

Date: 11 March 2019

Provider Newsletter: No 26

Dear Provider,

Welcome to our latest newsletter, we hope this keeps you up-to-date on our current news and provides some useful information.

Do you have anything you would like to share? Please let us know and we will feature it in forthcoming newsletters.

Rebranding the Care Workforce?

At the recent All Provider meeting, it was agreed the current 'Care Worker' job title did not evoke an understanding of the complexity, importance or value of this role and this impacted on how valued careworkers felt. Alternative job titles were discussed and we will shortly circulate a survey link for you to consult with staff and get their views. Other providers in Devon will also be asked to participate in the survey. Once we have feedback we can determine next steps with you.

Free Care Show

The West Country's first care sector innovation show in a decade will be launched on 13 March 2019 at Westpoint, Exeter (9.30am – 4.30pm). This is a free event and the largest care event the south-west has seen in many years.

The Innovative Care Exhibition 2019 will showcase many of the hundreds of fast-emerging technologies now available across the sector, from computerised care management systems to apps, robots, digital visitor logs, VR training theatres, VR activities, the latest innovative moving and handling products, and much more.

Launched by the Care Network Group, the event will be an opportunity for south-west care organisations to discover and discuss technological aids and solutions for their organisations, as well as forging new business relations with suppliers and other potential partners.

To book your free place visit www.careexhibition.co.uk

Occupational Health

Northern Devon Healthcare NHS Trust has an excellent Occupational Health Team based at Barnstaple Health Centre who can offer you and your staff a range of services. These include sickness absence advice (particularly useful if you have a member of staff on long term sickness) and return to work programmes to encourage staff back to work after long-term sickness. They can also help with management of staff inoculation injuries and supporting staff with needle-stick injuries, which one of our providers used quite recently.

The Occupation Health Team has kindly given us their price list to share with you, so if you do wish to refer staff please review this.



Proud to Care Events

Event	Venue	Date	Time
Employer Aspire Event	Braunton Academy	12 March	8.30 am – 1pm
National Recruitment Event	Mercure Rougemont Hotel, Exeter	16 March	10 am – 6 pm
Jobs Fair	Corn Exchange, Exeter	20 March	9.30 am – 2 pm
Proud to Care Ambassador Event	Barnstaple Library	26 April	9 am – 12.30 pm

See attached Proud to Care Ambassadors Newsletter. For more information or to volunteer please email Tracy at tracy.grant@devon.gov.uk



Awaiting Packages of Care

We know what a struggle you have all had with a lack of capacity but we would like to thank you for all your efforts to support each other, whether that's been swapping PoC or just picking up the phone as support. This is a continual issue in the market-place but you continue to respond with whatever capacity you have available, and that is recognised and appreciated.

The team will continue to send out weekly emails regarding what is on the awaiting care list and please do contact the brokers if anything changes and you have more capacity.

Handback Protocol for Care Packages

A number of providers have asked to hand back Packages of Care (PoC) due to capacity or location issues. Although the Devon Cares team like to be very supportive of providers, we ask providers to undertake their own problem-solving to manage capacity before getting us involved.

If any provider experiences difficulties with PoC due to insufficient capacity, they should contact other providers directly, via the web forum or during weekly conference calls (see below) to discuss the switching of packages. Agency use should also be considered.

Devon Cares is not responsible for liaising with families to discuss changes in providers. Please arrange this between transferring providers.

If a PoC hand-back is requested due to behavioural concerns or issues with the customer or family member, please contact Devon Cares in the first instance and we will support you to get these issues resolved. Please refer to the hand-back protocol for details.

Weekly Conference Calls

Devon Cares hosts provider conference calls on Tuesdays and Thursdays. These calls give providers the opportunity to discuss any case-management issues they want to escalate with packages of care. It also enables providers to discuss PoC and where it would benefit both providers to swap.

Conference calls:

- Zone 1 – Thursdays at 3pm
- Zone 2 – Tuesdays at 2pm
- Zone 3 – Thursdays at 2pm

Numbers for the conference calls are:-

Telephone dial 0800 917 1950

Passcode 86719626#

There are times when we're alone on these calls ... please join us!

Provider Meetings

A **Zone 2** Providers meeting has been arranged on Tuesday 19 March at 10.30am in the meeting room at 20 St George's Road, Barnstaple. This will also be attended by Freya Woodward and other operational DCC staff, and we'd like to discuss current challenges and what support may be missing to overcome these.

A **Zone 3** Providers meeting has been arranged on Thursday 4 April at 12 noon - Tiverton Hospital – Training Room A. This will also be attended by Ian Hobbs and Maggie Gordon.

A number of you have spoken to us about hospital discharge difficulties and other Zone 3 opportunities for improvement and have asked for a discussion with other providers ahead of meeting with Ian and Maggie. This phone conference has been scheduled for **Tuesday 26th March at 1pm**. The dial-in details are the same as those used for the weekly zone conference call.

A **Zone 1** meeting will be arranged soon and we will invite Kate Holliday, the new CSM, to join us (Nikki Kennelly is now in another role).

