

Independent Home Care Providers Meeting

Dereham Football Club

7 September 2017 (from 2pm)

Present:

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| Alaina Barber | Norwich CCG | Kate Rudkin | Age UK |
| Bethany Small | Norfolk County Council | Kerry Southgate | Support Me at Home |
| Chris Jones | NCC/SNCCG | Lesley-Ann Knox | NCH&C |
| Christine Futter | N&SCS | Louise Haddock | Support Me at Home |
| Clare Rooke | Independence Matters | Lynda Hilliard | Extra Hands of Heacham |
| Dee Chapman | NELCSU | Naomi Mujuru-Mvere | Ur Choice Care |
| Don Leggett | Norfolk County Council | Paul Fallows | Norfolk County Council |
| Fiona Routledge | Independence Matters | Paul Gibbs | Norfolk County Council |
| Hanne Lene Schierff | Norfolk County Council | Paula Pawsey | Manorcourt Care |
| Helen Ollett Nash | Norfolk County Council | Sadie Andrews | Carers Trust Norfolk |
| Helen Ramage | Manorcourt Care | Sarah Langrish | Norfolk County Council |
| Irene Karrouze | SNCCG | Sharon Pointer | Guild |
| Jackie Howard | NELCSU | Su Carver | Allied Healthcare |
| Jayne Taylor | Taylor Care and Car | Sue Dunning | Jark Healthcare |
| Jessie Newby | Carers Trust | Zoe Barker | Westminster Homecare |
| Julie Wakefield | Norfolk County Council | | |

| Item | Notes |
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| 1 | <p>Welcome / Introductions / Apologies</p> <p>Hanne Lene Schierff welcomed everyone present to the meeting. All individuals introduced themselves.</p> <p>Apologies from: Andrea Borwell and Roger Morgan (Norfolk County Council); Hollie Simmonds and Jeni Cawkill (Carewatch); Jo Ardrey (Apple and NIHCG); Karen Seppings and Penny Ahmed (Mears Care).</p> |
| 2 | <p>Minutes of Previous Meeting and Outstanding Actions</p> <p>Minutes of 8 June accepted as an accurate record.</p> <p>Actions from meeting – 9 June 2016:</p> <ul style="list-style-type: none"> • Action 3 – Roger Morgan to follow up oxygen training with Helen Wilson. <ul style="list-style-type: none"> ○ Training dates aren't yet available, although BOC are happy to do individual training with people until they get a full course up and running. Carried forward. <p>Actions from meeting – 8 September 2016:</p> <ul style="list-style-type: none"> • Action 9 – Jo Ardrey to send list of care worker health-related training requirements to Peter Spears and Rosa Juarez for potential funding. <ul style="list-style-type: none"> ○ No progress. Action closed. • Action 11 – Peter Spears to discuss availability and convenience of training with the Community provider and respond to Jo Ardrey with contacts. <ul style="list-style-type: none"> ○ No progress. Action closed. • Action 14 – Andrea Borwell to circulate dates of fire assessment training. <ul style="list-style-type: none"> ○ The head of the Fire Service is looking in to what they can offer and will set up dates once this has been agreed. Carried forward. • Action 15 – Andrea Borwell to investigate top-up funding to ensure smoke detectors can continue to be given free to eligible clients. <ul style="list-style-type: none"> ○ These are still available from Norfolk Fire Prevention Service. Although grant funding means the supply is limited, please continue to refer clients in need. Action closed. |

