

Date: 1 April 2019

Provider Newsletter: No 27

Dear Provider,

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

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

Fire safety issues in care homes

London Fire Brigade has written an open letter to care home operators. This includes background information; fire risk assessments, emergency plan and staffing levels; training for staff; fire doors, protected doors and staircases; and their conclusions. Please see attached. [click here](#)

The Herbert Protocol

The Herbert Protocol is a simple risk reduction tool to be used in the event of an adult with care and support needs going missing in the UK. This is a great tool to help keep safe people living with dementia. It consists of a form containing vital information about a person at risk that can be passed to the police at the point the person is reported missing (although it is not intended to replace existing safeguarding and security measures). For link to the Herbert Protocol on Devon & Cornwall Police's website [click here](#)

Inflation uplift

Details of the 2019/20 uplift have been sent to providers via email. If you have not received this email please contact us.

Discharge issues

Please let us know if you are experiencing any hospital discharge issues. Where appropriate, we can support investigations to reduce repeat incidents.

A good read

The Parliamentary Review – A Year in Perspective – Domiciliary Care

With forewords from The Rt Hon Theresa May MP and Professor Ted Baker, CQC's Chief Inspector of Hospitals, this document includes articles as diverse as corporate accountability, the soaring demand for dementia care, technology and electronic records, the meaning of the meaningful vote, and a third runway at Heathrow Airport. Under Highlighting Best Practice, several UK domiciliary care agencies are featured, including North Devon's own Chapter Care.

For link to Parliamentary Review [click here](#)

Creative Innovation & Growth Programme (CIAG)

CIAG supports Adult Social Care (ASC) businesses and organisations in Devon. It aims to increase sufficiency in the ASC sector across Devon by supporting the market to: grow; develop; and diversify through three elements: Grants Fund; Business Support; and Leadership Development. Please see attached document. [click here](#)

Sharing good practice

HomeLife Carers are reporting a positive impact on recruitment following an increase in their hourly rate. Exmoor Community Care have worked hard on their rotas to take unfilled packages. Thank you to those providers still working with us on the admissions form. We are now consulting more widely and hope to have this completed and out with you to use soon.

Recently, a client with limited mobility was on the emergency care team list because the strict early morning medication timing indicated on the dashboard proved difficult for providers to cover. Devon Cares liaised with NHS and DCC colleagues to discuss medication and whether patches could replace oral medication. Discussions were also held with the Occupational Therapist to support the client's wife to help him mobilise to enable him to receive his medication orally. As a result of this teamwork, the emergency care team have stepped down and the client now has continuity of care with a full-time provider.

Awaiting packages of care

We know what a struggle you have all had with a lack of capacity but we would like to thank you for all your efforts to support each other, whether that's been swapping PoC or just picking up the phone as support. This is a continual issue in the market-place but you continue to respond with whatever capacity you have available, and that is recognised and appreciated.

The team will continue to send out weekly emails regarding what is on the awaiting care list and please do contact the brokers if anything changes and you have more capacity.

Workforce planning – Easter and beyond

As part of your business continuity plans, you're likely already underway planning rotas in advance to manage capacity over Easter and summer holiday periods. Did you also know you can use the weekly conference calls to engage with fellow providers to maximise capacity during known difficult periods?

Weekly conference calls

Devon Cares hosts provider conference calls on Tuesdays and Thursdays. These calls give providers the opportunity to discuss any case-management issues they want to escalate with packages of care. It also enables providers to discuss PoC and where it would benefit both providers to swap.

Conference calls:

Zone 1 – Thursdays at 3pm

Zone 2 – Tuesdays at 2pm

Zone 3 – Thursdays at 2pm

Numbers for conference calls

Telephone dial 0800 917 1950

Passcode 86719626#

There are times when we're alone on these calls ... please join us!

PROUD TO CARE updates

- **Ambassador Event – Friday 26 April from 9.00 am to 12.30 pm at Barnstaple Library**
Spaces limited. Please book via proudtocare@devon.gov.uk

- **PEN Conference 14 May near Exeter**

The next Provider Engagement Network (PEN) conference, "Serving Everyone: Meeting Diverse Needs in Changing Times" will be an opportunity for adult social care providers to maximise business opportunities, celebrate success and share good practice based on the lived experiences of people from a wide range of backgrounds. The event is on Tuesday 14 May from 9:15 am to 2 pm, and includes lunch. Booking deadline is 30 April.

There are four simultaneous workshops to choose from:

1. **Technology and its role in supporting independence:** Are we maximising opportunities to use technology in ways which empower people?
2. **Market opportunities and changing demography:** Are providers ready to respond to the demands made by our increasingly diverse society?
3. **Involving service users in provision:** How much say are we giving people who use services in their design and delivery?
4. **Human rights and the challenges facing social care provision:** How aware are service users of their rights and how can providers balance individual rights against the constraints of collective provision?

For more details and to reserve your place at the conference and workshop choice [click here](#)

- **Proper Proud Campaign**

Have a look at Proud to Care's latest short, fast-paced film clip to attract 17-25 year olds to a range of care and health jobs in Devon.

The film clip is being advertised online on Snapchat, Instagram, Facebook, You Tube and Google to reach young people and will direct people to a dedicated 'landing page' until 31 May 2019. For details [click here](#)

During the Campaign we are experiencing a high volume of traffic to the Proud to Care website, including the Jobs Board, and in particular the 'apprenticeship and entry level roles' section of the Jobs Board. Please upload your vacancies for free in order to benefit. If you have any queries, please email tracy.grant@devon.gov.uk



Diary dates

Facts and figures - KPI's for Period 13 (04.03.19 to 31.03.19) are now due. Please send details to ndht.devoncares@nhs.net

Zone 3 Providers meeting 4 April - Meeting confirmed at 11 am (new time) on Thursday 4 April in The Meeting Room at Tiverton Library and will also be attended by our commissioners and NHS colleagues.

All Provider and Devon Cares meetings - Barnstaple Library from 10.00 am to 12.30 pm

- Wednesday 15 May
- Wednesday 11 September
- Wednesday 4 December

EU exit

Although we're no clearer on what may or may not happen, or when, the risk of a cyber-attack during this time of uncertainty is heightened. Please remind staff to pay attention to hoax emails on both work and personal email accounts, and to change passwords regularly to avoid being hacked.

Links to EU exit contingency planning updates for adult social care providers and local authorities are attached from Jonathan Marron, Director General, Community & Social Care and Steve Oldfield, Chief Commercial Officer, DHSC:

[For Jonathan Marron letter click here](#)

[For Steve Oldfield letter click here](#)

Regional weather forecast

Please refer to the Met Office website for Devon weather updates.

Useful contact details

Natasha Koerner (Head of Service)	01271 337823 /07971 822521
Vicky Hancock (Operations Manager)	01392 388060
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
Lindsey Coules (Admin Support)	01392 388828
ndht.DevonCares@nhs.net	
Joe Street (Finance Apprentice)	01392 356946
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	
NHS IT Service Help Desk	0300 123 1722
Proud to care - www.proudtocaredevon.org.uk/contact-us/	

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