

Date: 1 August 2019

Provider Newsletter: No 32

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.



Introducing Lisa Reynolds

I am a new member of the Devon Cares team and within my role I will be managing all hospital admissions and hospital discharges. I will also support the team with any administrative duties that are required.

I was introduced in to the care sector 7 years ago when I was employed as an administrator for a local agency, Chapter Care (North Devon) Ltd. I progressed with Chapter Care and became their Care Co-ordinator. I was in this position for 6 years and although I thoroughly enjoyed my role as a Care Co-ordinator I felt it was time to increase my knowledge in other aspects within the care sector.

Earlier this year I secured a job at Northern Devon Healthcare Trust as an outpatient receptionist. This was a very interesting role as it gave me an insight in to lots of different professions.

I am very much looking forward to working with you all.

Summer Heatwave

Last week, the Met Office issued a Level 3 Heatwave Action Alert with a 70% probability of hitting a heat health criteria for the south-west.

The Heatwave Plan for England document is located on the Gov/UK website, where you can also find useful information and leaflets setting out what you can do to look after yourself and others during hot weather. In addition, there is specific information for health and social care professionals.

To access the Heatwave Plan for England, please [click here](#)

Replacement of Care for IT (C4IT) system

Please note that C4IT, the system used by Devon Cares to broker domiciliary care packages, is being replaced this autumn.

C4IT will be taken down on 31 August and an interim provision put in place while the new system is installed. The new brokerage system is expected to go live in October and comprehensive training will be provided - details to follow.

In order for the new system to work, providers must ensure that their NHS email addresses are up-to-date (see below).

NHS email - All Providers are issued with an NHS email address when they join the framework. Please note that we are only able to send personal information via NHS email addresses.

If your NHS email is locked or you forget the password, log onto <https://portal.nhs.net>

- Click Access Email;
- Click Unlock Account or Forgotten Password to reset;
- Don't forget to click the box "This is a private computer".

Once done, you should be able to access email and open attachments. If this doesn't work, ring the IT Service Desk on 0300 123 1722.

Advertising Vacancies on Proud to Care

We have received the stats for the last quarter for North Devon Providers and unfortunately, advertising on the Proud to Care site in North Devon is relatively low, both in terms of the number of Providers using the Jobs Board and the number of adverts they post. Please can we encourage you to use this site to support the advertising of any vacancies that you may have.

New Patient Transport Options

Finding the Right Transport for Your Patient: A Guide for Healthcare Professionals

South Western Ambulance Service NHS Foundation Trust (SWASFT) provides 999 services throughout the South West region and has issued the following advice on patient transport options:

"In addition to providing a response to emergency 999 calls, SWASFT also respond to urgent requests from healthcare professionals. The whole of the NHS is facing the challenge of increasing demand. It is important we ensure the best use of the finite number of ambulance resources, so that the patients with the most urgent needs get the quickest response. SWASFT will be introducing a new process for managing healthcare professional calls within ambulance control rooms. The new process aims to ensure:

- *Easier process for HCPs, with questions designed to better determine the most appropriate response;*
- *Equity of response for all seriously ill or injured patients, irrespective of whether a member of the public or healthcare professional calls the ambulance service. For the first time, the number and timeliness of response to healthcare professional calls will be reported separately, so that performance can be better monitored;*

- *Recognition that in certain situations, a healthcare professional may require immediate clinical assistance in order to make a life-saving intervention, in addition to ambulance transportation;*
- *Obstetric emergencies get the required category priority response;*
- *Alternative transport options are identified where available and clinically suitable. The new system is being introduced during late July 2019, and you may notice a difference in the questions that you are asked. The current system relies on healthcare professionals being fully aware of the exact detail of each type of ambulance response, in order to request the response required. The new system instead asks healthcare professionals to detail the clinical presentation and requirements of their patient. Call takers will use an electronic decision support tool developed by clinicians, to determine the most appropriate clinical level of response and time-frame. The healthcare professional will be advised of the response determined and will of course still have an opportunity to request a higher response, if in their clinical judgement, one is required.*

For more details, visit SWASFT website [here](#) and see attached poster for your



Healthcare
Professional Guide to

noticeboards.

