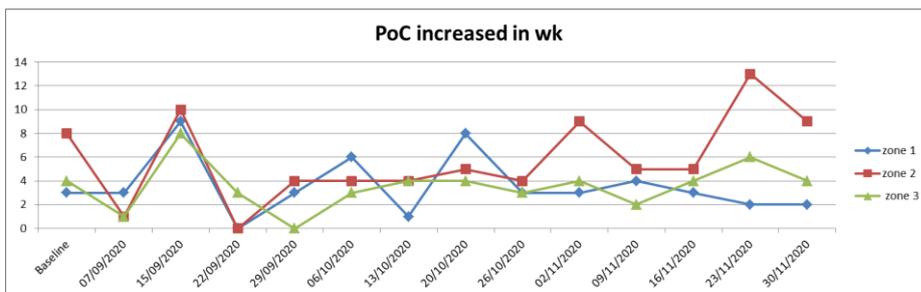
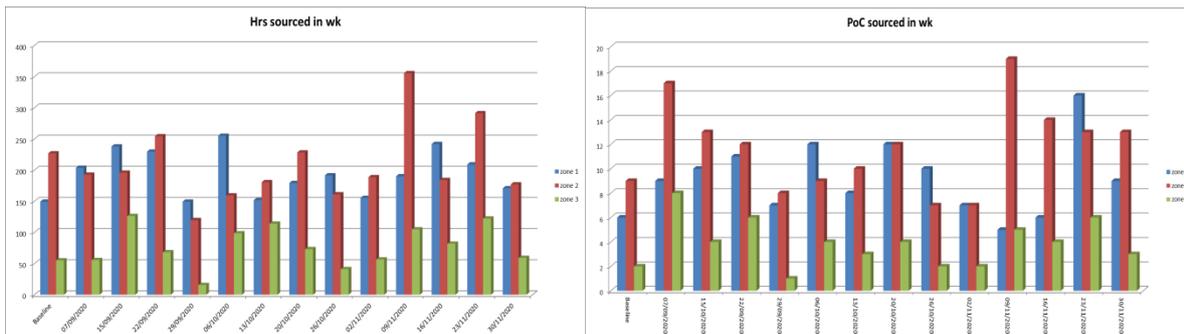
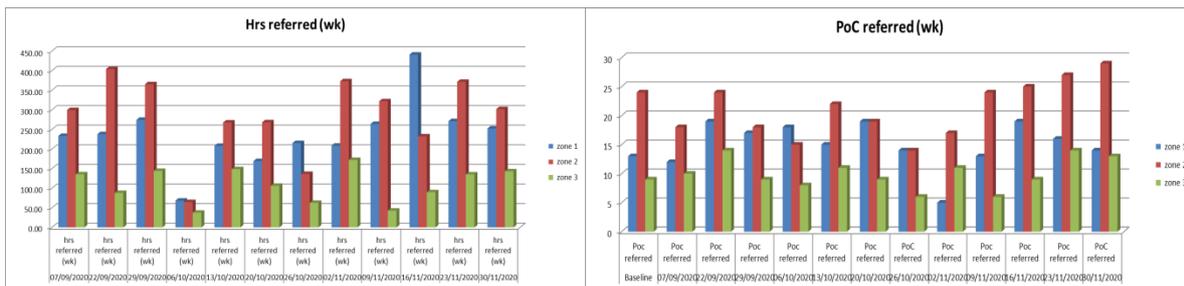
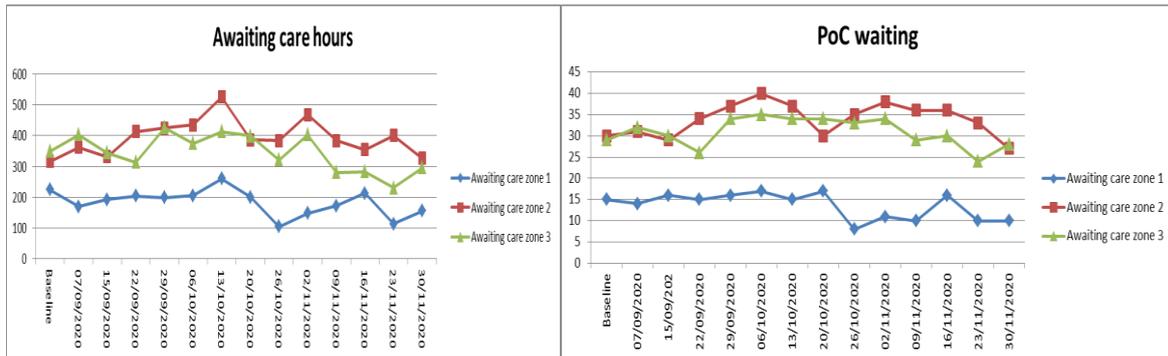


