

Minutes



Care Home and Home Care Partnership Meeting

Date: 17 November, 2017
Time: 10.00 – 12.00
Location: Crossroads Care Home, Scorrier, Redruth

Attendees:		Apologies:	
Jonathan Price	Service Director Adult Transformation and Commissioning (Chair)	David Coleman	Head of Business Support & Administration
Vicki Allan	Commissioning Manager	Kim Dowsing	Head of Commissioning Working Age Adults
Kate Alcock	Commissioning Manager	Hugh Evans	Strategic Advisor
Claire Leandro	Service Director, Adult Care and Support	Dr Stephen Gray	St Austell Healthcare
Karen Hooper	Programme Manager	Rona Laity	Service Manager Personalisation & Care
Sarah Rowe	NHS Kernow	Rab McEwan	RCHT
Angie Turner	CFT	Liz Nichols	Head of Commissioning Later Life
Sarah Scoltock	Safeguarding Adult Board Business Mana	Gina Pearson	Head of Community Services
Val Smith	Business Partner, Resources	Angela Stevens	Senior Finance Business Analysis
David Sullivan	Programme Manager	Ann Smith	Head of Safeguarding and Quality
Jody Wilson	Healthwatch Cornwall	Nigel Timmins	Lead Auditor
Jeremy Preedy	Healthwatch Volunteer		
Iris Chalmers	Minute Taker, PA to Jonathan Price	Niall Waters-Fuller	Head of Commercial
		Sandy Williams	Service Manager (Adult Social Care),
		Dr Judy Duckworth Bernie Edwards Gill Thornton	NHS Kernow -GP Governing Body Member Kernow CCG NHS Kernow
		Debbie Pritchard Amanda Stratford	Healthwatchcornwall
Cornwall Partners in Care (CPIC) David Smith Mary Anson Carol Richards Peni Rapo		Apologies Christine Rowberry, Jennifer Nancarrow-Allen Lynn Toman, Tracey Date, Stuart Whittacker, Jeanette Halfpenny, Kevin Taylor-McHale, Laura Lutey, Simon Davis, S Pol, Vththedownes, Jamie	

<p>Tish Berriman Providers Denis Winder, Continuous Care Cornwall Andrew Coleman Nurse Finders JS Mangate, Fairhome Diane Dyckhoff: Trewcare Limited Rebecca Atkey: United Response Martin Bassett: Brandon Trust Jo Hopkins Louise Watson Tara Hughes</p>	<p>Murden, Sharon Tedstone, Shirley Polmounter, Chris Chalkley, Naomi Blackmore, Mr Frew, Right Nurse, vtcountycareltd, , Shena Gambold,</p>
---	--

<p>1.</p>	<p>Welcome and Apologies Jonathan Price welcomed colleagues to the meeting. He took the opportunity to update colleagues that Claire Leandro, Service Director Adult Social Care is leaving the Council. Claire Leandro was present at the meeting today and Jonathan Price thanked her, on behalf of all colleagues, for her input and wished her all the best for the future.</p> <p>Jonathan Price, thanked Mary Anson for hosting the meeting today.</p>
<p>2.</p>	<p>Minutes 06.09.2017, these were agreed as an accurate record, with the following amendment: Page 3: Amendment – ‘Certification of Death’ should read ‘Verification of Death’</p> <p>Actions</p> <ul style="list-style-type: none"> • Action 02: Provider Representation on H&WBB on STP and BCF This action remains open, a request has been made to the STP workforce group to consider provider representation in relevant working groups. <i>Update: Jonathan Price and Councillor Rotchell attended the CPIC Joint Forum on 31.10.2017, Jonathan Price reiterated Councillor Rotchell’s commitment for inclusive representation in these areas.</i> <p>Val Smith advised that the governance around the workforce strand of Shaping our Future has been reshaped and there is a strategic group looking at issues, with a range of sub groups. She advised she is attending the meeting on 20.11.2017 and will raise potential representation. Claire Leandro advised of the integrated work strand for Shaping our Future, Jackie Pendleton from NHS Kernow will be the Senior Responsible Officer and will lead on the integrated care aspect.</p> <p>Action18 :</p> <ul style="list-style-type: none"> • The request for Briefing Notes on such matters was acknowledged, which will allow the provider market to understand the expectation. • Shaping our Future to be placed on the forward plan as a future agenda item. There is movement towards an Accountable Care Organisation, which is a building block for Shaping our Future. Tracey Lee, Interim Programme Director, Shaping our Future to be invited to attend. Please note an invitation has been extended for the March meeting.

- **Flu Vaccination of Staff: Action 10**

This action remains open, Action 15:

Val Smith gave an undertaking to circulate the details around this opportunity of bulk ordering.

Val Smith to investigate the issue of available funding as raised by Mary Anson.

