



Reflecting on Culture in Care

Wesley Strahan-Hughes

Director of Operations
Hertfordshire Care Providers Association



Housekeeping



Please keep your mobiles on silent during the presentations



Exits



No planned fire drills



Comfort Break

Today's Event



Workplace Culture



Updates from HCC



Overseas Recruitment



Agenda



10:00 – Welcome and housekeeping

Staff wellbeing / work-related stress Toolkit

Culture and the benefits of a robust behaviours framework

Culturally appropriate Care, the 6 C's

Advocacy, person centred care and how this can help with inspections

Break

New ways of working

Overseas Recruitment – Home Office

*Ethical Recruitment - DHSC**

HCC updates



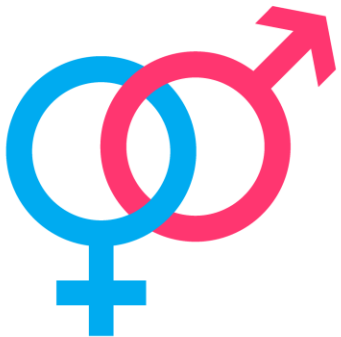
Event closes

Gill Forward

Academy Manager and Leadership Educator
HCPA

Culture

A good staff culture will ENABLE culturally appropriate care



Think about the 6 C's of Care



Care



Communication



Competence



Compassion



Courage



Commitment

Why is having a good culture so important?

Expectations...

- Set
- Led
- Understood



Why check your culture?

- By using our 6C's service you can determine the "health" of your provision and the stability of your staff, from this you will be able to identify areas that you may wish to develop to strengthen and progress.
- This service is **FREE to all HCPA members.**



So, you have a good culture ...Now use this to support people within your services

If you get the staff culture right you will create a culture where staff are also thinking about the people you support and want them to have a culturally appropriate experience



Everyone is part of a culture. People need their culture to be recognised and their cultural needs met to feel happy and comfortable. But some people's cultural needs are more likely to be met because they are closer to cultural norms in the service.



You do not have to be an expert on different cultures. But it helps to understand how culture can affect aspects of care.

Regulation 9: Person centred care

Regulation 10: Dignity and respect

Regulation 11: Need for consent

Examples of culturally appropriate care

These are some examples of culturally appropriate care, including many we've seen when we've carried out inspections. There are many different aspects and variations in culture. Providing care should always be based on an assessment of individual needs.

It's important to:

- ask the person or their representatives what they prefer and then to meet their preferences wherever possible
- try to understand a person's history by talking to them and their family
- ask questions if you are unsure
- be curious about what the important things are to help people live their fullest lives



Key points for registered managers



- Building your staff's confidence in **person-centred care** will help them deliver culturally appropriate care. Discussing how to meet cultural needs in team meetings can also help build confidence.
- Everyone's cultural needs should be part of their **care planning and review**.
- Providing culturally appropriate care is everyone's responsibility. But **managers have a particular role** in acting as a bridge between different cultures in a care setting. For example, between frontline care staff and people from a different background who are receiving care.
- **Being an inclusive leader means being aware of your own cultural values** and the potential impact they have on others.
- It's important to look at the **shared culture** of the service - for example, the way it's reflected in activities and decoration - as well as individual care.

