

# LANCASHIRE COUNTYWIDE CARE HOME PROVIDER FORUM

10<sup>th</sup> October 2024 2pm-4pm

Committee Room A, County Hall, Preston,

Chair: Katie Barnes

Note taker: Sumaiya Sufi, Lancashire County Council

Apologies: Denis Greenwood.

Item	Notes and Actions
1) Welcome and Introductions	Late apologies from Denis Greenwood. Update to be delivered by Sumaiya
2) LCC Updates (Sumaiya Sufi, Denis Greenwood)	<p><b><u>Contract Management, Quality Improvement</u></b></p> <p>Care Homes to check they have received information regarding the following two upcoming events:</p> <p>Safe Care Forum 6<sup>th</sup> November 10am</p> <p>Pressure Ulcer prevention lunch and learn 17<sup>th</sup> October 12.30pm. Contact <a href="mailto:contractmgmt.care@lancashire.gov.uk">contractmgmt.care@lancashire.gov.uk</a> if need details.</p> <p><b><u>Care Navigation</u></b></p> <ul style="list-style-type: none"><li>- It's not Winter yet, but we have already started to see a surge in referrals coming through to the service, primarily Hospital Discharge in Central Lancashire, but a slight increase across the County in general. In April, Residential referrals made up 62% of all our referrals for placements, but since July this has increased to 70+% as of September making up 75% of our referrals which is in contrast to what I reported last year when we were seeing referrals primarily for Nursing Placements.</li><li>- Southport &amp; Ormskirk will be introducing a new system which will change the way the referrals look. The Trust have asked for some feedback from Care Home providers if we can share and provide feedback to <a href="mailto:CNResidential@lancashire.gov.uk">CNResidential@lancashire.gov.uk</a></li><li>- A reminder to ensure that all offers for placement are considered and presented to the decision maker which is primarily the person or a family member. I have met with a number of providers over the last few months concerning possibly diversifying bed options. Please drop me an email</li></ul>



if you would like to discuss the current demand we are seeing coming through Care Navigation.

- If you change your email address or want to change the email address which receives referrals then please email [CNResidential@lancashire.gov.uk](mailto:CNResidential@lancashire.gov.uk)
- I'm aware that responses to referrals are not always receiving a follow up response. Unfortunately, due to the demand of referrals coming through the Care Navigators, it is likely that a response will not be sent whereby a Care Home provider is unsuccessful and as a general theme a Care Navigator is expected to contact the Care Home within 24hrs of the offer of placement if the bed is required. Thank you from all the team at Care Navigation for the continued engagement both with the team and your updates on NECS.

### **Commissioning**

Mike Alsop attended to briefly describe the work planned for LCCs Residential/Nursing strategy – this will involve a new contract and specialist service specifications. He also explained that he is starting work on the fees and charges for 25/26 financial year soon and will be engaging providers on this as the Authority has done previously.

### **Discussion**

There were several questions and comments on this section:

- Vacancies in residential homes in Lancaster and Morecambe district and how this is related to LCC's approach to its own in house services. Sumaiya explained that Care Navigation will prioritise in-house for short-term beds scheme as the offer there is different to the external market (includes therapy). Thereafter it is SU choice.
- LCC in house private rate. Hilary from Morecambe Care Ltd queried why LCC in house services had a

	<p>private rate. Sumaiya explained that in house services sets its own rates like any business.</p> <ul style="list-style-type: none"> <li>- Queries regarding care navigation referral process – providers are receiving referrals inconsistently across a few of their settings, referrals not being received at all, referrals being received from out of area or for categories the provider is not registered for. Sumaiya explained that some of this is due to not having a specific brokerage system as it because too onerous to manage multiple distribution lists. She encouraged providers to contact her with their specific queries for further investigation.</li> <li>- Joanne from JT care homes raised the issue of not having consistent assessment documentation. Katie (Chair) described the work of the safe care transfers group which initially looking at a standard set of principles to re hospital escorts and thereafter would be reviewing information sharing. There was the opportunity to realise some benefits here.</li> </ul>
3) Adele Thornburn - Integrated Care Board (ICB) Update	See enclosed presentation titled: 'ICB Update'
4) Anna Dallow - Information sharing between Care Homes and Hospitals	<p>Newfield Lodge attended with Anna to share their experience of working with Anna and the wider system on the last 1000 days project. They described how the pink form supports an efficient and safe handover with the hospital when a resident needs to attend the acute trust. There was some discussion about different provider experiences on this and how practice may differ across the County. Anna explained that Angela Clarke from the ICB was attending their final summit to inform the aforementioned safe transfers of care task.</p> <p>See presentation titled: 'Last 1000 days project'</p>
5) Paul Greenwood – AQUA, Learning from reducing	See enclosed presentation titled ' homes least restrictive project presentation carehomeforum'.

restrictive practice project	
Matthew Errington - Skills for Care Update	<p>Matthew Errington was not able to deliver this update due to the forum running over the allocated duration. If anyone has any questions regarding the content, please contact Matthew or LCC.</p> <p>See enclosed presentation titled 'Skills for Care - Lancashire forum October'</p>