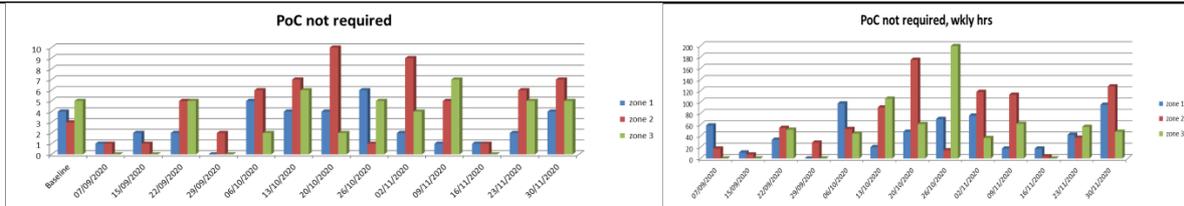
90 Day Challenge Update 7

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)





November 24th – 30th November

- Current awaiting care has increased slightly compared to last week.
- PoC numbers have remained high, indicating smaller (in hrs) PoC being referred within the last week.
- 25 PoC were sourced, totalling 407.5 weekly hours.
- 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, rural location.
- Zone 3 is the most challenging zone, with lowest referrals of all three zones but with very limited capacity available.

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

The fortnightly Hub call focus is on the 90 day challenge and discussions around Covid-19 prevalence.

Delays to receiving discharge summaries were reported by providers in both Trust footprints. Delays to receiving discharge summaries have impacted on the individuals and also others on the care run (medication changes) so it's important to seek improvements to information sharing ahead of what is likely to be a very busy period. This will be followed up on over the next couple of weeks and providers updated on the next Hub calls.

Some providers have now experienced their first Covid cases/outbreaks. These providers have shared some good practice to reassure other providers of how to manage, this is in the process of being compiled as one document and will be circulated.

Homelife reported their "Covid team" they created to deliver care to Covid positive customers within the Barnstaple area was successful and has now been disbanded, but will be re-implemented as and when required.

A minority of providers have reported some of their workforce do not feel able to deliver care to Covid positive or asymptomatic customers. Discussions were held around utilising some of their infection control funding to manage this tricky personnel issue, including whether the infection control fund could be used to incentivise staff.

An extensive evidence-based review took place with one provider who had identified a number of individuals not requiring regulated care. Those PoC have been formally handed back though it might be necessary to hold them within regulated care to provide time to warm up the unregulated market through the Reaching Independence contract. Once with unregulated providers, 77 hours will be redeployed to regulated provision.

All providers are encouraged to raise any PoC where delivery is purely unregulated so this activity can be picked up by the unregulated providers. This ensures the unregulated marketplace is sustainable and regulated care is more effectively utilised.

Over the Christmas period there will be an out of hour's service for PPE supplies. Local stores will remain open and Clipper has doubled their PPE supplies over this period. Details of this will be available on the PEN website.

Discussions took place around refusal of testing by the care workforce and how providers manage their staff concerns. Providers were advised to listen to reasons for refusal. Two corporate perspectives on addressing this issue were described: by Homelife and by NDHT. Providers should reinforce the message that this is to protect others. If this isn't undertaken then this will jeopardise the safety of colleagues and customers.

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

This workstream is now complete/closed.

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

As we near another period end, providers are asked to review remittances as soon as possible to highlight any anomalies.

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

This workstream is now complete/closed.

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

A county-wide meeting took place to discuss resilience support for careworkers in the new year, further information will be made available on this soon.

Providers continue to work collaboratively with system partners to ensure the current workforce is up-skilled to a level to manage the complex needs to enable customers to remain in their own homes.

Several training courses are currently suspended due to the pandemic and these should be delivered in the New Year.

Petroc offered free places for a Health & Care Training and Development Webinar. The purpose of this Webinar explored a variety of topics, from new funding incentives that are available to employers, in the care sector and how providers could benefit. Looking at training opportunities and career pathways available. Proud to Care representative was available to update on recruitment and retention activities that are ongoing.

Northam Trust has been awarded 30 Kickstart recruits by the Department for Work and Pensions, with 14 recruits having been successful in their appointment. This is fantastic news and Devon Cares will continue to follow up on the success of these new recruits. The overarching Devon Cares application that will enable providers who haven't submitted their own application to participate in this scheme remains in the processing stage.