

# LCC Home Care Forum

## 17<sup>th</sup> April 2024

### 13:30 – 16:00pm

Caroline Cosh, Clifton Homecare Limited (Chair)  
 Carol Hargreaves, Masterstaff (Deputy Chair)  
 Adam Livermore, Commissioning Support Officer, Lancashire County Council  
 (Notes)

Agenda Item	Notes
1) Welcome and Introductions	<p>Caroline Cosh welcomed everyone to the meeting. She and Carol Hargreaves introduced themselves, and informed the forum that Rachel Brunton has stepped down as chair.</p> <p>Caroline raised the Outstanding Society, where she is a non-executive director, which offers resources such as webinars around best practice in social care.</p>
2) Provider Challenges and Potential Speakers	<p>Caroline Cosh raised that the intention going forward is to plan the meetings together to ensure they are useful to everyone. She invited attendees to contact her with any feedback or input. She also asked providers to supply three key challenges they are facing. This will help the forum find speakers to address the key themes and issues facing social care. Caroline and Carol will share their email addresses and intend to set up a generic Gmail account for forum queries.</p> <p>Caroline Cosh: <a href="mailto:caroline@cliftonhcl.co.uk">caroline@cliftonhcl.co.uk</a>            Carol Hargreaves: <a href="mailto:carol.hargreaves@masterstaff.co.uk">carol.hargreaves@masterstaff.co.uk</a></p> <p>A PowerPoint with options for speakers will be distributed with the minutes. Caroline talked through them. Ross McCrann suggested Lancashire Skills Hub would be the most interesting via the Teams Chat. Lisa Seddon requested CQC, and further updates from Lancashire County Council commissioners. Ross McCrann suggested getting CQC in a few months once the framework has had a chance to become embedded. Caroline Cosh stated there would likely always be an LCC update. She asked if attendees wanted additional guest speakers. Curantis Care raised that they felt there is a value in having speakers share their expertise, and Lynsey Powell suggested Ann Garvey from LSCP and Muriam Akter from the ICB on DSPT compliance.</p>



	<p>Sabe Connor asked about the vision of current LCC Directors related to the Living well at Home Agenda. She also asked if LCC would consider Trusted Assessors. Maxine Smith stated that it had been considered in the past and had not been taken forward. It is not part of current discussions but may be considered at a later date.</p> <p>Caroline Cosh stated that the next meeting will be Face-to-Face on 17<sup>th</sup> July. They will be planning alternating forums between Teams and Face-to-Face going forwards. If anyone has any comments, please let Caroline or Carol know.</p> <p>Caroline asked if there were any issues with email addresses being shared to please put them in the Teams chat. Several providers were happy to share email addresses. Caroline confirmed providers would be blind copied when generic emails are sent out.</p>
<p>3) Speaker – North West Cyber Resilience Centre (Paul Benson)</p>	<p>Paul Benson introduced himself as the Client relationship Manager for the North West Cyber Resilience Centre and shared a presentation. The presentation will be distributed with the minutes.</p> <p>The North West Cyber Resilience Centre are a police-led partnership, working with both public and private sector organisations to enhance their cyber resilience through education and prevention. Their cyber security services are delivered by undergraduate students, helping them to gain experience of working within an industry.</p> <p>The Cyber Security Breaches Survey was released last week, which found 50% of businesses have suffered a cyber attack in the last 12 months. 44% then went on to experience a cyber-crime. There is estimated to be 7.78 million cyber attacks against businesses in the last 12 months, which is an increase from the 2023 report estimate of 2.49 million. Only 14% of organisations train staff on cybersecurity. There has been a rise in repeat victims as cyber criminal groups target organisations they know are vulnerable.</p> <p>The Cyber Resilience Centre has a free membership which allows organisations access to a range of police-backed guidance. It is a 12-month funded membership which then migrates directly into the free membership. There are ninety-minute sessions for training. Numbers are limited on the</p>