Outstanding!

Eclipse has received an outstanding rating from CQC. This is excellent news and congratulations to them for achieving this. The inspector's feedback includes 'the providers led and managed the service exceptionally well. They provided strong leadership and promoted an open and inclusive culture' and 'the providers cared for their staff as well as the people they supported'. If you'd like to read more, Eclipse's report can be found here: <https://www.cqc.org.uk/location/1-4771789150>.

Best practice

You may have heard others talk about micro-zoning? It seems some of you (maybe more) have been doing this for a long time to improve run efficiency but have explained to us it's not enough to develop runs in areas – those areas have to flex according to demand. These providers develop dynamic zones and roster staff to work within those zones to reduce travel time. This has improved staff morale and reduced late visits. Flexing according to demand can be challenging, particularly in more rural areas, and we encourage providers to use the weekly conference calls to discuss any gaps in dynamic zones.

Holsworthy Health Care now provides rucksacks for their community care staff. After discussion and consultation with their team, it was felt that this would be beneficial for their ability to carry out their role effectively come rain, shine, or car problems, and enhance morale. Rucksack contents include PPE gloves, aprons, hand gel, notebook and pen, a tyre repair kit and windscreen de-icer. One careworker said the tyre repair kit gave her confidence on rural roads, having previously spent quite some time waiting for roadside recovery to find her.

We've been holding a lot of contract review meetings lately and hearing the great practice going on. Our apologies that we haven't had an opportunity to review our notes to highlight all that you are doing. At each CRM we appreciate our luck at working with such passionate people.

Inflation Uplift Update

Good news! We have been verbally informed of the annual inflation uplift for 2019/20 from Devon County Council, which will be passed on to all providers. Letters are currently being prepared and will be sent out as soon as possible.

Complaint Investigations

Devon Cares has created a new Complaint Investigation report form to assist providers in responding to complaints by interested parties, e.g. clients, families, Devon County Council, etc.

If we are asked to co-ordinate complaint management from DCC or others, we will send you this form to complete. This does not replace your own complaints process and if complaints are raised directly to you, please continue to manage this internally using your own processes and report this via the KPI returns.

Annual Contract Review Meetings

Please check that you have a Contract Review meeting with Devon Cares in your diary. These meetings are an important opportunity to discuss your contract with us, so if you need to change the date please make sure it is rearranged. It's also great for us to meet face to face since much of our contact is by phone or email.

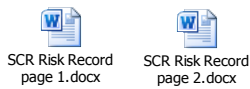
Please bring copies of your most recent documents:

- CQC Registration
- Up-to-date bank details
- Insurances
 - Public liability
 - Employer liability
 - Professional indemnity
 - Clinical negligence

- Partnership agreement/reconfirming interest
- Pay scales (all staff/services funded under Living Well at Home)

Risk Records

Please feel free to use the attached templates for your client risk assessments. These were passed on to us by the Northern QAIT team following a discussion on whether it was possible to reduce the paperwork required by providers.



All Provider/Devon Cares Meetings:

- Wednesday 15 May 2019
- Wednesday 11 September 2019
- Wednesday 4 December 2019

Regional Weather Forecast

There are currently no weather warnings but please refer to the Met Office website for updates.

<https://www.metoffice.gov.uk/weather/forecast>

Devon Cares Annual Report

Devon Cares are producing an annual report to showcase the best of social care in North and Mid Devon. We are contacting you and asking you to share:

- What works well, e.g. examples to demonstrate best practice or what works well as a business
- Customer or CQC feedback or stories on making a difference
- Photos
- The benefits of being part of Devon Cares collaboration e.g. support, being part of the NHS, provider meetings, training, etc.
- Anything else you feel shows your organisation/social care provision in zones 1-3 in a good light.

Thank you to those of you who have already contributed. The annual report for the period 1 April 2018 to 31 March 2019 will be available online from mid-May 2019.

Brexit

Over the next two weeks there will be more Brexit communication and plans for a no-deal Brexit. The greatest impact for providers is likely to be around workforce and may not be immediate, i.e. predictions are that more people will holiday in the UK this year rather than go abroad, which could mean more staff leaving to work in tourism. The key message for customers worried about medication shortages, etc. is that all NHS and social care services have plans in place to manage volatility, so systems will seem, from a patient perspective, to be business as usual.

Useful Contact Details

Natasha Koerner (Head of Service)	01271 337823 /07971 822521
Vicky Hancock (Operations Manager)	01392 388060
Jill Thorne (Care Broker) – Zone 1 Champion	01392 388825
Rachael Jeffery (Care Broker)– Zone 2 Champion	01392 388826
Tanya Campbell (Care Broker) – Zone 3 Champion	01392 388824
ndht.DevonCares@nhs.net	
Joe Street (Finance Apprentice)	01392 356946
If you are experiencing any issues with CareForIT or NHS mail then please contact our IT Service Help Desk. The Help Desk is manned 8.30am to 5pm Monday to Friday	
NHS IT Service Help Desk	0300 123 1722
Proud to care - www.proudtocaredevon.org.uk/contact-us/	

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