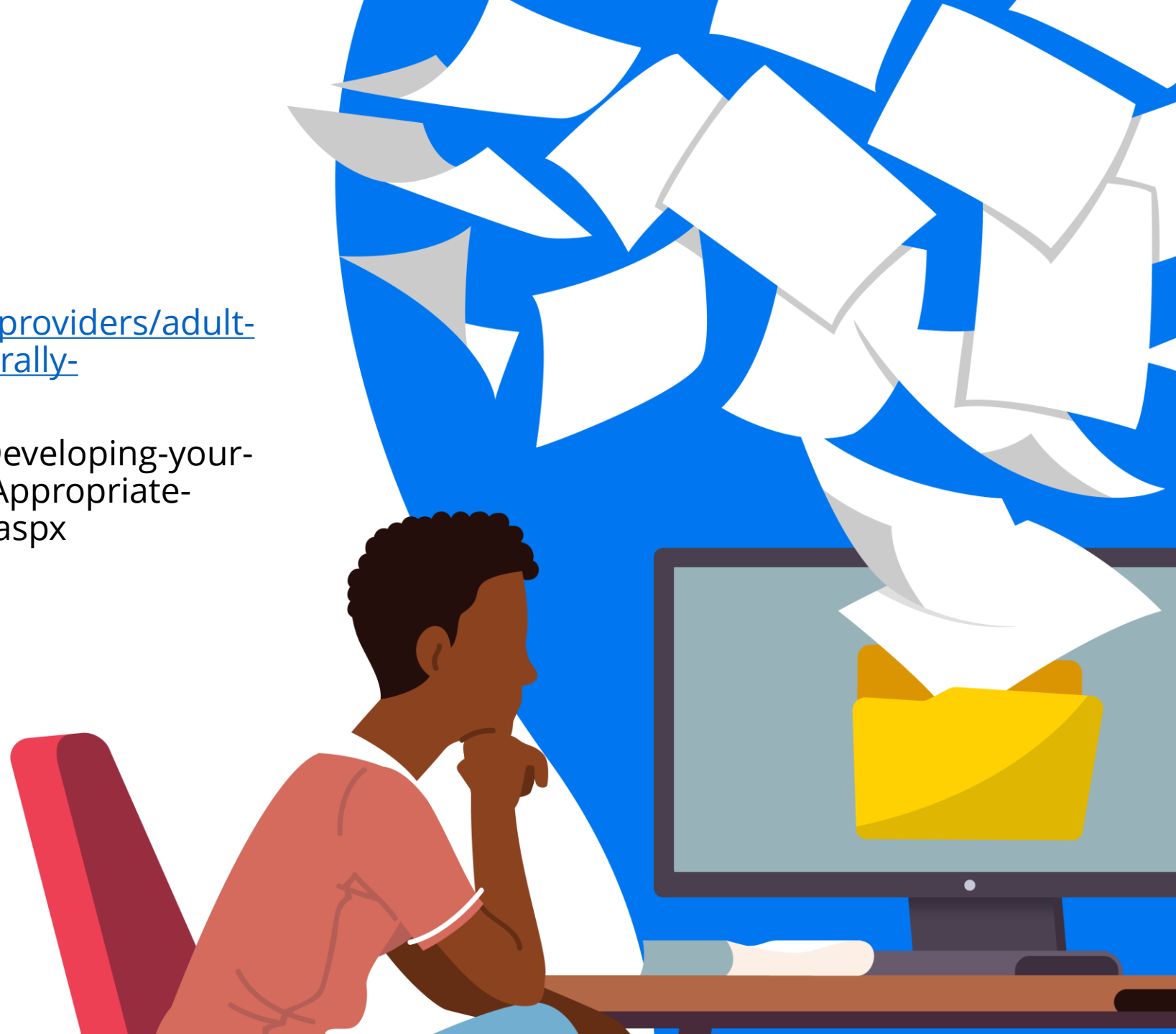
Key points for registered managers - Continued



- **Good communication** with people and their families is vital to meeting cultural needs.
- It's important to **respect people, treat them with dignity and respect their privacy**.
- It's good to ask open questions in **residents' meetings** to find out whether cultural needs are being met. For example, “what do people think of the activities?” But people from a minority culture might be uncomfortable speaking up in an open meeting. So an informal chat outside the meeting can be helpful too.
- **Staff from minority groups** - such as black and minority ethnic staff or lesbian, gay, bisexual or transgender staff - may also face discrimination from some people using the service. Good staff engagement and support are important to solve these issues.
- If you have a diverse staff team, **use the cultural knowledge and skills of your team** in a positive way.

