

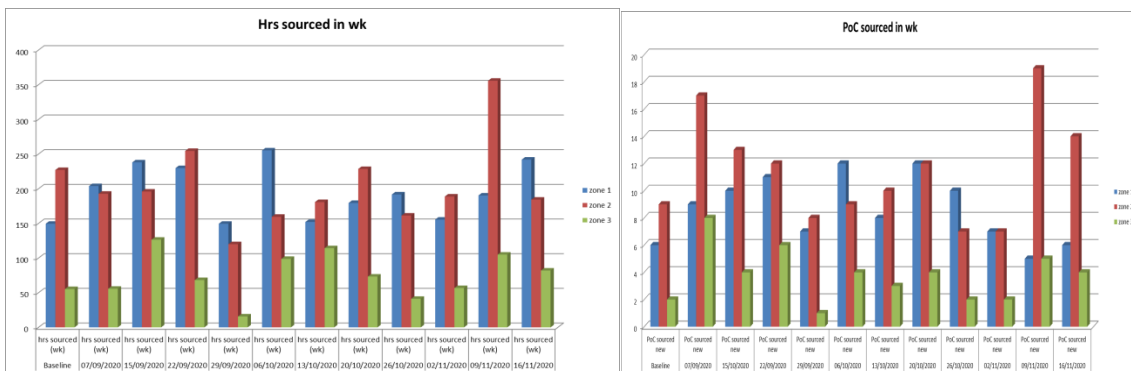
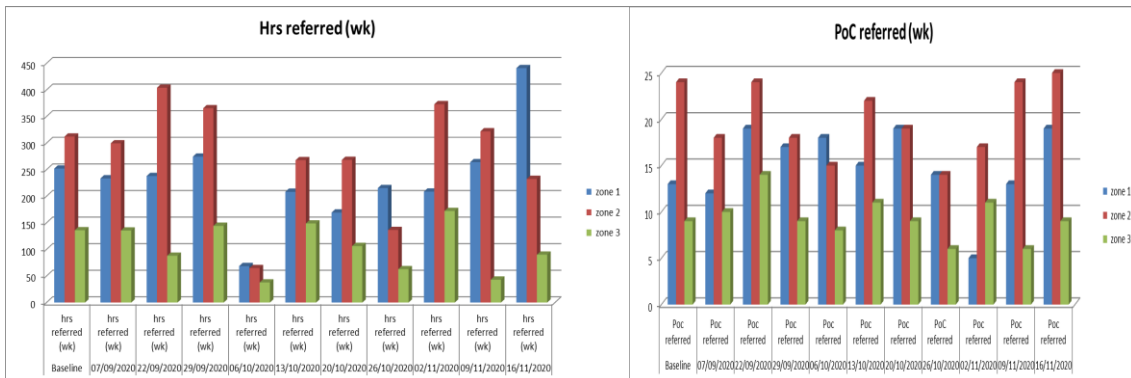
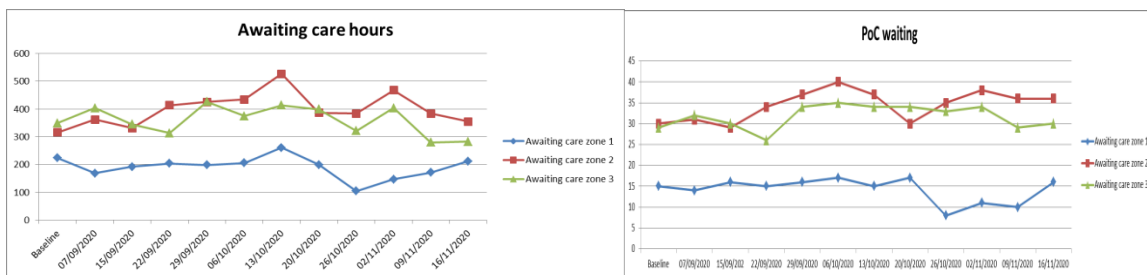
90 Day Challenge Update 6

