

Date: 7 June 2019

Provider Newsletter: No 30

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.



Don't forget to complete the Devon Cares survey

Our people are our biggest asset. The 2018 Careworker Survey identified that the community care workforce felt undervalued. We asked some of our community care colleagues how we could improve on this situation and the current survey further explores some ideas proposed by those colleagues. All health and social care professionals across Devon are encouraged to respond. If you haven't already done so, please see Devon Cares website/Our People, or click [here](#) to follow the link. The survey will run until Sunday 9 June.

Safeguarding Adults Level 3 Training Course – Friday 14 June in Bideford, 9 am to 1 pm

The next Safeguarding Adults Level 3 Training Course is on Friday 14 June on Willow Ward at Bideford Hospital and Providers are encouraged to enrol. This training is given 'in-house' by new Specialist Nurse and Safeguarding Adults Trainers, Mary Fisher and Alison Bradshaw. Feedback from their previous course was very positive.

Next dates: 14 June, 29 July, 6 & 25 September, 1 October, 14 November and 13 December. Advance booking is essential. Email ndht.NDLearningsupport@nhs.net to request joining instructions.



Outstanding Care Awards for Devon & Cornwall - Friday 28 June

The Awards will be held at Torquay's Riviera Conference Centre. For details, telephone 01803 206329, email sales@ricc.co.uk or [Click here](#) to reserve your place.



PROVIDER ENGAGEMENT NETWORK

The Provider Engagement Network (PEN) supports health and social care providers in Devon. The latest PEN newsletter features a wide range of subjects, e.g. Leadership Development Programmes, Supporting Trainee Nursing Associates, an update on Skills for Care, Team Leader Education

Programme, CQC Regulator History, The Devon County Show, Outstanding Care Awards, Heat Health Watch, and much more. Click [here](#) for details.

E-system tender

Since the start of this year we have been tendering, via OJEU, for a new e-system to replace Care for IT. We are now nearing the end of the tender process, although as yet we are unable to report any outcomes.

Any changes in the e-system will be managed carefully to avoid disrupting service/s as much as possible. Our current contract with Care for IT expires on 31 August 2019 and we will have a plan in place, and inform you of this, by July at the latest.

Many thanks to all providers who have contributed to the tender so far, including Homelife, North Devon Hospice and Orchard Community Care Services (previously known as Holsworthy Healthcare).

Winter Emergency Cover Team 2019/20

Thank you to both Time 2 Care and Eclipse for stepping forward at the last All Provider meeting to assist with identifying possible costs to fund the Winter ECT from November 2019 through to March 2020. Costs have been submitted and over the next few weeks the Northern A&E Delivery Board will discuss and agree which activities should be funded to support winter planning.

If successful, and with sufficient time to plan ahead, we would prefer not to go out to agency to deliver the winter ECT. It is our intention to invite all providers to express interest in running the winter ECT. Timescales for submitting expressions of interest are likely to be tight so please start considering whether this is something your organisation would like to deliver on behalf of the Trust.

Within the Expression of Interest, providers are likely to be asked to provide: 4 x careworkers to cover shifts of 7-2 and 4-10 every day; demonstrate how this provision will not take away from existing provision; support hospital discharge and RIC activity (admissions avoidance) and maximise social prescribing. The budget is likely to be around £200,000. The Winter ECT is based on the Trust's footprint (typically zones 1 and 2).



South-West Annual Care Conference Torquay's Riviera Centre - 17 September, 9.30 am to 3.30 pm

Care Network Group Limited's annual conference aims to bring health and social care providers together for a day of networking, national speakers and workshops. Attendees will also have an opportunity to meet lead commissioners, ICO, NICE, Public Health, CQC and CGC representatives.

Tickets: £27.00, including refreshments and lunch. [Click here](#) to book.

