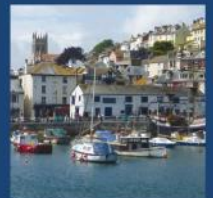


Multi Provider Forum 17th May 2017



Welcome

- **Caroline Taylor , Director of Adult Services, Torbay Council**
- **Housekeeping**
- **Agenda**



TIME	AGENDA ITEM		
9.00	ARRIVAL AND NETWORKING OPPORTUNITY		
9.15	WELCOME Caroline Taylor Director of Adults Services		
9.25	CURRENT COMMISSIONER - KEY MESSAGES FOR PROVIDERS Judy Grant Strategic Partnership Manager, Joint Commissioning Team, Torbay Council, Fran Mason Head of Partnerships, People & Housing, Torbay Council & Jenny Turner, Head of Market Management, South Devon & Torbay Clinical Commissioning Group		
9.35 to 10.00	WORKFORCE DEVELOPMENT UPDATE Skills for Care Rosalita Mainwaring, Area Officer, South West, Skills for Care		
10.00 to 10.15	END OF LIFE CARE Jane Viner, Chief Nurse, Torbay & South Devon NHS Foundation Trust		
TIME	AGENDA A IN THE RIVIERA LOUNGE	TIME	AGENDA B FOR CARE HOMES IN THE MADISON ROOM
10.15 to 11.15	MARKET POSITION STATEMENT & TORBAY JSNA Torbay Council KIT team and Joint Commissioning Team	10.15 to 11.15	WHAT MAKES A GOOD CARE HOME? Andrew Kaye Head of Policy and Campaigns, Independent Age with Sarah Bickley, Torbay Healthwatch
11.15 to 11.30	BREAK TEA AND COFFEE AVAILABLE & NETWORKING		
11.30 to 12.30	SUPPORTED LIVING SERVICE SPECIFICATION ENGAGEMENT Emma Chappell (Provider) , Si Langridge (SPOT) and Jamie Saint (Client / Service User) will be presenting with Justin Wiggin Torbay Council & Jill Yersin Specialist Accommodation Lead (Torbay) Torbay and South Devon NHS Foundation Trust	11.30 to 12.30	'WHAT MATTERS TO RESIDENTS AND RELATIVES - STORIES FROM OUR HELPLINE' Judy Downey, Chair of the Relatives & Residents Association.
12.30 to 13.30	CARE AND SUPPORT AT HOME Mears, Joint Commissioning Team & Torbay and South Devon NHS Trust	12.30 to 12.45	HOSPITAL DISCHARGE Torbay and South Devon NHS Trust
		12.45 to 13.15	QAIT TEAM Torbay and South Devon NHS Trust
		13.15 to 13.30	PROPOSED CARE HOMES NHS CONTRACT Torbay and South Devon NHS Trust
13.30		13.30	CLOSE

Commissioner key messages for providers

- **Judy Grant** Strategic Partnership Manager, Joint Commissioning Team, Torbay Council
- **Fran Mason** Head of Partnerships, People & Housing, Torbay Council
- **Jenny Turner**, Head of Market Management, South Devon & Torbay Clinical Commissioning Group



*South Devon and Torbay
Clinical Commissioning Group*



Commissioner key messages for providers

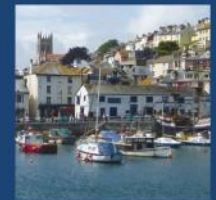
Partnership and engagement

- Independent sector providers are - and will be crucial to our success in transforming services in Torbay to meet future challenges
- We want to work in partnership with you **and encourage partnerships/federations between providers**
- We are working to step up our engagement and market shaping work
- Get involved – join the provider reference group
- See the provider website pages – we are developing these - see <http://www.torbay.gov.uk/health-and-wellbeing/care-and-support-providers/>
- Please keep giving us feedback about the forum – we have changed the forum in response to feedback



Key Messages – A Market Strategy

- Promoting & sustaining independence at home – advice, information & advocacy
- Resilient communities & connection to local solutions
- Community care & support to re-enable, aids adaptations & equipment
- Housing fit for all stages of life
- Reshaped care home market meeting complex/specialist & greater quality
- Collaborations, partnerships & new alliances
- Better modeling of demand



Commissioner Key Messages

- New Model of Care
- System wide approach
- Consultation on future of community services delivered a clear vision
- Emphasis on care outside of hospital, prevention, maintaining independence and community services
- Importance of care home, community care and voluntary and community sectors
- Need to be innovative, focus on outcomes, value for money and partnerships

Torbay Care Provider Forum 17th May 2017 Rosalita Mainwaring



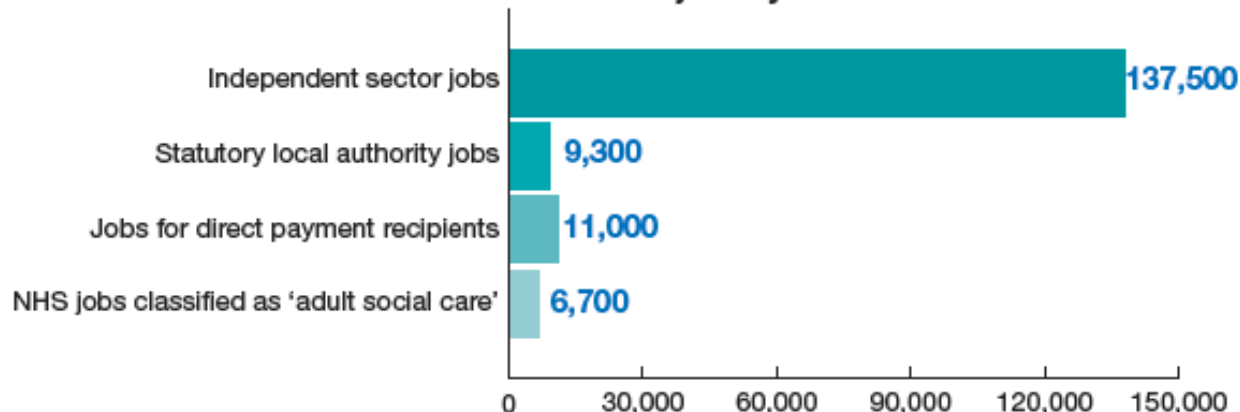
The information for this infographic is taken from Skills for Care's 'The adult social care sector and workforce in South West 2016' report and uses workforce estimates based on data from the National Minimum Data Set for Social Care (NMDS-SC).

Adult social care jobs in South West

165,000



Number of jobs by sector



There are around **2,200** organisations and **4,600** locations delivering or offering adult social care



The workforce has increased by **3%** since 2011 and is projected to increase by another **18%** by 2025 (**30,000** extra jobs)

Selected job roles



87,000 care workers



11,000 jobs for direct payment recipients



13,000 managerial roles



11,200 senior care workers



5,600 registered nurses



1,600 social workers



Rocket Science?

Good social care is not 'rocket science' it may be much harder and more rewarding than that!

Three challenges:

- Finding a workforce
- Keeping a workforce
- Developing a workforce





The solution?

People tell us a combination is required to deliver good and rewarding social care!

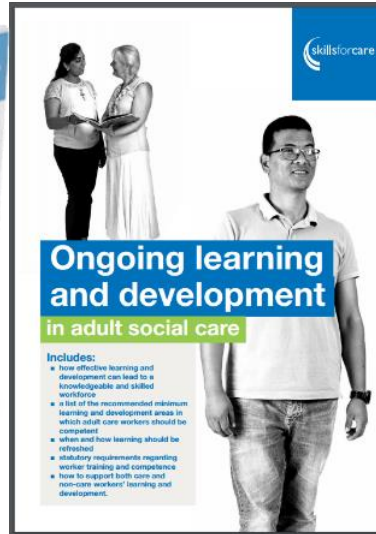
- Right workforce
- Right values
- Right skills
- Working in the right way
- In the right place
- At the right time!



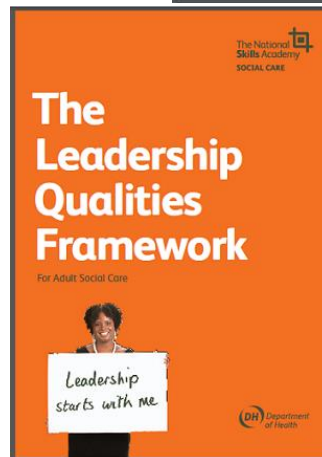
With the right Leadership and Management being key!



A few of our many resources



PEOPLE PERFORMANCE MANAGEMENT TOOLKIT



Attract more people

Take on the right people

Develop talent and skills

Keep your people



Manager Induction Standards

New standards

1. Leadership and management
2. Governance and regulatory processes
3. Communication
4. Relationships and partnership working
5. Person-centred practice for positive outcomes
6. Professional development, supervision and performance management
7. Resources
8. Safeguarding, protection and risk
9. Manage self
10. Decision making
11. Entrepreneurial skills and innovation



Good and outstanding care Guide

Recommendations and practical examples
from CQC regulated services





What's available?

Guide

Workbook

• Films

Good and outstanding care

guide

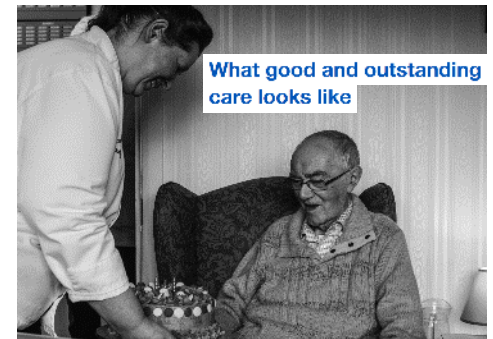


Good and outstanding care

guide



Workbook edition





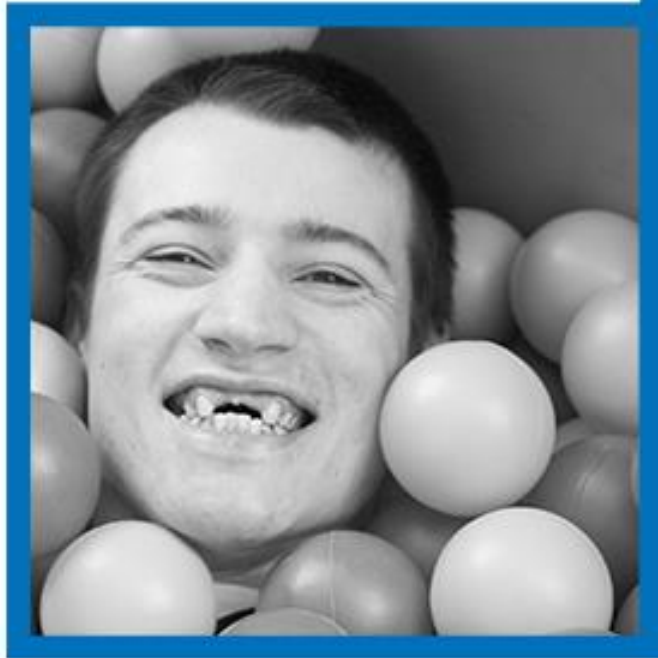
Registered Managers



Registered Managers Networks

- Established by registered managers and supported by Skills for Care.
 - Focus on networking and sharing best practice on quality, leadership and learning & development
 - Agenda set by the network
 - balances a mix of formal and informal discussions, and presentations
 - Meets a minimum of three times a year
 - Torbay Care Forum next meeting 28th June
-

Apprenticeships update May 2017





What is an apprentice?



- ✓ 16 yrs old
- ✓ At least 20% off job training
- ✓ Minimum 30 hours per week
- ✓ Minimum 1 yr contract

Key changes



Frameworks to Standards



Funding: Levy & Bands



End point assessment

Apprenticeship Standards Social Care



Four new standards developed

Adult Care Worker (Level 2)

Lead Adult Care Worker (Level 3)

Lead Practitioner in Adult Care (Level 4)

Leader/Manager in Adult Care (Level 5)

New qualifications framework



What's changing?

- Qualifications and Credit Framework (QCF) Regulations are being withdrawn by Ofqual
- **'Regulated Qualifications Framework'** (RQF) replaces the QCF
- Qualifications will be consistent but no longer identical
- RQF focus on quality of qualifications during delivery

New qualifications framework



What's staying the same in social care?

- A range of high quality qualifications
- Familiar titles (Diploma etc) and levels (2, 3, 4, 5 etc)
- Units structures within most qualifications
- Collaboration with Sector Skills Councils (like SfC,) awarding organisations, learning providers and employers
- **New** L4 Certificate in Principles of Leadership and Management
- **New** L5 Principles in Commissioning for Wellbeing

New qualifications framework



‘Go live’ dates for new/revised qualifications

January 2018

- **Revised** L2 Diploma in Care
- **Revised** L3 Diploma in Adult Care
- **Revised** L4 Diploma in Adult Care
- **Revised** L5 Diploma in Leadership and Management in Adult Care

Workforce Development Fund 2017/18

What is the Workforce Development F



A **financial contribution** towards the cost of workers completing social care units and qualifications, meaning you can claim back a proportion of the costs of learning and development.

A list of acceptable units for funding: www.skillsforcare.org.uk/wdfunits

Funding is calculated on the credit size of QCF units at £15 per credit.

For example you could claim:

- **Level 2 Diploma in Health and Social Care** (minimum 46 credits) – up to £690
- **Level 3 Diploma in Health and Social Care** (minimum 58 credits) – up to £870
- **Level 4 Diploma in Adult Care** (minimum 70 credits) – up to £1050

Maximum of 60 credits per learner, per funding year can be claimed, so qualifications over 60 credits will need to be claimed over more than one funding year.

Who can apply for the WDF?

To be eligible to apply for funding you must:

- Be an adult social care employer
- Have staff undertaking units from the list of acceptable units (available on SfC website)
- Have an NMDS-SC account that meets the necessary criteria

Please note for 2017/18 your organisation is located in an area with no partnership, so you can apply for funding directly from Skills for Care:

[Workforce Development Fund](#)



Stay connected...

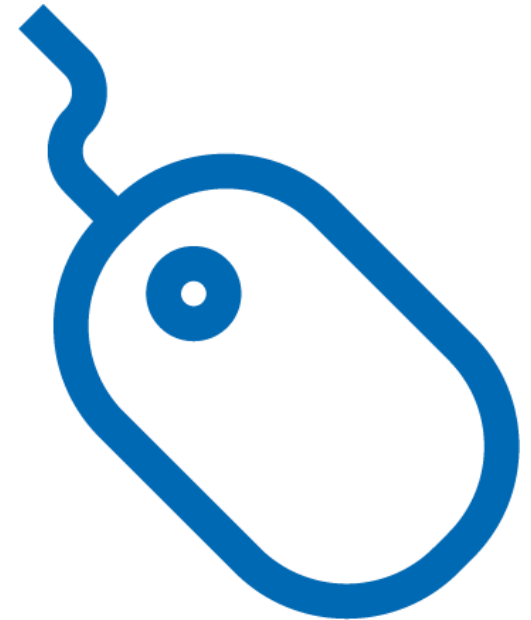
For further information and updates or further support access the Skills for Care website at:

www.skillsforcare.org.uk

[@skillsforcare](https://twitter.com/skillsforcare)

rosalita.mainwaring@skillsforcare.org.uk

Tel. 07971002270



AGENDA A





Market Position Statement & Torbay JSNA

- Market Position Statement (website):
 - Information for Care and Support Providers
 - Market Position Statement (MPS)
- Joint Strategic Needs Assessment (JSNA):
 - South Devon & Torbay JSNA
 - South Devon & Torbay Knowledge and Intelligence website



Developing Torbay Council Website Areas for providers:

- Information for Care and Support Providers
- Market Position Statement (MPS)

www.torbay.gov.uk/health-and-wellbeing/care-and-support-providers/



Information for Care and Support Providers

- We are reviewing and updating Torbay Council's website pages that provide information for care and support providers
- Information is being tailored for the providers of care homes, domiciliary (care and support) services, and voluntary and community sector groups
- Pages either offer information or sign-post visitors to other websites that have useful advice or content e.g. Torbay and South Devon NHS Foundation Trust, Local Government Association, NICE, etc.
- Cover a range of topics e.g. Care Act, Multi Provider Forum, Newsletters, Market Position Statement (MPS), etc.
- Work in progress and we welcome feedback



For Care and Support Providers

Information for providers of care homes, domiciliary (care and support) services, and voluntary and community sector groups.