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| | <p>Actions from meeting – 8 June 2017:</p> <ul style="list-style-type: none"> • Action 1 – NCC to look at the internal system for updating the provider list, ensuring no one is holding a local list. <ul style="list-style-type: none"> ○ This has been done, and providers should notice an improvement. Where providers have issues and have already checked the provider list is up to date they should email pscmm@norfolk.gov.uk and bethany.small@norfolk.gov.uk with the following details: the correct email address to use; the incorrect email address being used; the name of the sender of the email. Action closed. • Action 2: Providers to email Mel Sturman if they are interested in joining the Moving and Handling Steering Group, at melanie.sturman@norfolk.gov.uk. <ul style="list-style-type: none"> ○ Carried forward. • Action 3: Mel Sturman to share the demonstration sheet (for friends and family who act as a second carer) with providers. <ul style="list-style-type: none"> ○ Carried forward. • Action 4: Providers to check with their Insurers whether the demonstration sheet acts as sufficient assurance re: moving and handling with friends and family. <ul style="list-style-type: none"> ○ Carried forward. • Action 5: Sarah Langrish to check the contractual terms for block, framework and spot providers re: zero hours contracts. <ul style="list-style-type: none"> ○ Block and framework providers must sign up to the Unison Ethical Care Charter Level 1 and 2, zero hours contracts must not be offered in place of guaranteed hours. Sarah will check the contract for spot providers. Carried forward. • Action 6: Toni Jeary to follow up on whether spot providers getting retainer payments is still being pursued by NCC. <ul style="list-style-type: none"> ○ This is not being pursued at this time. Action closed. • Action 7: James Beiley to check which commonly used Home Support provider systems are already compatible with ContrOCC. <ul style="list-style-type: none"> ○ Due to the different ways ContrOCC is operated in different Local Authorities we cannot assume equivalence between the compatibility of systems. More information on how provider systems will need to feed in to ContrOCC will be available in a letter to be distributed shortly. Action closed. • Action 8: Providers to email James Beiley at james.beiley@norfolk.gov.uk if they would like to be involved in the testing phase of the systems. <ul style="list-style-type: none"> ○ Testing has started with a provider reference group. Action closed. • Action 9: Emma Bugg and Bethany Small to arrange additional meetings for non-framework providers to meet with NCC to explore how the framework will be developed in Norfolk. <ul style="list-style-type: none"> ○ Providers were asked, via the blog, to email in with preferred dates and venues for this meeting, with no responses received. Action closed. |
| 3 | <p>Feedback from the pre-meeting</p> |
| | <p>Providers fed back that a formal pre-meeting had not happened as no-one attended from NIHCG. They asked that they are informed in the future if the pre-meet had been cancelled. Norfolk County Council were not aware that the pre-meeting had been cancelled, but are happy to put a notification on the KPWAH blog if they are notified in time.</p> <p>Action: Sharon Point (on behalf of NIHCG) to confirm if the pre-meeting is going ahead before the December meeting. NCC will help to notify providers of this decision once it is made.</p> <p>Providers had a short informal pre-meeting, and they would like some more information on the Provider Portal, including the confirmed launch date and confirmation of how they need to prepare for this.</p> |

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| | <p>Up-date: There is a Provider Portal section on the Norfolk County Council website, found here: www.norfolk.gov.uk/providerportal</p> <p>Articles with updates about what is happening with the Provider Portal will be published both on this website and on the Norfolk KPWAH blog at www.norfolkcpwah.com. There is also a letter going out to all Home Support providers shortly.</p> <p>James Beiley, who is leading on the project from NCC, is attending all of the Locality Provider Forums to talk about the project with providers. If you cannot attend the forum, or have queries that you need to answer in advance you can contact James Beiley at james.beiley@norfolk.gov.uk and Don Leggett at donald.leggett@norfolk.gov.uk who will be able to send you more information. There is an FAQ online which will be updated as and when queries come through.</p> <p>Action: Bethany Small to add the Provider Portal to the December agenda and invite James Beiley to attend and update.</p> |
| 4 | <p>Update on the Frameworks, Pricing and iBCF</p> |
| | <p>HLS updated the meeting that Frameworks are active and working in the Norwich, North Norfolk and South Norfolk CCG areas. We have invited framework providers to be engaged in Promoting Independence pilot projects and have also initiated work with them on setting up a rapid response service. Both of these projects are in the very early stages.</p> <p>It is very likely that we will open up the North Norfolk Framework in the near future, although there are no timelines around this. Most of the communication around this will happen via the Norfolk KPWAH blog, so it is important the providers are accessing the site regularly. We recommend that you sign up to follow the blog and receive email alerts when new information is posted.</p> <p>Work is going on to create efficiencies, through swaps between Framework providers. The frameworks are still being built, and are exploring how to work better together and bed in the changes. Collaboration is starting to happen and is working well.</p> <p>Norfolk County Council's goal is to mainly commission work through the frameworks, but this is a work in progress and at the moment we are still reliant on the spot market.</p> <p>For the banded pricing model, a proposal has been put together and is going through the internal NCC sign off process, and therefore not much information can be shared. It may have to go to ASC Committee. We understand this process is frustratingly slow, but it is important that this model is workable for providers and affordable for NCC. We can't offer a time frame currently, it will be months rather than weeks.</p> <p>The iBCF proposals have been sent through Adult Social Care Committee. To look at the relevant papers follow this link and look at Agenda Item 11: http://norfolkcc.cmis.uk.com/norfolkcc/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1377/Committee/10/Default.aspx</p> <p>We recommend providers sign up to be alerted when Adult Social Care Committee papers are published, to keep up to date with all strategic developments.</p> |
| 5 | <p>Six Steps End of Life Care Programme – Lesley-Ann Knox and Christine Futter</p> |
| | <p>Presentation attached.</p> |

