

**Date: 20 May 2019**

**Provider Newsletter: No 29**

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.

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### **Devon Cares Survey**

Our people are our biggest asset. The 2018 careworker survey identified that the community care workforce felt undervalued. We asked some of our community care colleagues how we could improve on this situation and the current survey further explores some ideas proposed by those colleagues. All health and social care professionals across Devon are encouraged to respond. Please see Devon Cares website/Our People, or [click here](#) to follow the link.

### **One Barnstaple**

One Barnstaple is a new and developing partnership of public, voluntary and community services created to improve wellbeing in the communities of Barnstaple by working together. It's part of the One Northern Devon wider strategic partnership which is supporting the development of community partnerships across North Devon and Torridge.

One Barnstaple is piloting **FLOW**, a new wellbeing project which offers short term, tailored support to an individual who has two or more long term conditions, are carers or are feeling socially isolated. It aims to resource and enable the Voluntary Sector to be able to support these individuals varying needs in a supportive and creative way. It is looking to create organisational change in what it offers individuals, recognising that traditional packages of care are not meeting individual need.

For One Northern Devon's website- [click here](#)

The **FLOW** Workshop on 10 May was an excellent opportunity to network with colleagues from all sectors and was arranged to cover three key areas:-

- to provide an opportunity to explore ways to better connect services to work with individuals;
- an understanding of One Barnstaple and the FLOW pilot and what it can do for providers;
- the way forward.

### **Feedback on Zone 3 Providers meeting with Commissioners - 4 April at Tiverton Library**

Zone 3 Providers met Commissioners and NHS colleagues to discuss/identify reasons for recent difficulties filling packages of care in the Crediton area. Discussions included why Crediton is a hot spot; valuing the workforce; responsiveness of the system; and hospital discharges.

### **Feedback on all provider meeting 15 May**

The quarterly All Providers meetings are a useful networking forum. The May meeting featured discussions on:

- Safeguarding with Graham Froome, Social Worker and Thomas Sellars, Social Care Assessor;
- One Northern Devon (placed-based care, i.e. One Barnstaple) with Hannah McDonald;
- The Social Prescribing Project with Lindsay Derbyshire; and
- Dementia Friend with Jenny Stevens

### **Creative Innovation & Growth Programme (CIAG)**

#### **Adult social care business support and grant funding**

Devon County Council has funded a programme of business support and grants for adult social care businesses across Devon called Creative Innovation & Growth (CIAG). There is a range of support to help the development and growth of adult social care businesses and organisations which includes

- New build - bed space, meeting areas for users.
- Vehicles e.g. minibuses, adapted vehicles.
- Communication systems for staff
- Software systems to aid productivity
- Specialist equipment
- Mobile computers

[Click here](#) to view CIAG's latest flyer for more details.

### **KPI return dates**

To assist with our returns, please let us have your figures before the final submission dates shown below. We appreciate your co-operation.

<b>Period</b>	<b>KPI dates</b>	<b>Last date for submission Fridays:</b>
1	1 Apr to 28 Apr	3 May
2	29 April to 26 May	31 May
3	27 May to 23 Jun	28 June
4	24 Jun to 21 Jul	26 July
5	22 Jul to 18 Aug	23 August
6	19 Aug to 15 Sep	20 September
7	16 Sep to 13 Oct	18 October
8	14 Oct to 10 Nov	15 November
9	11 Nov to 8 Dec	13 December
10	9 Dec to 5 Jan 2020	10 January 2020
11	6 Jan to 2 Feb	7 February
12	3 Feb to 1 Mar	6 March
13	2 Mar to 29 Mar	3 April
14	30 Mar to 26 Apr	1 May

### **Awaiting packages of care**

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

### **Weekly provider 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 3 pm
- Zone 2 – Tuesdays at 2 pm
- Zone 3 – Thursdays at 2 pm

#### **Numbers for conference calls:**

Telephone dial 0800 917 1950  
Passcode 86719626#

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

### **Northern Devon Healthcare NHS Trust Care Homes Team**

The Northern Devon Healthcare NHS Trust Care Homes Team provide free education/training, support, advice and signposting for staff in nursing and residential homes, supported living environments and home care agencies across North Devon.

For details, email

[ndht.northerncarehomesteam@nhs.net](mailto:ndht.northerncarehomesteam@nhs.net)



Left to right: Meg Hill, OT Educator, Sarah Winfield-Davies, Team Lead, and Alison Wall, OT Educator

### **Urgent Care Nursing Team**

The Urgent Care Nursing Team is available through Devon Doctors and works from 4pm through to 8am, seven days a week. The Team covers the whole of North Devon so would help with falls and have access to a Mangar Emergency Lifting Cushion (ELK).



### **Proposal for zero-rated VAT for Providers**

Jeff Wilton-Love, a Director at Chapter Care, has been championing a reduction to zero-rated VAT on behalf of all providers, and has written a paper that has gone to the Treasury and has garnered cross-party support from MPs. To read more, view the article [here](#)

Jeff has also been invited to dine with Dominic Raab, MP, where he discussed the disparity in job market pay scales and the need to professionalise the role of careworkers. These views were also captured in [this](#) article.

Jeff's drive for addressing these issues is yielding results that should benefit all providers though national change rarely happens off the back of one voice. The MPs and others he has been engaging with have asked him to obtain the views of others on issues impacting on care provision and feed these views back to them. To provide Jeff with your views please email him at [jeff@chaptercare.com](mailto:jeff@chaptercare.com)



### **Social Care Jobs**

Proud to Care Devon promotes all health and care jobs, training and careers in Devon.

Visit their website to see health and social care vacancies across Devon.

[Click here](#) and follow the link

### **Safeguarding Adults & Children Newsletter Spring 2019**

The Safeguarding Adults Lead publishes a quarterly newsletter, containing news items, important developments, key contact number and training dates. The newsletter also includes the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguard (DoLS) Issues. Please take the opportunity to share with your teams and discuss at teams meetings.

Contact the NDHT Safeguarding Adults Team at [ndht.safeguardingadults@nhs.net](mailto:ndht.safeguardingadults@nhs.net) or telephone on 01271 311783 or 01271 341550.

### **Student Nursing Times Awards 2019**

Over 171 organisations were shortlisted for Nursing Associate Training Programme Provider of the Year and NDHT made it to the top three. NDHT was shortlisted for designing a comprehensive training programme, which included placements with other local organisations to help the trainees understand the full experience for patients, including with

GPs, North Devon Hospice, ambulance crews and in mental health settings.



NDHT also developed a peer support system and complemented the training provided at Petroc College with training from specialist clinical staff at NDHT, as well as exercises involving the simulation equipment at North Devon District Hospital.

## Diary dates

### All providers meetings

Barnstaple Library from 10.00-12.30:

- Wednesday 11 September
- Wednesday 4 December

## 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
Lindsey Coules (Admin Support) 01392 388828
<a href="mailto:ndht.DevonCares@nhs.net">ndht.DevonCares@nhs.net</a>
Joe Street (Finance Apprentice) 01392 356946
If you are experiencing any issues with CareForIT or NHSmail 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

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