Clinical Waste Disposal



The attached local authority poster answers questions on the disposal of healthcare waste:

- What is healthcare waste?
- What is offensive (non-infectious) waste?
- What should I do with my infectious waste?
- What about pharmaceuticals that are no longer needed?

The poster also sets out recommended containers (e.g. non-recyclable bins/sacks, orange sacks, rigid sharps) what to put in them and their disposal. If in doubt, please contact your nearest council office on the number shown. Poster attached for your noticeboards.



clinical-waste-inform
ation-leaflet.pdf

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.

Hand-back Protocol

Unfortunately the team have dealt with an increase in hand-backs and these have not followed the Protocol. Please read this and if you have any questions regarding this then please contact the team to discuss.

- 1) Provider identifies concerns/issues with delivering care to individual
- 2) Provider to meet with individual or individuals' representative i.e. POA to discuss concern/issue
- 3) Provider to alert the Prime as soon as possible –giving scenario to Prime to better understand the concern/issue. Provider and Prime to discuss next steps. Next steps may include the provider using their own process for managing behaviour. Provider to maintain care and support throughout the process.
- 4) Prime to contact Commissioner. Next steps can include one or both the following:
 - a) Provider to carry out activity as agreed in step 3 and feed back to Prime provider on progress.
 - b) A joint visit to the individual will be arranged to discuss concerns/issue raised and work with individual/representative to plan appropriate compliance for care to continue. This joint visit may include both or either the Prime or care management representative. This *may* include the **use of a behaviour contract** (the behaviour contract must be DCC-led).
- 5) Provider to allow 10 working days from joint visit to undertake specific conversation with Commissioner and individual if required.
- 6) During this 10 day period, Provider to monitor changes in behaviours, if any, and report back to Prime
- 7) If improvements have been made and package of care is stable then Provider to retain/maintain.
- 8) If concern/issue with the individual remains, Prime to arrange to re-broker care.

Use of behaviour contracts

DCC behaviour contracts are not suitable for customers with cognitive impairment or to address non-threatening verbal language.

Weekly provider conference calls

Devon Cares hosts provider conference calls on Tuesdays and Wednesdays. 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 dates by zone:

- Zone 1 – Wednesdays at 3pm
- Zone 2 – Tuesdays at 2pm
- Zone 3 – Wednesdays at 2pm

Conference call numbers:

Telephone dial 0800 917 1950

Passcode 86719626#

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

Diary Dates



National Association of Care & Support Workers
Supporting the Care Workforce

4 September - National Professional Care Workers Day

On 4th September, NACAS will be celebrating Professional Care Workers Day. "This is a day to celebrate the amazing care work that we witness and deliver every day. We want to invite everybody to celebrate with us. If you are a care worker, be proud and feel the part of the community. If you are a provider maybe organise a picnic or a party for people that work for you to say thank you and to show your appreciation for their hard work. If you receive care services please say thank you. Let's all join in and come together in uniting professional care workers and celebrating care delivery".

NACAS will be hosting its second annual; Professional Care Workers Day with an official morning session with speakers in London and a picnic in the afternoon.

For information email karolina@nacas.org.uk For NACAS website [click here](#)

11 September, 10:00-12:30

All Providers meeting at Barnstaple Library

Discussions confirmed so far:

- ✓ Developments in Blister Medication on Discharge with the Trust's Clinical Pharmacy Manager
- ✓ The Quality Improvement Project with the Trust's Clinical Matron for Critical Care;
- ✓ The Creative Innovation & Growth (CIAG) Programme

To help us with catering, etc. please confirm your attendance in advance.



CARE
NETWORK
GROUP Ltd

17 September, 09:30-15:30 at Torquay Riviera Centre

South-West Annual Care Conference

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.

3 October, 10:00-13:00

Values Based Recruitment Workshop at Cullompton Library

Proud to Care have secured some funding from Skills for Care to deliver a half-day workshop to support employers with Values Based recruitment.

The workshop is aimed at senior managers, human resources managers, registered managers, individual employers and anyone in a position to influence change in their workplace. No prior knowledge is required. Click [here](#) to book your FREE place.

Useful contacts

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
Lisa Reynolds (Devon Cares Administrator) 01392 388827
ndht.DevonCares@nhs.net
Joe Street (Finance Apprentice) 01392 356946
If you are experiencing any issues with CareForIT or NHS mail, 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-