Commissioning is at the centre of providing good quality social care, to deliver personalised health and care outcomes for the adult residents of Torbay.

Commissioning is the process by which solutions are developed to inform and make decisions on how to spend public money, to get the best possible outcomes for individuals and communities, based on local needs. By analysing existing provision, planning for the future, developing services and reviewing performance, commissioning enables people's needs to be met in the most efficient, effective, equitable and sustainable way.

In order to do this the Joint Commissioning Team work with fellow commissioners (including colleagues in Clinical Commissioning Groups) and other local authorities, providers, service users, carers and communities to make sure that the right services are available, in the right place, at the right time.

This includes:

- Understanding the needs of our community, based on evidence gathered locally and nationally.
- Recognising how people and communities want to live their lives, now and in the future.
- Understanding the local health and care markets - sharing good practice, identifying gaps, encouraging new approaches and working with colleagues in the setting of service standards (outcomes) and performance indicators to measure and monitor quality.
- Supporting individuals and colleagues in addressing safeguarding issues, so people remain safe and have access to quality care.
- Enabling individuals and groups to develop support networks and community resilience.

We have responsibilities for looking at a range of provision and markets including care homes, domiciliary (care and support) services, and voluntary and community sector groups.

[Care Act](#)

[A Market Position Statement for Adult Social Care and Support and Children's Services](#)

[Adult Social Care Newsletters and Useful Information for Providers](#)

[Multi Provider Forum](#)

[Provider Engagement Events](#)

[Supply us with goods or services](#)

[South Devon Knowledge and Intelligence](#)

[The Local Government Association has useful information for providers of care](#)



Adult Social Care Newsletters and Useful Information for Providers

Read the latest newsletter for adult social care in Torbay or find a back issue.



The Torbay Adult Social Care (TASC) Newsletter has been designed to bring helpful and interesting information to all our care providers.


There are also a range of health and social care videos on the Torbay and South Devon NHS Foundation Trust's website and some of these will be useful for many social care providers and staff.


Q Living Well in Care Homes [↗](#)


Q Falls Prevention [↗](#)


Q Medicines support for adults who are receiving social care in care homes [↗](#)


Q Medicines support for adults who are receiving social care in the community [↗](#)


 **April 2017**
Twelfth edition of the adult social care newsletter.


 **February 2017**
Eleventh edition of the adult social care newsletter.

 **September 2016**
Tenth edition of the adult social care newsletter.

 **July 2016**
Ninth edition of the adult social care newsletter.

 **December 2015**
Eighth edition of the adult social care newsletter.

 **October 2015**
Seventh edition of the adult social care newsletter.

 **May 2015**
Sixth edition of the adult social care newsletter.

Joint Commissioning

✉ commissioning@torbay.gov.uk

☎ 01803 208729

More in Health and wellbeing

- The Care Act [↗](#)
- Public health
- Healthwatch Torbay [↗](#)
- Protect someone from harm
- For Care and Support Providers
- RADAR Key Scheme
- Western Rise Serious Case Review [↗](#)
- Health Unlocked
- Find health and social care services



Search NICE...



Home > NICE Guidance > Service delivery, organisation and staffing > Medicines management > Medicines management: general and other

Managing medicines in care homes

Social care guideline [SC1] Published date: March 2014

Guidance

Tools and resources

Information for the public

Evidence

History

Overview

What is this guideline about and who is it for?

Person-centred care

1 Recommendations

2 Who should take action?

3 Related NICE guidance and quality standards

4 The Guideline Development Group and NICE project team

Useful resources

Changes after publication

About this guideline

Guidance

[Share](#) [Download](#)

[NICE interactive flowchart - Managing medicines in care homes](#)

[Quality standard - Medicines management in care homes](#)

Next >

This guideline covers good practice for managing medicines in care homes. It aims to promote the safe and effective use of medicines in care homes by advising on processes for prescribing, handling and administering medicines. It also recommends how care and services relating to medicines should be provided to people living in care homes.

Recommendations

This guideline includes recommendations on:

- [developing and reviewing policies for safe and effective use of medicines](#)
- [supporting residents to make informed decisions and recording them](#)
- [sharing information, record-keeping and medicines reconciliation](#)
- [safeguarding and medicine-related problems](#)
- [reviewing, prescribing, ordering and dispensing](#) medicines, and [receiving, storing and disposing](#) of them
- [helping residents to take their own medicines](#)
- [care home staff administering medicines \(including covert administration\)](#) and [non-prescription products](#)
- [training and competency of care home staff](#)



Commissioning Newsletters

Joint Commissioning Partnership
Newsletter
April 2017



Multi Provider Forum – Save the date!

The next Multi Provider Forum is due to take place on Wednesday 17th May, 9:00am – 13:30pm at the Carlton Hotel, Falkland Road, Torquay, free parking is available at the hotel or the surrounding area. The agenda will be circulated in due course.

The forum is for providers of services within Torbay as well as commissioners from other authorities, these events focus on sharing good practice, policy and strategy to improve care, the workforce, business and commissioning in Torbay.



If any providers would like to present at this or the next forum, have any items they would like to add to the agenda or would like further information on the forums, please contact Savana Lawler on savana.lawler@torbay.gov.uk.


South Devon and Torbay
Clinical Commissioning Group



Public Health
England



Department
of Health

Oral Health for adults in Care Homes

The NICE guidance covers oral health, including dental health and daily mouth care, for adults in care homes. The aim is to maintain and improve their oral health and ensure timely access to dental treatment. People with dementia tend to have worse oral health, greater treatment need and yet, access care less frequently than the general population. The CQC will also be beginning to look at residents' oral health during their inspections.

Problems around the inconsistent delivery of oral health care by care home providers include:

- Not all care homes include oral health care as part of their care plans
- Lack of staff training in the provision of personal oral care
- Reluctance of staff to meet oral health needs

[Please click here to access the guidance provided by NICE.](#)

The above link will provide information on the guidance given by NICE as well as tools and resources to help you put the guidance in to practice.

[Please click here to access The Oral Health Assessment Tool](#)

[Please click here to access the 'Public Health England Delivering Better oral health: an evidence based toolkit for prevention'](#)


National Institute for
Health and Care Excellence

- Currently produced as PDFs
- In future will be via eNewsletter
- Contains information from partners and providers



A Market Position Statement for Adult Social Care and Support and Children's Services

Read the market position statement for adult social care and support and children's services in Torbay for 2016+

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 to help with:

- Business planning;
- Investment decisions;
- Response to opportunities such as personal budgets and integration; and
- Reduce the risk of wasted resource on poor investments or poorly targeted initiatives.

It will assist in shaping and providing opportunities for an innovative and diverse market that can help people achieve independence and make personal choices for their care and support within a value for money context. The MPS is an important part of that process and although the main focus is on adult social care, there is some information on children's social care including, the Sufficiency Statement, a summary of which is included in section 3. In future years our intention is to extend the Statement to cover a broader health market and children's social care. Appendix 1 contains data which informs the Market Position Statement.

A Market Position Statement for Adult Social Care and Support and Children's Services in Torbay 2016

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


Appendix 1: Data Informing the Market Position Statement for Adult Social Care and Support and Children's Services in Torbay 2016

Appendix 1 contains data which informs the Market Position Statement.

Share this page:          

Joint Commissioning

 commissioning@torbay.gov.uk

 01803 208729

More in Health and wellbeing

- [The Care Act 2014](#)
- [Public health](#)
- [Healthwatch Torbay 2014](#)
- [Protect someone from harm](#)
- [For Care and Support Providers](#)
- [RADAR Key Scheme](#)
- [Western Rise Serious Case Review 2014](#)
- [Health Unlocked](#)
- [Find health and social care services](#)



Market Position Statement - background

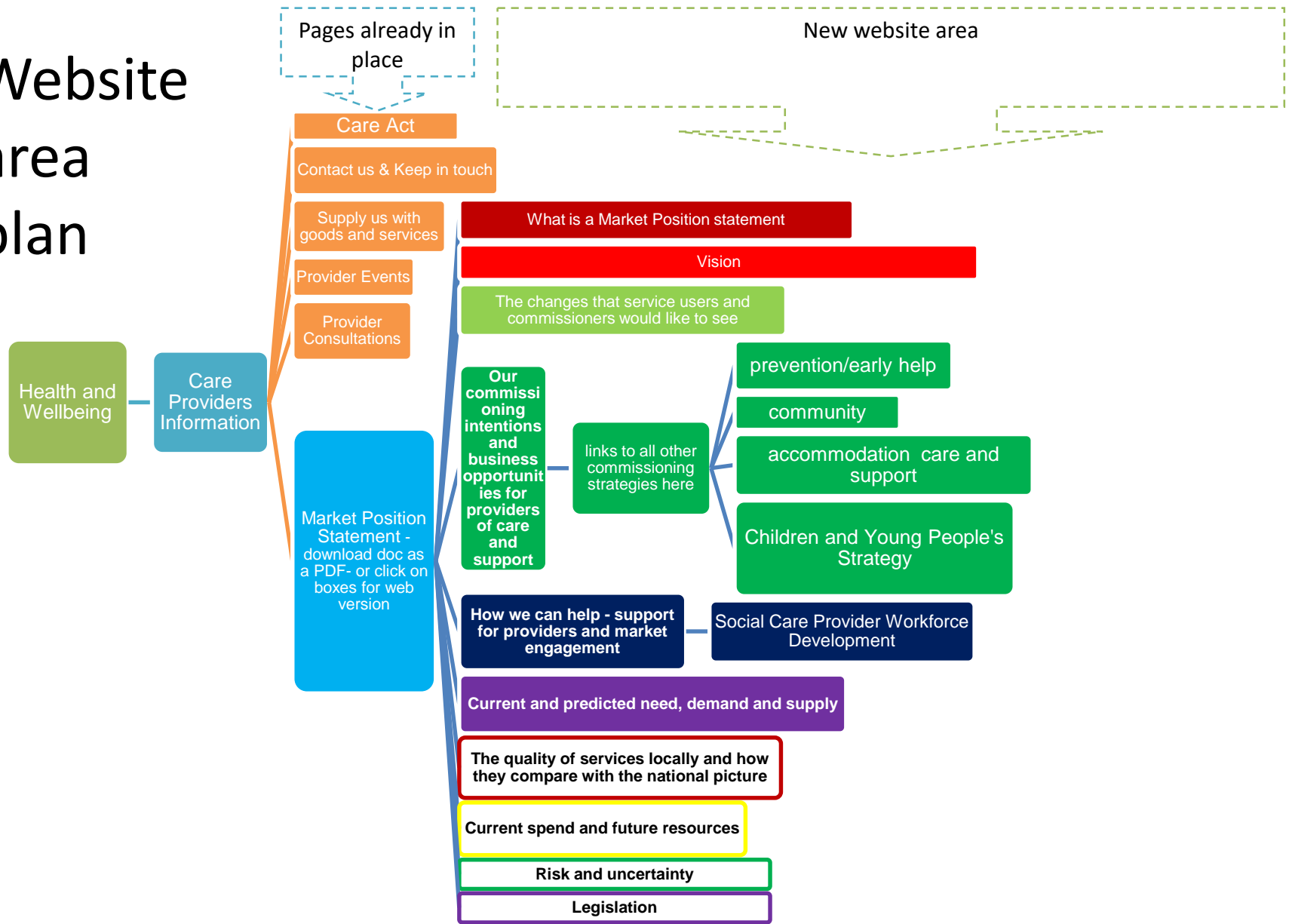
- A key tool which is part of our market shaping/management role – where are we now? What are the trends? What are our intentions?
- Moving from an annual document to a web-based approach
- Benefits of a web-based approach – can develop over time, not set in stone
- Key audience is providers
- One way of communicating the significant change needed for new model of care implementation



Market Position Statement - background

- Responding to Torbay user, carer and provider reference group feedback – make it shorter with web-based link to other areas
- Scope - Adult Social Care focus - referencing CCG plans/intentions, public health and other council responsibilities/inter-relationships like children and young people, community safety - placing adult social care within the system
- Includes our commissioning intentions on one page - with click through to all strategies/referencing all areas

Website area plan





Key demand and supply messages

- “Ahead of the curve” - other councils only now reaching the high % of older people that Torbay had in the 1980s
- Care will be increasingly centred around communities and people
- Focus on wellbeing, self-care and prevention ‘in the home’
- Market of flexible, innovative community alternatives to bed-based care needs to develop further, linked to personal budgets
- Still a future for bed-based care but the market needs to adapt



Our intentions -

- Commissioning intentions all in one place
- These are developing as our market management direction develops
- Work with clients, carers and providers to identify what services are needed in the future and how they can be delivered



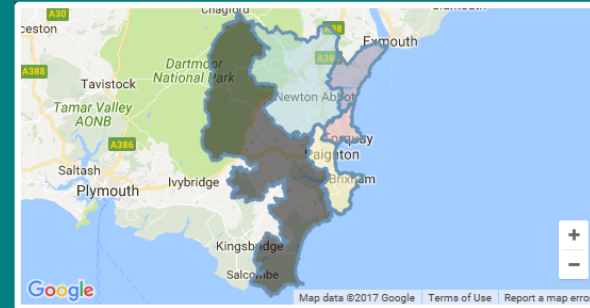
South Devon & Torbay Knowledge and Intelligence

South Devon and Torbay Knowledge and Intelligence

Sharing knowledge and intelligence to understand the needs of the community

This website provides an opportunity to bring together knowledge and intelligence from different perspectives, to enable a wider understanding of the needs within the South Devon and Torbay community.

The information contained within this website forms a wider Joint Strategic Needs Assessments (JSNA) for South Devon and Torbay. JSNAs provide an analysis of the health needs of populations to inform and guide commissioning of health, well-being and social care services.



Interactive Tools

- Community Asset Tool
- Population Tool
- Profile Tool

Needs Assessment and Strategy

- Annual Reports
- Area/Community Based Overviews
- JSNA Narratives

Intelligence Forum

The local intelligence network brings strategy and intelligence officers together with the aim of being better able to understand the needs of the South Devon and Torbay community.

