

Date: 11.01.18

Provider Newsletter:

Dear Devon Cares Provider,

1. **Reminder! Get your nominations in for the Devon Cares New Year's Honours list by 5pm Monday 15th January. Thank you to those of you who have sent these in to date.**

The criteria is 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.

- The name of the care worker
- The reason you have nominated them

Email natasha.koerner@nhs.net by 5pm on Monday 15th January:

2. **VCS activity to complement domiciliary care**

We have received 8 leaflets to share with you all, these leaflets have been sent to us by TorAGE, Age Concern and the British Red Cross. Leaflets are attached.

- Home from hospital
- Aging-Well
- Help at home
- First Call
- Sitting Service
- Activities Schedule Winter 2018 (Torrington)
- Activities Schedule Winter 2018 (Bideford)
- Summary of Services

TorAGE Ageing well

TorrAGE Ageing Well currently offers to "support the health & well-being of over 60s in the North Devon community":-

- Befriending (1:1, telephone, written) – covering Torrington, South Molton & Ilfracombe (they currently have approximately 100 matched 1:1 relationships) – All volunteers are DBS checked
- Physical exercise groups (including seated sessions and tai chi) – see attached posters for details
- Social groups – see attached posters for details

- Help at Home – A paid for service supporting independent living that is bespoke to each client’s requirements, but often covers; cleaning, laundry, bed changing, shopping etc (this will be charged at £15 per hour from April onwards)
- Sitting Service – A paid for service to support carers to take some ‘time out’ (£15 per hour). This service covers a flexible area to meet recognised demand.

3. Performance thanks

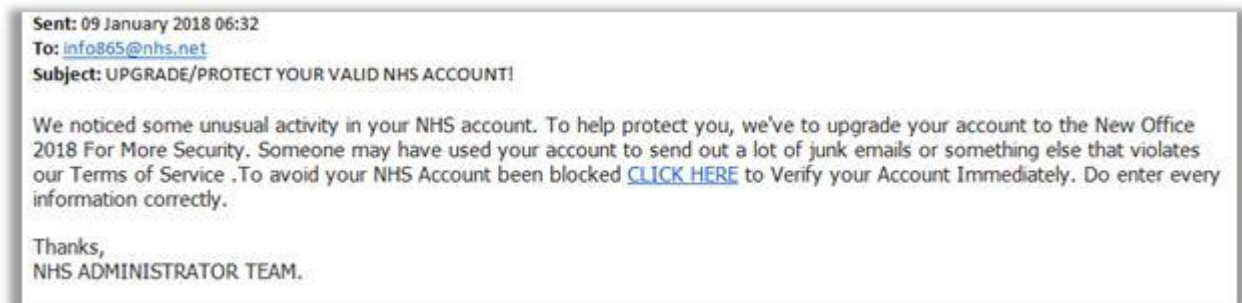
Each Thursday all primes, CDPs and Commissioners meet via phone conference to discuss current performance. On the conference call today (11th January) CDPs and Commissioners gratefully acknowledged that you, providers, have responded very positively to the recent challenges, despite having pressures of your own. Thank you!

FYI, DCC are looking into whether there’s any influence they have with the DBS to speed up the checks as we’re aware this is one of the challenges you are currently frustrated by.

4. IT service update - Spam email alert: NHS mailbox upgrade warning

We have been made aware that a number of staff have received a suspicious email that appears to come from an NHS email address. The email warns people to upgrade their NHS account to Office 2018, with the threat that your account could be blocked if you do not click on the link.

This email is spam and opening it or clicking on the link is a potential security threat.



Please be mindful of suspicious and fake emails. Be aware of emails from unrecognised senders and emails that have unfamiliar subject lines.

If you receive an email you believe to be fake, make sure you:

- Delete the email immediately before opening and viewing the content
- Do not open attachments or follow links within unsolicited emails
- Verify the legitimacy of any requests via email by contacting the sender through official channels
- Report it to the IM&T service desk on 0300 123 1722

If you suspect your computer has become infected with a virus, stop using your computer and immediately report the suspected infection to your IT team.

These types of attacks can have very serious consequences with the potential to cause major disruption across the Trust. Your vigilance helps us to maintain a high level of cyber security and protects against attacks.

If you have any concerns, please contact the IM&T service desk on 0300 123 1722

5. More money for adult social care, children and health planned by Devon County Council

A big boost on spending for adult social care, health and children's services is being planned by Devon County Council despite continuing Government cuts.

Next year's target budget calls for an extra £13 million to be spent on adult care and health in 2018/19. That's a rise of over 6 per cent and would take the total care budget to £227.8 million.

The target budget also calls for increases in spending for children's services of 5.5 per cent or £6.5 million taking the total budget for children to £125.5 million.

The budget targets will be considered by Devon's Cabinet next Wednesday but they come with a tough health warning from County Treasurer Mary Davis.

In a report to councillors, she says the Government still hasn't confirmed what level of grant the authority will receive next year but the provisional announcement is expected before Christmas.

"As the provisional settlement has not been received, there is inherent uncertainty," she says.

If it differs markedly from the four-year funding plan set out in 2016/17 then a further report might be needed in the New Year.

Under the new proposals, the revenue budget for highways, infrastructure and waste would reduce by 2.7 per cent to take account of a number of new contracts which have generated multi-million pound efficiencies.

In all, the target revenue budget for the county for 2018/19 would be £477.391 million.

