

Date: 10th November 2016

Dear Devon Cares Provider,

Provider Briefing Number 2: Locality Management Board outcomes October 2016

We are pleased to report that we held our first Devon Cares LMB on the 5th October which was attended by our Tier 1 providers. This briefing sets out some of the key agenda items discussed and actions that were agreed.

It is really important to us that we ensure you are all kept informed of the progress of Devon Cares in supporting you all to provide high quality care.

LMB Terms of Reference and attendees

The purpose of the Locality Management Board is to demonstrate how Devon Cares improves the health and social care system and improves care for service users. Tier 1 providers will be working with the Devon Cares team to take an active stake in the development of the strategy and market across zones 1, 2 and 3.

The Terms of Reference can be found here <http://devoncares.co.uk/wp-content/uploads/2016/10/TOR-for-inclusion-in-Framework-Agreement-Final-04.11.16.pdf>

Contractual performance and overview

Since our launch in July 2016, Devon Cares has had a very successful first three months. We are starting to get to know all our providers and develop collaborative relationships. With your help we have met almost every single new care package across zones 1, 2 and 3 and have reduced the unfilled list. This achievement has been recognised and applauded by the commissioners and we extend our thanks to you as providers.

We will now continue to build confidence and capacity in the market as the contract evolves. We will be focusing on reducing the unfilled list, hospital discharges, end of life, building capacity in zone 3 and preparing for winter.

A performance report was presented by Matt Wills, Devon Cares Head of Service which set out a number of key performance indicators linked to the contractual obligations. This can be found on the Devon Cares website: <http://devoncares.co.uk/our-services/>

Data requests and invoicing

Devon Cares is continuing to exert significant effort and resource to ensure providers are paid on time and accurately.

We have experienced significant problems in getting the invoicing and variations validated and we need providers to help us by providing timely and accurate information.

We discussed the multiple requests for data and how this could be streamlined to reduce the administrative burden on providers. The Quality Reports are a contractual obligation under the framework and the current reporting requests reasonably are light currently. We would expect to work with providers to improve the timeliness and quality of performance data over the next quarter

The Operational Alert dated 13th October 2016 can be found here:

<http://devoncares.co.uk/wp-content/uploads/2016/10/Number-1-Devon-Cares-Operational-Alert.pdf> It was acknowledged that we have experienced some difficulty generating invoices for the transitioned activity and we are continuing to work with the commissioner to find a solution to doing this as quickly as possible.

Finance

This has been identified as a key work stream area as we have had significant issues resolving payment and variations to providers as set out in the payment and Invoicing Schedule 2016/17.

In the first instance the Devon Cares team will develop a simplified version and responsibility process which meets the Payment Schedule and allows the appropriate time for variations to be validated.

This will include updated instructions regarding provider and Prime provider responsibilities and valid variation submissions.

This will then be discussed with providers and forwarded for agreement with the LMB.

The current position on multiple hours was explained and relates to care which exceeds 1hr for example day sits and waking/sleeping nights, when this occurs there is a possibility that DCC could apply a reduced rate as travel costs should be reduced. The Finance lead has requested the information to be submitted by DCC in order for us to liaise with providers to establish a final position. Multiple hours will continue to be an LMB agenda and updated on the 2nd November.

Devon Cares finance lead asked for providers to meet up outside this meeting to model a formula for a multiple-hour discount that we would then share with all

providers.

Members then discussed the Risk Pool. The Risk Pool is in place to ensure there is a budget to fund any liquidated damages. This is a shared responsibility between all LMB members and the pool is accumulated through a top slice of the DCC invoiced hourly rate (i.e. does not affect the £17.98).

Workstream development

Members then discussed topics that were identified as priority areas of work/interest. These are:

- IT systems (looking ahead to our procurement)
- Quality – best practice and improvement programme
- Commissioner issues
- Finance
- Training, recruitment and staff development

We anticipate discussing these topics with all providers through our regular meetings so we can add to the list and start putting in place plans that support continuous improvement.

IT

We launched Devon Cares with a short-term IT solution (Care4IT) and we have been really clear that we wanted to engage our provider partners in developing an IT system that would benefit client care, your businesses and enable innovation through Devon Cares. Whilst the majority of this will be picked up operationally we need to ensure that the specific work stream addresses the requirements of the IT system, what this needs to offer and how the system will serve the purposes required for invoicing, data collection and performance.

We anticipate starting this work in January 2017 and would like all of our providers to ensure their views are taken into consideration when developing this. We will be asking providers to specifically detail what they would like out of an IT system and assist us in drafting the service spec and on-going needs from the IT provider

Quality

This has been identified as a key work stream area as we are required to submit Monthly and Quarterly reports to the commissioners, we are already 3 months into the contract and finding that data collection needs to be simplified and improved. Performance data is a contractual obligation and although it is time consuming it ensures we are visibly delivering against our contract, validates provider payments

and will ultimately assist us in mapping wider Health & Social Care Outcomes. The current process requires a monthly and quarterly submission from providers; this is relatively light touch in terms of health data. Some of this data is collected directly from the Care4IT system and some is required directly from the providers.

The quality work stream will start to look at a Devon Cares wide quality improvement programme, this will include ensuring a minimum set of Due Diligence quality standards are in place (as per Tender submissions), ensuring a comprehensive Safeguarding process is followed across Zones 1-3, embedding an effective CQC, complaints & near misses process and looking at managing complex cases such as dementia or challenging behaviour.

Commissioner issues

This work stream will focus on ensuring issues which are raised by providers are recorded and escalated where appropriate. The majority of these issues will be picked up operationally but additional communication networks could be set up (if required) to capture any additional issues. As an example from the 14th November Devon Cares will introduce a twice weekly provider escalation teleconference meeting for new providers where issues can be raised, If something similar would be beneficial to providers to ensure there was a more regular forum for this to be facilitated it could be explored, the intention of this would be to discuss as providers any issues and seek simple solutions through sharing experiences and best practice as opposed to feeding back directly to commissioners. All feedback will be added onto the risk log and in the first instance be resolved internally, those issues which cannot will be escalated as appropriate.

Next steps

We are proposing to discuss the work streams at the next LMB meetings and to start with the IT work stream. Our aim at this initial meeting would be to identify the issues through surveys and feedback s which can be discussed on a rolling action log.

Matt Wills

Devon Cares
Head Of Service
20 St Georges Rd
Barnstaple
EX32 7AU