

# LCC Home Care Forum

## 17<sup>th</sup> July 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 advised that they had sent out some emails from the communal email <a href="mailto:lancshomecareforum@gmail.com">lancshomecareforum@gmail.com</a> and thanked providers who had responded. She requested attendees contact her with key risks or speakers they would like to see. She informed the forum that the next quarterly meeting on 16<sup>th</sup> October will be Face-to-Face at Shout.</p> <p>Caroline Cosh raised that Liz Williams is developing a train the trainer model and is keen to hear from providers. Her email is <a href="mailto:Liz.williams29@nhs.net">Liz.williams29@nhs.net</a>.</p>
2) LCSP and DSPT (Ann Garvey)	<p>Ann Garvey is from the Liverpool Social Care Partnership. They provide training for staff within social care. While it isn't accredited training, it is CPD training and covers a wide range of subjects. A full list is on their website <a href="https://www.lscpinfo.co.uk/">https://www.lscpinfo.co.uk/</a>. They have a membership which gives several benefits, including discounted training and free training. The membership is £250 per year, paid quarterly. They also offer consultancy services and will go into organisations as a critical friend.</p> <p>Caroline Cosh asked if the critical friend audits are based on the single assessment frameworks. Ann Garvey confirmed that they are, though they would discuss what a provider is looking to assess at the start of the process.</p> <p>One provider asked if the membership has a course limit. Ann Garvey confirmed that there is no upper limit to the number of free courses a member can access, though there is a limit of three places per course. Jill from Holywell asked if the critical friend consultancy is included in the membership. Ann Garvey confirmed that there is still a fee, but there would be a preferential rate for the member.</p>



	<p>Liverpool Social Care Partnership are in the fourth year of being the local support organisation for the Data Security and Protection Toolkit (DSPT). They support the North West from Chester to Carlisle. Providers are expected to complete the DSPT. The Liverpool Social Care Partnership advise to think about "when" not "if" for cyber-attacks, and to ensure plans are being made is to mitigate risks and make sure recovery is as quick as possible. The toolkit should be viewed as a living document. Don't wait to complete digitisation first; complete it based on the current situation. The toolkit opens doors for funding, including towards digitisation. If you have completed the toolkit, Liverpool Social Care Partnership offer free training for cybersecurity awareness and online information governance for senior managers and directors for three months after publication.</p> <p>Ann can be contacted via 0151 270 1703 or <a href="mailto:ann@lscpinfo.co.uk">ann@lscpinfo.co.uk</a>.</p>
<p>3) Lancs Capacity Tracker (Patricia Fowler)</p>	<p>Patricia Fowler shared a presentation on the Capacity Tracker. She introduced herself as the delivery manager for the Capacity tracker and thanked providers for filling it in; 85% of providers completed it in June 2024. She asked everyone to fill it in as they are aiming for 90%. It is a rolling process and if a provider misses 3 consecutive submissions an NOI will be issued. So far no-one has been fined. The next reporting window is 8<sup>th</sup>-14<sup>th</sup> August 2024. She recommended having more than one member of a team who can update the system.</p> <p>Patricia Fowler introduced CareFind, an online search for the public to find care home vacancies which went live today. They are aiming to put Homecare providers on by the end of the year. If people want to have a look, it is <a href="http://www.carefind.com">www.carefind.com</a>. If anyone is interested in being part of a pilot scheme, please let Patricia know via <a href="mailto:patricia.fowler2@nhs.net">patricia.fowler2@nhs.net</a>.</p> <p>There are some upcoming system downtimes for the capacity tracker on 20<sup>th</sup> July and 17<sup>th</sup> August for system maintenance. Please make sure to refresh any data or home care hours on the preceding Fridays.</p> <p>Jane Martin asked if there are any plans for CareFind to have Supported Living vacancies. Patricia Fowler agreed to ask internally and will feedback to the forum.</p>

	<p>Caroline Cosh asked if there would be paid access on CareFind for more visibility. Patricia Fowler confirmed it would remain free for everybody, though somewhere that updates regularly will be seen higher in the list than somewhere that just updates in the window or doesn't update at all.</p>
<p>4) LCC Update (Jon Blackburn)</p>	<p>Jon Blackburn shared a presentation updating on the current PDPS status.</p> <p>He stated that there had been a downward shift in total referrals, affecting both hospital and community referrals. LCC are monitoring to see if this will be a long-term drop. However, from April onwards there are indications referrals are going up again. The overall number of people with a homecare package is going up consistently since April 2022.</p> <p>It was asked if a downward trend could be due to delayed discharge. Jon Blackburn answered that LCC were not seeing any evidence of delayed discharge, and the trend is consistent between hospital and community discharge.</p> <p>Care Navigation are almost instantly sourcing care. However, with hospitals, it is then taking 3.5 days for care to start, which is an increase. Caroline Cosh stated it would be good to understand the reasons behind the data more.</p> <p>Over 99% of care is sourced via the PDPS. Four packages total have been sourced off PDPS. 198 people have now transitioned to PDPS providers. A breakdown of the rest of the transitions project is included in the slides.</p> <p>Jimmy Anyon raised concerns around where the transition packages have been going, as they have struggled to receive one after applying. Mick Duffy answered that LCC had shared packages by post code and had received offers but are still awaiting start dates. He agreed to look at the processes to assure how packages are distributed. He assured the forum that LCC are not favouring certain providers. Karen Thompson added that, depending on the number of staff going from the previous provider, TUPE might apply, and LCC want to maximise that opportunity where possible. In some cases, TUPE has not applied which has meant that packages had to go to providers with staff already in place. TUPE is already identified when the offer emails go out. Mick Duffy asked providers to email him at <a href="mailto:mick.duffy@lancashire.gov.uk">mick.duffy@lancashire.gov.uk</a> details of issues with transitions, and also agreed to check the wording on the</p>

emails to make certain that it did not imply bulk packages where there weren't any.