Performance Frameworks

- Adult Social Care Outcomes Framework (ASCOF)
- National Health Service Outcomes Framework (NHSOF)
- Public Health Outcomes Framework (PHOF)

Health and Wellbeing Knowledge and Intelligence

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Knowledge & Intelligence

- Overview of what we do
 - Ask a few questions
 - The website
 - JSNA
- What are your information needs?
 - Tenders
 - Funding bids
- Opportunities to work together

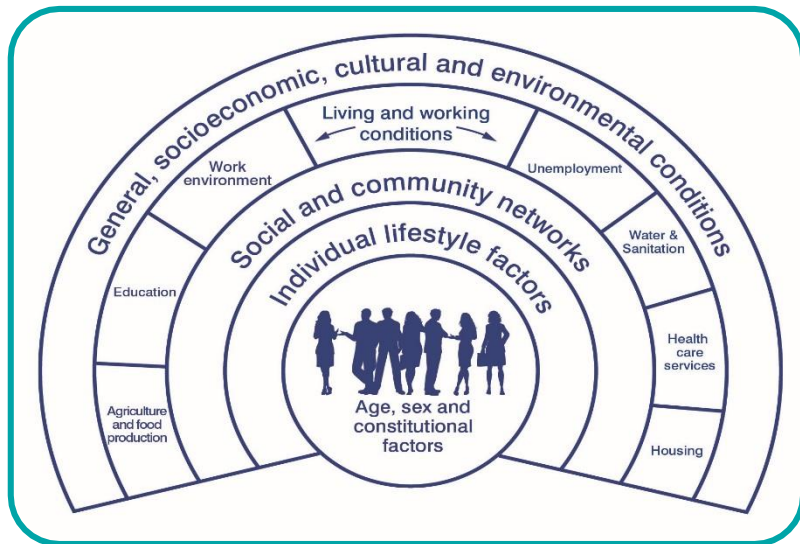


What's our role?



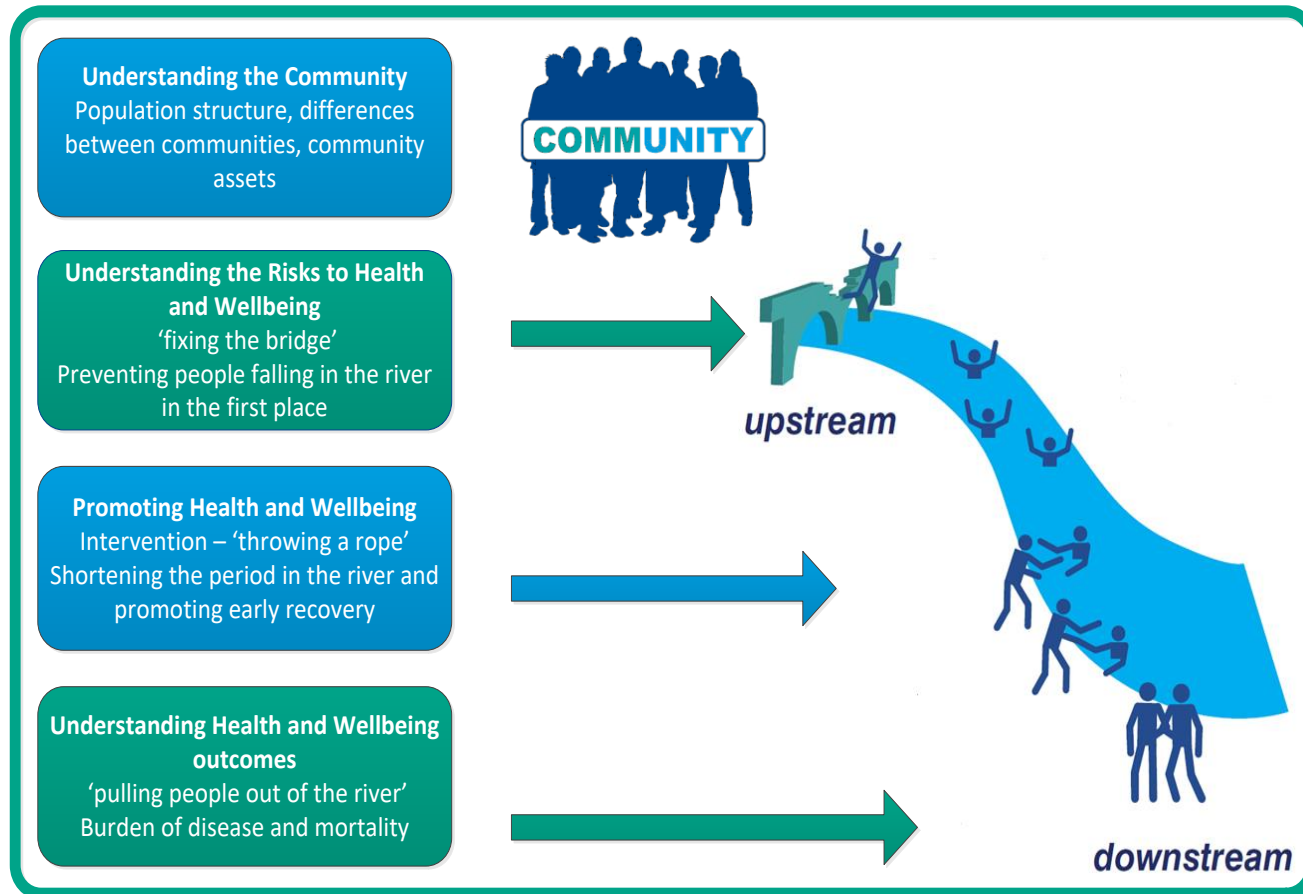


Population overview





Opportunities to prevent





Biggest impact

- What do you think has the biggest impact on health?
 - Smoking?
 - Alcohol?
 - Drugs?
 - Age?
 - Gender?



What do you know?



- What is the population of Torbay?
 - a) 143,400
 - b) 133,400**
 - c) 123,400
- What's the life expectancy in Torbay (years)?

	Female	Male
a)	79.3	78.9
b)	81.3	80.9
c)	83.3	82.9

	England (Torbay)
F	83.1 (similar)
M	79.5 (sig worse)



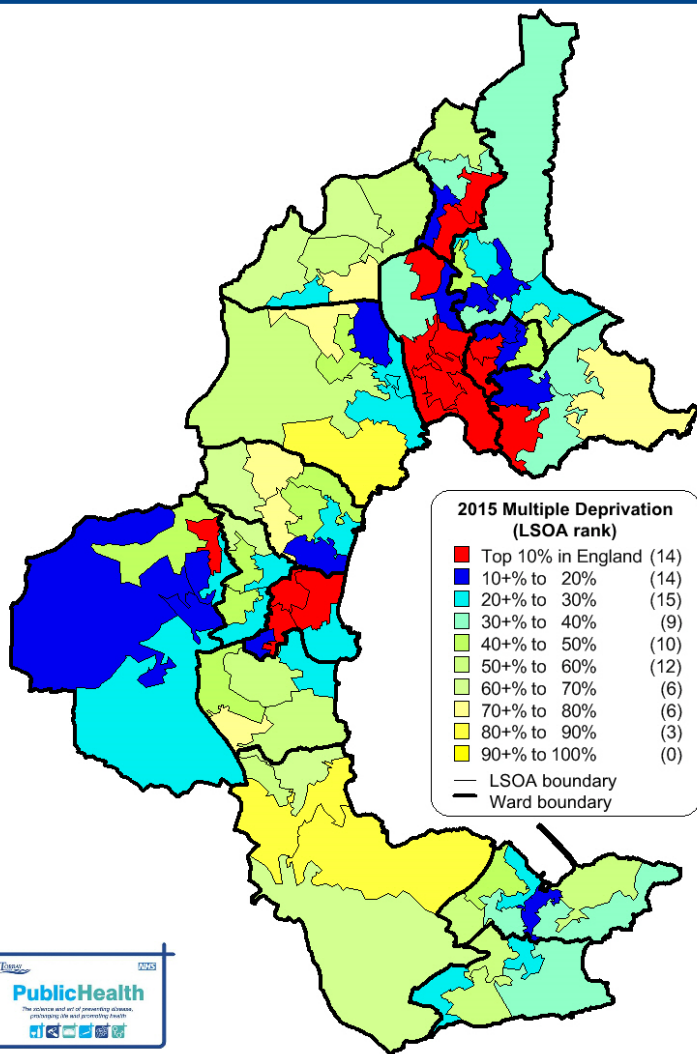
What do you know?

- What proportion of the population are aged 65+?
 - a) 15%
 - b) 20%
 - c) 25% 17.7% Across England
- How many people in Torbay live in areas in the top 20% most deprived in England?
 - a) 22,000
 - b) 32,000
 - c) 42,000

Deprivation



THE ENGLISH INDICES OF DEPRIVATION 2015
RANK OF INDEX OF MULTIPLE DEPRIVATION



IMD Release	Resident population in top 20% most deprived
2004	18,150
2007	21,800
2010	24,700
2015	42,000

PublicHealth



- What do you think the biggest challenges in Torbay are?
- How would you go about finding these out?

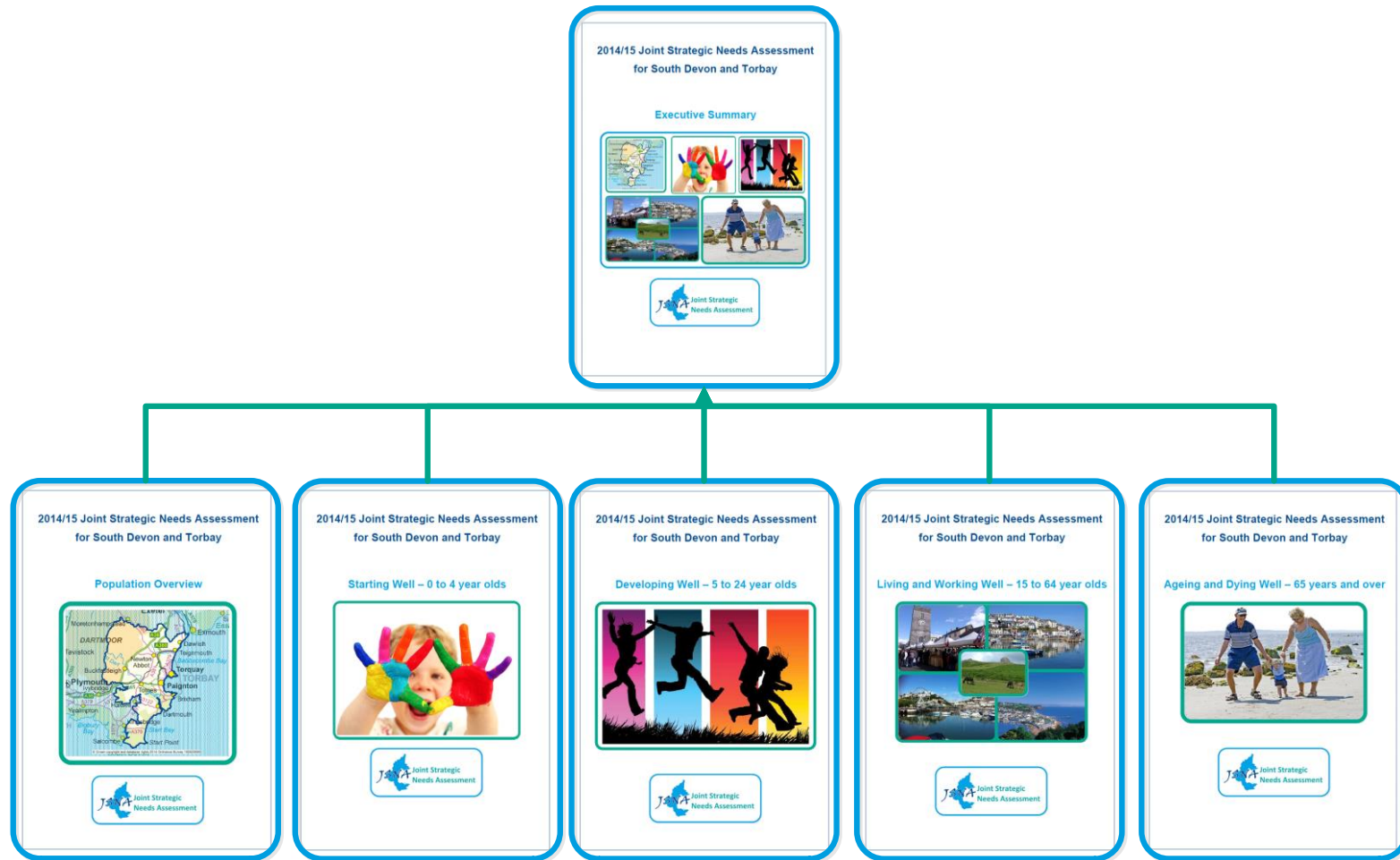
Joint Strategic Needs Assessment (JSNA)



- **Statutory**; Local Government and Public Involvement in Health Act 2007
- Strategic **overview of current and future** health and social care needs
- Responsibility of the **Health & Wellbeing Board**
- CCG's + LA jointly responsible in preparing JSNA



2014/15 Joint Strategic Needs Assessment





Key issues facing South Devon and Torbay

Understanding the Community

- Ageing population
- Crime
- Housing
- Local Economy
- Poverty

Understanding the Risks to Health & Wellbeing

- Maternal Behaviours
- Obesity
- School Readiness and outcomes

Promoting Health & Wellbeing

- Care & Support
- Children looked after
- Long Term Conditions
- Youth Offending

Understanding Health & wellbeing Outcomes

- Alcohol admissions
- Isolation
- Premature mortality
- Self-Harm

Source: 2014/15 South Devon and Torbay JSNA, Exec Summary



2017/18 JSNA

Written report for
Torbay

1 set of Torbay profiles

- Population overview
- Starting Well
- Developing Well
- Living & Working Well
- Ageing & Dying Well

3 sets of Town profiles

- Population overview
- Starting Well
- Developing Well
- Living & Working Well
- Ageing & Dying Well

15 sets of Ward profiles

- Population overview
- Starting Well
- Developing Well
- Living & Working Well
- Ageing & Dying Well

Written report for
South Devon and Torbay

**1 set of South Devon and
Torbay profiles**

- Population overview
- Starting Well
- Developing Well
- Living & Working Well
- Ageing & Dying Well

5 sets of Locality profiles

- Population overview
- Starting Well
- Developing Well
- Living & Working Well
- Ageing & Dying Well



Example profile

- Front page

- Back page

POPULATION OVERVIEW (TORBAY)
AN OVERVIEW OF ELLACOMBE WARD – 2017/18

The purpose of this profile is to give an overview of the needs of the population of Clifton with Maidenway ward. This is to provide local summary statistics to help organisations to prioritise collective action to improve outcomes for the people of Clifton with Maidenway.

For profiles of other wards and other local geography areas please visit: www.southdevonandtorbay.info.

Headlines:

- In 2015, the resident population of Clifton with Maidenway was around 7,200;
- There are no areas amongst the most deprived in England (20%);
- The vast majority (81%) of residents own their own homes;
- Around 70% of the population could be classed as dependents (children 0-15 years or adults over 65 years);
- Life expectancy is similar to the Torbay average.

