

### 90 Day Challenge Update 1

The 90 day challenge targets the removal of an awaiting care list in north and mid-Devon by focusing on activity that can improve supply of workforce to meet care demand. The 90 days commences Monday 14<sup>th</sup> September. A number of workstreams are underway and fortnightly updates on progress provided.

#### Data

Analysis comparing baseline data to the 22<sup>nd</sup> September, has identified that the awaiting care hours have dropped within zones 1 and 3 but increased within zone 2.

22/09/2020									
Hrs ac	PoC ac	hrs referred (wk)	hrs sourced (wk)	Poc referred	PoC sourced new	PoC increased	PoC decreased	Poc not req	Weekly hrs
204.00	15	238.00	229.75	17	11	0	0	2	33.25
413.50	34	404.00	254.50	18	12	0	2	5	54.25
313.25	26	88.00	68.25	9	6	3	0	5	51.00
930.75	75	730.00	552.50	44	29	3	2	12	138.50

The data shows almost 931 hours of care are required, for 75 individuals, in north and mid Devon. The awaiting care list (ACL) is cumulative, so includes hours and individuals who were referred both this week and previous weeks where care has not been sourced.

Zone 1 (Torridge): There is a significant increase in demand for new and increased care within this zone. 12 PoC were increased and only 3 decreases. Providers have supported the increases in care needs but this meant that they had less capacity to pick up individuals from the awaiting care list.

Zone 2 (Barnstaple, Ilfracombe): this zone is the largest so we would anticipate higher demand. Increases in care for 10 individuals, providers managing these increases in care to avoid hospital admissions.

Zone 3 (Crediton, Tiverton): this zone has less capacity and demand. Very rural with difficulties recruiting into this area. The awaiting care for this zone has many rural PoC that unfortunately are not being sourced.

#### Operations workstream (lead: [Vicky.hancock1@nhs.net](mailto:Vicky.hancock1@nhs.net))

This week's Hub calls focused on activity for the 90 day challenge.

Recruitment appears to be improving within the Hubs. Discussions were held regarding apprenticeships, Petroc confirmed one provider had approached them to discuss taking on an apprentice.

Conversations were held and data was presented to support conversations regarding run efficiencies within Torrington/Bideford Hub. Discussions continue with providers to enable them to manage their runs as efficiently as they can. It was identified that several providers deliver care to Moreton Park Court and discussions were held around one provider delivering care.

A second wave of Covid has taken focus off this challenge within the last week. Providers are

managing many challenging operational issues at present.

**Contracting workstream (lead: [Natasha.koerner@nhs.net](mailto:Natasha.koerner@nhs.net))**

Contract activity has been finalised for all providers that had returned the contract paperwork.

**Finance workstream (lead: [Nigel.blacker@nhs.net](mailto:Nigel.blacker@nhs.net))**

Back pay has been paid to providers that had returned the new contract terms for work carried out between 6<sup>th</sup> April and 16<sup>th</sup> August.

**Tier 3 to 2 workstream (lead: [Natasha.koerner@nhs.net](mailto:Natasha.koerner@nhs.net))**

We are delighted that three of our tier 3 providers, Carrington Care, Crediton Care and Rural Care are nearing the end of this process. Just awaiting final confirmation of paper work to be signed off.

**Training workstream (lead: [Vicky.hancock1@nhs.net](mailto:Vicky.hancock1@nhs.net))**

Support from Rural Care to develop training needs analysis to support the upskilling the market. This will retain the current workforce as some staff are very keen to work with more challenging customers with more specialised needs.

Petroc have some great training programmes and would be happy to discuss these further. Please contact Ben Norrish if you would like any more information. [ben.norrish@petroc.ac.uk](mailto:ben.norrish@petroc.ac.uk)

Plans are in place with DWP and Learn Devon to run a sector work academy programme in North Devon during the 90 Day Challenge.