

LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM

27th June 2024 2pm-4pm
Microsoft Teams

Chair: Katie Barnes

Note taker: Adam Livermore, Commissioning Support Officer, Lancashire County Council

Item	Notes and Actions
1) Welcome and Introductions	Katie Barnes welcomed everyone to the meeting.
2) LCC Updates (Sumaiya Sufi, Katie Johnstone)	<p>Sumaiya Sufi introduced herself as Quality Improvement and Safety Specialist for LCC.</p> <p><u>Contracts</u></p> <p><u>Fire Safety</u> – We are continuing to see Fire Safety enforcement across Lancashire care homes. Lancashire Fire and Rescue are keen to work with care homes. There will be a face-to-face session on the 3rd of July in Chorley, from 9:30 to 11:30. It will be recorded and will be made available on the training hub, though there is a chance to share learning by attending.</p> <p><u>Short Term Beds</u> – LCC have gone out to the market in January asking for expressions of interest in the scheme. The scheme has been extended to December, so please send an expression of interest if you would like to join. We will not be using D2A and all hospital discharge referrals that meet the criteria will be routed through short-term beds pathway. Any questions, please contact Sumaiya via Sumaiya.sufi@lancashire.gov.uk.</p> <p>Paul McLaughlin from Benridge Care Homes Ltd raised concerns about the prices of beds not meeting the true cost of care. Sumaiya Sufi agreed to discuss the topic. A presentation on the Short-Term Beds project will be included in the notes. There has been feedback from providers that the scheme works for them. Katie Barnes asked for provider feedback and discussion of the scheme either at the next Forum or in a bespoke meeting. Sumaiya also agreed to pass on feedback to Commissioning colleagues.</p>



Louise Mattinson from Hillcroft Nursing Homes asked about nursing D2A. Sumaiya Sufi stated that the intention is to review it, but there is no timescale in place so the pathway will continue as is.

Infection Prevention – there is an IPC Care Champions Award Ceremony on 25th October at County Hall in Preston. They have sent out nomination forms for Care Homes to nominate their care champions. This is an opportunity to celebrate achievements within the Lancashire Care Sector. Please check we have your organisation and IPC champion registered with us already, and if not - please complete the following on-line form:

[IPC Care Champions - Lancashire County Council](#)

Ombudsman – Following the recent investigation, the ombudsman wants to see ensure provider complaint processes signpost complainants appropriately. Families of those in care should receive a copy upon admission. It should be reviewed and updated regularly and shared with residents and families. In the specific case the Ombudsman found there was no signposting from the care home to the Local Authority or the Ombudsman. The recommendation is for complaints process to have this built in. The requirement to do so will be included in new LCC contracts going forwards.

Care Navigation

Katie Johnstone introduced herself as the Team Leader for Care Navigation Residential. Since the last forum Care Navigation have rolled out supporting sourcing for Lancaster and Morecambe Hospital Trust as well as the Short-Term Bed Pathway. They have also changed terminology from "Service User" to "Person", and "EMI" and "EMD" to "Nursing Dementia and/or Residential Dementia".

Katie Johnstone reminded providers not to contact families whose details are in the Trusted Assessor Documents. Correspondence should be directed through Care Navigation officers.

There have been issues with providers not responding to packages within two hours on short term beds scheme. Currently we having to utilise the D2A pathway. This will

	<p>not be an option moving forward as the scheme extends. Please respond to requests as soon as possible.</p> <p>For high-cost packages, Care Navigation must involve commissioners. For 1-1 cases, it can be difficult to get approval as they need a lot of evidence. Providers are encouraged to include as much information as possible with rationale.</p> <p>Several respite providers say they will only accept a minimum of four weeks. Please let Care Navigation know your minimums so that they can collate durations. Helpful if you can accept two weeks and less.</p> <p>Living Better Lives in Lancashire – Sumaiya Sufi informed the forum that this is the social care vision that LCC have been working towards for the last 18 months. It will go live on the 1st of July. Sumaiya will include a graphic in the notes explaining the scheme, and how it relates to care providers will be discussed at a future forum.</p> <p>Several attendees raised issues with slow responses from Care Navigation. Katie Johnstone agreed it was not acceptable, and that Care Navigators should be contacting care homes to advice status. Sumaiya stated that Care Navigation are aspiring to respond, though there have been issues with capacity and time pressures. LCC hopeful that this will improve with an e-brokerage system which we are exploring.</p> <p>Sumaiya Sufi confirmed the capacity tracker is still being used for bed availability. The Department for Health and Social Care still mandate that it is compulsory for care homes to complete. Care Navigation ask that bed availability is updated atleast weekly.</p>
<p>3) Integrated Care Board (ICB) Update (Angela Clarke)</p>	<p>Angela Clarke presented on behalf of Adele Thornburn. The slide show will be distributed with the notes. The ICB covers four main local authorities and there are four clinical leads each focusing on a different area. They work on collaboration and communication. If you have an issue in one of those areas, please contact the team via lscicb.caresectorclinicalteam@nhs.net.</p> <p>Several issues raised in the East Lancs area are listed in the slides, including access to various services, finance issues, NWAS issues, and issues with discharge. There is an ongoing piece of work around escorts in the emergency department, investigating ways to make sure</p>