Look at these resources

- <https://www.cqc.org.uk/guidance-providers/adult-social-care/key-points-about-culturally-appropriate-care>
- <https://www.skillsforcare.org.uk/Developing-your-workforce/Care-topics/Culturally-Appropriate-Care/Culturally-Appropriate-Care.aspx>
- Coming soon – a culture champion pathway for providers to book on




EXERCISE: Creating another survey to support you in providing culturally appropriate care



- In groups think about what you would put in a survey to understand if your organisation is delivering culturally appropriate care

Davyd Strahan-Hughes

Leadership and Commercial Education Manager
HCPA

The background of the slide features vibrant, dynamic splashes of liquid in four primary colors: blue, red, green, and yellow. The splashes are captured in mid-air, creating a sense of movement and energy. The colors are bright and saturated, set against a plain white background.

Leading Culture: Linking values to behaviours



Creating a framework
for cultural
transformation

Davyd Strahan-Hughes
Leadership Education Manager
dsh@hcpa.co.uk

What is Culture?

“Culture describes patterns of behaviour that form a durable template by which ideas and images can be transferred from one generation to another, or from one group to another.”

- Unwritten rules
- How to ‘fit in’
- Values and assumptions
- Norms and expectations

‘Culture is the character and personality of your organisation. It's what makes your organisation unique and is the sum of its values, traditions, beliefs, interactions, behaviours, and attitudes.’

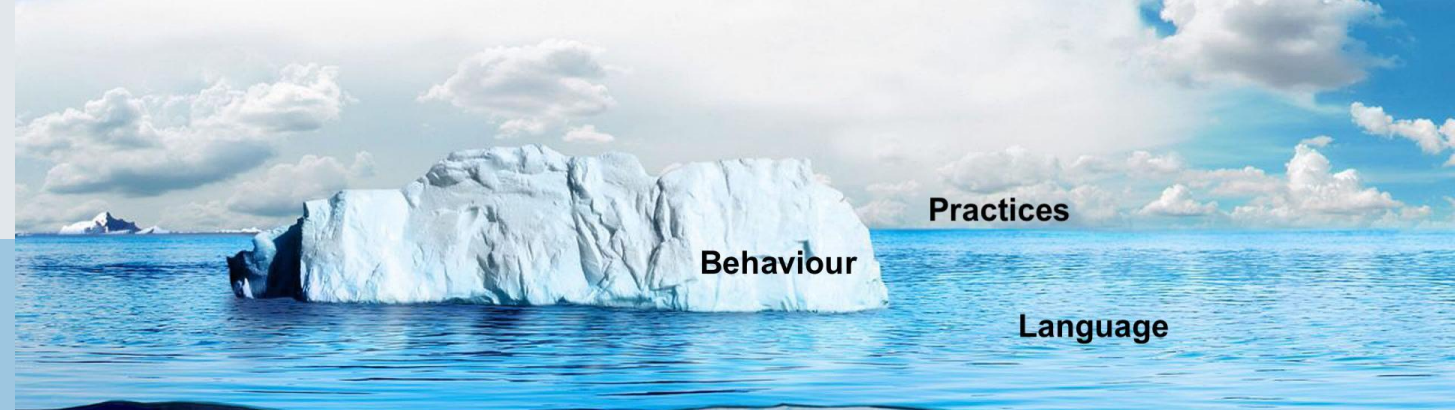
The Iceberg Model of Organisational Culture

Edward T. Hall/Gary R. Weaver

Revealing the culture and values that hide below the surface of every organisation