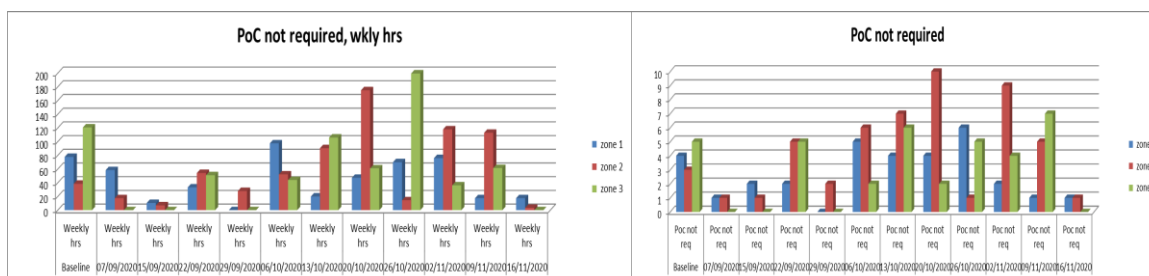
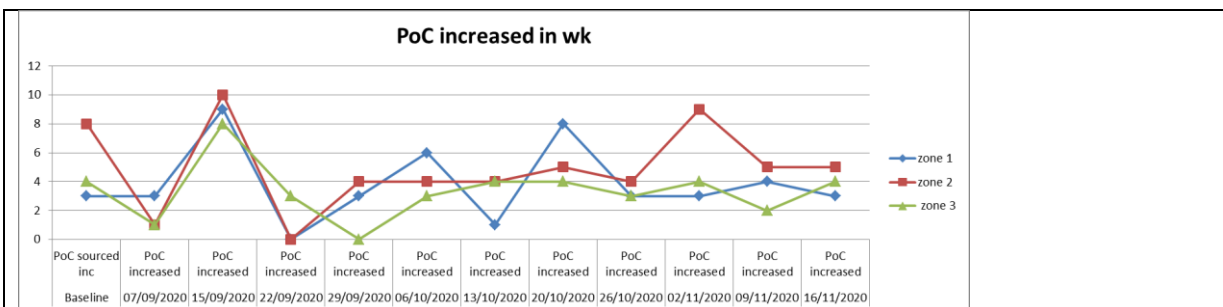
The 90 day challenge targets the removal of an awaiting care list in north and mid-Devon by focusing on activity that can improve supply to meet demand. The 90 days commenced Monday 14th September.

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 10th November to 16th 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)





10th November – 16th November

- Current awaiting care has increased slightly compared to last week this increase was noted in zone 1.
- An increase in hours was referred. PoC numbers have remained high, indicating larger (in hrs)
- 24 PoC were sourced, totalling 508.25 weekly hours.
- Zone 1 (Torrige) 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, rural location.
- Recruitment in zone 3 continues to be challenging, and Devon Cares are working collaboratively with the Department for Work and Pensions and Proud to Care to address this.

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.

Discussions around Covid positive cases have been reported within their workforce and customer base and, since the last newsletter, two providers have met outbreak thresholds. Staff have been given assurances around working with individuals who are Covid positive, and additional communication provided by ICS colleagues confirming when staff should or should not self-isolate as there has been some confusion over messages being provided by Track and Trace.

Homelife have implemented a “Covid team” to deliver care to Covid positive individuals within the Barnstaple area. They have offered support to partner agencies within the Barnstaple area to deliver care to their care customers if required, if this team has the capacity to enable them to do so at the time of need.

A Devon PPE request form has been produced to request free PPE to support home care and care homes. PPE is also available for unpaid carers and this form has been promoted within our provider framework.

Link to the PPE form.

<https://content.govdelivery.com/accounts/UKDEVONCC/bulletins/2aab7c6>

Recruitment is still challenging for providers though some agencies are reporting interest from new recruits. This remains location specific, with no clear trend identified, other than recruitment in zone 3 being particularly difficult.

Anecdotally, attrition is reducing previous gains in recruitment and reasons for leaving include the role not meeting expectations (for newer members of staff) and Covid concerns. An NHS-led careworker forum has been set up in early December to respond to any questions the care workforce might have about infection control and isolation requirements.

Closing the communication loop when reporting safeguarding was discussed in two Hubs this week and this is being followed up with the safeguarding team.

Analysis on packages of care referred and then not required remains underway. This could generate time savings that can be diverted to people in receipt of care.

The Winter ECT is now live!

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

This workstream is now complete/closed.

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

Although timeframes were shifted for this workstream due to other priorities, work continues on the finance activity

Early feedback from providers on their deployment of the hourly rate is encouraging and this is being validated with the careworker workforce.

Examples include:

- Increasing hourly rate, and in some cases specifically targeting unsociable hours pay
- Increasing travel time and mileage payments
- Introducing a tier system of pay based around both longevity and qualifications
- Introducing shift pay
- Paying bonuses
- Gift boxes for new recruits

We are in discussion with providers where we are unable to validate the benefit to terms and conditions for staff.

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

This workstream is now complete/closed.

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

The two day Sector Work Based Academy event this was held on the 3rd and 4th November and was attended by 19 job seekers. Interviews were held and, to date, 2 candidates were appointed, their inductions are underway with the social care provider of their choice.

This event has raised the awareness of the careworker role and how rewarding this can be. Work coaches are aware of improved terms and conditions within this sector and will continue to promote this role with their job seekers.

Devon Cares and a lead provider have undertaken a training needs analysis to “futureproof” the care workforce and are currently working alongside the Care Homes team to look at potential delivery of some of these identified training needs. Discussions with the Workforce Development team at Northern Devon Healthcare Trust to support delivery of these identified training needs will take place

Some of the training needs that were identified were

- Wound dressing
- Catheter care
- Mental Health/Dementia/Parkinson’s
- Insulin
- EOL
- PEG feeds

Patients are more complex and to enable them to continue to live safely in their own homes the upskilling of the current workforce is imperative.