Council leader John Hart said:

- "Our vital health and social care services for adults continue to be under immense pressure both in Devon and nationally.
- "In Devon we have some of the highest proportions of people over 65 and people over 85 in the country and they need and deserve our help and support.
- "We also believe it is imperative to do the best we can for our children and young people to give them the best possible start in life.
- "We have always said our priority is to protect the most vulnerable in our society and I believe this target budget will help to do that.
- "We know that many people are concerned about highways and the maintenance of their local roads.
- "This year we have re-negotiated a number of contracts and made considerable efficiency savings.

- “We’re also working smarter and greener, for example installing LED lightbulbs in our street lighting.
- “This rigorous approach to doing business means we will be able to meet the Government’s continuing austerity targets while still providing the same – or an improved – service.”

The county council budget meeting is in February.

6. Road works

North Devon Link Road resurfacing upgrade

A £5 million upgrade of the North Devon Link Road’s surface and drainage is now underway. Over 10km of the A361 will be resurfaced on both carriageways as part of the Devon County Council scheme, which is being funded by the Council’s successful bid for Challenge Funding. This will include a low noise surface being added to the new junction currently being constructed to access developments to the east of Tiverton.

From Saturday 6 January until the end of June, work is due to be carried out on the western section of the A361 (Bolham roundabout to east of Gornhay Junction).

The road will be closed overnight, one carriageway at a time, on Friday 5 January to establish a contraflow on the eastbound carriageway which is due to be in place from Saturday 6 January until Monday 5 March.

On the evening of Sunday 4 March, the road will again be closed overnight, one carriageway at a time, to switch the contraflow onto the opposite carriageway. The contraflow on the westbound carriageway will be in place from Monday 5 March – until Thursday 5 April.

There are then due to be a number of overnight closures to remove the contraflow and resurface the road close to Bolham roundabout, until the resurfacing is complete around Friday 13 April. Resurfacing work will not be carried out over the summer months, but when it resumes in September 2018 it will switch to the east section (east of Gornhay Junction to junction 27 of the M5) until work is completed in spring 2019.

The scheme also involves drainage refurbishment between Bolham and Gornhay. Improvements to the filter drains on the stretch of the Link Road from Junction 27 of the M5 to Tiverton were carried out earlier this year.

A39 - at Torridge Bridge

Work is taking place on the A39 Torridge Bridge to the north of Bideford, on the main link road towards Bude. The work started on 2 January, will be carried out at night under two-way lights and will go on until the end of March.

A bridging system will also be in place during the day to ensure both lanes remain open under a temporary speed restriction throughout the duration of the work.

A39 – near Shirwell

This work will take place on the A39 near Shirwell, at the Zig-zag bends section, in order to stabilise the carriageway edge and resurface the road.

The scheme commenced on 2 January 2018 and the road will remain closed until the anticipated completion of 29 March 2018. The road will be closed 24 hrs a day.

Cracking and deformation of the road edge has been identified. This will progressively worsen over time, ultimately leading to a total failure of the embankment.

The official diversion route will be via the A39 to Barnstaple, the A361 to Aller Cross roundabout and the A39 via Blackmore Gate. This diversion route will be signed throughout the work.

A377 – Chapel Downs, Crediton

This work will take place on the A377 between Queen Elizabeth Drive and Higher Road, in order to stabilise the carriageway edge and resurface the cracked section of road.

The scheme is due to commence on 15 January 2018 and will continue for approximately 4 weeks (weather dependent). The road will be closed 24hrs a day but could be re-opened sooner subject to favourable conditions.

For more information on the road works <https://new.devon.gov.uk/roadsandtransport/traffic-information/roadworks/>

7. Travelling in Winter

Please remember the following and have a safe journey:

- Never assume a road has been salted.
- It takes time for the salt to become effective, if snow has fallen it also needs traffic movement.
- Showers or rain will wash salt off roads leaving them prone to icing.
- In very cold weather even salting will not stop ice from forming.
- Forecasts are not always accurate and it takes over 3 hours to salt the network.
- When freezing or snow follows rain there may not be enough time to treat all the network before temperatures fall to zero.

8. Weather update for South West England

Thurs - Fri 12 Jan 2018

General Situation: Thursday and Friday with night frosts likely to return, along with mist and fog in places which could be slow to clear.

Sat 13 Jan 2018 to Mon 22 Jan 2018

General Situation: Generally unsettled with frontal systems swinging into the UK from the Atlantic. Snow is likely at times (mainly in the north over high ground). Often windy and temperatures are likely to be near to slightly below normal. Overnight frosts likely, but dependent of frontal timings. There is a low probability of generally drier, cold conditions at times in the south and east.

Tue 23 Jan 2018 to Tue 06 Feb 2018

General Situation: Towards the latter part of January and into early February, a westerly pattern is most likely to prevail, with driest conditions across the south and southeast. However there may be periods of more settled weather more widely between weather systems. Temperatures are most likely averaging out near normal but varying from mild to rather cold with passage of frontal systems.

9. 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
- Cheriton Fitzpaine, Crediton

10. Dates for diary:

Provider meeting - Wednesday 21 February 2018

Useful contact details:

- Natasha Koerner - Head of service - 01271 337823 - 07971822521
- Lorraine Furse Support officer – 01392 388827
- Rachael Jeffery - Care broker – Zone 2 champion - 01392 388826
- Tanya Campbell - Care broker – Zone 3 champion - 01392 388824
- Joe Street - Finance apprentice – 01392 356946
- NHS IT department - 0300 123 1722 (NHS email accounts)