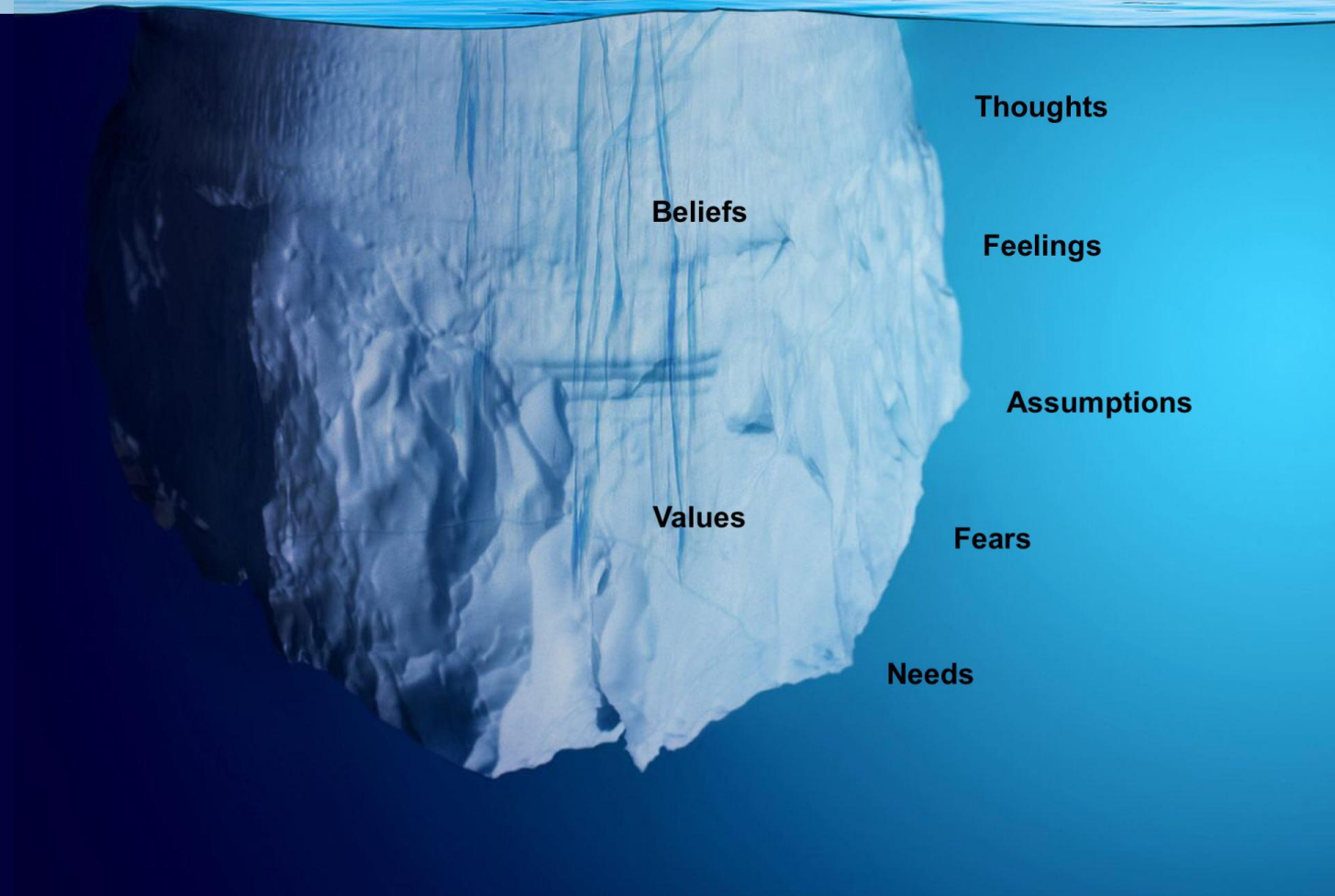
The Iceberg Model of Organisational Culture