	<p>that the pathways are safe. Rachel Houghton from LCC Older People's Care Service asked if the complaints were around waiting time. Angela answered that they were, and that her team had worked with acute trusts to understand their expectations of the home, and what is included in the contracts, the scoping, and the policies.</p> <p>Rachel Houghton asked if they should feedback issues with GPs refusing to do a ward round. Angela Clarke replied that her team could help and advised Rachel to contact either her local clinical lead or the team mailbox.</p> <p>Katie Barnes asked if an issue with reasonable adjustments at the hospital should be fed back to Angela's team. Angela confirmed that there is an issue, or a concern raised with the hospital and reasonable adjustments, if that should be fed back to the team. Angela advised that her team could support.</p>
<p>4) Learning from <i>Last 1000 Days</i> project (Anna Dallow and Gina Pownell)</p>	<p>Anna Dallow and Gina Pownell (operation manager of the Moorings) introduced themselves. <i>Last 1000 Days</i> is a quality improvement programme working with care homes on the Fylde Coast to design safer resident care. Anna asked people to email her via at anna.dallow@nhs.net with any questions. She gave a PowerPoint presentation which will be included with the notes.</p> <p>Most residents in Care Homes are in their last 1000 days of life and would probably prefer not to be spending hours in the ED department. The project is trying to improve care to make sure that people can stay at home as much as possible, and to improve journeys to hospital when it does become essential. It is a national initiative to give back the gift of time. They are currently working with 10 homes.</p> <p>Gina Pownell added that the Moorings had worked with four wards on the hospital, as they had been finding that the information they were getting over the phone was not always accurate. They designed a working document called Look At Me to be filled in on discharge. It includes all the information the care provider needs and is sent back with the patient.</p> <p>There is a summit at Trinity Hospice on 16th October between 9-12am.</p>

	<p>Rachel Houghton asked if A and E staff have known about the scheme. Gina Pownell stated that the pink band has been working well, and the monitoring shows staff have been aware of the scheme and acted accordingly. Anna Dallow added that it has been preventing unnecessary harm in the ED departments. Due to the size of Lancashire, they may need to think about where is best to start and spread out from.</p>
<p>5) Cyber Security (Paul Benson)</p>	<p>Paul Benson introduced himself and gave a presentation on the North West Cyber Resilience centre. They are a not-for-profit police-led partnership providing cyber security resources to businesses across the North West to mitigate the risk of cyber-attacks and data breaches. The slides will be included in the notes.</p> <p>There are free funded memberships for 12 months, with training, and with no obligation to pay afterwards.</p> <p>Sumaiya Sufi asked about the use of Whatsapp in Care Homes as a means of communication between staff, as the ISO has suggested it should not be used as a form of communication. Paul Benson stated he was unsure of the situation, but Whatsapp has made some changes recently including disappearing messages, and end-to-end encryption is already prominent. However, he would lean towards the ISO guidance.</p>
<p>6) Oral Health Pilot (Nick Barkworth)</p>	<p>Nick Barkworth introduced himself and his colleague Clare Granger. They want to give providers the option to sign up to a dental access pilot later in the year.</p> <p>Dental services were delegated to the ICB in April last year, and the ICB has been working to determine where the challenges with access to dental services are. They held a stakeholder engagement session workshop to discuss the challenges with access and with oral health information in general with the market. One key theme that emerged was that the ICB need to work on their delivery to care homes. They have managed to get funding for a pilot scheme. In the pilot the dental service will support care homes in the daily tasks of looking after their residents and will provide clinical treatment where needed. They are planning to work with 25 dental practises and are looking to buddy those practises up with a group of care homes to pilot the ongoing support.</p> <p>Rachel Houghton asked how providers would find out about it when the pilot starts. Nick Barkworth stated that</p>

	<p>they will be looking for care homes near the dental practises. He will pull together a list of the dental practices and will then liaise with Sumaiya. He will also discuss the final product with Angela Clarke's team and any interested care providers before roll-out. Sumaiya agreed to pass on details of any interested providers.</p>
<p>7) Chair Facilitates Discussion (Good Practice/ Innovations/ Any other Business)</p>	<p>Sumaiya Sufi asked people to contact herself or Katie if there are any items they would like to see discussed. She mentioned short term beds and Mike Alsop discussing the residential strategy as possibilities. Donna Gillett suggested discussing potential improvements to responding to actions on the LCC Care portal. Gill Reynolds suggesting getting someone from CQC from to discuss the ongoing issues around their portal. Katie Barnes stated there were issues with private emails and suggested using personal business emails instead.</p>