falls</b><br/> Tish Berriman advised she wished to discuss the training offered by SWASFT and her views of its appropriateness for the sector, alongside, where should Health and Social Care go forward with 'Dealing with Falls'.</p> <p><br/> Non-Injury FALLS.pptx</p> <p>Tish was thanked for an informative presentation on this important subject, which generated a lively debate. It is acknowledged the work currently being undertaken nationally by GPs in relation to falls, their prevention and frailty.</p> <p><b>Action 17:</b><br/> It was proposed that we take away from the session today and prepare a response for our November meeting on what is in place. Acknowledging the inclusion of some of this work within the BCF and the opportunities which may exist to open up more solutions.<br/> Update: This item is deferred to January.</p> |
| <p><b>5.</b></p> | <p><b>Social Care Precept</b><br/> Due to time constraints it was agreed that the following Briefing Note be circulated with the minutes, with questions to be taken at the next meeting.</p> <p><br/> briefing-note-social care precept -Oct 17.r</p> <p><b>National Living Wage for Sleep in Duties</b>, this item was deferred to the November meeting.<br/> Update: This item is deferred to the January meeting.</p>   |
| <p><b>6.</b></p> | <p><b>Provider Workforce Strategy for the Provider Market</b><br/> Val Smith outlined the work that she plans to progress as a member of Jonathan Price's team and the proposed liaison with colleagues to develop a Workforce Strategy for the sector.</p> <p>She acknowledged the feedback received, which was mirrored at the Home Care and Care Home Partnership meeting on 07.09.2017 and also the Provider Focus Group held on 21.09.2017.</p> <p>The Provider Focus Group encourages providers who have registered their interest in being part of the Proud to Care campaign to work with us to help co-design the next phase of the campaign locally and make sure that it is working for the providers in Cornwall. The date of the next group is 24.10.2017 1.00 – 2.30 at NCH.</p> <p>Judy Duckworth, advised that she had received feedback from ex-carers</p>  |

|    |  |
|----|--|
|    | <p>who cited too much training as a reason for leaving the profession.</p> <p>Colleagues reiterated feedback on barriers:</p> <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• High cost of transport/car insurance</li> <li>• Requested hours of work so as not to impact on benefits</li> <li>• Recruitment easier for Care Homes rather than Domiciliary Care Homes</li> <li>• Linking to Tish Berriman’s presentation, the impact of falls, the expectation on staff, the impact on rotas.</li> <li>• The benefits of attracting older workers</li> <li>• Add on clinical activities expectations, confidence to reassure staff that they are fully supported by the ethos of the organisation.</li> <li>• Provider colleagues reiterated the hourly rate of pay.</li> </ul> <p>Val Smith thanked colleagues. She would welcome feedback on the ‘three hot topics’ for colleagues in relation developing a Workforce Strategy for the Provider Market. Please email to <a href="mailto:val.smith@cornwall.gov.uk">val.smith@cornwall.gov.uk</a></p> |
| 7. | <p><b>Any Other Business</b></p>   |
| 8. | <p><b>Date of Next Meeting</b><br/><b>02.11.2017</b></p> <p>Jonathan Price, advised colleagues that he would have to offer his apologies for the next meeting. He sought a view from colleagues to move the date of the meeting, who were in agreement.</p> <p><b>Update:</b><br/><b>The date of the next meeting will be as follows, an updated diary invitation has been sent to all colleagues</b><br/>17.11.2017<br/>10.00 – 12.00<br/>Crossroads Function Room, Scorrier, Redruth, Cornwall, TR16 5BP</p>   |