

Date: 28 March 2017

Dear Devon Cares Provider,

## Provider Briefing Number 3: summary of the February 2017 Locality Management Board meeting

This briefing sets out some of the key agenda items discussed and actions that were agreed at the February Locality Management board meeting, attended by our Tier 1 providers, commissioners and Devon Cares team.

The purpose of the Locality Management Board is to provide a means for Devon Cares to collaborate with our providers to improve the quality of care and experience of people working in care and receiving care. Tier 1 providers work with the Devon Cares team to take an active stake in the development of the strategy and market across zones 1, 2 and 3.

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

### **Introduction**

At this meeting the Board acknowledged this was Matt Wills last meeting as he was leaving Devon Cares at the end of the month.

Katherine Allen announced following a successful recruitment process, Natasha Koerner had been appointed as the new Head of Service and would be commencing in post at the beginning of May.

### **Winter Contingency Planning**

It was acknowledged the winter contingency plans had worked really well across zones 1, 2 and 3. All providers were asked to thank their teams for all their hard work making sure people got the care they needed over winter.

NHS England had been in touch with DCC and the CCG to find out how we had managed our demand so well over winter. We should be proud of the national recognition of our efforts and team working.

### **IT**

Members asked Devon Cares to request additional functionality on Care4IT to ensure they are notified when they are unsuccessful in being awarded a package of care.

### **Contractual Performance – Finance**

Devon Cares described the invoicing issues which are still being experienced and asked all providers to make sure that all invoices were submitted on time and in the correct format. Reconciling invoices at the end of each 4-week payment runs are complex and incredibly time consuming. Devon Cares has not missed a payment deadline to providers.

### **Hospital Admissions**

The Board discussed on hold processes and the process for hospital admissions in general, including on MAU. It was agreed that an update would be put on the website to clarify the process.

Katherine Allen referred to a hospital discharge workshop that had been held with the RD&E and agreed to circulate the notes.

### **KPI and Quality Metrics**

There has been improvement on the information received from providers but there are still gaps. Providers were asked to focus on ensuring we continually improve the quality of the service through effective performance submissions, understanding KPI's as this will enable us to develop improved health & social care outcomes.

Due diligence meetings are going well and Devon Cares expect to have completed all visits to all framework providers within the next few months. There may be a delay as we change Head of Service.

Due Diligence visits are designed to be positive meetings where we talk to organisations about how they deliver high quality care, any best practice we can share with others and what support they would appreciate.

### **Workstream development**

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

These are:

- Hospital Discharge
- Training Needs Assessment
- IT
- Due Diligence
- Falls
- Medication
- DCC's Commissioning Strategy
- Devon's Sustainability and Transformation Plan

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

## Any other business

### 'For the Moment' Leaflet'

North Devon Hospice tabled a leaflet which provided important information when someone was at the end of their life. The Hospice offered to provide copies to all providers. If you would like a copy of the 'For the Moment leaflet then please contact Lorraine Furse on **01271 314073** [lorrainefurse@nhs.net](mailto:lorrainefurse@nhs.net) and she will liaise with the Hospice.

It was suggested to include the Devon Cares logo on the leaflet. Katherine Allen agreed to send the logo to North Devon Hospice for the next print run.

### Fire Safety Checks

A Provider advised that he had been approached by the Fire Service regarding a scheme they are running to identify potential clients at risk, particularly those who live alone. A Fire Rep will talk through any issues and potential risks and supply fire detectors as required. For more information visit our Devon Cares website <http://devoncares.co.uk/resources-for-providers/fire-safety-home/>

### NHS Discount

Katherine Allen agreed to circulate information on the various NHS staff discount schemes.

### Referral Staff

The Board discussed how providers could access the support of the wider NHS i.e. Occupational Health. Katherine Allen agreed to explore this and add it into the survey, with the caveat that this would probably have to be a paid-for service as Occupational Health is a specialist service.

Kind regards,

Katherine Allen  
Deputy Director of Strategy & Transformation NDHT