

Independent Home Care Providers Meeting

Dereham Football Club

7 September 2017 (from 2pm)

Present:

Penny Ahmed	Mears Kings Lynn		Sarah Langrish	Norfolk County Council
Jo Ardrey	Apple Home Care		Don Leggett	Norfolk County Council
Sam Armiger	NR Care		Kerry Morton	Norfolk County Council
James Beiley	Norfolk County Council		Murwendo Mvere	UR Choice Care Ltd
Andrea Borwell	Norfolk County Council		Helen Ollett Nash	Norfolk County Council
Su Carver	Allied Healthcare		Liz Onine Lacey	NCCP Brokerage Practitioner
Dee Chapman	NCCP CHC Brokerage Lead		Sharon Pointer	Guild
Rachel Chettleburgh	Kare Plus Norwich		Starr Redwine	BetterHealthcareServices
Polly Cobb	Norfolk County Council		Fiona Routledge	Independence Matters
Louise Dobson	BetterHealthcareServices		Hanne Lene Schierff	Norfolk County Council
Jill Guthrie	Kare Plus Norwich		Faye Taylor	Taylor Care Norfolk
Jackie Howard	NCCP – CHC Contracts		Jayne Taylor	Taylor Care Norfolk
Karen Jeppings	Mears Kings Lynn		Jo Tier	Extra Hands
Chris Jones	NCC/SNCCG		Mark von Haartman	The Care Company UK Ltd
Amanda King	Carewatch		Julie Wakefield	Norfolk County Council
Natalie Lanbe	Extra Hands			

Item	Notes
1	<p>Welcome / Introductions / Apologies</p> <p>Hanne Lene Schierff welcomed everyone present to the meeting. All individuals introduced themselves.</p> <p>Apologies from: none received.</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 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. <p>Actions from meeting – 8 June 2017:</p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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"> ○ Action closed. • 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. <p>Actions from meeting – 7 September 2017</p> <ul style="list-style-type: none"> • Action 1: 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. Action closed. • Action 2: Bethany Small to add the Provider Portal to the December agenda and invite James Bailey to attend and update. Action closed.
3	<p>Update on the framework (including iBCF funding)</p>
	<p>Hanne Lene Schierff provided an update on the rapid response service (now called Enhanced Home Support Service) which is being set up with interested Framework providers. Work on this project is progressing, and it is expected to come on-line in early 2018.</p> <p>There was notification that the new banded pricing model has been published on the KPWAH Blog and on the NCC website. This model will apply to Framework providers only, currently not in the East or West where Frameworks are yet to be set up. Dates for this piece of work has still got to be agreed</p> <p>The model has received final agreement within NCC and will come into effect in April 2018. The prices published are based on 2017/18 prices, so these should be considered as a worst-case-scenario as prices are likely to be up-lifted for 2018/19. The actual prices for the new model will not be known until mid-February 2018 when the Council has signed off the budget.</p> <p>It is anticipated that the proportion of PoC which fall into each band will be approximately: Band 1 – 60% Band 2 – 30% Band 3 – 10%</p> <p>Between December and April 2018 NCC will be working with Framework providers to understand the model and implications for the individual provider.</p> <p>Questions were raised about whether a similar process would be introduced for Spot providers. HLS explained that there would not be a similar process as NCC had made a strategic decision to focus on the Framework model and the development of strategic providers. It was further reiterated that the Framework process had been open to all providers in the central belt to apply for and NCC had been clear about its intention to focus on the Framework. There was some discussion about the different expectations and requirements on block, framework and spot providers.</p> <p>Questions were raised about comparative CQC ratings of some providers on the Framework and some spot providers and that this is not reflected in payment rates. Chris Jones acknowledged this is something to be considered and that quality issues within the Framework and for individual providers are considered and addressed as part of any service review undertaken.</p> <p>The North Norfolk Framework is expected to be re-opened in 2018 – but no dates have been set. All notification of this will happen via Intend and the KPWAH Blog. Emphasis on the importance for all providers to sign up to these two systems so alerts are e-mailed about any new postings. It was confirmed that Framework areas are CCG areas.</p>