Ellacombe is a ward situated in the town of Torquay as shown in Fig 1.

Fig 1: Clifton with Maidenway location

Compared to England, Clifton with Maidenway has a generally older population profile (Fig 2)

Fig 2: Population distribution of Ellacombe

In general the population has steadily increased year on year as shown until 2015 (Fig 3).

Fig 3: Population trend over time

Without inward migration, the ward population would be in decline (Fig 4).

POPULATION OVERVIEW (TORBAY)
AN OVERVIEW OF ELLACOMBE WARD – 2017/18

The spine chart below shows how the health of people in this area compares with the rest of Torbay. Clifton and Maidenway's results for each indicator are shown as a coloured circle. The average rate for Torbay is shown by the central black line. The range of results for all wards in Torbay is shown as a grey bar.

Key:

Indicator	Clifton	Maidenway	Torbay	CSA	England	Lowest	Torbay Average	Highest
Demographics								
1. Average age (2015)	45.0	42.6	41.7	42.0	na	36.1	41.7	45.3
2. Total dependency (2015)	5267	36.7	35.3	35.5	na	45.3	35.3	36.2
3. Net migration (2015)	219	38.2	4.6	6.5	na	-19.1	4.6	33.3
4. Household tenure expenditure (2015)	685	11.4	1.7	6.5	na	3.0	1.7	14.2
5. Council taxon EnglonEnglon and (2015)	38	3.7	3.3	4.6	na	0.3	3.3	11
6. Long term illness (20% most deprived (2015))	5146	40.9	20.2	25.5	na	2.1	20.2	25.5
7. Living in private rented housing (2015)	1,269	31.6	29.2	35.1	na	6.0	29.2	45.9
8. Overweight (2015)	411	16.6	1.4	6.1	na	1.4	1.4	17.7
9. Fuel poverty (2014)	446	10.3	11.8	16.8	na	1.9	11.8	16.8
10. No car access (2015)	1071	29.6	26.6	34.1	na	14.2	26.6	34.1
Life expectancy, quality of life and equality								
11. Male life expectancy (2014-2016)	209	75.1	79.0	78.6	na	74.0	78.6	82.1
12. Female life expectancy (2014-2016)	285	82.8	81.0	82.5	na	81.1	81.0	84.4
13. Older adults live life expectancy (2015-2016)	414	81.6	81.6	82.5	na	80.0	81.6	82.8
14. Female adults live life expectancy (2015-2016)	414	85.6	85.5	84.4	na	83.0	85.5	86.6
15. Percentage below low health (2015)	640	8.3	7.6	8.5	na	3.2	7.6	10.9
16. Long term illness or disability (2015)	2,148	37.1	36.0	35.5	na	17.7	36.0	36.1
17. All-cause mortality (2014-16)	143	40.8	44.7	43.8	na	36.7	43.8	53.3
18. Percentage elderly (2014-16)	5267	36.7	35.3	35.5	na	48.3	35.3	36.2
Health services								
19. A&E attendances (2013/14-2015/16)	219	28.2	4.8	6.5	na	-19.1	4.8	33.3
20. Emergency admissions (2013/14-2015/16)	665	11.4	1.7	6.5	na	1.5	1.7	14.2
21. District admissions (2013/14-2015/16)	38	3.7	3.3	4.6	na	0.3	3.3	11
22. Hospital care rate (2013/14-2015/16)	219	28.2	1.6	6.5	na	0.1	1.6	46.7
23. Urgent care services	na	na	na	na	na	No Data	na	na
24. Same day (2015)	38	3.7	3.3	4.6	na	0.3	3.3	11
25. Community primary (2015)	219	28.2	4.8	6.5	na	-19.1	4.8	33.3
26. District primary (2015)	665	11.4	1.7	6.5	na	1.5	1.7	14.2
27. District primary (2015)	38	3.7	3.3	4.6	na	0.3	3.3	11
Life issues								
28. T161 (2015)	219	28.2	4.8	6.5	na	-19.1	4.8	33.3
29. T162 (2015)	665	11.4	1.7	6.5	na	1.5	1.7	14.2
30. T163 (2015)	38	3.7	3.3	4.6	na	0.3	3.3	11

For more information please visit our JSNA website: www.southdevonandtorbay.info or email: statistics@torbay.gov.uk



Access supporting data

- How / where do you access data to support your business?
- Where do you go?
 - Websites?
 - ONS
 - NHS Digital
 - Published literature?
 - Use your own data?



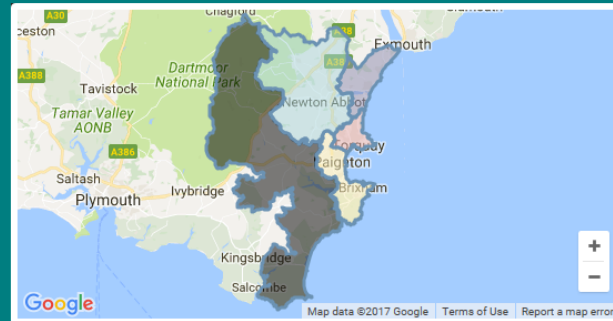
<http://www.southdevonandtorbay.info/>

South Devon and Torbay Knowledge and Intelligence

Sharing knowledge and intelligence to understand the needs of the community

This website provides an opportunity to bring together knowledge and intelligence from different perspectives, to enable a wider understanding of the needs within the South Devon and Torbay community.

The information contained within this website forms a wider Joint Strategic Needs Assessments (JSNA) for South Devon and Torbay. JSNAs provide an analysis of the health needs of populations to inform and guide commissioning of health, well-being and social care services.



Interactive Tools

- Community Asset Tool
- Population Tool
- Profile Tool

Needs Assessment and Strategy

- Annual Reports
- Area/Community Based Overviews
- JSNA Narratives

Intelligence Forum

The local intelligence network brings strategy and intelligence officers together with the aim of being better able to understand the needs of the South Devon and Torbay community.

Performance Frameworks

- Adult Social Care Outcomes Framework (ASCOF)
- National Health Service Outcomes Framework (NHSOF)
- Public Health Outcomes Framework (PHOF)

Health and Wellbeing Knowledge and Intelligence

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Your information needs?

- What information are you interested in?
- Do you have analytical expertise in your organisation?
- Can we work better to understand the needs of the population?

Supported Living in Torbay

Accommodation with Care and Support

Justin Wiggin – Strategic Commissioning Officer – Torbay Council

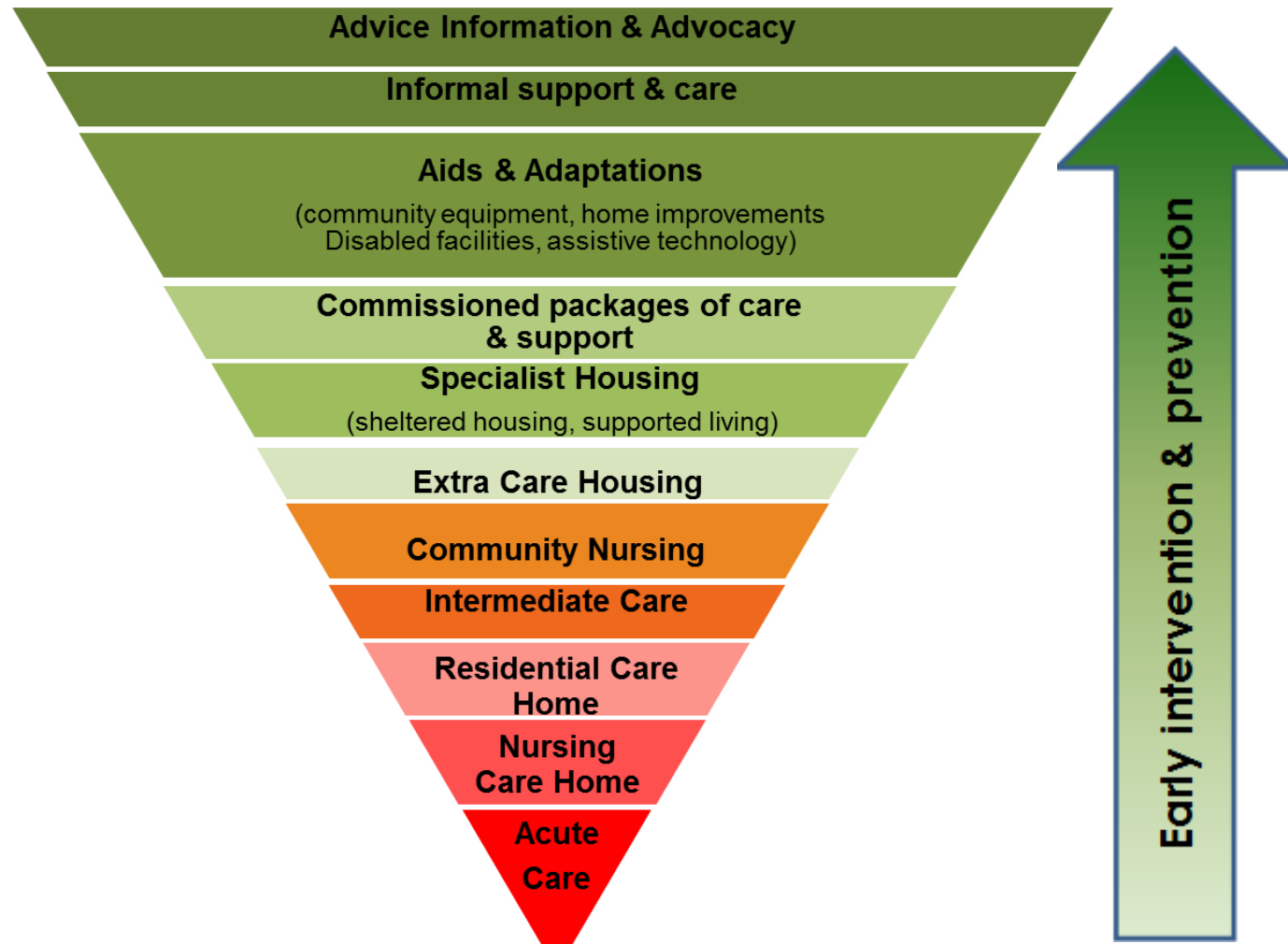
Jill Yersin – Specialist Accommodation Lead (Torbay)
Torbay and South Devon NHS Foundation Trust

Accommodation with Care and Support

Our priorities 2017 - 2020

- Co-ordinate and integrate health, social care, and housing policy
- Enable improved collaboration and integration of healthcare and housing in the planning, commissioning and delivery of homes and services
- Develop the workforce across sectors in order they are confident and skilled in understanding the relationship between where people live and their health and wellbeing and are able to identify suitable solutions to improve outcomes.
- Introduction of a new performance and quality assurance framework for all providers of accommodation based support and / or care

Promoting and supporting independence



Current supported Living definition:

The delivery of shared care and support to people within shared accommodation, a single building or buildings within close proximity.

The shared staffing within their own accommodation enables people to live with a level of independence and autonomy in the community which may be difficult to achieve within more traditional residential care.

Where do we want to be?

Supported Living becomes Accommodation with Care and Support – definition:

Any housing scheme where housing, support and sometimes care services are provided to help people to live as independently as possible in the community.

3 tier model - categories

- A 24 hour waking day and night
- B 24 hour waking day, sleeping night
- C Variable waking hours, sleeping night

In addition open tender for Independent
Living Enabling support

Some of the requests from people living in Supported Living Accommodation

- ✓ I have a Tenancy Agreement in easy read format
- ✓ I may need support to understand my Tenancy Agreement
- ✓ I choose my staff
- ✓ I have my own front door key
- ✓ I am supported to learn new skills and be more independent
- ✓ I am supported to be part of my community
- ✓ I am helped and supported to stay safe

Good Support (some examples)

- Understanding everyone is different and has different needs
- Listening skills
- Properly trained staff who give good advice and support:

Cook healthy meals safely

Emotional Support

Hygiene and personal care

Finances, budgets and bills

Laundry



Meal planning and shopping

Keeping tidy

Prompting & reminding

Appointments

Gardening & DIY

Bad Support (some examples)

- Not respecting confidentiality and data protection
- Telling me off, shouting, swearing, being bossy
- Supporting others when it is my time or not turn up
- Having favourites, talking behind my back, turning a blind eye
- Going out for fags all the time
- Falling asleep
- Abuse: taking advantage of my money, stealing / mate crime, having favourites

**“Staff come into my home and
should do a great job”**

Remember you are working in my home

I AM NOT

Living in your workplace

How do we get there?

What does the market look like – demand /supply?

What does good quality housing and provision look like?

Focus on independence – enabling

Development of service specification tiered provision - clarity

Our request to you:

Become involved in the conversation

Engage in workshops to support
development of our service specification

Develop networks – engage with
commissioners and other providers

Identify opportunities to create greater
independence

Jamie

My Journey

From Supported Living to Independence



SUMMERLAND SUPPORT

“FLEXIBLE SUPPORT
PROVISION”

HISTORY

- ▶ FIXED SHIFTS – WE WILL PROVIDE YOU SUPPORT FROM X TO Y
- ▶ CLIENTS FITTING AROUND WHEN SUPPORT IS PROVIDED

RATIONALE FOR CHANGE

- ▶ MISSING OUT ON SUPPORT TIME
 - ▶ NOT GETTING UP
 - ▶ CLASH WITH SOCIAL ENGAGEMENTS
 - ▶ CUTTING OFF SUPPORT EARLY
 - ▶ HAD A BETTER OFFER
- ▶ APPOINTMENTS
 - ▶ BEING MADE IN UNSUPPORTED TIME
 - ▶ REARRANGING STAFFING (NOT ALWAYS POSSIBLE)

PROCESS

- ▶ CALCULATED NUMBER OF HOURS FOR ALL CLIENTS
- ▶ CONSULTED WITH THEM ON WHEN THEY WOULD LIKE THEIR HOURS PROVIDED
- ▶ IDENTIFIED ANY TRIGGER TIMES
- ▶ CREATED A BOOKING SYSTEM

BOOKING IN

- ▶ WEEKLY GET TOGETHER TO BOOK IN HOURS
- ▶ IF UNABLE TO ATTEND GIVE PREFERENCES TO STAFF IN ADVANCE
- ▶ CHECK DIARY FOR ANY APPOINTMENTS
- ▶ NEGOTIATE WITH EACH OTHER ON WHAT HOURS THEY WOULD LIKE

POSITIVES

- ▶ FLEXIBILITY
- ▶ SUPPORT FITS AROUND THEIR LIFE RATHER THAN MOULDING LIFE AROUND SUPPORT
- ▶ WONT MISS OUT ON OPPORTUNITIES
- ▶ ALLOWS FOR CHANGES IN LIFE – GETTING A JOB, EDUCATION ETC
- ▶ STAFF HAVE DIFFERENT SKILLS SO CAN BOOK WITH THE MOST APPROPRIATE PERSON

