

**LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING
CARE PROVIDER FORUM**

**3rd April 2025 1-3pm
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 forum and thanked attendees for coming.
2) Helen Coombes – Executive Director of Adult Services	<p>Katie Barnes welcomed Helen Coombes, the new LCC Executive Director of Adult Services.</p> <p>Helen raised that adult social care in Lancashire is going through lots of change and opportunity, but that LCC are probably spending more than they've got. She is currently trying to have conversations with each segment of the care market to understand the key issues and how LCC can work with providers to help. There are three areas for care home market that LCC are focusing on. The first is how LCC and providers can work together on a contract and way of working to ensure the future is about partnership and collaboration. The second area is around how we work together on quality and contract monitoring. The third is about how LCC support providers in the wider area. Helen is aiming for some of the work to have been completed by the middle of June so that providers can feel the impacts quickly.</p> <p>David Greenwood raised that the uplift doesn't cover the 13.5-15% increase in national insurance.</p> <p>Katie Barnes agreed that it was a difficult time for LCC and all providers when they have just been hit with a financial deficit.</p>



<p>3) Safeguarding Support Team (Miranda Wraithmell and Kelda Bowman)</p>	<p>Miranda Wraithmell shared a presentation with the forum. It will be included with the minutes.</p> <p>Miranda and Kelda Bowman introduced themselves as Social Care Support Officers (SCSOs) in the Safeguarding Support Team, a team set up to support providers, professionals, and colleagues across Lancashire with safeguarding issues. The presentation contains guidance about raising a safeguarding concern.</p> <p>Kelly Holding asked if her deputy manager could access the portal if she was on leave. Kelda Bowman answered that the portal is open to care staff and not access controlled.</p> <p>Gillian asked if it is possible to download a PDF from the portal. Katie Barnes and Sumaiya Sufi suggested taking screenshots where it doesn't have that capability. Sara from the Hamptons advised that it is possible to download every safeguarding alert a provider has raised from the portal by clicking on their name.</p> <p>Katie Barnes asked if the portal reporting is the isolated method for providers. Miranda Wraithmell answered that it is, and customer services would refer providers to the portal. Members of the public would still report to customer services, but that will be changing eventually. Katie Barnes asked if the alert can be taken over the phone if the care home doesn't have internet access. Miranda said it could but advised providers to inform Customer Services that was the case.</p> <p>If anyone has any further questions, please contact the safeguarding support team via safeguardingsupportteam@lancashire.gov.uk.</p>
<p>4) Integrated Care Board Update (Angela Clarke)</p>	<p>Angela Clarke introduced herself as part of the care sector team within the ICB. She covers the East Lancashire area. There are cuts taking place following the news about NHS England merging with the Department for Health and Social Care, and a number relate to the ICB as well. They have been told to make a 50% reduction in running costs, though they don't know yet what that will look like. Several statutory functions will remain; however they are looking to reduce duplication around oversight, and will let people know further details as they emerge.</p>

Angela sits within the Care Sector Team who do quality improvement around contracts and system improvement work with primary and secondary care. They have successfully recruited to one of the Performance Specialists roles and are recruiting to another post as well.

Part of what the team does is the contractual quality assurance role for any homes who have an NHS contract. Around three months ago they were told by NHS England that they need to have contracts for each placement, instead of using the local authority one, so the number of contracts has increased considerably. They are still trying to work out operational contract monitoring following the increase.

One of the contractual requirements is the Patients Safety Incident Response Framework. Aqua ran a two-day training session last week for 20-30 providers which got good feedback. They have also launched a community of practice, facilitated by Aqua, yesterday, which has around 20 providers. If providers would like more information, please contact the single point email address iscicb.providerquality@nhs.net.

Angela is involved with a workstream called Safe Pathways of Care, comprised of three phases. It has been a fantastic piece of work and is valuing the provider's voice. They plan to have the second phase out soon and already have several expressions of interest. The third phase will be investigating discharges.

The presentations from the Safe Care Forum on optimising Eye Care will be sent out via the local authority, along with a new self-assessment document.

Melissa O'Rourke is working on pressure ulcer prevention with LCC. They have created an audit tool for care homes and have asked several providers to trial it. They will also create educational resources and a network of support for homes.