VISIBLE

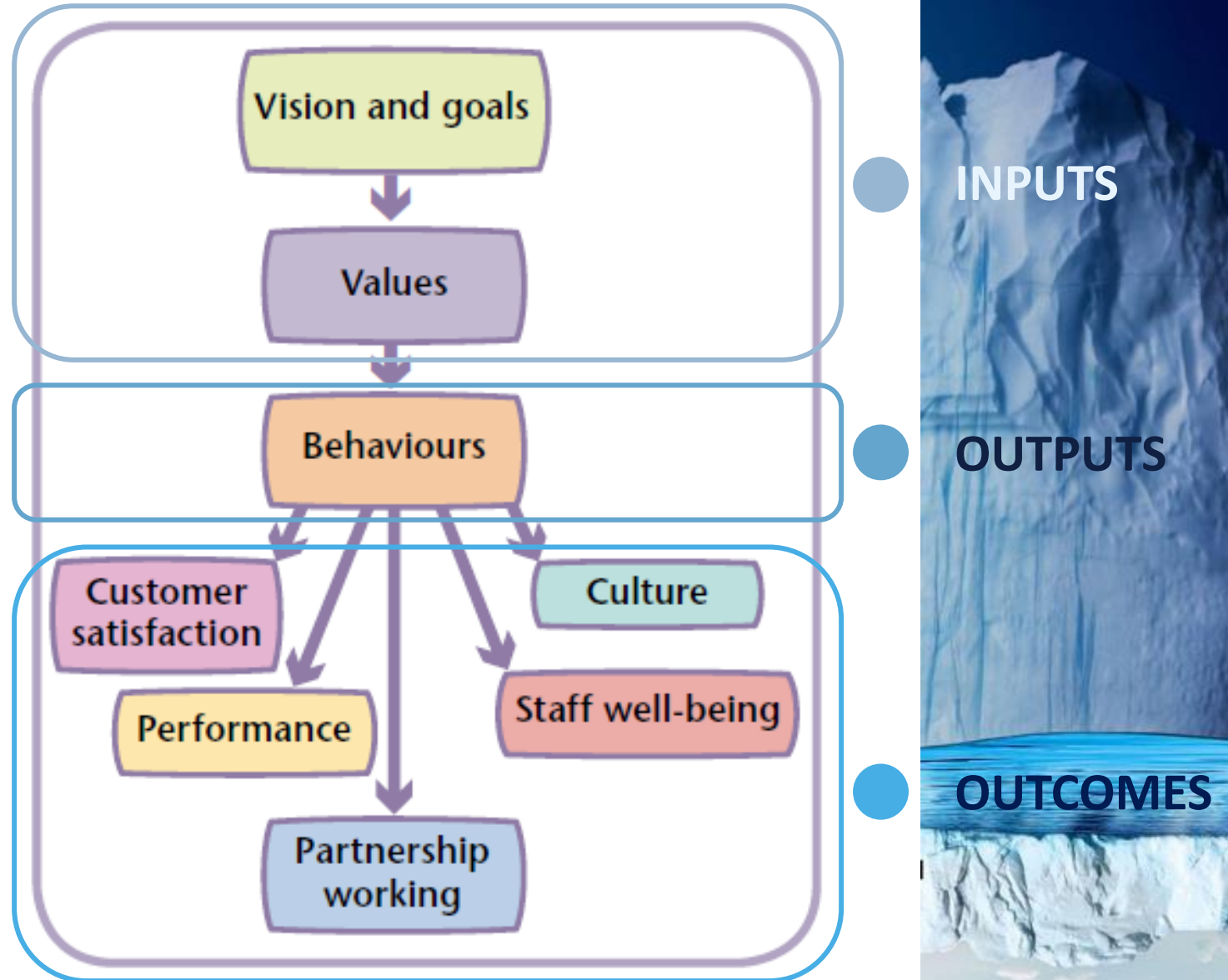
- What are the beliefs that drive visible behaviours?
- Which values inform decision-making?
- What are the principles that define how people lead, manage, or work together? How do staff know?