	<p>In response to comments about gaps in Framework provision, CJ noted that it is intended that the banded pricing model will help to reshape the coverage by Framework providers. It was also hoped that the new model would support Framework providers in dealing with recruitment issues.</p> <p>It was acknowledged that there had been delays in working with the market to address gaps due to the work on the new pricing model.</p> <p>Concerns were expressed that NCC had not listened to providers concerns and contributions. Chris Jones noted that and acknowledged some of this had led to commissioning of Don Leggett’s work on market engagement and development of better engagement and communication systems. The emphasis was now on moving forward and engaging going-forward. (see below)</p> <p>UP-date: meeting on January 12th 2018</p> <p>Specific query about FAQ 12 of guidance about banded pricing model and clarification that mileage/travel costs had been factored into the new prices and there would not be an additional payment for travel.</p> <p>HLS also flagged the Winter Planning additional payments scheme details of which are available on the blog. This will involve one-off payments on packages of care for patients from hospital when provisions is in place within specific timeframes. Arrangements for care packages will be made via Care Arranging/ Brokerage. The funding for this is from the additional social care funds. The period when the additional payments are available may be extended depending on the impact achieved.</p> <p>There was a request for a breakdown of iBCF funding which will be directed to Home Support. HLS noted that she does not have this breakdown to hand but confirmed that iBCF funding was being committed to the Enhanced Home Support project and to the Banded Pricing Model.</p> <p>It was accepted that this issue was beyond the remit of this meeting, but there was frustration amongst providers at the lack of information on this issue from NCC. HLS advised that all Social care Committee, Council and health & wellbeing Board meeting agendas and minutes are in the public domain and available on the NCC web-site. E-mail alerts can also be subscribed to from the web sites. It was requested that it be noted that there was frustration and disappointment that in relation to iBCF funds, there would be no increases in funding until April 2018.</p>
4	<p>Update on Market Engagement (Copy of presentation attached)</p>
	<p>Don Leggett spoke on his Market Engagement work, working with providers to tackle the 36 issues raised in workshops. He reported that the four Task and Finish groups, involving providers and NCC officers, which he mentioned at the last Independent Providers meeting, have now finished their work. They reflected on good practice and what needs to change – based on providers’ ideas and experiences. 102 actions have been created through this process. A full account and summary of this work is available on the NCC website (www.norfolk.gov.uk/engagement) .</p> <p>DL outlined the next steps of his work including a Market Survey which he encouraged providers to complete. The purpose of this is to gain evidence from as wide a pool as possible. The survey will cover communication with NCC, provider use of MPS and explore the appetite for online engagement. DL also reported on his evaluation work around Engagement structures highlighting Locality Forums, Online Information Sharing and Countywide Strategic Forum. Recommendations for changes will be considered by NCC Adult Social Services Senior Management Team in early 2018.</p> <p>After DL’s update on the Market Engagement work, HLS stressed the importance of the Market Development survey and engagement with DL’s project in general. She explained that additional Independent Provider meeting for 2018 are not currently being booked as the need for these will evolve from the survey outcomes and the Market Development led evaluation. HLS suggested that if providers wished to continue with the meetings until the outcome of the survey and action plan, coming from this, is clear, meetings can be scheduled and organised by providers and NCC officers can be invited and will attend if possible</p>

5	Provider Portal
	<p>James Bailey reported that Provider Portal had gone live on 24th November. The initial process to get all providers online has sometimes been slow but is now progressing with payments being made through the system. There is an issue with a backlog of packages of care which could not be uploaded during system transition/downtime – this is being addressed and an email will be going out w/c 11th December. Issues with ISO's has been recognised and is currently being addressed.</p> <p>JB directed providers to demonstration videos on the NCC Provider Portal website – also available via the blog https://norfolkpwah.com/category/provider-portal/</p> <p>Concerns were raised about changes to processes with Liquid Logic, additional steps involving social work authorisation mean that packages of care are sometimes now expected to commence without final paperwork being received by a provider and therefore this work commencing “on trust”. JB reported that he would follow this up with Care Arranging/Care Brokerage and also noted that QA are aware of this issue.</p> <p>Queries about what will happen if providers are not paid on 12th December. JB agreed to address this issue which is rooted in the backlog.</p>
6	Business Resilience Planning
	<p>Dave Rimmer from the Resilience Team presented on potential issues which could impact on providers. The initial focus was on Winter/severe weather conditions, with prompts for thinking about plans for staff, staff travel and ITC (including the importance of backing-up all data). DR flagged the importance of flu-jabs for the home support workforce. Beyond Winter issues, DR addressed the need for year round resilience planning. There was also noting of the importance of safeguarding business leadership to ensure the long term security and prosperity of businesses.</p> <p>Finally there was discussion of the offer of support for providers in making resilience plans for their businesses, including an initial conversation of up to an hour which is provided without charge. DR flagged the following websites for providers to support resilience planning:</p> <p>Met office https://www.metoffice.gov.uk/public/weather/warnings</p> <p>Environment agency https://www.gov.uk/government/organisations/environment-agency</p> <p>BERG https://www.bitc.org.uk/programmes/business-emergency-resilience-group-berg</p> <p>The Resilience Team website can be accessed here. https://norfolksafety.org/normit/ Or you can contact them directly on 01603 222016 or normit@norfolk.gov.uk</p>
7	AOB
	None raised.