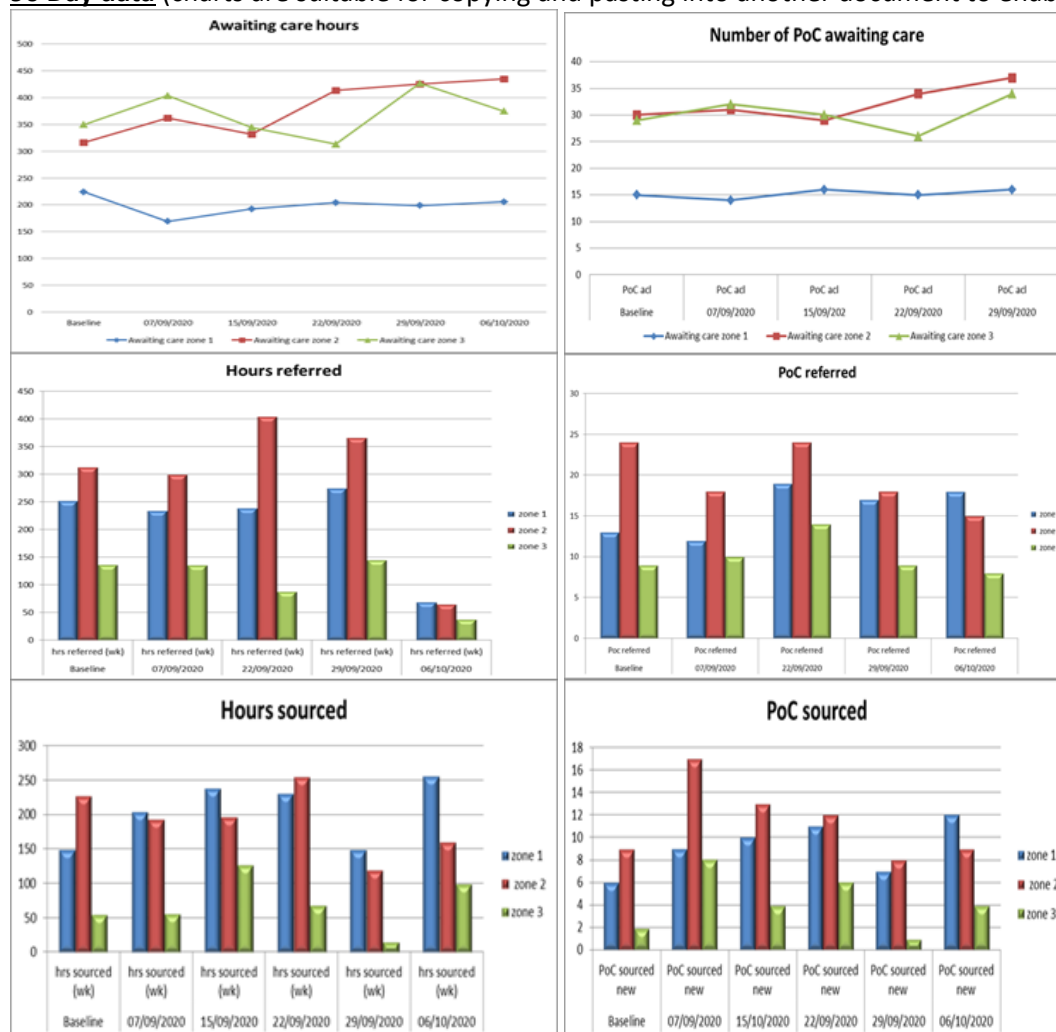


90 Day Challenge Update 3

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 to meet demand. The 90 days commenced Monday 14th September.

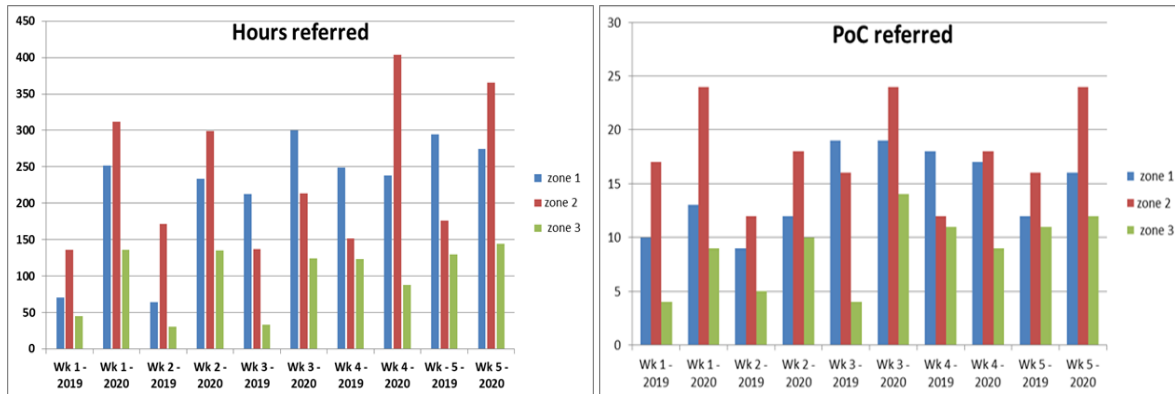
Data

90 Day data (charts are suitable for copying and pasting into another document to enable zoom)



- Current awaiting care has slightly reduced compared to last week.
- Fewer hours were noticeably referred but PoC numbers not significantly reduced – smaller PoC were requested this week
- 25 PoC sourced, a total of 513.5 weekly hours. This is a bounce back to almost average hours sourced from last week’s low sourcing figure, providers have not been able to identify any reason for last week’s change
- 13 PoC were not required, a total of 193.7 weekly hours. Some to these were RIP (no GIRFT potential).
- Zone 1 consistently has the lowest awaiting care during the 90 Day Challenge to date: it has more referrals/hours referred than z3, indicating turnaround is more successful in zone 1.

