

# LCC Home Care Forum

## 12.08.2026

### 9:30 – 12:00pm

Chair: Caroline Cosh, Clifton Homecare Limited

Deputy Chair: Carol Hargreaves, Masterstaff

Notes: Philip Winstanley, Business Support Officer, Lancashire County Council

| Agenda Item                 | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 1) Introduction from Chairs | <p>Caroline Cosh and Carol Hargreaves introduced themselves and welcomed everyone to the forum. LCC colleagues introduced themselves.</p> <p>Request for new chairs for the Home Care forum from 2027 expressions of interest to be emailed to <a href="mailto:awpicomm@lancashire.gov.uk">awpicomm@lancashire.gov.uk</a>. Expressions of interest to be in by the end of September 2026.</p> <p>LCC working group discussed and updates are circulated with the minutes. Email <a href="mailto:lancshomecareforum@gmail.com">lancshomecareforum@gmail.com</a> if you haven't received these.</p> <p>Update provided by Caroline with regards the Lancashire Care Association. <a href="#">Lancashire Care Association Autumn Conference 2026</a></p>                                                                                                                                                          |
| 2) LCC Relevant update      | <p>Karen Thompson shared a presentation on Home Care Commissioned Hours that will be included in the minutes. There has been a reduction in Long Term referrals in the last 12 months but there has been a recent increase again. There has been a reduction in Short Term Care at Home referrals in the last 6 months.</p> <p>POC allocation was discussed and Caroline asked if providers could have sight of allocation by provider breakdown at the next forum (anonymised). Providers were asked what data they would like to see at the face-to-face forum in November. No suggestions were offered by providers on the meeting. KPI – (response to POC) was introduced in May 26 and providers meeting this KPi are prioritised for packages. Service User choice is the primary reason why service users may be allocated to providers. Many providers feel there is a lack of transparency around</p> |

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|  | <p>package allocation. It can be difficult to share data due to different approaches by providers such as a provider that except all offers but only receive one POC and another providers rejects all but 1 offer and gets it. These different approaches can skew data and give a false view. LCC have introduced the ability to reduce wards. It is clear LCC do not need extra providers in wards. Providers can ask for their award rate data.</p> <p>Round 3 going to pushed back until next year not many providers waiting for evaluation.</p> <p>Caroline asked waiting list for assessments, Karen doesn't have this data and will find this out. Karen to feed back this info at the Nov forum.</p> <p>Trusted review update shared via a presentation by Karen Thompson. This will be shared in the minutes. Providers to take questions to <a href="mailto:donna.aspey@lancashire.gov.uk">donna.aspey@lancashire.gov.uk</a> or <a href="mailto:Karen.Thompson2@lancashire.gov.uk">Karen.Thompson2@lancashire.gov.uk</a> or <a href="mailto:contractmgmt.care@lancashire.gov.uk">contractmgmt.care@lancashire.gov.uk</a></p> <p>A newsletter is going to be produced by LCC for providers for the purposes of providing key updates and keeping providers informed of changes - this has been passed over to the Quality Team for progression.</p> <p>Visits module update - pilot has started to be rolled out across PDPS providers. 8 providers in wave 1. This will increase accuracy of billing. One of the biggest complaints LCC received is around Service User billing.</p> <p>Travel time to be added to assessment leaflet that is sent to Service Users. As this seems to be a point of complaint from service users. Caroline brought up that should trends of complaints from Service Users be analysed and key information be added to the assessment leaflet; to help reduce the number of future complaints raised to LCC.</p> <p>If the LCC portal fails - this does affect a provider's ability to bid and therefore their KPI. Any provider issues email <a href="mailto:contractmgmt.care@lancashire.gov.uk">contractmgmt.care@lancashire.gov.uk</a></p> <p>Clare Mattinson gave Market Engagement update, small focus groups have taken place for providers. Caroline mentioned that some of the data is still being challenged by</p> |
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|                                                     | the providers due to discrepancies between what is experienced by providers versus what the data is telling the consultants. |
| 3) Provider Only Meeting                            | As LCC are responsible for the minutes, this segment was not recorded                                                        |
| 4) Feedback and discussion with LCC representatives | There was not any feedback for LCC colleagues today.                                                                         |
| 5) Dates for Future Meetings                        | 04/11/26 - face to face at County Hall.<br>10/02/27 - online                                                                 |
| 6) AOB and Close                                    | None                                                                                                                         |