



Minutes

Title: Care Home and Home Care Partnership Meeting
Date: 5 April, 2019
Time: 14.30 – 17.00
Location: Grenville, New County Hall Truro
Chaired by: Jon Price

1	Welcome: Jon Price
2	Minutes 08.02.2019 , The minutes of the meeting were agreed as correct and approved Action Log , discussed and updated.
3	<p>Carl Warom – Brexit Carl brought a letter and presentation regarding EU exit contingency planning and talked through the content.</p> <p>MEDICATION Members of the group raised concerns that supply of medication is a worry: Mary Anson wished to have assurance that delays in supplies of medication will not be a safeguarding issue if patients do not get medication for a few days. They are already experiencing pharmacists reducing quantity or substituting with alternatives. Experience of problems in Haematology departments. Stocks are not coming through on time. Medicine shortages to be reported to local pharmaceutical organisations first.</p> <p>Carl will raise these worries with Brexit team. The Council Brexit Team is first point of contact, and then report to a regional group which escalates messages to cabinet.</p> <p>FOOD SUPPLIES Poor response from suppliers regarding food supplies. Guidance requested in the use of substitution where appropriate to produce balanced diet and provision. Carl directed the group to have discussions with their suppliers.</p> <p>FUEL No problems expected, very low risk, including locally (risk only from panic buying). However staff cannot get to their work if they cannot get fuel. As council keep reserve stocks in case, and there will be designated fuel stations for those working in prioritised activities. Permits will be decided and issued as and when required.</p>

Draft Minutes Care Home and Home Care Partnership Meeting: 05.04.2019

For ratification at the meeting on 07.06.2019

TB mentioned that printed authorisation permits will not work, as if problems arise, they will happen suddenly. Needs to be a Plan B so people can obtain fuel: maybe staff using their ID badges?

ACTION: Carl will discuss with Emergency Fuel Officer.

PERSONAL DATA

Transfers of personal data may be restricted. Speak to your provider to check.

Government committed to preserving same rates and benefits. No need to amend contracts or reapply for positions.

National Supplier Response Unit will be established. Providers can use this.

Telephone numbers will be supplied to providers. **PMN This was provided by Karen Kay on 5th April 2019.**

Waste collections will be the same, as they are controlled by Council.

ACTION: Slides and letter to be circulated.

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Standing Item: CPIC Update: David Smith

CPIC had AGM. Committee was re-elected.

Care Home Contract not quite complete yet. Carrying on conversations at the moment but to be implemented from Monday. Sector not fully aware as yet, and colleagues are awaiting update. Discussions have been constructive. (MA echoed that point.) 95% of the way there.

The letter to clarify the changes to do with gross payments will be issued on Monday or soon after (Council lawyer not working Monday).

Couple of outstanding issues regarding the contract. Legal clarification required the nature of the indemnity the Council is expecting.

Action: Cornwall Council will communicate to whole sector on Monday

Action: DI Wright to pursue the indemnity Issue.

Domiciliary Care. CPIC was grateful for the information about the domiciliary care rates uplifts for 2019/20. Sector feel they have been listened to and believe process is fair.

JP apologised for delays in this process. The 'joint' nature of the contractual arrangements meant that the process was slower than anticipated. Next year's process will be smoother following the learning from 2019/20.

It was noted that problems with people receiving Direct Payments leads to knock on effect on providers. CPIC feedback was that communication needs to be improved between Council and those receiving Direct Payments. System needs to be streamlined and funding to be realistic. Providers feel they can only charge what individuals can afford (subsidy). Providers believe Personal Assistants are pulling out as pay insufficient and that people in

	<p>receipt only see inability to access care.</p> <p>JP agreed that a DP review is necessary. It is now on the agenda for Council.</p> <p>CPIC query regarding difference between NHS and social care processes, particularly in regard to purchase orders for services.</p> <p>Providers reported that in the NHS context everything is done on phone; nothing on paper. Provider view is that this is too risky. Plans of Care are essential, otherwise there is little redress if things goes wrong.</p> <p>Karen Kay asked what the requisite paperwork showed. If this is a CHC it should be raised with Carol Green. Provider should be able to make a judgement to pick up the piece of work with that information.</p> <p>ACTION: Gill Beardsmore to review this from the NHS perspective and ensure that there is equivalence between the two processes. Gill to report back to the next meeting.</p>
5	<p>Trusted Assessor (TA): Nicola Redfearn, Commissioning Manager CC</p> <p>Review has not yet been completed. Nicola will extend Trusted Assessors Contracts from 1 April for twelve months. Limited feedback has been received (44 responses out of over 200 care homes).</p> <p>BCF/iBCF. Annual planning process is underway. As noted, there is much less resource available this year, so prioritisation has to take place. Benefit of TA role must be evidenced.</p> <p>ACTION: KAREN KAY will ensure operational staff give feedback to Nicola</p> <p>ACTION: Request that providers feedback. This year, TAs are funded by iBCF: funding ceases in 2019/20. Evidence needed to justify continuation.</p>
6	<p>Home First: Kate Alcock, Commissioning Manager .CC.</p> <p>Standard Operating Procedure paper on Home First provided for information.</p> <p>Conversation regarding the need to complement the ‘provider of last resort’ role with a ‘crack team’ of experienced managers that can step in and establish task force responses to failing provision to maintain safe service delivery.</p>
6	<p>Feedback on the Care Home’s Brokerage review: Kate Alcock, Commissioning Manager</p> <p>KK wants to be sighted on patient flow into care homes.</p>
7	<p>Admission and Discharge Form: John Groom, Director for Integrated Care (Community) (NHSK) and Val Smith, Service Development Manager</p> <p>ACTION: Val Smith to pick up with John Groom</p>
8	<p>Transport: Mary Anson</p>

