

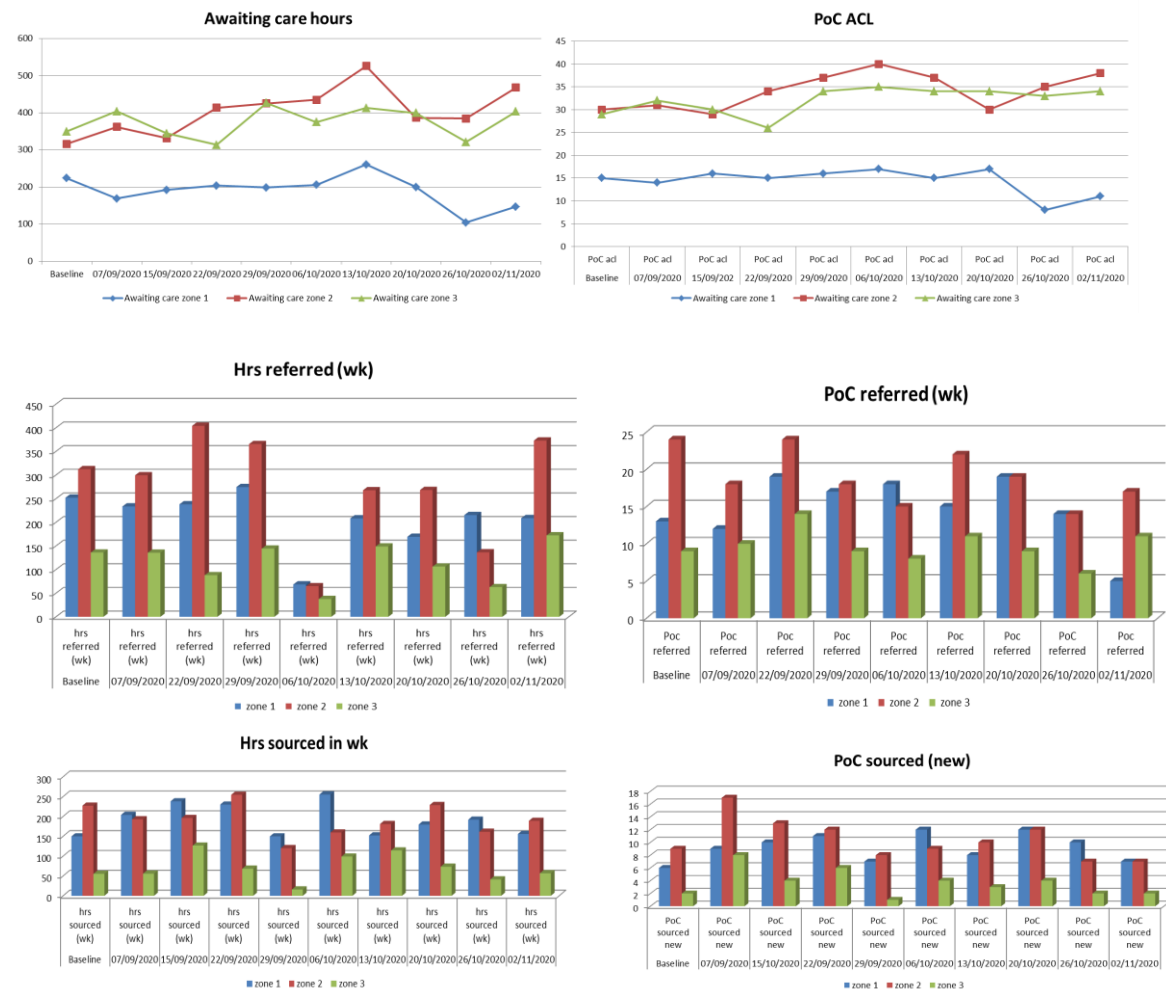
90 Day Challenge Update 5

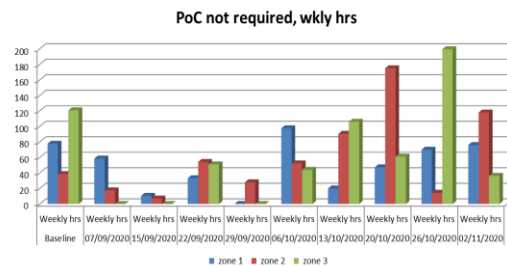
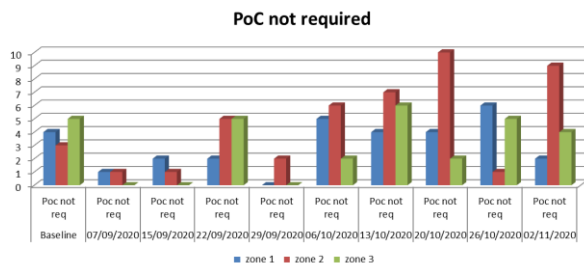
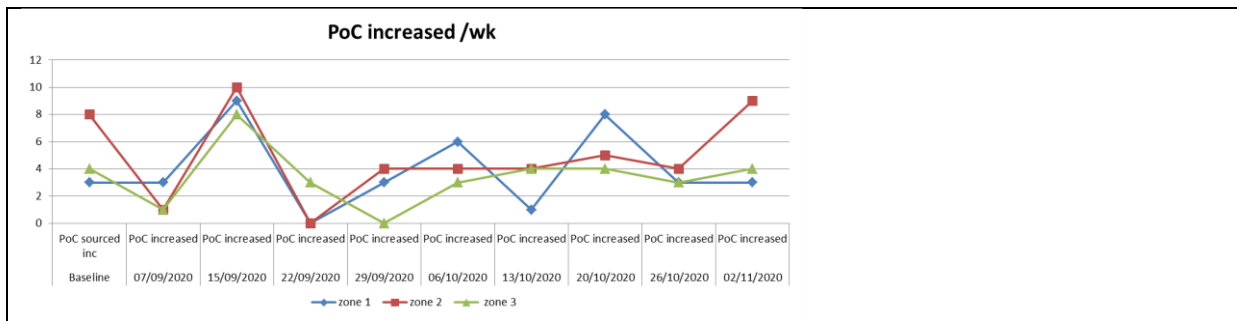
The 90 day challenge targets the removal of an awaiting care list in north and mid-Devon by focusing on activity that can improve supply to meet demand. The 90 days commenced Monday 14th September.

Devon Cares providers have responded well to the exceptional demand. The demand for this core service continues and the volume of referrals increased in the week of 27th October to 2nd November. *The ongoing outstanding contribution of providers is noted.*

Data

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





27th October – 2nd November

- Current awaiting care has increased compared to last week.
- An increase in hours were referred, an increase of 55% compared to the week before. PoC numbers have remained high, indicating larger (in hrs) PoC are being referred.
- 16 PoC were sourced, totalling 401 weekly hours.
- 16 PoC were referred, 230.25 hrs for care and subsequently not required, 5 due to RIP. Analysis of GIRFT potential (where not required for reasons other than RIP) has been delayed, this will be made available as soon as analysis is complete.
- Zone 1 (Torridge) consistently has the lowest awaiting care during the 90 Day Challenge to date whilst also receiving high volume of referrals.
- Longest awaiting PoC is 150+ days, in zone 3.
- Recruitment in zone 3 continues to be challenging, illustrated by less movement of activity in this zone.

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

The fortnightly Hub call focus is on the 90 day challenge though due to increased Covid-19 prevalence is also used for pandemic discussion and planning.

The Infection Control Webinar took place this week and a recording will be made available soon for those providers who were unable to join.

The Kickstarter application remains underway, and follow up information will be submitted by Thursday of next week. In north/mid Devon, the Devon Cares team are applying on behalf of all providers.

Recruitment is still challenging for providers with many recruitment drives underway but with furlough being extended the capacity we were anticipating to enter the market will not now materialise.

