

**Date: 05.01.18**

**Dear Devon Cares Provider,**

## **Provider Newsletter:**

Devon Cares would like to wish you and your teams a happy new year. We are looking forward to expanding on the success we all build last year.

If you have any news you would like to add to the weekly newsletter then please email Lorraine Furse [lorrainefurse@nhs.net](mailto:lorrainefurse@nhs.net)

## **Registered Managers Meetings**

The next registered Managers meeting is planned for 23rd March 10.00 – 12.30, and the venue will be Filleigh Village Hall, Fileigh. Places are limited to Registered Managers (or the Deputy in their absence) and will be on a first come basis.

If anyone is interested in attending this meeting then please book your place via [ndht.northerncareshomesteam@nhs.net](mailto:ndht.northerncareshomesteam@nhs.net) attendance is strictly via booking only.

Please see newsletter attached for the Care Homes Team.



Issue 11 CHT  
Newsletter.pdf

## **Update to hospital discharge process**

Devon Cares will be asking discharge co-ordinators to send providers a copy of the discharge summary, following guidance from Matt Kaye in December's LMB. The discharge coordinators will only send documents containing personal information to providers' NHS email addresses so please ensure you are regularly checking your NHS email account.

## **RDE Hospital Discharges – Guidance for Eastern providers**

Please see attachments below for guidance on RD&E hospital discharges.



FINAL Single Point of  
Access and Urgent Cc



RDE Hospital  
Discharges - Southern

## **Head of Service update**

I (aim to) provide an update every two weeks. It is strange to consider the last two weeks have included Christmas and New Year; it all seems so long ago!

### **Sarita Warmington leaving**

Sarita will be leaving the Devon Cares team on Tuesday of next week. Sarita has been a broker since the launch of Devon Cares, and her focus on customer care and attention to detail has made all the difference. On behalf of all at NDHT I'd like to thank Sarita for her many years of service to NDHT, and from me personally, for her tenacity in getting Devon Cares up and running and being a fabulous broker.

### **New broker**

Our new broker, Jill Thorne, will be starting with us on 15<sup>th</sup> January.

### **Continuity of care**

My activity during this period has been more operational and this activity has been prioritised over previously planned activity: it is the time of year you, as providers, struggle, so my intention has been to provide whatever support I could, directly or indirectly. I have visited customers with care managers, with you, at the hospital bedside and made contact with family members by phone. I have also provided guidance, rather than practical support: Devon Cares involvement is not always necessary or the right thing to do.

I have circulated a separate email asking for information from you on why/whether there were additional challenges this festive period. Thank you to those who have responded so far, and a reminder to others to send your intelligence to me (email sent to you on 3<sup>rd</sup> January). I will be attending our quarterly contractual review next week and discussing the challenges and best practices with commissioners, and following this, picking up with individual/groups of organisations as the intelligence you have provided so far suggests some similarities as well as unique challenges and great ways some of you prepared that resulted in little or no negative impact. Sally-Ann Turner will be attending the next All Provider meeting to discuss Proud to Care and recruitment activity, and there should be information being circulated shortly regarding different recruitment events in the North and mid-Devon region.

I will arrange a planning session later in the year to discuss winter planning as, despite prior reassurances of opening hours; I struggled to get hold of providers on December 23<sup>rd</sup> and during the Christmas and New Year period. This needs to be improved during all difficult periods.

### **Hospital (restarts and pressures)**

NDDH is far from alone in experiencing significant pressures of late, and, like many, had a short period at Opel 4 this week. I have been attending the tactical meetings that take place twice a day to get a real time update on patient flow, flu prevalence, admittance and discharges. This has highlighted there are better ways for us (Devon Cares) to manage the restarts process and we will be looking at this over the next few weeks.

### **Reminder: safety and dignity of customers**

Care worker dress, from footwear and PPE to nail length and jewellery, is more than looking smart, and may be detailed in a variety of local policies, for example:

- Dignity (personal care being carried out by someone wearing jewellery or having long nails is likely to produce discomfort)
- Health and safety (wearing inappropriate clothing can make tasks more difficult to carry out and potentially result in accidents)
- Infection control (long nails, lack of gloves etc all contribute to transmitting viruses that could have significant consequence for vulnerable customers and the workforce)

If you feel your policy folder is lacking a policy that covers such items, we can send you the relevant NDHT policies as a guide to developing one suitable for your organisation.