	<p>sessions, but they are run throughout the week. If anyone is interested, please scan the QR code in the presentation and you can be onboarded. Otherwise, please visit the website <a href="https://www.nwcrcc.co.uk/lancashire">https://www.nwcrcc.co.uk/lancashire</a> to sign up online. (For Merseyside <a href="https://www.nwcrcc.co.uk/merseyside">https://www.nwcrcc.co.uk/merseyside</a>, for Cheshire <a href="https://www.nwcrcc.co.uk/cheshire">https://www.nwcrcc.co.uk/cheshire</a>)</p> <p>Caroline Cosh suggested linking Paul with Liz Williams from Lancashire and South Cumbria ICB, as they also have some courses around cyber security.</p> <p>Lisa Seddon asked if there was any cyber resilience training for Cheshire. Paul Benson stated that it was launched in Manchester last August, Merseyside in August, Cheshire in February. There are also ongoing conversations to release it in Cumbria as well. The places in Merseyside are limited as they are close to their threshold. He is happy to talk to any Cumbria providers. Lynsey Powell raised that Ann Garvey is doing a specific project around digital. She will email Caroline Cosh to link Paul in with that work.</p> <p>Paul advised that an organisation might not think their data is useful to anyone else, but it can also feed into a bigger picture and the social engineering element of cyber-crime is adding up. There is also a risk from deepfakes and criminals are also using AI to manipulate people's voices to create phishing phone calls.</p> <p>Caroline Cosh recommended the National Cyber Security Centre exercise in a box. It can be found at <a href="https://exerciseinabox.service.ncsc.gov.uk/">https://exerciseinabox.service.ncsc.gov.uk/</a>.</p> <p>Caroline Cosh shared that phishing emails should be reported to <a href="mailto:report@phishing.gov.uk">report@phishing.gov.uk</a>. Paul raised that this helps them to check repeat issues with IP addresses or suspects, to check scams against geopolitical issues, and to gather intelligence.</p> <p>Please contact Paul with any questions or feedback via <a href="mailto:paul@nwcrcc.co.uk">paul@nwcrcc.co.uk</a></p>
<p>4) Flexing – Reducing Packages (Natalie Burfitt)</p>	<p>Natalie Burfitt gave an update regarding the Trusted Reviewer Process for package reductions. LCC are anticipating a go-live date of 29<sup>th</sup> April and will be circulating guidance documents for providers and staff. There is a template to fill out and email to the Care Navigation team, who will upload the relevant CPLI and make the changes. There will need to be seven days' notice for any changes,</p>

	<p>and the package will be reduced from eight days and onwards.</p> <p>This will just be for reductions, as LCC are still working on the increase element of the Trusted Reviewer process.</p> <p>Caroline Cosh asked about a timescale for the increases. Maxine Smith answered that there is an issue with personal budgets, where increases could send them over limit. That limit cannot be exceeded without an assessment from a social worker. LCC are working to identify where increases could be implemented by providers. Lynsey Powell asked if someone has been reduced, could they be re-increased. Maxine replied that the process may not be that straightforward, though there is the potential the new version of LAS coming in might make things easier. Providers were more frustrated by decreases and they were needed more regularly, so that was prioritised.</p> <p>There are ongoing discussions around a new brokerage model, which will hopefully improve processes for Care Navigation and providers. LCC will be able to update as that goes forward.</p>
<p>5) Transitions (Maxine Smith)</p>	<p>LCC have transferred nearly 200 packages from non-PDPS providers so far, which have gone out to providers in a list. This work will continue throughout the year. LCC decided to work on a more gradual basis, especially as other providers can join up until June this year.</p> <p>There have been two lists distributed so far, one a transfer from Alcedo and the second from St Gregory's, which will be distributed shortly. Each process takes about three months as LCC must serve three months' notice to the old provider and service users need to be assessed. Some providers may not have seen packages as local providers will be targeted, and lists will not be distributed around all areas to minimise disruption to service users.</p> <p>Caroline Cosh asked if providers could do anything to expedite the process. Maxine answered there is not currently. Packages are going to the PDPS, though there are some small numbers where we are not getting responses.</p> <p>If there are any questions, please contact the Age Well mailbox <a href="mailto:commissioningAgeWell@lancashire.gov.uk">commissioningAgeWell@lancashire.gov.uk</a>.</p>