A lively discussion on benefits and working hours with DWP took place on the All Provider call. There is now increased knowledge of how Universal Credit should support people into work and to work

more hours, and a route into local Job Centres to feed back on applicants.

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

This workstream is now complete/closed.

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

Work continues with Devon County Council/CCG and individual providers to resolve financial queries as quickly as possible.

The new finance system (part of the new IT system installed earlier this year) will be tested over the next two weeks and will streamline the invoicing process increase transparency of payments and disputes.

The new rates are now being paid across all providers for Band1/Band2 and Sleeping/Waking Nights.

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

This workstream is now complete/closed.

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

Train the trainer fit testing has taken place with a small number of providers.

Currently staff are participating in online training on topics including falls prevention awareness, prevention and control of infection. Awareness of mental health problems, principles of Dementia care and various other online topics.

The two day Sector Work Based Academy event was held on the 3rd and 4th November, attended by 19 job seekers. A group of adult social care providers participated, detailing opportunities within care and to promote the care workers role to develop an understanding around terms and conditions, roles available, pre-requisites etc. Provider input ensured potential new recruits achieve a greater understanding that these frontline roles are highly skilled and require travel. Learn Devon provided interview training ahead of guaranteed interviews for the 19 job seekers.

An update will be in our next newsletter regarding applicants that were successfully recruited.

To support the Health and Care industry who are continuing to face exceptional circumstances with the availability of a skilled workforce, letters regarding government funding incentives have been sent to all Care homes and adult social care providers by the local college Petroc. These incentives are to encourage and develop apprenticeship roles to futureproof their workforce.

Devon Cares and providers are reviewing all PoC as referred to identify additional training needs due to complexity.