POSITIVES

- ▶ ALLOWS FOR SHORTER / LONGER PERIODS OF SUPPORT AS REQUIRED – LIMITED PERIOD OF ENGAGEMENT
-DAY TRIP
- ▶ MORE CONTROL OVER THEIR LIVES
- ▶ LESS SUPPORT HOURS WASTED / REFUSED/ CUT SHORT ETC
- ▶ LESS ANXIETY
- ▶ IF AN EMERGENCY ARISES ALLOWS FOR NEGOTIATION TO SWAP AROUND HOURS BETWEEN CLIENTS

POSITIVES

- ▶ LESS USE OF THE ON CALL SYSTEM
- ▶ CONFLICT BETWEEN HOUSEMATES REDUCED
- ▶ STAFF – GREATER VARIETY, IMPROVED MORALE

NEGATIVES

- ▶ POTENTIAL FOR CONFLICT OVER HOURS
- ▶ MAY NOT BOOK ALL THEIR HOURS
- ▶ WEEKEND SUPPORT ISNT ALWAYS ACCESSED

FEEDBACK

- ▶ CLIENTS LIKE THAT THEY DON'T HAVE FIXED HOURS
- ▶ GENERAL ATMOSPHERE IN THE HOUSE IMPROVED
- ▶ IMPROVED MOTIVATION
- ▶ ACHIEVING MORE OUTCOMES
- ▶ STAFF PERSPECTIVE – GREATER VARIETY, IMPROVED MORALE

Our commitment to you:

Multi-Provider forums

Supported Living (Accommodation with Care & Support) Workshops

New outcomes based service specification

Dynamic procurement

Better communication

Holistic reviews

Thoughts and questions

Our contact details:

Justin Wiggin justin.wiggin@torbay.gov.uk

01803 208719

Jill Yersin jill.yersin@nhs.net

01803 210456



Mears Care
Nikki Barnes

In attendance today

- Steven Pepperell Operations Director
- Michael Trainor Operations Manager
- Marie Lawson Recruitment & Training Manager

Reflection - September 2016

- Inadequate CQC rating
- Mears failed to engage
- Poor leadership & management
- Providers & staff not getting paid on time

Aims and Objectives of the Service

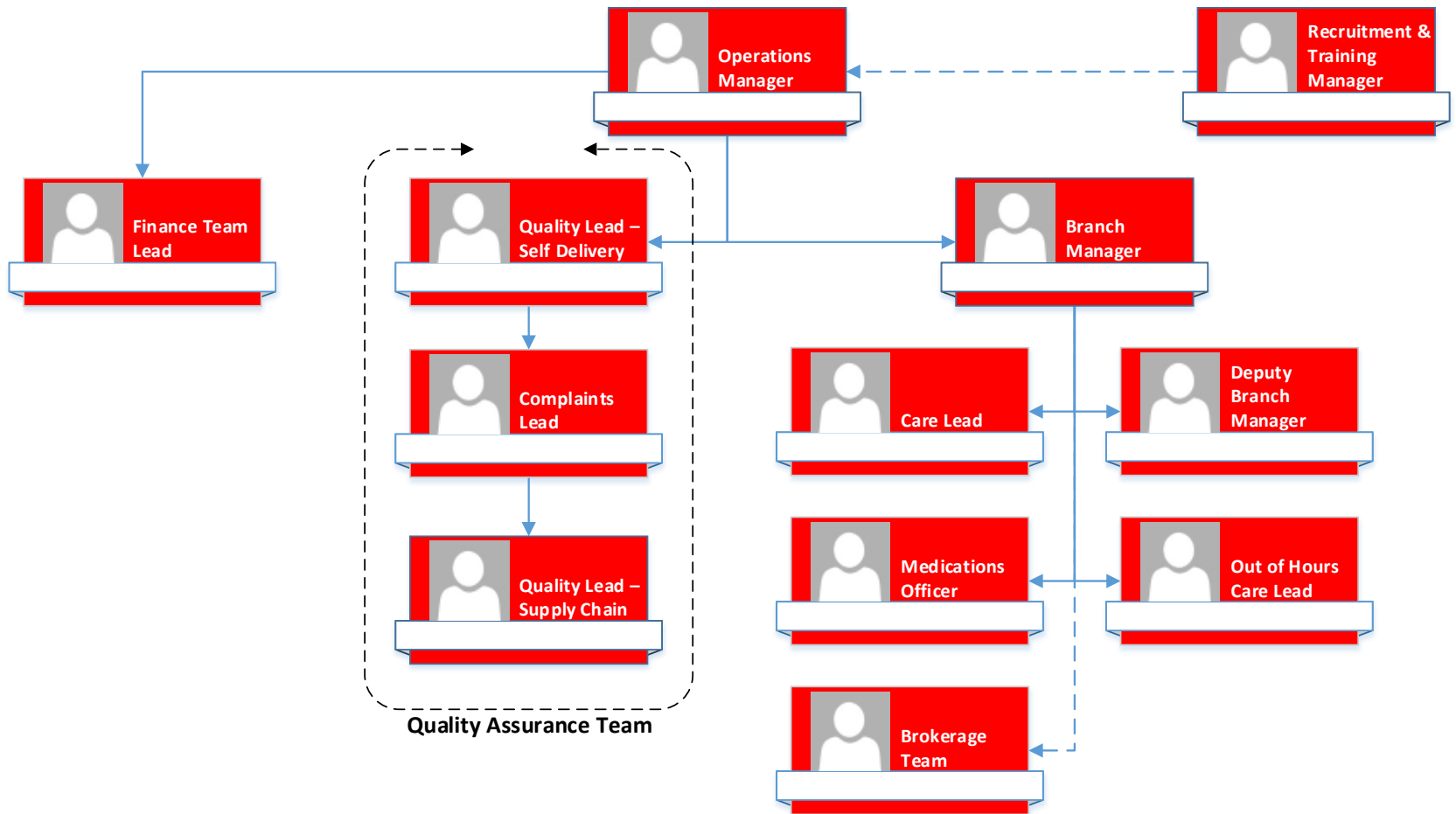
Individual care packages will maximise the best use of resources through:

- Effective management of support plans ensuring the package of support is appropriate to the level of need and deliver agreed outcomes
- Integration of care and support service delivery and the development of housing and health interventions
- Services making a contribution to keeping people safe and reducing the need for more intensive interventions
- Use of appropriate alternative services and activities in the community to provide longer term support
- Information, advice and signposting for support
- Identifying the skills, talents and experience that the Service User has and the opportunities available to them to contribute to their locality

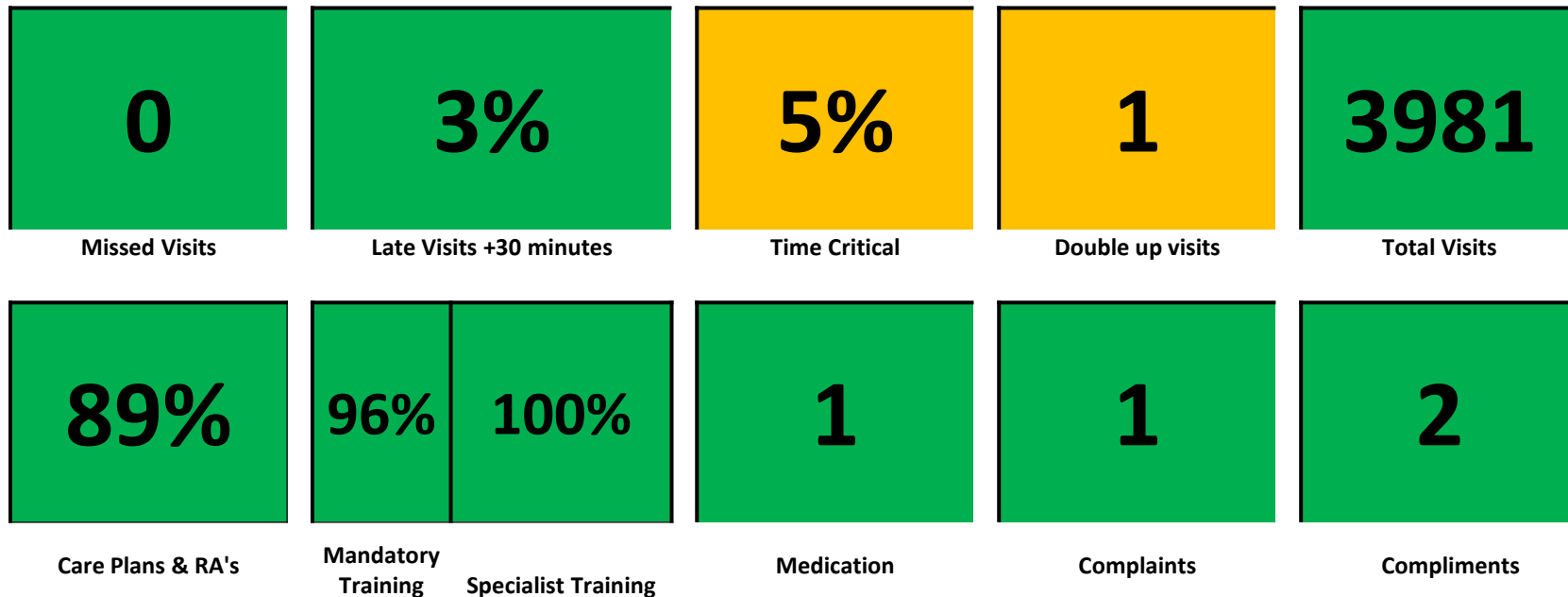
Actions taken

- Develop close Partnership with Trust, CCG & Council
- Making the Service Safe
 - Retraining on all IT systems
 - Develop an Organisation structure ensuring defined roles & responsibilities
 - Ensuring awareness & adherence to Group policies & procedures
 - Clear communications & engagement
 - Focussed recruitment – quality over quantity
 - Compliance training
 - Care Plans

Torbay Structure



Where we are today

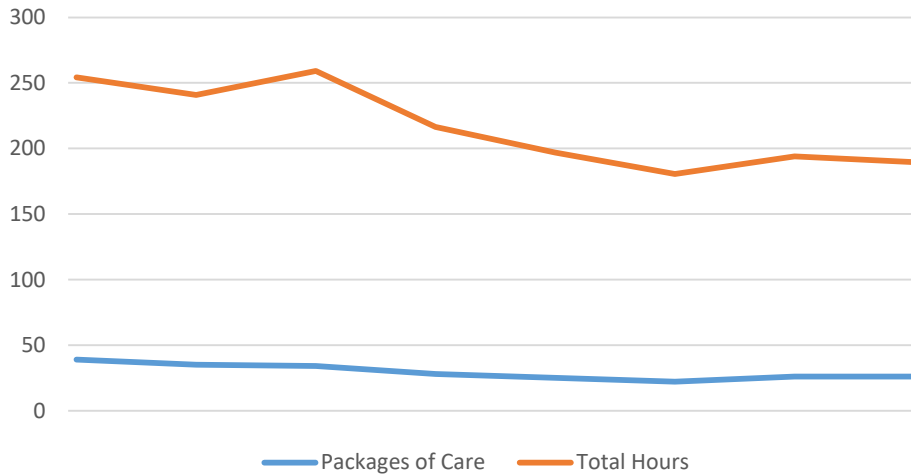


KPI Dashboard Reporting Time Line : 24/04/17 - 30/04/17

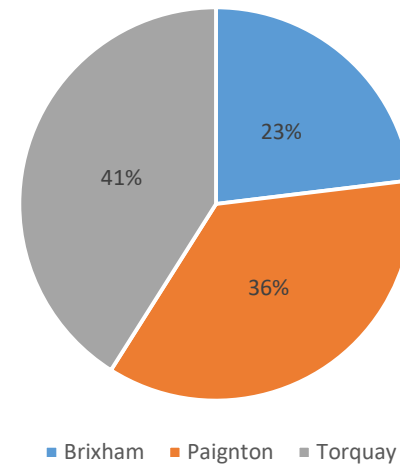
Brokerage

	Number of Packages	Number of Hours
Total	39	254.25
Brixham	9	54
Paignton	14	86.25
Torquay	16	114

Weekly Trend (Last 8 Weeks)



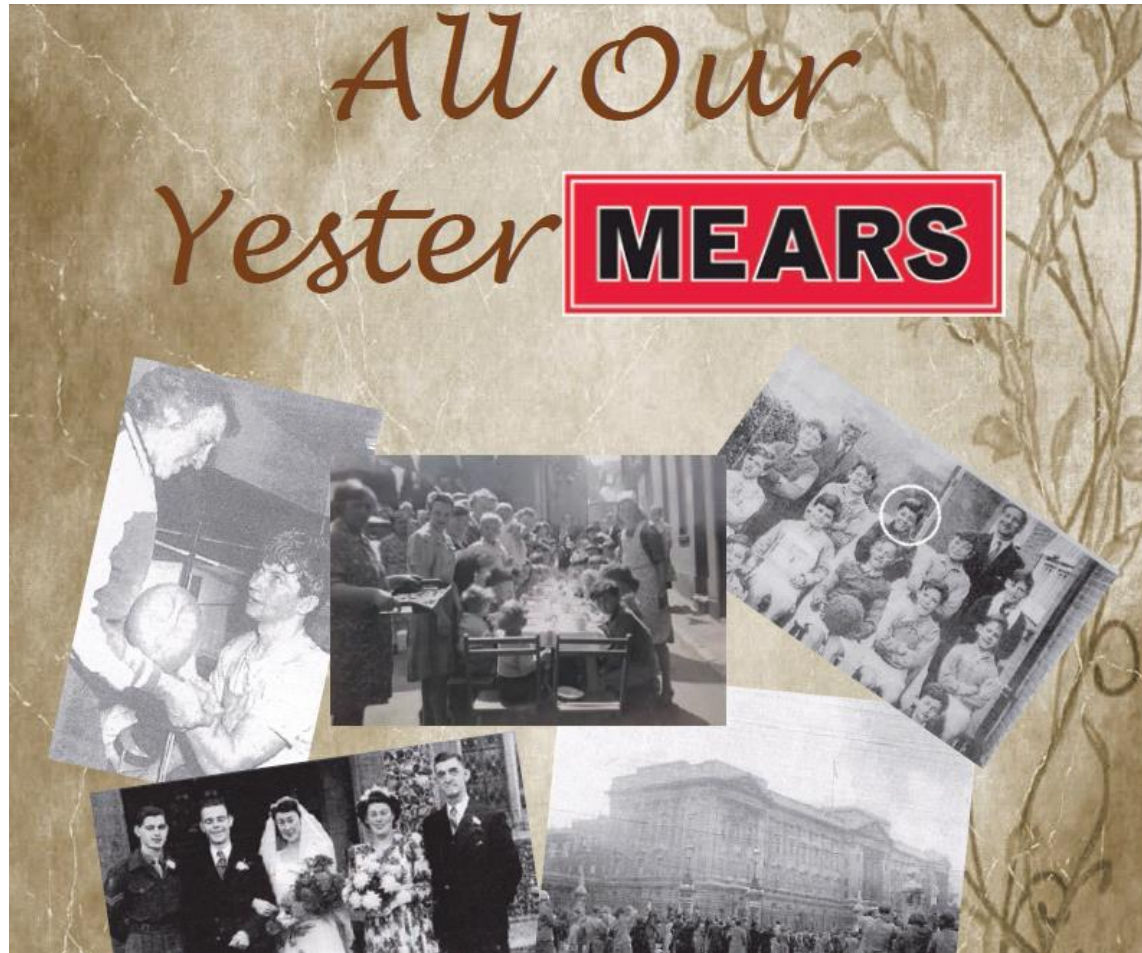
Unsourced List % by Location



Where we are today

- Focus/development groups with
 - HealthWatch
 - Councillors
 - MPs
 - Clients & Staff
 - iCare Ambassadors
 - Purple Angel

Community Engagement



Our Strategic Objectives

- Maintaining consistently high standards of care
- Developing the market to meet the future needs of the people of Torbay in a sustainable way
- Delivering value add to our client organisations, Provider partners and the people of Torbay
- Ensuring the continuous improvement of our service position

Mears -We believe

- A care worker needs to be seen as a professional part of the health and social care system
- Real outcome based working has many benefits
- Technology will have a growing part to play but only if integrated with other services
- Transparency is key to building trust
- We need to understand how to effectively work with the voluntary sector
- There should be some link between quality and pay.
- Capacity will remain an issue and cannot only be sorted by better recruitment and retention of staff



- Thank You
- Q&A

AGENDA B



Independent Age

What makes a good care home?

