



# Workshop Activity Feedback

**Date:** 22 May 2019  
**Time:** 11 am  
**Location:** Crossroads Care Home, Scorrier

## Feedback

### 1 How would you like to be involved in the Phase 2 process?

#### **What is the most effective approach to communication and engagement?**

Providers have advised that they wish to be involved in the Phase 2 process in a number of different ways: through a forum such as CPIC; open forums; individual meetings and email communications. They have said that they wish there to be more two way communication and have requested that more notice and choice of date is given for market engagement. Providers request that their views are heard. They have requested that realistic timescales are given to respond to requests for data etc. Providers would prefer regular consultations via Council led forums (possibly in 2 locations).

The Providers felt that the most effective approach to communication and engagement would be for conversations to be held with the same person or team. They would like to have one to one meetings as well as group meetings for general discussions. They would like there to be more negotiation and flexibility from the Council. There was also a suggestion of a Portal being created for providers and Council representatives to share information. They would like to have named contacts to email rather than generic email boxes. Email together with regular meetings was thought to be the best approach. They wish the Council to continue to listen to the views of the providers. Providers would request that the Council change their requirement for LWFR as this would increase the wage bill by around 15%.

## Feedback

### **2 What are the key risks and challenges you face as a provider over the next 12 months? What are the solutions and development opportunities?**

The providers advised that the risks and challenges facing them over the next twelve months include retaining staff and recruitment including ongoing costs around training and equipment. The cost of insurance and implementing LWFR will also be a challenge as will the frictions that could possibly be caused by just paying LWFR to care staff. There is a feeling among providers that the costs incurred by signing the contract could lead to the closure of homes and or lack of placements, providers also feel that they may lose residents if their fees are above UMP at review. BREXIT is also an unknown risk or challenge for the market. There was also a query around whether care staff with no experience had to be paid at LWFR. Another comment was that financial inflation will have a negative effect on care homes accepting UMP. Providers also face challenges around; staff housing; transport for non car users and staff reducing their hours in line with benefits or not taking up positions due to loss in benefits

The providers advised that the solutions and development opportunities could include funding sources for new projects and communication around the development of local needs particularly in rural areas. Training development and support would assist providers in reducing their costs. They would like the Council to listen to what providers are saying and act and support them in a positive way. Providers requested realistic fee uplifts to cover costs and that the Council stops/delays the contract until all issues are resolved. They also request that payments for placements are made in a more timely way as this can currently take months. Providers have also requested quarterly meetings possibly in post code areas.

### **5 Other feedback given at the end of the meeting**

- CMA rules regarding notice of death of resident (3 days?)– end payment by CC for RIP same day
- With recent pension increases contributions have increased but CC element has reduced as a result – should CC amount not stay same??