	<p>MA expressed concerns that since NHS changed transport policy there are not resources to get people to hospital without providers picking up the gap for self-funders. They should be means tested when they get to hospital. Claim forms are available to aid with this funding.</p> <p>Karen Kay stated that evidence of being on benefits is necessary for people making such claims. Care Home residents do not automatically have such info available to them.</p> <p>MA noted that providers have to pay for carers to go to hospital with residents. This can become expensive as hospital visits can be very lengthy.</p> <p>ACTION: Same process as with transport for SLS and Home Care for transport to be followed. Nicola Redfern to contact Sam Wilson (NHSK)</p> <p>It was noted that some people who fund themselves are refusing going to hospital appointments due to the expense. This could lead to exacerbation of health conditions.</p> <p>ACTION: KK will track this, and put Sam Wilson (NHSK) in touch with MA to go through it.</p>
9	<p>TOR and workplan: Val Smith, Service Development Manager. CC</p> <p>Move to a more strategic focus. Working groups, Actions, Discussions. Bring their expertise and perspective.</p> <p>The group were asked about the 'big issues' that would feed into the terms of reference document and subsequent work programme.</p> <p>1. Step-up and Discharge between the community and hospital.</p> <p>Discharge and Admission Information: Community cannot pass information to hospital about the people they look after.</p> <p>Digital element: Information when taking on clients and information coming back into the system.</p> <p>Create mechanism for a two-way exchange of information which provides continuous information. Following up red bags scheme.</p> <p>What are the communication/information gaps?</p> <p>2. Direct Payments (+gross payments)</p> <p>3. Trusted Assessors: Assessments in the community and equipment responding to changing needs. Delays in hospital discharge.</p> <p>4. Supporting Health and Wellbeing of people receiving care</p> <p>5. Financial support for providers</p> <p>6. Individual reviews to be done by providers, with Council auditing.</p> <p>7. Provider Failure – supporting each other. Lessen risk of Provider failure by working together in</p>

	<p>localities.</p> <p>8. Pro-Active Care (Karen Kay) – how to address: flu vaccination, annual health checks, pneumonia vaccination. Supporting people with long term conditions and identifying those at risk of admission – initiated by Providers. Structure programme of upskilling .</p> <p>9. Workforce strategy for whole system. Recruitment campaign.</p> <p>10. Technology Enabled Care. Share learning and develop shared approach to embedding and using technology with providers.</p> <p>11. Seasonal pressures. Seasonal planning, not just for winter.</p> <p>12. Dementia – framework for difference levels of care and provision.</p> <p>13. Succession Planning and Council Risk Assessment. Continuity of Providers.</p>
10	<p>AOB</p> <p>Market Position Statement update. Going well. Took feedback, further proofing, and input from colleagues in NHS and almost ready to go to print. Further consultation with CPIC. Seven themes people highlighted at meetings. Key issues. Living document which will constantly be updated and changed. (HE)</p> <p>Bridging loans now deferred payments. (MA)</p> <p>Winter Plan. (KK) To be reviewed in April/May. Invitations to be offered to people in this group. Lessons learned. Group asked to email feedback. Conversation to take place at the next meeting. Systems/processes to be developed. Concerns about workforce in the summer period. Work with GPs to take place considering the potential for preventative approaches. ACTION: To be discussed at the next meeting .</p> <p>Winter performance. Deficit on bed spaces, good inroads into December, reduced approx. 55 down to 47. Pro-active care. ACTION: (KK) Dashboard to be made available to this group regarding admissions from Care Homes. Flu planning for frontline staff took place, but provider feedback was not forthcoming. Need to build process and develop learning.</p> <p>Loss of GP Practices. Significant pressures in some areas. ACTION: Ask NHSK commissioning lead for Primary Care to report back to group.</p> <p>Jon thanked those present for their assistance to the Council and NHSK. Council did meet their DTOC targets for the year.</p> <p>Nicola Redfern represented Cornwall’s work on Trusted Assessors and Red bags to NHS England. The achievements were commended.</p>

	Date of next meeting 7 June, 9.45 – 12.15 Sedgemoor Chair John Groom until 11.30, Jon Price 11.30 – 12.15