<p>6) Data on Care Package Allocation / Availability (Maxine Smith)</p>	<p>Maxine Smith updated that LCC have done some analysis on the numbers of packages we are seeing come through on the PDPS. There has been an overall drop in terms of requested packages, but not significant enough for providers to notice a massive difference. The time it is taking to source packages is the lowest it has been in over two years, which is an amazing result and a joint effort between providers and Care Navigation services.</p> <p>Several providers commented that they had seen a marked reduction packages, outlining that they were struggling to replace packages at the same rate as the previous framework, and raising concerns that it may impact on staff retention.</p>
<p>7) Problematic Areas Sourcing Care</p>	<p>Maxine Smith updated that the Ribble Valley is an area where LCC are struggling to get packages, and it has taken a concerted effort from Care Navigation contacting providers to secure those packages. These have not been especially rural, and in one case there were three packages ten minutes outside Clitheroe that took two weeks to get someone to accept. There have also been issues in West Lancs and pockets in Chorley. There are five or six packages LCC have had to source off-PDPS, and all were in Chorley or West Lancs. However, well over 90% of packages are sourced on the PDPS.</p> <p>Holywell Care Services asked why the DPOC list no longer exists if LCC are struggling to source rural packages. Maxine answered that the DPOC list no longer exists because there are not a significant number of delayed packages.</p> <p>Caroline Cosh asked about anomalies and specialist care, such as those needing BSL. Maxine answered that BSL cases often go off-PDPS. LCC are looking into a specific rate for BSL packages.</p> <p>Falcon Care asked if opening the PDPS to new providers will make the market more saturated.</p> <p>Sara Schofield, Sheron Holt, and Community Care Team raised issues accepting 80% of packages in their areas and not being awarded any of them, including in the Chorley and West Lancs area. Neil Harrison stated that LCC are still getting a lot of non-responses to offers that are going out. He advised providers to ensure they are responding to every package coming through, especially at weekends.</p>

Caroline Cosh asked if Louise Taylor would be willing to come to the forum and present on the directors strategy. Maxine Smith updated that Kashif Ahmed, the director for commissioning, attended the last forum and would likely be willing to do so as well. The strategy and Market position statement can be found on the website.

Caroline Cosh raised the reduced packages, and how the data at the last forum showed a real drop. She asked if there could be a forecast for the coming year. Maxine stated LCC could do a comparison with the last year, though a forecast would be difficult as Homecare can be unpredictable. She acknowledged the comments about issues with providers not getting packages and raised that she found it surprising due to the decrease in providers on the PDPS. She will feed it back to others and LCC will do some analysis of what is being offered where.

Caroline Cosh asked if Care Navigation were trying to look at creating runs for providers in areas. Maxine Smith confirmed that LCC would only offer runs if there was a list of packages they were otherwise unable to source.

Several providers raised issues with service users' voices being heard, as people had requested their services and received a different provider. Maxine Smith stated that Care Navigation have not told anyone they can't choose who they want and haven't always been informed that someone wants a particular provider. If someone is disappointed, they didn't get the provider they wanted, please feed it back to Care Navigation. Sherry Matthews suggested bringing the Care Navigation manager in to give a presentation. Maxine Smith stated the forum could get a speaker from Care Navigation, though the Care Navigation Manager passed away suddenly a few weeks ago. She requested providers show patience with Care Navigation as it has been a difficult few weeks.

Ross McCrann stated providers were under the impression there would be low volumes of urgent requests at the weekend. Maxine Smith stated that there are still a few urgent requests, and Care Navigation have struggled to get through to someone on a Saturday who can accept a package where an end date falls on a weekend.

	<p>Caroline Cosh stated there is a comments box when replying to packages, and suggested people put information in there.</p>
<p>8) Speaker – Paul Hannant (Apprenticeships)</p>	<p>Paul Hannant introduced himself. He is co-ordinating the Early Connect pilot. There is a dropping number of 18 year olds starting apprenticeships. The Department for Education have partnered with UCAS to make apprenticeships more visible. They would like to engage with providers to discuss the possibilities for providers to advertise apprenticeship vacancies and be aware of how to use apprenticeships to fill staff needs. Paul recommended starting with Find an Apprenticeship as the first stop for advertising a vacancy.</p> <p>If anyone has any questions, please contact Paul via <a href="mailto:Paul.Hannant@LancashireSkillsHub.co.uk">Paul.Hannant@LancashireSkillsHub.co.uk</a>.</p> <p>Caroline Cosh mentioned that she has followed Paul's advice with an advert for Clifton Homecare, and found it valuable. If there are providers who don't need drivers, apprenticeships can be useful. Paul added that job adverts should be quite light to engage potential applicants. If someone would like help with an apprenticeship advert, please contact Paul.</p>
<p>9) AOB and close</p>	<p>Caroline Cosh shared a presentation regarding an anti-modern day slavery pledge. It will be shared with the minutes.</p> <p>The next forum will be 17<sup>th</sup> July 2024 between 13:30 and 16:00. LCC are still looking to get a room in a council building and will give an update closer to the time.</p>