Andrew Kaye,
Head of Policy and Campaigns

Wednesday 17th May 2017



National analysis of care homes

- More than 1 in 4 care homes are 'Inadequate' or 'Requires Improvement' (CQC)

CQC rating	Number of homes with this rating	Percentage of homes with this rating
Outstanding	148	1.0%
Good	10616	73.3%
Requires improvement	3399	23.5%
Inadequate	312	2.2%

Public perception

- Public perceptions of care homes can be very negative – a last resort and something to be avoided if possible
- Abuse and neglect
 - Our research shows 52% of respondents feel abuse and neglect in care homes for the elderly is common
 - Documentaries- BBC's Panorama and Channel 4's Dispatches

How can we judge a care home?

- Care Quality Commission Data
 - Limited – not enough to trigger inspections
- Gaps in knowledge?
 - Abuse and neglect – Safeguarding risks referred to local authority
 - No sector wide staff survey
- Good care homes can't market themselves in same way good hospitals can
- More initiatives needed like Care Home Open Day

Hospital Data – NHS Choices

Topics:

Sort by:

NHS Choices users rating	Care Quality Commission inspection ratings	Recommended by staff	Mortality rate (in hospital and up to 30 days after discharge)	Food: Choice and Quality

Royal Free Hospital Add to shortlist

Tel: 020 7794 0500
Pond Street
London
NW3 2QG
0.5 miles away | [Get directions](#)

192 ratings
Rate it yourself

Good **Visit CQC profile**

Within expected range with a value of 72%

Number of deaths within the expected range

80.29% Among the best

Hospital Of St John & St Elizabeth Add to shortlist

60 Grove End Road
London
Greater London
NW8 9NH
1.5 miles away | [Get directions](#)

1 rating
Rate it yourself

Not yet rated

Within expected range with a value of 72%

Number of deaths within the expected range

No relevant data available

Wellington Hospital Add to shortlist

Tel: 020 3603 3844
Wellington South
Wellington Place
London
NW8 9LE
1.6 miles away | [Get directions](#)

2 ratings
Rate it yourself

Not yet rated

No relevant data available

Not available for independent or specialist hospitals

No relevant data available

Highgate Private Hospital Add to shortlist

Tel: 020 8341 4182
17 - 19 View Road
London
N6 4DJ
1.7 miles away | [Get directions](#)

38 ratings
Rate it yourself

Not yet rated

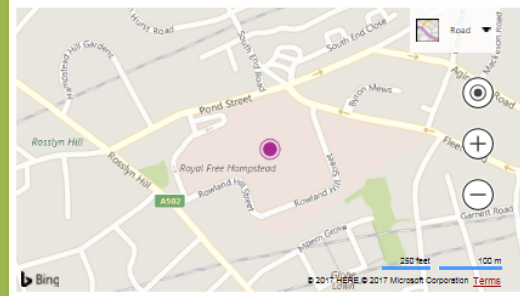
No relevant data available

Not available for independent or specialist hospitals

94.00% Among the best

Contact details, map and directions

Royal Free Hospital
Tel: 020 7794 0500 Fax: 020 7830 2468
Address: Pond Street, London, NW3 2QG
Website: <http://www.royalfree.nhs.uk/>
Email: rf.pals@nhs.net



Get directions to Royal Free Hospital

Print directions:

Start location:

Departments and services

- [A&E onsite](#)
 - [Maternity services](#)
- To search for a specific treatment, use our [full list of departments](#)

Quality of service at Royal Free Hospital

Care Quality Commission inspection ratings	Good Visit CQC profile
% of registered nurse day hours filled as planned (Hospital)	97% of planned level - This shows how well the ward's staffing requirements are being met
% of Unregistered care staff day hours filled as planned (Hospital)	100% of planned level - This shows how well the ward's staffing requirements are being met
% of registered nurse night hours filled as planned (Hospital)	100% of planned level - This shows how well the ward's staffing requirements are being met
% of Unregistered care staff night hours filled as planned (Hospital)	102% of planned level - This shows how well the ward's staffing requirements are being met
Friends and Family Test: Inpatient	89% Patients recommend this hospital. 687 responses
Friends and Family Test score: A&E	86% Patients recommend this hospital. 2113 responses
Friends and Family Test score: Maternity	View maternity scores
Friends and Family Test score: Staff - Care	80% staff recommend this hospital for care. 689 responses. 9025 staff work at this trust.
Friends and Family Test score: Staff - Work	60% staff recommend this hospital as a place to work. 689 responses. 9025 staff work at this trust.

Care Home Data – NHS Choices

Topics	Key facts	NHS Choices users rating	Care Quality Commission inspection ratings	Registered manager in post	Annual staff turnover	Food hygiene rating
Sort by	Nearest					
Update results						
Spring Grove						
Tel: 02077944455 214 Finchley Road London NW3 6DH 0.5 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Good Visit CQC profile	YES Yes registered manager in post	n/a Data not supplied		4 Good
Rathmore House						
Tel: 02077943039 31 Eton Avenue London NW3 3EL 0.8 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Good Visit CQC profile	YES Yes registered manager in post	n/a Data not supplied		3 Generally satisfactory
Sidney Corob House						
122-128 Fortune Green Road Hampstead London NW8 1DN 0.9 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Good Visit CQC profile	YES Yes registered manager in post	OK Within the typical range with a value of 24%		No rating available
Compton Lodge						
Tel: 02077221280 7 Harley Road London NW3 3BX 1.0 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Good Visit CQC profile	YES Yes registered manager in post	n/a Data not supplied		5 Very good
Prince of Wales Respite (Breakaway Hotel)						
Tel: 02074855606 Otterden 174 Prince of Wales Road London NW5 3QR 1.1 miles away Get directions	★★★★★ No ratings yet Rate it yourself	Good Visit CQC profile	YES Yes registered manager in post	✓ Lower than average with a value of 0%		No rating available

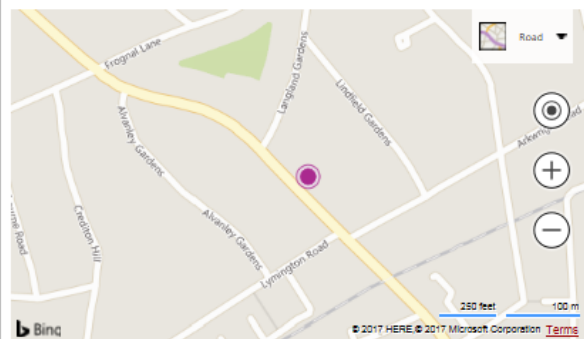
Overview

Spring Grove is a residential care home providing accommodation for up to 43 older people. The home forms part of the Springdene Nursing and Care Homes group and is located in North Central London.

Contact details, map and directions

Spring Grove

Address: 214 Finchley Road, London, NW3 6DH



Get directions to Spring Grove



Print directions:

Start location

[Get directions >](#)

Key facts about this care service

Care Quality Commission inspection ratings

Good
[Visit CQC profile](#)

Size of care home

Medium 46 beds

Registered manager in post

YES
Yes registered manager in post

Food hygiene rating

4 Good

[More information about care data](#)

Latest reviews of this care provider

No one has reviewed Spring Grove.
Why not be the first?

[Leave review](#)

Type of care provided by this organisation

Care home without nursing

[Learn more about these services](#)

Alternative care options

Information and advice about suitable care and support.

Useful links for Camden Local Authority (External links)

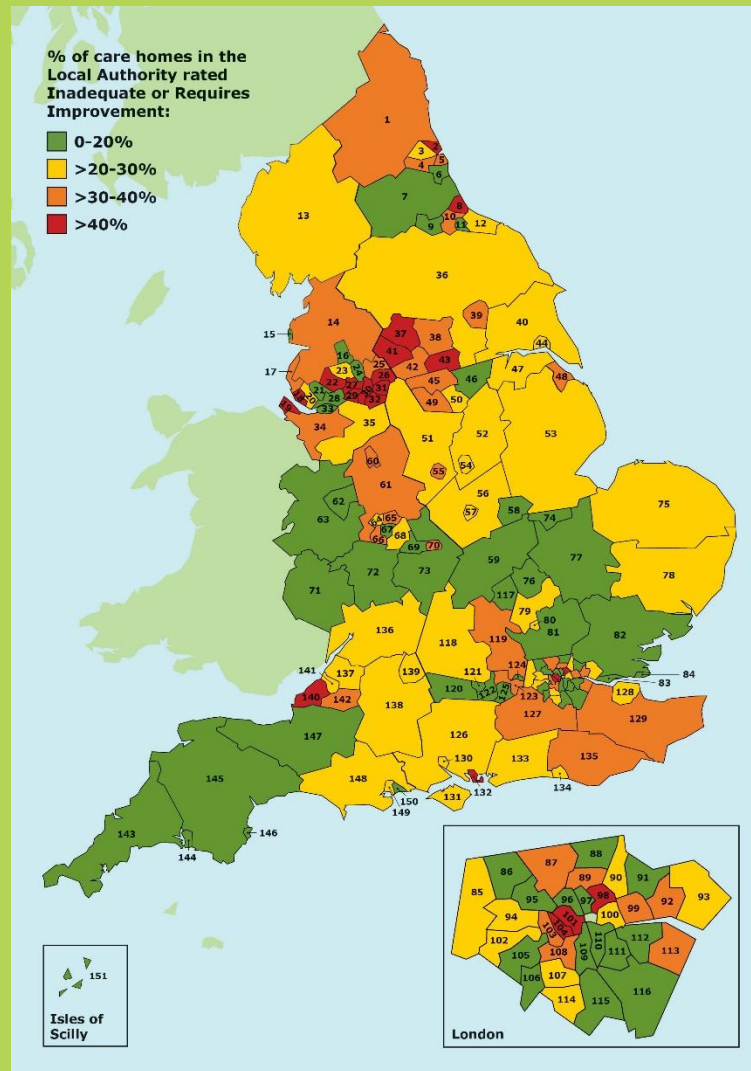
[Adult social care](#)

Tel: 020 7974 4000

3 Key issues that people face

- Too many interpretations or versions of quality
- Lack of consistent and standardised data collection in social care
- Lack of transparency and easily available information to support care home choice

Recent analysis of care homes

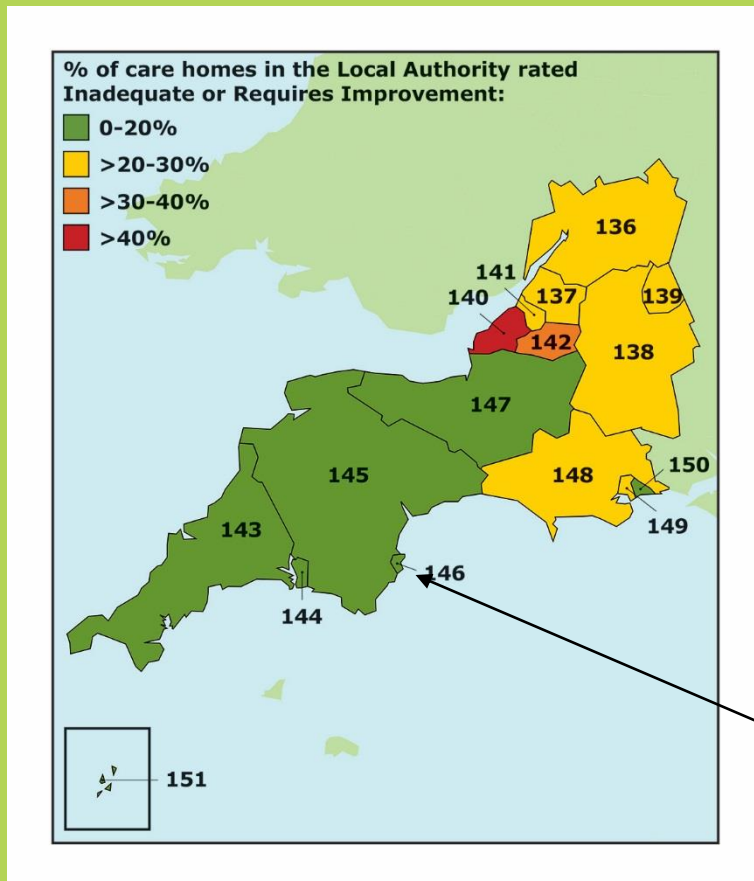


Performance by region

- South West is 3rd best performing region (21.1%)
- **Best** performing areas are:
 - Isles of Scilly (0%)
 - Bournemouth (10%)
- **Worst** performing areas are:
 - North Somerset (44.7%)
 - Bath and North East Somerset (31.6%)

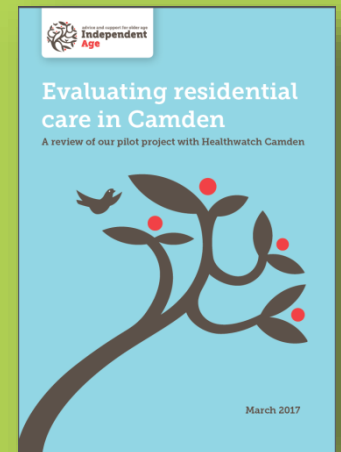
Good news for Torbay!

- Torbay did very well with 19% of care homes rated as inadequate or requiring improvement
- Devon - 16.2% (39th best performing Local Authority – out of 151)



Pilot research with Camden Healthwatch

- Consulted older people, families and care experts to design 10 key indicators of care
- Tested these with Healthwatch Camden. Enter and View visits with 7 care homes in Camden
- Feedback through questionnaire and focus groups with volunteers
- Amended key indicators to 8 based on feedback



8 Key Indicators

1. Have strong, visible management
2. Have staff with time and skills to do their job
3. Have good knowledge of each individual resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around mealtimes

8 Key Indicators (continued)

6. Ensure residents can regularly see health professionals such as GPs, dentists opticians or chiropodists

7. Accommodate residents' personal, cultural and lifestyle needs

8. Be an open environment where feedback is actively sought and used

Thoughts on the 8?

- Agree/Disagree with the 8?
- Conclusive?
- Anything missing?