Update: Val Smith advised that Anthony Ball, Public Health, is attending a meeting this afternoon and it is anticipated that this meeting will provide the information sought around the roll out. Link for information: [Adult Commissioning and Transformation](#)

Colleagues raised, in working together to an integrated approach, they would welcome a commitment by Health, CFT and RCHT to attend this meeting. It is acknowledged that Sarah Rowe, NHS Kernow, attends and was present at the meeting today. It was highlighted that Dr Lou Farbus, Citizens Advisory Panel, is overseeing the engagement where all workstreams are discussed and the limited information available for the public.

Action 19:

- **Jonathan Price will convey this request at his meeting with Helen Childs and Simon Bell this afternoon.**

- **Verification of Deaths**

This action remains open, await clarification that David Smith has been contacted by Cornwall Health.

Update 17.11.2017 David Smith advised that he has not been contacted by Cornwall Health. Mary Anson, advised of the initial correspondence which had been shared in draft and her liaison with Tryphaena Doyle, NHS Kernow, however, this remains unresolved.

Action 20:

- **Jonathan Price to write to Karen Kay, on behalf of the group, to request clarification.**

Care and Support in Cornwall, 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. **This action remains open, David Coleman to seek clarification around 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.

Update: Liaison with David Coleman to provide an update for this outstanding action.

Clarity around default addresses and update on the work to ensure that distributions lists are correct. Provider colleagues were asked to respond to the Contracts Adults inbox to identify duplications or email addresses which need to be removed.

Update: Karen Hooper advised that an audit been undertaken of the distribution list and we will respond to notifications.

	<p>Feedback was sought from provider colleagues around the website, is it meeting their needs and providing the assistance envisaged? <i>Update: Karen Hooper advised that the webpage is up and running. She encouraged and welcomed feedback from colleagues.</i> <i>Link for information: Adult Commissioning and Transformation</i></p> <p>Training Offer by SWASFT/Dealing with Falls Action: 17 This action remains open, 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. <i>Update: This item is deferred to January.</i></p>
<p>3.</p>	<p>Workforce Planning Update Val Smith advised that a further Proud to Care workshop had taken place on 24.10.2017, to seek the views of the group to focus activity and efforts. It was well attended with a lively discussion which generated lots of input.</p> <p>Val Smith shared and spoke to the following document, page 4 outlined the Top 3 responses, under the following headings:</p> <ul style="list-style-type: none"> • Leadership and Management • Workforce Planning • Training, Development and Career Pathway • Cross Section Collaboration  <p>Provider forum feedback.ppt</p> <p>At the next session on 22.11.2017 there will be further detailed discussions building on the previous workshop, taking communications/engagement forward.</p> <p>It is also acknowledged that there is a need for input to schools. Val Smith updated that conversations are taking place with Health around the role of the 'Health Champion's as ambassadors for the whole sector.</p> <p>Action 21:</p> <ul style="list-style-type: none"> • Jonathan Price and Claire Leandro attend the Directorate Leadership Meeting as does Jane Black, Service Director (Education & Early Years), and gave a commitment to raise at a forthcoming meeting. <p>A question was posed to Jonathan Price by Jeremy Preedy: Healthwatch Volunteer.</p> <p>Action 22:</p> <ul style="list-style-type: none"> • Jonathan Price gave an undertaking to take back to our Chief Executive Kate Kennally and reference at his forthcoming meeting with Amanda Stratford, Chief Executive Healthwatch Cornwall
<p>4.</p>	<p>Update Safeguarding Event As reported at the 10.08.2017 meeting by Ann Smith, Head of Quality and Safeguarding a priority from the Safeguarding Adults Board for the coming year is how do we work better with providers, ensuring the quality is right and</p>

	<p>work together as a collective to support people.</p> <p>The Safeguarding Adults Board business-plan sets out 5 priorities to be delivered over the next 18 months. One of these priorities is to work with commissioners and providers to improve the availability and quality of care and support. One of the activities to support this priority is to design and deliver an event for providers to attend.</p> <p>The event will take place in February/March 2018. Sarah Scotlock, Business Manager for Safeguarding Adults Board reiterated the request for the assistance of providers to shape and inform the event and understand the experience from a providers' perspective and a shared understanding of how the process works.</p> <p>She welcomed the feedback shared today from colleagues.</p> <ul style="list-style-type: none"> • Safeguarding process, outcomes are not great • The weight of the safeguarding process • Unsafe discharges • Home safeguarding alert • Communication difficulties, triaged away and left with problem • Understanding of threshold, what safeguarding is and what happens if safeguarding not undertaken • Lack of support • Accessible data sharing • Healthwatch Cornwall advised that providers have liaised with them when safeguarding alerts are raised and their vulnerability to action. <p>A short survey has been created - <u>provider feedback</u> - we want to hear from <u>you</u> remaining open until the end of December. Sarah advised she would be attending the next CPiC meeting taking place on 30 November.</p>
<p>5.</p>	<p>CPIC David Smith advised there was no update. He did however, wish to thank Jonathan Price for attending the CPIC Joint Forum 31.10.2017 and reiterated this had been useful and the positive feedback received. It is envisaged that an invitation will be extended to Councillor Rotchell to attend future meetings.</p> <p>National Living Wage for Sleep In Duties, there is concern that this is not going to be achievable on the rates proposed. <i>Jonathan Price confirmed this is on the agenda for the January meeting.</i></p> <p>Flow of payments issues continue. This is also the case for Health too. In responding for the Council Jonathan Price advised of a piece of work on 'flow' has been concluded and a report is imminent. This is recognised at highest level with Councillor Julian German requesting a new performance indicator of payments. The interviews for the Gross Payment vacancy are due to take place next week.</p> <p>Fair Cost of Care The risk associated around the payment of the Living Wage Foundation Rate</p>