Correlation between reduction in temperature and increase in emergency admissions

James Mapstone, Deputy Regional Director, PHE South Regional Office has produced a presentation entitled Winter Washup 15 & 22 May. This document shows the correlation between a reduction in temperature and increase in emergency admissions/presentations.

It was confirmed that this increase is not only related to respiratory but has a similar impact on cardiac cases. Providers are already vigilant when it comes to cold snaps and this reinforces the need for that vigilance.

[Click here](#) to view presentation.

The Moorings Mental Health Crisis Cafés

NDHT's Community Health and Social Care Services have announced the opening of three new mental health Crisis Cafes across Devon. Anyone aged 16 and over can go to The Moorings without a formal referral or appointment. Details as follows:

- **The Moorings, Barnstaple**
Based at Braddon House (St John's Ambulance building).
Open Thu-Sun, 6pm to midnight
- **The Moorings, Exeter**
Based at St Leonards GP Practice. Open 7 days a week (incl Bank Holidays), 6pm to midnight
- **The Moorings, Torquay**
Based at Croft Hall Medical Practice. Open 7 days a week (incl Bank Holidays), 6pm to midnight



Best Practice

Congratulations to West Heanton team members who have made it through to the Semi-Finals of the Outstanding Care Awards for Devon & Cornwall 2019 on 8 June.

And the nominations are ...

- Tom Bond for Care Home Manager of the Year
- Laura Goodman for Outstanding Contribution to Health & Social Care
- Angela Shailer for Health Care Assistant of the Year

Good luck to all for the finals!

Newsletter frequency

Many thanks for those who responded to our newsletter frequency vote. As requested, the newsletter will be monthly but we will, of course, send emails with any urgent updates to keep you in the loop.

Awaiting packages of care

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

Weekly provider 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 3 pm
- Zone 2 – Tuesdays at 2 pm
- Zone 3 – Thursdays at 2 pm

Numbers for conference calls:

Telephone dial 0800 917 1950
Passcode 86719626#

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

Training

Please look on the Devon Cares website [here](#) to view training on social care courses, care homes and team training materials. Courses are also available from Petroc in Maths and English Training, End of Life Care, Distance Learning and E-Learning courses.



FREE LEADERSHIP DEVELOPMENT TRAINING

Devon County Council have commissioned Cosmic to deliver free Leadership Development Training courses under the Creative Innovation & Growth (CIAG) Programme

Starting in early June, Cosmic are providing a series of professional development workshops designed to support leaders and managers from Devon's care industry.

The series of 10 workshops cover topics such as managing change, sales and marketing, operations, quality assurance, new technologies and staff wellbeing.

Delegates will benefit especially from attending all 10 modules. Workshops will be repeated at Bideford, Honiton, Newton Abbot and Okehampton. Delegates may move between locations if unable to attend all dates at their most local venue. Click [here](#) for website link.

Recruitment



Proud to Care Devon promotes health and care jobs, careers, work placements, training and education. Click [here](#) to visit their website.

Diary dates

Today! Last chance to complete the Devon Cares survey - please click [here](#) to follow the link.



Carers Week –10-16 June

NDDH is working on its carers' policy and developing a carer passport, both of which will help the Trust ensure they are meeting the needs of people who care for our patients.



On Tuesday 11 June, local company **Devon Carers** will be visiting NDDH from 10am-4pm with a stand in the foyer on Level 2 to provide information for carers about services and support in the area.

All Providers Meeting

Barnstaple Library, 11 Sept, 10am -12.30pm

Speakers confirmed so far include:-

- DCC to discuss their Creative Innovation & Growth Programme which is open to ALL providers;

- Hayley Carr, the Trust's Clinical Pharmacy Manager, to discuss developments on blister medication on discharge; and
- Lucy Bates, the Trust's Clinical Matron for Critical Care, who is seeking provider engagement with a quality improvement project focusing on reducing the risk of pressure damage.

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 8.30am to 5pm Monday to Friday
NHS IT Service Help Desk 0300 123 1722

-Ends-