Healthwatch Torbay

Multi-Provider Forum Presentation -
By Sarah Bickley - Healthwatch Torbay Coordinator

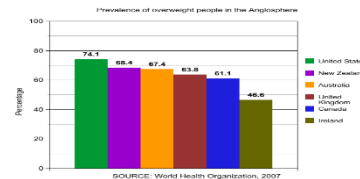
About us - Statutory Role

- Healthwatch Torbay was set up under the Health and Social Care Act 2012 and established in April 2013
- Healthwatch Torbay is set up as an independent organisation and registered charity, able to employ its own staff and involve volunteers, so it can be the influential and effective voice of the public. It has to keep accounts and make its annual reports available to the public, Secretary of State and key stakeholders
- The aim of Healthwatch Torbay is to give local communities a stronger voice to influence and challenge how health and social care services are provided within their locality - *“No decision about me without me.”*
- Healthwatch Torbay has a seat on the Health & Wellbeing Board and is a consultee of the health and wellbeing strategy
- Healthwatch Torbay provides feedback to the Overview & Scrutiny Board, Safeguarding, Care Quality Commission, NHS England, Healthwatch England, etc. **All our correspondence must be acknowledged within 20 working days and take into account any information provided**



What we do

- We Monitor
- We Analyse
- We Investigate
- We challenge



The legislation applied to Enter and View

- Two pieces of legislation sit behind Enter and View which place a duty on service providers to allow a representative of local Healthwatch organisations to enter certain premises and observe certain activities; the **local Government and Public Involvement in Health Act 2007** (*as amended by the Health and Social Care act 2012*) and **National Health Service Act 2006/ Local Government and Public Involvement in Health Act 2007** (*as amended by the Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013*).
- In addition, the **Department of Health Review of Health and Care Powers of Entry 2014** further explains that the regulations place a duty on service providers to allow a representative of local Healthwatch organisations to enter certain premises and observe certain activities. There are criteria that local Healthwatch organisations must meet in order to exercise the power of entry, which include the consent of the provider.



Where does Enter and View apply?

Legislation allows Enter and View activity to be undertaken on premises where health and social care is publically funded, including:

- NHS Trusts and Foundation Trusts
- Local Authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services such as community pharmacists
- Premises which have been contracted by Local Authorities or the NHS to provide health or care services, such as adult social care homes and day-care centres.



What is Enter and View?

Local Healthwatch have powers of entry, and providers have a duty to allow entry, if local Healthwatch operate under the principles of the legislation set out below:

- To go into health and social care premises to hear and see how the consumer experiences the service
- To collect the views of service users (patients and residents) at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature and quality of services
- To collate evidence-based feedback
- To report to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners
- To develop insights and recommendations across multiple visits to inform strategic decision-making at local and national levels
- ***Healthwatch Enter & View is NOT an inspection.***



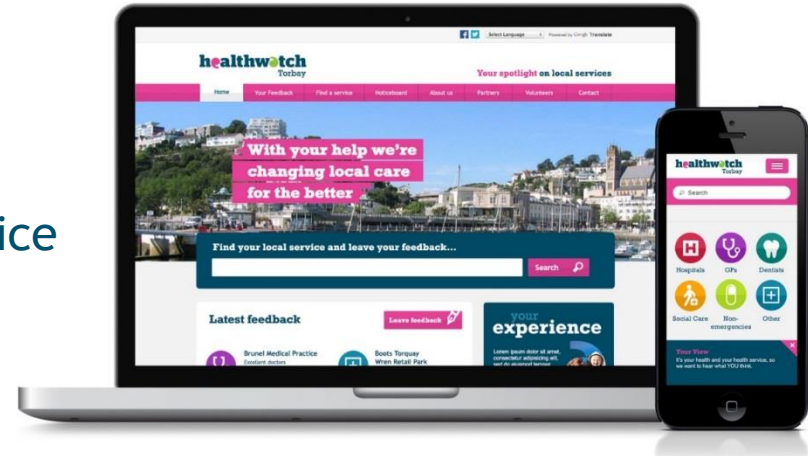
What have we done?

- We have been working in partnership with the local authority to distribute all our marketing material to all Torbay care homes and encourage service user feedback.




Rate & Review Feedback Centre

- Most of the feedback we gather is input into our online rate & review feedback centre, which allows the public to leave feedback on any Torbay health and/or social care service from anywhere, including mobile phones
- Healthwatch Torbay moderate all feedback and escalate any complaints with providers and/or advocacy services
- The system also allows service providers the free opportunity to submit a response directly to specific reviews online
- We currently have on the system over 1700 reviews of over 160 different local services, since the system's launch in June 2014
- The feedback and information is analysed and used in all our reports and to support all our recommendations.



Reports

The Enter & View Team have created a variety of reports, including:



Working in partnership is essential

- Healthwatch Torbay's Enter & View Committee are reviewing the work undertaken by Independent Age, Healthwatch Camden, and your feedback from today's meeting
- We are developing a framework/benchmark tool for our Enter & View visiting team to put into practice during visits, particularly in residential care homes
- We will be identifying a minimum of ten local care homes to gather feedback using the framework
- You can help us by signing up to be one of these care homes.





For Quality of Life of
Older People in Care

Stories from our Helpline:

**Relatives' concerns and queries to the
R&RA**

**The Relatives &
Residents Association**

Judy Downey, Chair

R&RA

Who we are

- National charity founded in 1993
- We support, inform and campaign on behalf of older people in care
- We employ the unique perspective of residents and their relatives to help improve services for all those thinking about or living in care homes

What we do

- Helpline
- Campaigning
- Resources
- Publications & Projects

R&RA's Helpline

Provides a free, confidential and independent service to all callers

Offers accurate, up-to-date information about the transition to residential care.

For example about

- Who pays? What to pay? Whether to pay?
- Advocacy and support
- Concerns about care

As well as a sympathetic and compassionate response

We spend as much time as the caller needs

Our Helpline empowers callers with the information they need or takes up concerns on their behalf if they wish



Your rights in a care home

- R&RA leaflet setting out care homes' responsibilities to residents under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

R&RA Information

Your rights in a care home



Your rights in a care home

As a resident – or as a relative or friend – you need to know what care providers must do to ensure that residents' rights are protected when receiving personal care and living in a care home. This summary contains some of the most important rights under the current regulations as approved by Parliament. The numbers in brackets refer to the Regulation number. These Regulations are all mandatory. This means that providers must comply with them. They are not optional 'extras'.

NB. The term "provider" also means the manager throughout.

Registration is Essential for All Providers and Managers

1. All providers and their managers must be registered by the regulator: the Care Quality Commission (CQC). To run a care home without being registered is unlawful. The CQC is also responsible for inspecting all care homes.
2. The home must be run by a provider or a nominated person who must be of good character. This must be "a fit and proper person" and have the necessary qualifications, skills and experience. The manager in charge of the home must meet the same standards of fitness.
Part 3 Regulation 4, 5, 7

Abuse

3. You must be kept safe from any risk of abuse, ill-treatment or neglect or degrading or improper treatment. Providers must have systems to prevent and investigate any allegation or evidence of abuse. *Regulation 13*
4. Abuse includes sexual, physical and psychological abuse as well as theft and neglect.

Going into a care home feels like entering another world which has its own conventions and of course, its own governing legislation and guidance. So, however friendly and warm, it can still be difficult for residents and their relatives and friends to know what it's going to be like and what they have a right to expect.

Despite all the rhetoric, it is not like living in your own home. Most people now going into care homes are in their 80s and 90s, with more than 70% having some form of dementia, often with other disabilities and illnesses. As a result, they need skilled help and support with their personal care and activities of daily life from care workers.

5. You must be protected from the threat or use of force, deprivation or restriction of liberty, restraint or control.
Regulation 13 (6,7)

Assessment and Care Plan

6. You must get a proper assessment of your needs and a care plan that meets them. *Regulation 9 (3)*
7. Your safety and welfare must be ensured by the provider. Your care must also reflect best practice and avoid discrimination. *Regulation 9 (1)*

Choices, Communication, Dignity and Privacy

8. You must be treated with consideration, dignity and respect which protects your independence and privacy and enables you to make choices without discrimination due to your age, culture, disability, language, race, religion, sex or sexual orientation *Regulation 10 (1,2)*

Cleanliness of Premises and Infection Control

9. The home must be a safe and clean environment where you are protected

Keys to Care Resource



Independently evaluated by

WHY DID WE PRODUCE KEYS TO CARE?



Their development was prompted by the worries and distress of residents, relatives and others to the Relatives & Residents Helpline about poor or rushed care.

And the obvious need for more support for staff and those in the front line of caring for frail, elderly people.

Our team has produced this practical training resource with the benefit of specialist advice and the help of people who live and work in a range of care settings, with charitable funding and the endorsement of Skills for Care and the Department of Health

NB most relatives – most people – don't know that there are regulations governing care homes and home care

Keys to Care

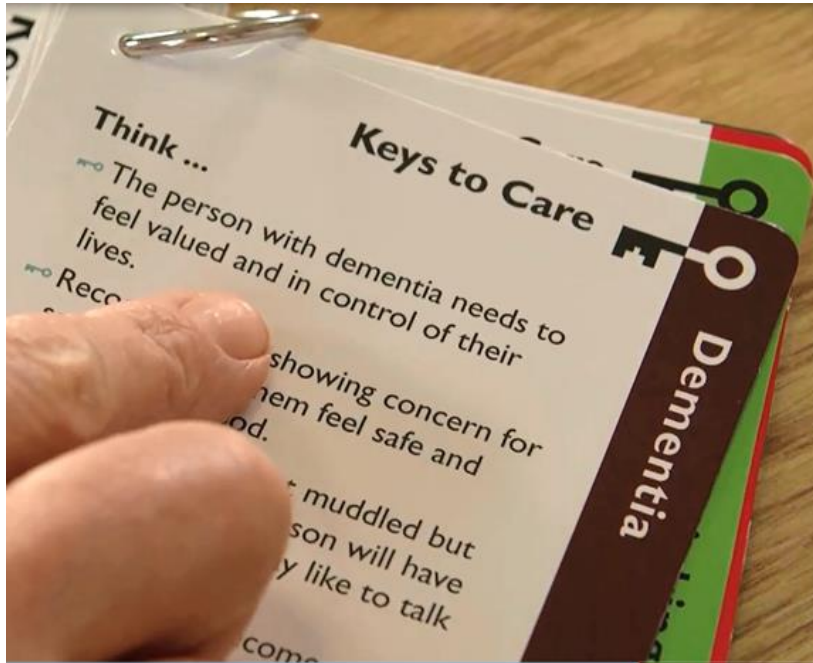


The **Keys to Care** - 12 little cards on a keyring covering topics, ranging from the practicalities of the Care Plan, Continence Care and Mouth & Teeth Care to the deeply sensitive issues of Dementia and End of Life Care.

The key things to
Think about
Ask
Do

It is more an aide-memoire, a checklist, a reminder of what matters and yes, a reassurance that you're doing the right thing.

Keys to Care



The ***Keys to Care*** resource was designed primarily for care workers and healthcare assistants and also found useful for relatives and others.

Jargon free, practical, easy to read and use.

“A brilliant idea and so well executed.”
Sharon Allen, CEO of Skills for Care

Keys to Care

The Keys to Care resource is unique because it is:

- Designed for the busy health and care worker
- Easy to read and use
- Attractive and durable
- Flexible in use
- Also found useful for residents, relatives, carers' groups and the NHS

Keys to Care Evaluation* – Impact on Quality

How has Keys to Care resource impacted the quality of care you provide? More than 50% of care workers agreed or strongly agreed with these statements:

I seek more advice
and guidance
about doing my job

I look for ways to
improve what I do

I am more involved
in deciding how to
care for people

I know better what
I and others should
be doing

I care more about
the person and/or
my job

I am better at my
job

*University of Worcester, Association for Dementia Studies, Evaluation of the Keys to Care Resource, February 2016

Keys to Care Evaluation – Association for Dementia Studies

- ✓ 89% of care workers used the ‘Keys’ all the time, frequently or sometimes
- ✓ The flexibility of the ‘Keys’ was reflected in the multiple ways they were used by care workers

Feedback from Care Workers

“I like the fact you can look up more information. I feel that the more information you can get, the better.”*

“It’s all a really good guide for care planning.”*

“Great prompts and reminders. Nice to have the information at hand - saves time.”*

“These should be given to everyone who is going to work to support people. You can tell they are written by people who are receiving or giving care.”*

“Reminds me that it is so important to do my job well.”*

“They are good for reminding people what they should be doing, particularly for new and agency staff.”*

* Quotes from the Royal Hospital Chelsea, The Orders of St John Care Trust and The Extra Mile Care Company

Designed for Care Workers *by the care sector*



‘They help us focus and remember what is important to caring, as people can become complacent and forget’

‘It is so easy to slip in to a routine, and they (the Keys to Care) remind you to think about the person and look after people as individuals’




Keynotes

Each Key has a complementary **Keynote**.

Keynotes

Mouth & Teeth Care



It's not just about our smile. Good care of our mouths and teeth can make all the difference to our wellbeing. As we get older our needs change and whether we have our own teeth or dentures, daily cleaning routines and regular dental check-ups are more important than ever. Planning, supporting and promoting good oral care leads to a healthier and happier life.

Keep smiling
Good oral health means that we enjoy our food and speak and socialise with ease. Some people may not be able to communicate or do not wish to let us that they are in pain until it becomes unbearable, so it is important to

SUPPORT FOR ORAL HEALTH IS A LEGAL REQUIREMENT

Identifying, assessing and managing risks relating to the health and welfare of services users is specified under the *Health & Social Care Act 2008 (Regulated Activities) Regulations 2014*:
No 9 Person centred care,
No 12 Safe care and treatment

- The Care Plan
- Care at Night
- Contenance Care
- Daily Life
- Dementia
- Eating & Drinking
- Emergencies
- End of Life Care
- Family & Friends
- Listening & Talking
- Mouth & Teeth Care**
- Privacy & Choice

The **Keynotes** expand and develop each topic with hints, tips, practical examples and the underpinning Regulations.

Each one helps to bring the topic to life.
See examples here today.

Links across the sector

The National Care Certificate	Keys to Care	The Social Care Commitment
Understand Your Role	ALL	Working co-operatively
Personal Development	ALL	Continuing to learn
Duty of Care	Listening & Talking	Working responsibly
Safeguarding Adults	The Care Plan	
Handling Information	Emergencies	
Equality & Diversity	Daily life	Treating people fairly
Working in a Person Centred way	Family & Friends	
	ALL	
Communication	Listening & Talking	Communicate Effectively
Fluids & Nutrition	Eating & Drinking	
	Mouth & Teeth Care	
Dementia & Cognitive Issues	Dementia	
Privacy & Dignity	Privacy & Choice	Upholding dignity
	Continence Care	Protecting privacy



**Download
your free
Keys to Care
app from**



Keys to Care

Keys to Care



These Keys to Care are for you to keep with you. They will open up key thoughts, key questions to ask and key actions to take as you work with the people who depend on you. This is now their home and the part you play in their lives is vital to them in truly making it home. That's why you also matter so much to their families and friends.

The way you act and speak with the person you care for can help make each day worthwhile. Treating them

as special, being sensitive to their tastes and needs helps to give them dignity and security. You have your own place in their life as protector and support. This sometimes means speaking up for them even if they do have family and friends in touch.