Comparison of first 5 weeks 90 Day Challenge 2020 with 2019



Zone 1 (Torrige)

- A 250% increase in weeks 1 and 2 from 2019 to 2020. Following weeks are more comparable, also a couple of weeks where 2019 demand was slightly higher
- PoC volume is more comparable. Indicative of greater complexity per person due to larger PoC referred

Zone 2 (Barnstaple, South Molton, Ilfracombe)

- Smallest increase from 2019 to 2020 was 55% in hours in week 3, followed by the highest increase in hours requested, a 167% increase since 2019
- Consistent increase for volume of PoC. Largest volume increase was 50% in week 3, coinciding with the week of smallest increase in hours demand – indicative of smaller sized PoC being referred this week. Increased volume range was 6-10 PoC.

Zone 3 (Tiverton, Crediton, Cullompton)

- Has felt to be the most stable zone because it has become the smallest zone but % demand has been most dramatic, 200%+ including 347% increase in demand one week. For the remaining two weeks one week was comparable across years, demand slightly higher in 2019 in the other week.
- Increase in demand with exception of 1 week where -1 referrals were made. Biggest increase in referral was 10 referrals in wk 3, which also saw a 270% increase in hours
- Data doesn't show capacity but this zone has the least capacity/smaller turnover of awaiting care compared to northern zones

Operations workstream (lead: Vicky.hancock1@nhs.net)

Hub call focus is on the 90 day challenge.

The sector-based work academy programme (SWAP) with DWP will be held over 2 days, 3rd and 4th November, culminating in interviews and job offers for successful applicants. Providers will be involved prior to the day, providing encouraging stories based on real-life career progression, etc) and during the SWAP event. Stories to be sent to Vicky by 21st October.

An application for the Kickstart programme for 16 to 24 year olds has been submitted on behalf of the Devon Cares partnership, with Devon and Plymouth Chamber of Commerce as the gateway organisation. It takes c4 weeks for turnaround of application. The job placements created with Kickstart must be new roles.

The WhatsApp group created within the Torrington/Bideford Hub appears to be working well. This will be rolled out to the other two Hubs, led by providers. Discussions within these groups will be around stranded PoC, swapping PoC, PPE and peer support.

Demand is increasing and providers are actively recruiting to ensure their workforce is resilient.

Some capacity has been lost due to testing/track and trace and this is a key concern for providers as

we head into winter. Discussions are underway with various parties to see how this concern can be addressed.

Contracting workstream (lead: Natasha.koerner@nhs.net)

Timescales for this workstream have been extended slightly to enable us to send and receive documents by post. Minimal work remains

Finance workstream (lead: Nigel.blacker@nhs.net)

Providers have received the backdated pay. Where hours previously delivered are still under query, when resolved with payment required, payments will be made at the higher rate. The new rates of pay commenced in P6, and payment for this period is due next week.

Tier 3 to 2 workstream (lead: Natasha.koerner@nhs.net)

Congratulations to Carrington Care, Rural Care and Crediton Care, we are delighted that you are now full framework providers. Your contribution to the partnership is very welcome.

Out of scope of this workstream but with similar due diligence and contracting activity underway, we hope to be introducing another provider to the framework very soon.

Training workstream (lead: Vicky.hancock1@nhs.net)


DPT has offered training to social care providers in response to an increased demand for PoC for individuals with mental health needs.

Infection control measures prevent widening access to Time 2 Care’s manual handling training facility.

Recognising good practice

Wednesday, 07 October 2020

Dear Mulholland Care Team,

Please find below a testimonial for the services you are providing for my mum – 

Mulholland Care are our guardian angels. In July 2020 my mother was admitted to hospital after a fall.

She was then transferred to a care home for rehabilitation. As this was during the Corona Virus, I was unable to visit her during this time due to restrictions. This also meant that her social care team were not able to carry out a discharge assessment. Although she was being looked after well in the care home the aim was to get her back in her own home environment. Her care needs were left to me to assess. I felt overwhelmed, confused and completely out of my depth. Although her registered carer, I was not qualified to assess what care and how much she would require. Communication was tricky.

On Tuesday 1st September I called Mulholland Care in tears, feeling very distressed. Sarah immediately put me at ease with her caring approach. Between all the team members, they established information about my mum’s medical background. They then liaised directly with the care home and social care. This enabled Mulholland Care to recommend a care package that would be suitable for my mum based on their experience and knowledge in care. I felt as if a massive weight had been lifted from my shoulders.

On the day of my mum’s discharge, Kim from Mulholland Care attended my mum’s property to carry out a full assessment. A care package was already in place, ready to start that day. Since then Mulholland Care have been providing care for my mum four times daily, carrying out various tasks that help my mum have independence and dignity. They are responsive, empathetic, reliable and helpful with advice and suggestions. Their encouraging and patient approach provides peace of mind at all times. I am so pleased I picked up the phone.