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| | <p>We are piloting the Six Steps End of Life Care Programme, initially run for Care Homes, with Home Support providers.</p> <p>Norfolk and Suffolk Care Support put in a bid to introduce it to the Home Support market and have been successful in gaining the funding to run a pilot course with 12 providers. There were 14 provider applicants, so almost all have been given a place, and providers are now aware of who has been successful. The training is aimed at organisational change and good practice around EoLC and therefore only a few representatives from each provider will attend. It is not individual staff EoLC training but a programme which is cascaded through the organisation.</p> <p>The presentation today will explain what will be happening during the course (for those who are on it) and giving a briefing on it (for those who might want to apply in the future).</p> <p>Providers queried how commissioning will change to enable home support providers to apply the approach, as their service is quite different to a care home. The programme has been adapted to address this, and has thorough evidence through implementation in other areas that this can be successfully done. Detail about the programme can be seen on the Skills for Care website: http://www.skillsforcare.org.uk/Topics/End-of-Life-Care/End-of-life-care.aspx</p> <p>Providers felt this looks like it can drive a true multi-agency approach. Home Support providers can feel as if they are on the fringes of EoL planning and decision making so it is exciting that it may support them to become more involved in this.</p> |
| 6 | Market Engagement Work – Don Leggett |
| | <p>Presentation attached.</p> <p>We are keen that providers are involved and engaged in this project as equal partners. If you would like to join any of the project groups please email Don Leggett at donald.leggett@norfolk.gov.uk to express your interest.</p> |
| 7 | Calling GPs, 111 or 999 – support documents – Irene Karrouze |
| | <p>Presentation attached.</p> <p>Some resources were developed and used with Care Homes and unpaid carers to help people to assess and understand when to call 111 or 999. The resources also help the person frame their request for support in the most helpful way to ensure the patient receives the right care. The documents could also be used by home support workers in these situations.</p> <p>The resources also support carers to identify and monitor common health risks, including ways to pass this information between carers where a team of people look after someone. They resources help support communication both about the risk, and any actions in places to mitigate it.</p> <p>Irene Karrouze and her team can also offer teaching sessions on the resources to providers who can contact her at:</p> <p>Providers raised an issue with the way NCC commission packages. If they call an ambulance they don't always have time to wait with a service user, it's not guaranteed they will get paid for that time as it doesn't form part of the service user's package of care hours.</p> |
| 8 | AOB |
| | ICES |

HLS asked if providers would be interested in attending ICES demonstration days if these were made available. The general consensus was that this would be good. Sessions will be advertised on the home Support blog and held at Dereham Football Club.

Norfolk Keeping People Well at Home blog

www.norfolkpwah.com

Providers are encouraged to sign up to 'follow' the blog, which means they will get emailed whenever a new article is published. The blog has information about: training and conferences; the Provider Portal; Market Engagement; the Market Intelligence Tool and much more. It is our main platform for communication and engagement with the Home Support market, so it is really important that providers are regularly reading the site.

PLEASE NOTE THAT AGENDA AND NOTES FROM THE IPF MEETINGS ARE CIRCULATED VIA THE BLOG. IF YOU SIGN UP TO FOLLOW THE BLOG YOU WILL RECEIVE AN EMAIL NOTIFICATION WHENEVER THESE ARE PUBLISHED.

If you are having issues accessing the blog due to your firewall or filtering systems, you should in the first instance talk to your ICT lead, who should be able to make the site available.