People who live and work in homes have helped put together this set of Keys, short and practical, on matters you will recognize well. You deal with these issues, or must be ready to deal with them, every day, every night.

Whether it's Care at Night or Continence, Dementia or Emergencies, just turn to the Key for the reminder you want.

If you would like to find out more on any topic, each Key gives the link to online Keynotes at <http://www.relres.org/keystocare>

The Care Plan

Keys to Care

Think ...

- How you can use the care plan to understand and help the person.
- It tells people working in the home what they need to know about the person's life history and their day-to-day care.
- It includes details of their
 - ability to make decisions and choices
 - care assessment
 - end of life plan
 - medical information
 - medication and allergies
- It also gives you information about
 - their needs and preferences
 - their family and friends
 - regular visitors
 - who to contact
 - identified risks eg falling, choking
 - changing needs
 - their goals for health and wellbeing

The Care Plan

Keys to Care

Ask ...

- If the person needs your support to
 - encourage their mobility
 - eat and drink
 - use the toilet
 - enjoy any activities
- What information should not be shared.

Do ...

- Read the care plan and check updates.
- Record information in the records and on all charts.
- Report any changes to add to the care plan.
- Make sure the next shift is always informed about these changes and anything that has upset the person.

Daily Life



Keys to Care

Think ...

- ↳ How empty it can feel if you have
 - nothing to do all day
 - no-one to talk to
- ↳ How hard it is to depend on others to do what you like doing.
- ↳ How much difference you can make to someone's life by finding out
 - what interests them
 - what they can do for themselves

Ask ...

- ↳ About the person's
 - life history
 - interests and hobbies
- ↳ How they like to wear their hair, make-up, clothes.
- ↳ What jobs in the home they might like to do.
- ↳ What help or equipment they might need to be more independent.

Daily Life

Keys to Care

Do ...

- ↳ Talk to the person.
- ↳ Make time to do everyday tasks with them.
- ↳ Suggest indoor and outdoor activities they might enjoy.
- ↳ Encourage them to move around and do as much as they can.
- ↳ Make sure they can reach their walking aids.
- ↳ Check their feet and toenails.
- ↳ Make sure they are wearing the right clothes/shoes for the activity.
- ↳ Help them to do group or individual exercises.
- ↳ Help the person who seems lost or worried.

Daily Life

Dementia



Keys to Care

Think ...

- The person with dementia needs to feel valued and in control of their lives.
- Recognising and showing concern for someone helps them feel safe and better understood.
- Recent events may get muddled but remember that the person will have many memories and may like to talk about them.
- Fact and fantasy may become confused.

Ask ...

- For details in the care plan about how best to help the person.
- What words or topics work best for them.
- Which special interests, activities they enjoy.

Dementia

Keys to Care

Do ...

- Introduce yourself each time you meet.
- Go with what the person says and let it unfold.
- Avoid
 - rushing them and let them do things in their own time
 - contradicting them
- Respond patiently to repeated questions and move the conversation on.
- Remember
 - that just being with someone can help them
 - to do things with them and enjoy activities together
 - your facial expressions and gestures matter and mean even more when words fail.

Eating & Drinking

Keys to Care

Think ...

- ↳ Eating and drinking should be a pleasure for everyone, not just at mealtimes.
- ↳ Meals should be good and relaxing occasions.
- ↳ The person should have a choice about
 - when and where they have a snack
 - what they eat or drink
 - where they sit
 - who they eat with
 - helping to prepare food
- ↳ For some people, eating or drinking in front of other people is difficult.

Ask ...

- ↳ Whether the care plan includes
 - any special food or drink needs
 - risk of choking

Eating & Drinking

Keys to Care

Ask ...

- ↳ If the person needs help or encouragement to
 - leave their room for meals
 - feed themselves
 - eat in their room

Do ...

- ↳ Make sure
 - the person has the opportunity to wash their hands
 - their food or drink is within easy reach
 - they can get to the toilet easily
- ↳ Sit next to them if they need help.
- ↳ Help them as tactfully as possible.
- ↳ Talk to the person and others at the table.

End of Life Care

Keys to Care

Think ...

- ↳ Most of us want to die peacefully at home, our loved ones close at hand.
- ↳ Many of the people you care for in this home will end their lives here.
- ↳ Plans made in advance will make sure that the dying person's wishes are met and that you know how best to help.

Ask ...

- ↳ Is there an advance care plan, giving the person's wishes over
 - pain relief
 - contact with family and friends
 - their spiritual needs
 - resuscitation
- ↳ How you get in touch with the out-of-hours GP and medical services.

End of Life Care

Keys to Care

Do ...

- ↳ Give the dying person as much time, comfort and support as you would want for someone dear to you.
- ↳ Notice what positions or actions cause pain and alert senior staff.
- ↳ Give opportunities for close friends in the home to visit.
- ↳ Welcome the support of family and keep in touch with them.
- ↳ After death, find ways to celebrate the person's life as part of the home.

Family & Friends

Keys to Care

Think ...

- ↳ Family and friends usually know the person best of all.
- ↳ They may have concerns about how the person is feeling and how their many needs are met.
- ↳ Some will be feeling guilty about not looking after them any more.
- ↳ Remember
 - some will visit often and want to help with the person's care
 - some family members may also have special responsibilities for the person

Ask ...

- ↳ Family and friends about the person's
 - life history
 - tastes in food and clothes
 - interests, talents and hobbies
 - favourite routines or possessions

Family & Friends

Keys to Care

Do ...

- ↳ Welcome a person's family and friends when they visit.
- ↳ Encourage them to be part of the person's life in the home.
- ↳ Keep them informed about how the person is getting on and any news about them and the home.
- ↳ Try to answer their questions or find out who can.
- ↳ Remember
 - their priority is to make sure that the person is well looked after
 - but make sure the person's own choices come first.

Listening & Talking

Keys to Care

Think ...

- ↳ How cut off you would feel if you could not easily hear or see.
- ↳ About the things you would miss.
- ↳ How upset you would be if you were touched or moved without notice.
- ↳ Good care depends on taking time and finding ways to understand one another.

Ask ...

- ↳ How to talk with a person who might be deaf, blind or both, so you can understand each other.
- ↳ Has the person been assessed for hearing, sight or language difficulties?
- ↳ Are any aids they are using working correctly or needing upgrade?

Listening & Talking

Keys to Care

Do ...

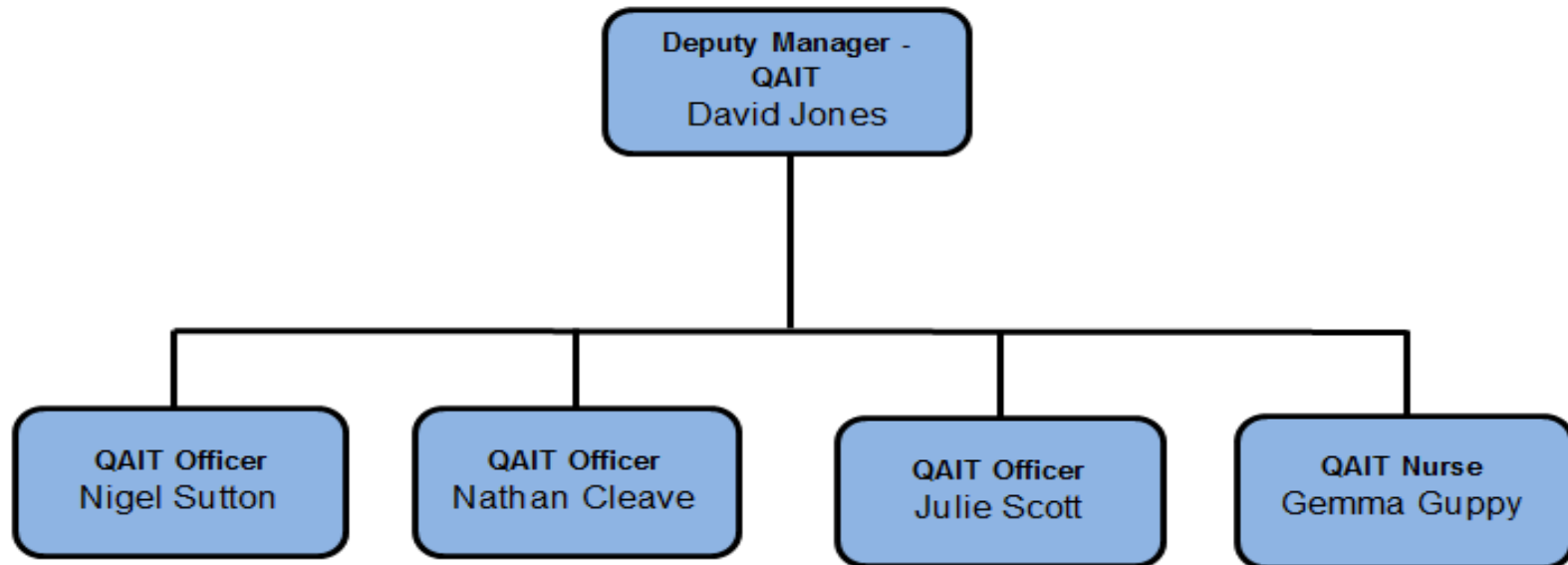
- ↳ Notice if a person's sight or hearing gets worse.
- ↳ If a person has sight or hearing problems
 - touch the person gently to let them know you are there
 - make sure they have their glasses and/or hearing aids
 - sit facing them and speak clearly, simply and more slowly
 - offer to help clean glasses and hearing aids and renew batteries
 - check they have plenty of light
- ↳ Never speak over their head with other staff or relatives.
- ↳ Be patient, encourage the person to respond to you.

Listening & Talking

Quality Assurance & Review Framework

Outline of Framework

- The Trust has changed the way Reassessment and Quality Assurance is undertaken.
- The aim is to have a structured/ proactive, partnership approach to monitoring the quality of care delivery and reassessment of residents.
- A member of the Reassessment Team will be allocated to your home to review all those residents that we fund, and the QAIT Team will support this process.
- This will help us gain a better oversight of the care being provided, and to help support you

ORGANISATIONAL CHART AND CONTACT DETAILS

TELEPHONE: 01803 697390

E-MAIL: gait.torbay@nhs.net

ADDRESS: Quality Assurance & Improvement Team
Kings Ash House, Kings Ash House
Paignton TQ3 3XZ

Intro to the Care Home Resource & Information Site - CHRIS

Is a web based site which each Torbay Care Home Provider can access on-line via their unique username and password. The following resources are available to you but it is hoped other useful resources and information will be added over time.

- **Bed Vacancies** – Enables you to update bed capacity and vacancy information as and when it changes. This information feeds directly to the front line and hospital discharge staff who use it to help inform the placement process.
- **QuESTT Audit Tool** – A useful tool to enable you to monitor whether your service is under pressure. Can be used to compliment your internal Quality Assurance processes and therefore help provide evidence for Local Authorities and the CQC.
- **Completed Quality Assessment** – A copy of the Trusts Quality Assessment audit which was conducted a few years ago. In the future it is hoped this section will contain the Self-Assessment audit tool for you to complete on line.
- **Registration Details** – Contains relevant information about your service from who's who and contact details, to service information and current CQC ratings.

CHRIS – How it looks

WEBSITE - https://partners.torbaycaretrust.nhs.uk/sites/carehome_questt

The screenshot shows a web browser window displaying the CHRIS website. The browser's address bar shows the URL: https://partners.torbaycaretrust.nhs.uk/sites/carehome_questt. The website header includes the 'iCare Collaboration' logo on the left and 'Torbay and South Devon NHS Foundation Trust' on the right. A navigation menu on the left lists: [1] Bed Vacancies, [2] QUESTT - OP, [3] Completed Quality Assessments, and [4] Registration Details. The main content area is titled 'Care Home Resource & Information Site' and 'QUESTT'. It contains a welcome message: 'Welcome to CHRIS, the Care Home Resource & Information Site. This site has been set up to allow you as the Provider to access and maintain essential information about your service. It also provides you with useful resources such as the QuESTT audit tool. Use the menu on the left to navigate the site.' Below this is a section titled 'Update your Bed Vacancies Here' with a dropdown for 'Care Home name:'. The form is divided into two main sections: 'BED CAPACITY INFO' and 'BED VACANCY INFO'. The 'BED CAPACITY INFO' section includes a 'CQC Registered Beds' field and a 'Registered Beds Unusable(*)' field, with a note: 'eg. Registered beds which are part of a double room but cannot be used as the room is singularly occupied or registered beds unusable due to refurbishment, or any other reason.' The 'BED VACANCY INFO' section includes a 'Total Number of Vacancies' field (with the instruction '(Please Enter the number of empty Beds)') and a 'Vacancies at Trust Fee's(*)' field (with the instruction '(Please Enter the Number of Beds which are priced at the rates published within Trust's fee structure)'). There is also a 'Notes/ Accessibility/ Restrictions' text area. At the bottom of the form, there is a note: '(*)subject to individual needs assessment' and a 'Submit' button.

Full instructions and log in details are available today on request. Please speak to one of the team or e-mail qait.torbay@nhs.net

Overview of key audits for the QA Framework –

- **Provider Self – Assessment Audit Tool**
- **Care Plan Audit Tool**
- **Staff Training and Recruitment Audit**
- **‘Caring for Care Homes’ Medicines Management Checklist**

CARE HOME (overarching) Contract

Nicola Barker

Head of Complex Care and Operational Support

Sue Fankhauser

Deputy Head of Procurement

17.05.17

NHS Standard Contract

- **Generic template:**

- <https://www.england.nhs.uk/nhs-standard-contract/17-18/>

- Short form version applicable
- Full Draft on ICO's website
<http://www.torbayandsouthdevon.nhs.uk/about-us/freedom-of-information/part-2-classes-of-information/what-we-spend-and-how-we-spend-it/#class2i>

- Documents include:

- Particulars / Specifications
- Service Conditions
- General Conditions
- Appendix A – various policies

- Issued in April/May 2017
- Return form to be returned
- Final version by end of May
- Start date 1st June 2017
- Signature page to be returned to the Trust

Variations, Updates, Quality & Reporting

- Recent Minor changes/amendments – inclusion of Oral Health and Infection control policies
- Annual updates/changes to be sent out with the national variations
- Urgent changes may trigger an immediate variation
- Latest version will be on the ICO website
- Quality

Questions

Contact details: procurement.tsdf@nhs.net, Mikecollins@nhs.net,
Richard.lang@nhs.net, Sue.fankhauser@nhs.net 01803 653365

How to keep in touch

See the **Care and Support Provider area** of the Torbay Council website -

<http://www.torbay.gov.uk/health-and-wellbeing/care-and-support-providers/>

Get involved tell us if you want to join the new Provider Reference Group
Torbay Council Joint Commissioning Contact information –

- Email: commissioning@torbay.gov.uk
- Tel: [01803 208729](tel:01803208729)
- Ask to join our newsletter contact list

SAVE THE DATE OF NEXT FORUMS - 20th JULY & 15th OCTOBER

And **South Devon and Torbay CCG contact information** link here

<http://www.southdevonandtorbayccg.nhs.uk/contact-us/Pages/default.aspx>