Jill from Holywell raised there has been a reduction in work to the point that they have to let six members of staff go. She asked where the work has gone. Jon Blackburn updated that there are 140 referrals coming in across the county. However, there have been fewer in central than in East and North. He asked every PDPS provider to fill out a survey, going out tomorrow morning, to let him know their experience of the PDPS.

Oracle is not a brokerage system, and LCC has decided to move away from it for sourcing Homecare. They have chosen Controcc E-Marketplace, which should be an improvement for providers. Timescales for implementation are imminent; the plan for implementation and training is September to December 2024, with a go live date in early January.

Broadfield Care raised that they hadn't seen an email with offers. Neil Harrison agreed to check with Care Navigation to ensure that it had gone to the correct email.

Jimmy Anyon asked if it would be possible to have a prompt before the KPI report submission date on PAMS. Neil Harrison agreed reminders could be sent out a week before. He will discuss it with the team.

Jimmy Anyon asked about Health joining the PDPS. Jon Blackburn answered that Health have signalled their intent to join in the last month or so, though there will be a lot of work to implement it.

Flexecare raised that only one of the last four cases they have taken has commenced. Jon Blackburn stated it should be taken into account when awarding packages and suggested getting someone from Care Navigation to attend the forum. Caroline Cosh agreed, though added they would need a large part of the agenda.

Neil Harrison confirmed that people do have service user choice, and asked people to email him at [neil.harrison@lancashire.gov.uk](mailto:neil.harrison@lancashire.gov.uk) with the detail of individual cases where people have not got the provider they chose.

	<p>Caroline Cosh asked Jon Blackburn how many providers there would be after round 2. He was unable to confirm numbers at the present time.</p> <p>Caroline Cosh asked if invoicing will be moved to the e-marketplace. Jon Blackburn confirmed the current plan is for the allocation of packages, but there is a question within the survey about finance and invoicing.</p> <p>Caroline Cosh requested a meeting around provider feedback from the survey before October. Jon Blackburn confirmed he was planning to have the analysis done in early September. There were requests in the chat for a specific meeting.</p> <p>Jimmy Anyon requested a meeting between providers before the next forum, after which Caroline can bring concerns to LCC</p>
<p>5) Lancashire Skills and Employment Hub (Sara Gaskell)</p>	<p>Sara Gaskell gave an overview presentation on the Lancashire Skills and Employment Hub, which is the strategic skills team across the wider Lancashire district. She would be able to invite specialists to future forums if requested.</p> <p>They have four key themes; Future Workforce, Inclusive Workforce, Skilled &amp; Productive Workforce, and Social Value. There is a current spotlight on working with the local councils to get funding for local solutions for local problems. They also have an evidence base for anyone to use. There is a link in the slides.</p> <p>She asked providers to contact her via <a href="mailto:Sara.Gaskell@lancashireskillshub.co.uk">Sara.Gaskell@lancashireskillshub.co.uk</a> if there was a particular skills bootcamp they would need, as they need to get the information to the Department for Education in August to get the funding.</p>
<p>6) Lancashire Fire and Rescue (Katy Holder)</p>	<p>The presentation will be included with the slides.</p> <p>Katy Holder updated that Lancashire Fire and Rescue had received a query around electrical safety following an issue with a washing machine. Electrical incidents are the second biggest cause of fires in Lancashire. Some service users may be in older properties without enough sockets for the devices they need, and it can lead to overload. Washing machines and tumble driers are one of the biggest fire risks. The lint is flammable and should be cleared out after every</p>

	<p>use. Also watch out for unusual noises, cycles taking longer than normal, or burning smells. If you notice any issues, turn off the appliance and call an engineer. Please make sure to include in risk assessments if you will be taking over washing for a service user and consider alternative options such as support networks. Also, please check the location of appliances and check if cables are in good condition. If there are any faults let the person know so they can arrange for repairs or replacement.</p> <p>Please be aware of the kinds of extension leads and be aware that they go up to 13 amps so are better for smaller appliances. If you have multiple visits, put the washing on in the first one and don't run appliances overnight. Avoid using multiple appliances at once. Please also consider evacuation for people staying in the house. Further, please air clothes after they have been tumble-dried to allow for heat to dissipate. Also be careful of any device with a rechargeable battery; do not charge them overnight as lithium batteries can cause fires if they are damaged. Please find suitable places to store mobility scooters, and ensure they are not blocking exits.</p> <p>Caroline Cosh asked for LCC's legal position on managing these devices. Neil Harrison agreed to investigate.</p> <p>Any queries please contact Katy Holder via <a href="mailto:Katyholder@lancsfirerescue.org.uk">Katyholder@lancsfirerescue.org.uk</a>.</p>
7) AOB and close	<p>Jill from Holywell asked about visits running over, as some are going from 30 minutes to 35 to 40 mins and social services won't give an increase. Neil Harrison agreed that, if providers can evidence this as a regular occurrence, there should be an increase. He advised providers to let LCC know, with evidence, so they can increase the visit.</p>