Due to both season and commissioning practice, the vulnerability of our customers is increasing. There have been recent examples, possibly influenced by the party season, of care staff not adhering to basic dress codes and I ask that a reminder is sent to all staff in your own newsletters, team meetings etc. of the importance of such policies.

### **Future training opportunities**

You will shortly be receiving dates for two training/workshop events.

### **Risk assessment training/support:**

Some reviewers/assessors are finding it difficult to know how to acknowledge a known risk where there is no mitigation or customer preference for the risk to remain. There are also concerns around lone working and carrying of medication. NDHT experts in these areas will be putting on a half day workshop for up to 15 attendees so these attendees can then cascade learning across your organisations.

### **Personalised care planning:**

This seems such a simple activity but takes considerable skill to truly reflect a customer's likes and dislikes and preference for how an activity is carried out. Does the customer like milk in their tea first or last? Do they like their bed turned down when made or made with blankets or duvet? What is a conversation starter for them? What makes a good day and a bad day, and on those bad days, how can others best support? I have invited IPC colleagues from the South West to discuss with providers best practice, and would also remind you all of the fantastic resource available here:

<https://www.thinklocalactpersonal.org.uk/personalised-care-and-support-planning-tool/>

For those providers wishing to move into supporting younger customers, AMH or LD, this training will be invaluable as a guide to discussing employment and housing goals, for example. However, the training will be of interest to all: older people and those at end of life still have goals and preferences.

### **Medication in the home roundtable**

This meeting took place earlier this week as a follow up to issues discussed in summer last year. This time, with representation from primary care, NDHT pharmacy, commissioners, NHSE and the LPC, we discussed the communication flow between primary care, pharmacies, hospital and providers, and managing stockpiling (particularly of controlled drugs). Many thanks to Homelife and Mulholland Care for providing the provider perspective. We have identified a small scale pilot and I will provide more detail once the meeting outcomes and discussion have been agreed by attendees.

### **Safeguarding**

Each time you alert us to a safeguarding incident we inform the Trust's safeguarding lead, who then provides additional guidance and support where appropriate (that we then pass on or take action ourselves), or may just keep a record so we can identify trends and actions taken so we can learn from events. I meet with the Trust's Safeguarding lead on a monthly basis, in addition to the North quality meetings that take place regularly. This week's discussion included a tricky case of requesting certain (in) activity of a customer to keep them safe via a behaviour contract that raised DOLS concerns. The Trust's safeguarding lead, and DCC's own quality teams and safeguarding teams are keen to provide support and guidance to you all though I understand from some of you there is a reluctance to 'raise a red flag'. In such cases, raise with any of the Devon Cares team and we will raise on your behalf: it is better to discuss concerns in advance of an incident and you may be surprised by how many willing people there are to support you. Delivering care is a partnership, and you are not alone.

*How should we be alerting you all to learning from incidents? Is this weekly newsletter a good place to update you? Please let us know.*

### **New Year's Honours List**

Thank you to all who have nominated your care worker for the New Year's Honours list. For those still playing catch up on emails, we are seeking one nomination from you all by 5pm, Monday 15<sup>th</sup> January. I need the name of the care worker and the reason you have nominated them. The criteria are simple: A care worker who has gone 'above and beyond', for example, providing cover in extreme circumstance (weather, peak season), managing a difficult situation, achieved a learning goal etc. Each provider can put forward one care worker (see email sent 29<sup>th</sup> December for more information).

### **Unfilled List:**

If any providers can provide care in the following area's then please contact the Brokers.

- Pyworthy, Holsworthy
- Holsworthy Beacon, Holsworthy

- Riddlecombe, Chulmleigh
- Chandlers Way, Ilfracombe
- Broad Close, North Molton
- Cheriton Fitzpaine, Crediton

**Dates for diary:**

Provider meeting - Wednesday 21 February 2018

We will be organising provider meetings in Zone 3 in the New Year.

**Useful contact details:**

- Natasha Koerner - Head of service - 01271 337823 - 07971822521
- Lorraine Furse Support officer – 01392 388827
- Sarita Warmington - Care broker – Zone 1 champion - 01392 388825
- Rachael Jeffery - Care broker – Zone 2 champion - 01392 388826
- Tanya Campbell - Care broker – Zone 3 champion - 01392 388824
- Joe Street - Finance apprentice – 01392 356946