

Multi Provider Forum - 21st July 2016

Residential and Nursing Care Recommissioning Older People 65 – Fran Mason

Fran Mason did the first presentation which is attached; she explained the background and purpose of the project which is a joint project with Devon County Council, New Devon CCG and South Devon and Torbay CCG, they are working together to ensure the care market is quality focused, offers personalised solutions that are sufficient, well led and fit for the future.

Councillor Parrott felt this project would help highlight workforce issues in the market and help to agree a fair pricing tool between the Providers and organisations.

A snapshot gave a breakdown of client categories for June 2016, the number of people with a Physical disability was 173 and he asked if a breakdown of this could be given.

Action: Lisa

The Residential and Nursing Recommissioning Project is taking place on the 31st August, after this meeting further meetings would be arranged with stakeholders.

CCG Update/ NHS Mail in care Homes – Roger Pearson

Roger Pearson spoke about NHS Mail in care homes, with the phasing out of fax machines they are looking at an alternative way of Providers sending information.

There was agreement that this would also benefit care homes for networking purposes with each other and enable the various organisations to have an up to date distribution list for all providers.

Community Based Care- David Harborne

David Harborne from Mears spoke of a new innovative way of providing care; they are doing a pilot in St Marychurch.

Looking to have small teams of domiciliary care workers, can introduce walking rounds which will hopefully attract a new workforce.

Care Workers would have more training and be trained to do things District nurses would usually do to hopefully reduce admissions.

Each care worker would have a one page profile so they could be matched the interests of an individual, will also be working with Purple angels and linking with dementia cafes.

Health watch have been involved in the project they have interviewed clients before and will be interviewing them after to measure the benefit.

Questions were raised in regards to funding for the training and the higher wages that would need to be paid.

A discussion took place regarding using resources more effectively; funds saved from admissions could be used to fund domiciliary care.

Market Position Statement

Torbay's Market Position statement (MPS) is designed to provide information and analysis of benefit to providers of care and support services in Torbay.

It is intended to help identify future demand for care and support on the basis of what we know now about our local population, services and funding.

Torbay Council's purpose is to share information on demand and supply, as well as local and national strategies with new and existing service providers.

Feedback from the Group Discussion 21st July 2016:

What parts of the Market Position Statement do you find useful?

- Most felt they needed a bit more time to read it,
- Liked the structure, what commissioning organisations would like and what market could do
- Point of reference for organisations (market) to think about own challenges
- Service user voice what they want, how do we measure their experience against what is being provided
- Want to see quality assurance through market statement
- Not all providers are aware of the market position statement, not engaged at an early stage
- Self-care – joined up examples of preventative work
- Outcome based commissioning, outcomes framework, what does this mean to providers do they understand?
- Case studies – 7 examples of evidence based results that support market position statement

2. Do you think anything is missing?

- Not sure

3. How do you think this document could be improved?

4. How can the style, content and layout be improved to make it easier to read and understand?

5. Other thoughts and suggestions?

- Can be conflicts of interest all in competition- can be challenging to work together as homes
- Hard to get hold of social workers
- Really hard to recruit good quality staff – organisations in competition for the same pool of staff

- In conflict with what CQC want – training e- learning – not acceptable to CQC
- Database/ directory points of reference e.g. specialist advice/ support for clients
- Staff taking on more complex duties – hard to square with rates of pay
- Don't really have opportunities to network/ share learning/ catch up
- Paignton and Brixham care home forum really useful – good as in the evening could build on this, and develop some projects with CCG and local authority support
- Could we pool resources for training? Co-ordinated approach to training across providers make use of existing resources in the Bay rather than buy it in
- Could draw on experience of managers – case studies e.g. clients with challenging behaviour
- Challenges around recruitment, directory around advice for clients would be useful
- Think networking is really important would like help to set this type of thing up
- Felt there were some words they didn't understand fell being engaged early on would be worth while
- Feel document could be more easy read, headline summary approach across or specific to areas

Provider Feedback, discussion around future meetings

Councillor Parrot gave a recap on the meeting.

Presentations and minutes from the meeting will be available to view on the Torbay Council website shortly.

A few things that came out of today's meeting that would be picked up at the next meeting these were:

- Training
- information sharing,
- the importance of networking