Gill Reynolds asked about training sources for nurses for venepuncture and catheter care. Katie Barnes answered that this has come up in several areas, and there is a list of prioritised care needs they are struggling to get training for. Angela Clarke raised that she has some meetings next week. Katie Barnes added that providers are willing

	to source training themselves but there are issues finding the right source for the training.
5) Lancashire County Council Updates	<p><u>Commissioning</u> (Sumaiya Sufi) Sumaiya Sufi updated that there have been conversations over the last couple of forums around shaping the market. Helen Coombes has identified three key workstreams for commissioning and contract management to work on collaboratively with providers. There will be a lot of opportunities for providers to get involved with working groups and workstreams. Sumaiya Sufi updated that the email will either come from herself or the Contract management mailbox.</p> <p><u>Care Navigation</u> (Denis Greenwood) Denis gave a presentation on Care Navigation residential which will be included with the minutes. He updated that they now have 18 care navigators for Residential Care, though they still have some vacancies.</p> <p>The presentation gave a picture of the updated position of Care Navigation, including that 90% of referrals are now coming through their team. Average referrals have nearly doubled and there has been a 62% increase in work, hence the team has grown to keep up the quality of service. The Ebrokerage tool will be online soon, and they are going through final discussions around implementation. This should mean that every offer gets a response, whether successful or unsuccessful, including tangible feedback.</p> <p>Katherine Bent asked how providers access the ebrokerage tool. Sumaiya Sufi answered that it is not live yet but will be implemented over the summer. LCC are working on the project implementation plan.</p> <p>Katie Barnes asked for a brief on what Ebrokerage is going to look like. Denis Greenwood answered that he doesn't have a lot of information to share at the present time, but it is far more user-friendly than Oracle sourcing and it will be replacing the emails from Care Navigation.</p> <p>Katie Barnes asked if there is anything LCC can do about slow admission due to funding issues, following feedback in the chat. Denis Greenwood updated that LCC have fed back about the delays to the NHS, and Care Navigation</p>

	<p>have sped things up. He will take feedback back for the mental health operational team.</p> <p>Sumaiya Sufi stated that there will be a trial for ebrokerage before it goes live to ensure it is fit for purpose. She confirmed that there will be able to be multiple logins per provider.</p> <p>Katie Barnes asked if the Bariatric Care information had combined with the under-65 care. Denis Greenwood stated that anecdotally the bariatric was usually an additional need and LCC do see some under 65.</p> <p><u>Contract Management and Quality Improvement</u> (Sumaiya Sufi)</p> <p>Sumaiya updated that a new contract will mean a new framework and new assessments, and LCC will be working with providers around what that quality assurance looks like. The contracts team would like to thank providers for doing a fantastic job amid challenging starts to 24/25.</p> <p>One-to-One – there have been a couple of incidents where LCC have received invoices from agencies after approving one-to-one care. Sumaiya reminded providers that LCC pay the providers for one-to-one, and it is then the provider's responsibility to use that money to source and pay for it. Katie Barnes stated that it can be complex when another agency has been involved and continues involvement. SS advised that LCC would pay the care organisation to pay the agency provider, which must happen at the commissioning level.</p>
6) Chair Facilitates Discussion	<p>Katie Barnes raised concerns that new managers attending the Safe Care Forum may not have been attending the Care Home Forum to see the safeguarding presentation and requested a safeguarding update at that forum. Sumaiya Sufi confirmed that there have been safeguarding updates at the Safe Care Forum but agreed to feed back to Emma O'Kane.</p> <p>Katie Barnes raised the Every Life Matters website, which has a lot of free training available, including around bereavement training: www.every-life-matters.org.uk/training-landing-page/</p>

	<p>Sumaiya Sufi raised that communication had gone out from contract management about several dates for the LSAB cybersecurity training. She asked people to contact her via Sumaiya.sufi@lancashire.gov.uk if they have missed the email and she will send it out again.</p>
<p>7) Any other business</p>	<p>Caroline Sawley Banks asked if the time change could be permanent. Sumaiya Sufi put a poll in the chat, and agreed to survey providers.</p> <p>Sumaiya Sufi asked if anyone had requests for a future forum. Katie Barnes requested a future update on the Ebrokerage system, as well as an update on the work Helen Coombes discussed. Sumaiya added that she had been asked to put primary care PCNs on a future forum. Katie Barnes asked for someone from social care to present on operations, as well as a CQC update.</p>