

**Date: July 2017**

**Dear Devon Cares Provider,**

### **Summary of the June 2017 Locality Management Board meeting**

This briefing sets out some of the key agenda items discussed and actions that were agreed at the June 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 providers to collaborate 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 and commissioners to take an active role in the development of the strategy and market across zones 1, 2 and 3.

It is really important to us that we share with you 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>

We welcome contributions from all providers. If there is an issue you would like to raise please contact Lorraine Furse on 01271 314073 [lorrainefurse@nhs.net](mailto:lorrainefurse@nhs.net)

#### **Commissioner Strategies**

The Board was advised there was a presentation from DCC within the meeting papers outlining commissioning intentions, which had been presented at a recent All Providers meeting. It was noted that we are on target for commissioned packages of care with a move towards shorter term packages longer term where this meets the needs of individuals.

There was a discussion in relation to smaller providers and how they will manage with a reduction in hours. The change in hours and focus on shorter term packages will likely necessitate a change in business model for providers and the Devon Cares Head of Service has discussed with some providers other commercial opportunities i.e. holiday care and support to ensure choice of provider remains for customers.

It was noted that zones 1, 2 and 3 had dropped on average across all three zones by 15 hours/week and the Board was advised that we are on target for our zones.

Further commissioning strategies/intentions will be provided as soon as they become available.

## Terms of Reference Annual Review

The Terms of Reference were approved subject to the inclusion of an organisation that was omitted from the Zone 3 Tier 1 providers. The Board were advised these would be amended and circulated to the Board with the minutes.

## KPI reports and Quality Metrics

The Board noted that the KPIs were under review to make the information more meaningful. Input would be required from partners to develop KPIs that would demonstrate contractual achievement and the benefits of the Devon Cares approach for customers, commissioners and the community.

Following discussion in the All Provider and a Primes quality meeting a draft questionnaire has been produced that will provide insight into the quality of provision across Devon Cares. The survey results will be triangulated across Devon to enable a county-wide analysis. An annual report is also being developed for Devon Cares and the report will be circulated to all later this year

## Unfilled Packages of Care

There was a total of four unfilled POC, which had since reduced to three as Lynton had subsequently been filled.

## Hand-Backs

There had been two hand-backs in Q1, one of which was due to a conflict of interest and has since been filled.

The Board was advised to let the team know of any issues they are having with clients prior to a hand back. It was noted that a process has been agreed with all prime providers, mirroring the Devon Cares approach of the last year, in regard to hand-backs.

## Refusals and Acceptances

There were two main reasons for refusals:

- Incapacity staffing
- Outside of service area
- Zone 3, Bampton and Witheridge and these have been identified as historical hotspots.
- There had been an increase in zone 2, particularly in Ilfracombe.

There was a discussion around premiums for hard to reach areas. The Board was advised that the current rate was calculated based on providers managing a mix of urban and rural/difficult to access packages per zone and so far there had been no exceptions of packages that did not fit within this calculation. As a result, providers requesting additional funding to pick up a package were being refused.

Devon Cares to consider a reward and recognition approach in-year and would agenda this for another meeting.

## Finance / invoicing

The Board were advised that there were no invoicing issues to report and that a summary statement would be produced and circulated to the Board after the latest period had been completed. It was also noted that there were no liquated damages.

In relation to the finance spreadsheet, the Board was advised that providers are requested to amend information that they are aware of to avoid wrongful claims.

## Incidents and Complaints

The Board was advised that Devon Cares has been set up on the Trust's risk, incidents and complaints system (Datix). There had been three complaints to date which were all ongoing, five incidents, of which four had been resolved and one was ongoing. In future, any trends/summaries will be incorporated into a report. As well as this information, providers were asked to send through any letters of thanks/compliments they receive for inclusion on the website and in the annual report.

## Devon Cares Work Streams

- **Trusted Provider** – The Board was advised that Homelife and ARK had undertaken a pilot scheme and reviews had already taken place which had gone well. Work was being undertaken with the agreement of the CCG Commissioner and those piloting were DCC smaller packages rather than CHC. CHC will be introduced later in the pilot.
- **Due Diligence** – There is an ongoing programme to carry out due diligence visits. However, it was noted that this has been subject to change when urgent issues arise. It is anticipated all due diligence visits would be completed by the end of the year. The Head of Service is attending quarterly CQC meetings where information will be shared by both parties.
- **Due Diligence** – We would like to use the themes arising from our due diligence visits to share best practice between providers and raise general quality standards. The Head of Quality and Safety advised that there is an opportunity for partnership working between Devon Cares and the Trust, in measuring the quality of care provided. It was agreed to look at information flows to identify where there are barriers and to improve access. It was also agreed to look at medication on discharge as these were identified as the two main risk areas. The Head of Quality and Safety expressed an interest in attending a meeting where these discussions would take place.
- **Medication** - The Devon Cares Head of Service had investigated an issue around a discrepancy between pharmacies as some delivered medication and some didn't. NHSE have confirmed that it is not within their contract for pharmacies to go across the threshold. Devon Cares Head of Service is holding a round table discussion with NHSE, CCG, DCC, LPC representatives, commissioners and providers to discuss this further and will feed back at the next meeting.
- **Hand-Backs** - It was agreed to remove hand-backs from this section of the agenda as it was not a workstream.
- **Quality Strategy** – Devon Cares Head of Service agreed to re-circulate the Quality Strategy to members of the Board. Once approved, an action plan will be developed and will cross-reference to other activity.

## Future Development - Forward look for future LMB meetings

The Board was advised that these meetings are an opportunity to learn about best practice and was keen for time to be set aside for an action learning set to help solve any issues. This could be done at the beginning or end of the meeting to enable 'free talk' on a particular issue. This will be put in place as soon as room bookings allow.

It was also suggested that feedback from CQC inspectors and any learning that could help others be included on future agendas.