

Date: 19.01.18

Provider Newsletter:

Dear Devon Cares Provider,

Thank you! This is traditionally a difficult time of year for health and social care, made worse by the current flu virus, and your responsiveness has enabled so many people to return home after a hospital stay, promptly, and with little fuss.

1. National Recruitment Campaign

Skills for Care are interested in your views on whether a national recruitment campaign will be of benefit. The intent of any national campaign, if supported, would include improving perceptions of the adult social care sector. The survey deadline is 08:30am on Thursday 1st Feb, so please make sure your views are known, regardless of those views! The link to the survey is:

<http://www.skillsforcare.org.uk/Getting-involved/Get-involved-in-our-work/National-recruitment-campaign.aspx>

2. KPI reporting

We recognise early January is a particularly difficult time for providers though we are noticing a trend of providers not returning their KPI reports on a monthly basis. Providers who hold active Devon Cares packages are requested to provide KPIs by the monthly deadline set. Failure to do so is a breach of the partnership agreement. If, for any reason, you have difficulty in providing this information by the deadline set, you must let Lorraine Furse know *in advance of the deadline*. Thank you to those of you who report on time, regularly, and those of you who let us know of difficulties in doing so (this covers most of you!).

Devon Cares is a partnership and our performance is reliant on us all. We (NDHT) cannot chase for information as much as we have been doing, and we respectfully request all providers adhere to their obligations to provide regular KPI reports.

3. Council call to carers – let us know who you are

If you look after someone else on a voluntary basis, then there's information and support available that may help you. We've been asking carers what sort of support they feel would be helpful, and making improvements to services we provide to carers as a result.

One of our big challenges though is in reaching carers. We're in touch with many, but there are many more that we don't yet know and can't yet support.

For more information visit <https://www.devonnewscentre.info/council-call-to-carers-let-us-know-who-you-are/>

4. New Proud to Care Ambassadors help raise care and health sector profile

As part of its Proud to Care campaign to boost employment within the health and social care profession, Devon County Council is recruiting volunteers to work as ambassadors to help raise the sector's profile.

The Proud to Care Ambassadors, who include nurses, community matrons, mental health practitioners, social workers, occupational therapists, and care and support workers, are using their own passion and experiences to encourage people to consider careers in the sector.

They will be attending career events at schools, colleges, job centres, employment fairs and apprenticeship events, to enthuse and inspire others to take up opportunities in the health and social care sector.

The Council, which is working with organisations that are part of Devon's Sustainability and Transformation Programme (STP), has welcomed the latest cohort of Proud to Care Ambassadors at an event at County Hall, Exeter.

The new ambassadors are joining the campaign from a range of public, private and voluntary sector care organisations, including: Devon Partnership NHS Trust, Northern Devon Healthcare NHS Trust, Torbay and South Devon NHS Foundation Trust, Royal Devon and Exeter NHS Foundation Trust, Livewell SW in Plymouth, New Key in Devon, and Devon County Council.

Devon Cares will be in Green Lane to promote Proud to Care on Friday 25 January 9am – 3.30pm so pop in and see us.

5. Carers invited to step out for a walk during Carers Week

Carers, people who help to look after a relative or friend, often neglect their own health because they're too busy caring for the other person. They're statistically more likely to have higher levels of ill-health and social isolation than the rest of the community. And if left, ill-health has an impact on the person they're caring for, as well as the carer.

Devon County Council and NEW Devon CCG want to highlight carers' health, and Devon Carers, the organisation commissioned by the two authorities to support carers, has organised a number of walks during Carers Week, 12 to 18 June.

Eastern Devon - Tues 13 June, 11:00am, Exmouth Seafront

Meet on the seafront outside The Merchant (33-34 Strand) for a walk through Manor Gardens to esplanade and along to the lifeboat station. Tea, coffee and sandwiches will be available at The Merchant afterwards. Please book in advance by calling 03456 434435. (Ask to speak to Susie Plunkett or e-mail s.plunkett@westbankfriends.org)

Thurs 15 June, 11:00am, Tiverton Canal Ramble

Meet at the Ducks Ditty floating Café Bar for a walk along the canal path. A round trip of approx. 1.5 miles. Teas/coffees available but you may wish to bring a packed lunch.

Fri 16 June, 10:30am, The Donkey Sanctuary

A guided walk that will take approx one hour and will be followed by a sandwich lunch afterwards. Limited places available so please book in advance by calling 03456 434435. (Ask to speak to Susie Plunkett or e-mail s.plunkett@westbankfriends.org)

Northern Devon Mon 12 June, 11:00am, Tarka Trail

Meet at the Braunton Inn for a 1-mile walk followed by refreshments.

Weds 14 June, 11:15am & 2:00pm, RHS Rosemoor Torrington

Enjoy a guided walk around Rosemoor Gardens. Places are limited so please book in advance by calling 03456 434435

For more walks visit <https://www.devonnewscentre.info/carers-invited-to-step-out-for-a-walk-during-carers-week/>

6. Weather update for South West England

Fri 19 to Tues 23 Jan 2018

General Situation: Cold weather is forecast for Friday through to Sunday evening, especially in central and northern areas. Snow is lying across the northern hills of England, mainly from the Peak District northwards

Overnight frosts are expected widely with daytime temperatures struggling to rise much above freezing. Snow cover and ice is possible over some higher level roads. A Level 3 Alert is in force for these northern areas. The Midlands and East Anglia will be more marginal with a Level 2 Alert in force. Conditions will be less cold in the south, with a possible spell of sleet on hills in the south on Saturday, and although overnight frosts are likely the daytime temperatures should be sufficient to keep average temperatures above the criteria. Milder weather will spread to all parts of England through Sunday, with rain preceded by snow across northern and some eastern areas.

Wed 24 Jan 2018 to Fri 02 Feb 2018

General Situation: Conditions will be generally unsettled with temperatures mild or near average together with periods of rain and strong winds. Some brief colder, showery periods are possible with northwest winds, overnight frosts, and wintry showers falling over northern hills. Possibly turning more settled in the south later in the period with overnight frosts and fog, but temperatures overall near normal.

Sat 03 Feb 2018 to Sat 17 Feb 2018

General Situation: Near average temperatures are expected overall, but there is a signal for more settled period during the first part of February. Together with the slightly longer period the probabilities of reaching the criteria are raised a little, especially in northern central and eastern areas if cold easterly winds develop.

7. 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
- Newton St Cyres, Exeter

8. 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
- Jill Thorne (Care broker) – Zone 1 champion – 01392 388060
- 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)