

Date: 23.11.18

Provider Newsletter:

Dear Provider,

Welcome to our latest newsletter, we hope this keeps you up to-date on our current news and provides you some useful information.

We would like to take this opportunity to welcome Vicky Hancock Devon Cares Operations Manager who has joined the team.

Do you have anything you would like to share? Please let us know and we will feature it in forthcoming newsletters.

1. Provider meeting

Thank you to everyone who attended the provider meeting on Wednesday 21 November.

Carly Boyce the career development lead and Katie Jenkins, Trainee Nursing Associate recruitment attended the meeting to discuss how the role of Nursing Associate has benefitted the Trust. Discussions around recruitment and retention were discussed.



2. Skills for care – Recruitment and retention

Demand for care and support continues to grow, and Skills for Care estimates that around 390,000 people leave their jobs every year – that's over 1,000 every day - and approximately 110,000 vacancies at any one time.

This means there is a need to increase the size and skills of the adult social care workforce, and stem the flow of wasted resources on recruiting people who aren't going to stay in the sector.

Recruiting and retaining a skilled workforce, who have the right values, can help you deliver high quality and consistent care and support.

For more information visit <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

3. Parking permits – Exemptions for care and health staff

A special permit allows social care staff, independent living advisors, care workers, personal assistants in social care, employees of Devon Carers, and health staff to park when carrying out duties while visiting people they support in their own homes, without time limit (or requirement to pay) in:

- areas of limited waiting
- residents' parking
- Pay & Display (on-street areas only, not including car parks).

The permit can't be used:

- in areas where other restrictions apply, such as yellow lines or loading bays
- for Devon County Council's (DCC) County Hall car park or other DCC staff car parks
- for car parks owned and operated by district, borough or city councils
- for attending meetings or working at an office base, residential home or care home, even if this allows you easier access to your vehicle to go on visits.

These exemptions apply to social care staff, care workers, personal assistants for disabled people, Devon Carers' staff and health staff delivering essential support to people in their homes.

This includes: qualified medical practitioner, chiropodist, occupational therapists or nurse practitioner providing medical or nursing care; or social workers, occupational therapists, social care workers, independent living advisors, care workers, personal assistants in social care, Devon Carers' staff, and voluntary workers delivering essential support to people in their homes.

These exemptions mean that visits can be completed more quickly and so reducing care costs. Ensuring easier access to parking reduces stress on staff and ensures that visits are on time for people they support and patients. For providers, the benefits are greater efficiency for staff, cutting travel and non-productive time.

For more information and to download a permit visit <https://new.devon.gov.uk/roadsandtransport/parking/parking-permits/exemptions-careworkers/>

4. Provider Engagement Network upcoming events

- Sales & Marketing workshop – 28 November 2018
- PEN Reference group meeting – 11 December
- Supporting workers mental health workshop – 12 December 2018
- Collaboration & Partnership workshop – 10 January 2019
- Performance Management workshop – 22 January 2019
- Proud to Care Ambassador event – 30 January 2019
- Quality assurance workshop – 8 February 2019
- Organisation Culture workshop – 27 February 2019
- Proud to Care Ambassador workshop – 14 March 2019
- Proud to Care Devon group meeting – 16 May 2019
- Proud to Care Devon group meeting – 26 September
- Proud to Care Ambassador event – 10 October 2019

For more information on any of these events visit

<https://new.devon.gov.uk/providerengagementnetwork/events/page/2/>

5. Free care home training

The Eastern Care Services team in conjunction with other health professionals have successfully set up free workshops in Exeter, East and Mid Devon. These workshops are to enable staff from all care settings to gain knowledge, skills and important links with professionals.

Pressure care workshop

The workshop will cover the following and is being delivered in Exminster and Tiverton.

- Bed repositioning systems
- Pressure care products demonstration
- Posture & Seating
- Prevention of moisture associated skin damage

Date: 6 December 2018

Time: 13:00 – 16:30

Venue: Westbank Events Studio, Community Care Centre, Exminster, Exeter, EX6 8AT

Date: 16 January 2019

Time: 13:00 – 17:00

Venue: Sunningmead Community Centre, Lazenby Road, Tiverton, Devon, EX16 4AL

Spaces are limited to a maximum of 2 staff per home/agency. To book your places on this free workshop please email rde-tr.careservices@nhs.net or Tel: 07766768570.

Please let them know if you have any learning support or access requirements.

6. Devon County Council Roadworks

Devon County Council provide information on their website about schemes which have the potential to cause major disruption to road users, to explain what they are doing and why they have to do it.

To keep up to date with any road works in your area visit

<https://new.devon.gov.uk/roadsandtransport/traffic-information/roadworks/>

7. Regional Forecast for South West England

Please refer to the Met Office website for all weather updates

<https://www.metoffice.gov.uk/public/weather/regional-forecasts/sw>

8. Awaiting packages of care

Please refer to emails detailing the packages awaiting care

9. Dates for diary - Provider meetings:

- Wednesday 21 November 2018
- Wednesday 13 February 2019
- Wednesday 15 May 2019
- Wednesday 11 September 2019
- Wednesday 4 December 2019

Useful contact details:

- Natasha Koerner (Head of service) – 01271 337823 – 07971822521
- Vicky Hancock (Operations Manager) – 01392 388060
- Lorraine Furse (Support officer) – 01392 388827
- Jill Thorne (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
- ndht.DevonCares@nhs.net
- Joe Street (Finance apprentice) – 01392 356946
- NHS IT Service Help Desk - 0300 123 1722 (If you are experiencing any issues with CareForIT or NHS mail then please contact our IT Service Help Desk. The Help Desk is manned from 8.30am to 5pm Monday to Friday).
- Proud to care - www.proudtocaredevon.org.uk/contact-us/