	<p>for Care Home placements, is there a firm timescale? It is our intention, to introduce this in the second year of the initiative and to switch the changed rate on in one go from April 2019. The purpose of the phased introduction is to ensure equity for care homes and their staff due to the time it will take to implement the new methodology.</p> <p><i>Please note: The timescale for introducing the Living Wage Foundation Rate has now changed and an update will be provided at the meeting in January.</i></p>
<p>6.</p>	<p>Care Closer to Home – Home Care and Supportive Lifestyles Business Case, this was presented and approved at Cabinet Cabinet on 15.11.2017</p> <p>This report sets out the future commissioning intention for caring for people in their own homes and the intention to use a Dynamic Purchasing System to commission Home Care and Supportive Lifestyles packages of care for the Council and NHS Kernow. The final stage of Governance still will be the presentation NHS Kernow’s Finance Committee on 28.11.2017. It is envisaged that the timescale for the Tender process is end of November/early December.</p> <p>The Foundation Living wage, clarification is received every November, this was relayed to us on Monday, the indicative rate was £8.84, but for next year it has been confirmed at £8.75</p> <p>DPS Agreement Tender The first bidders workshop took place in Penzance yesterday and two more planned, this information is available via the webpage. Link for information: Adult Commissioning and Transformation</p> <p>Winter Planning It was acknowledged and a recognition of everyone’s contribution to the Delayed Transfers of Care, with Cornwall having some of the best figures for a long time, we are currently on amber alert.</p> <p>This generated a positive discussion around the planning for the Christmas period and alleviating the anticipated issues. A number of initiatives were discussed and an action plan put in place for wrap around support.</p> <ul style="list-style-type: none"> • Better information from hospitals • Point of contact – community health support and MH rapid response. • Move the ‘Red Bag’ at pace • Block book beds in care homes • Retainer payment is a benefit to the system, led to a request for this to also be considered by NHS Kernow. Action 23: Sarah Rowe to take this back to NHS Kernow
<p>7.</p>	<p>Care Homes: Kate Alcock Fair Cost of Care</p> <p><i>Through 2017/18 Cornwall Council and NHS Kernow are working closely with providers of care homes in Cornwall to develop an approach to calculating placement fees which takes account of the actual cost of delivering care. This will help us to ensure sustainability of a market that is able to respond to the changing needs and preferences of people now and in the future. Alongside this new approach to fees, the Council will also be introducing a new contract and</i></p>

	<p><i>service specification.</i></p> <p>Kate Alcock advised of the forthcoming engagement events planned for December, and the governance via NHS Kernow Finance Committee in November, Health and Adult Social Care Overview and Scrutiny Committee and Cabinet in February 2018 with an implementation date of April 2019. <i>Please note: The timescale for consultation on the Fair Cost of Care has now changed and an update will be provided at the meeting in January.</i></p> <p>Trusted Assessors: Kate Alcock The job description was originally circulated with the minutes of 07.09.2017, but is appended for ease.</p> <p> Trusted Assessor Final 03.05.17.pdf</p> <p>Kate Alcock advised that the recruitment process is imminent and would welcome the involvement of provider colleagues in this recruitment.</p>
<p>8.</p>	<p>Any Other Business</p> <p>Data Protection: Red Vanguard Clarification and guidance is sought at the January meeting around the implications of Data Protection. Action 21: Forward Plan for January.</p> <p>Future meetings Request to increase the time of the meetings by 30 minutes to accommodate the agenda, agreed. Venue, it was suggested that we alternate the venue of the meetings between St Austell, NCH, and Scorrier.</p> <p>Direct Payments Concern was raised that colleagues on direct payments are severely affected by the ability to pay the 'pay rate'. A Direct Payments review will be undertaken as part of the Transformation of Adult Social Care</p> <p>Access to GP Appointments Survey Healthwatch Cornwall, raised awareness of the above survey.</p> <p>Feedback Jeremy Preedy, Healthwatch Volunteer, took the opportunity to relay his positive feedback in relation to the change in atmosphere and tone of the meeting today, with a constructive and joint problem solving mood. Whilst recognising there is still a great deal to do, but this was a change in the right direction. Mr Preedy was thanked.</p>
<p>9.</p>	<p>Date of the next meeting: Thursday 11 January, 2.30 – 5.00 Trevithick, Sedgemoor, St Austell</p>