UNSEEN

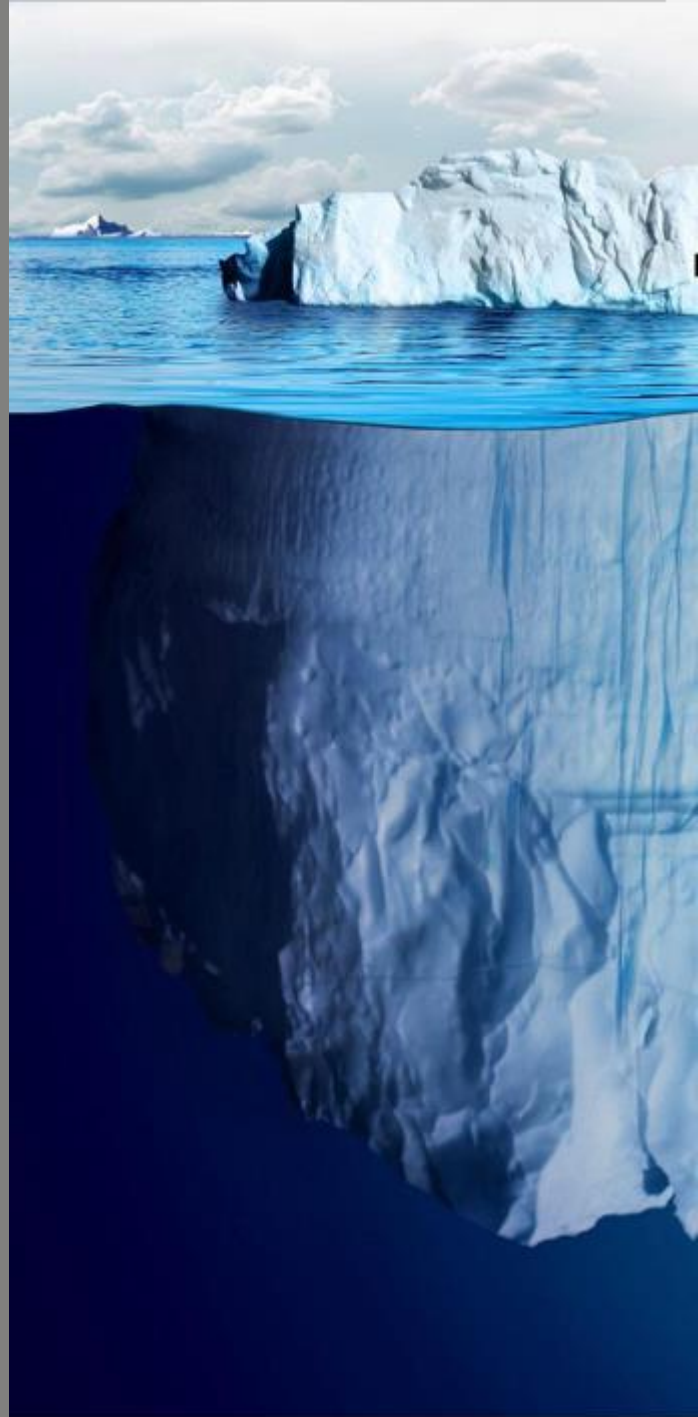


**DEEP
CULTURE**

Behaviours Framework



Outcomes need to be distinguished from inputs and outputs



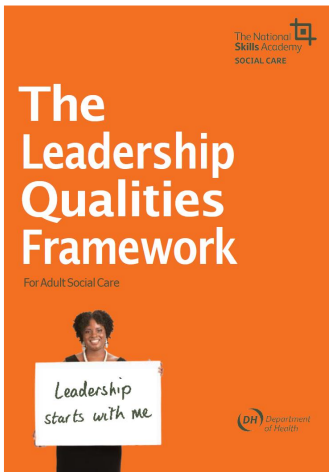
The National
Skills Academy
SOCIAL CARE

The Leadership Qualities Framework

For Adult Social Care



(DH) Department
of Health



Leadership levels	
Front-line Worker	Care Assistants, Care Workers, Volunteers, Students, Graduates, Temporary Ancillary Staff and Practitioners
Front-line Leadership	Supervisors, Team Leaders, Shift Leaders
Operational Leadership	Registered Managers, Service Managers
Strategic Leadership	Senior leaders, Directors and Managers who are responsible for directing and controlling the organisation

The Leadership Qualities Framework

For Adult Social Care



Background and context

Manager Induction Standards



Leadership levels	
Front-line Worker	Care Assistants, Care Workers, Volunteers, Students, Graduates, Temporary Ancillary Staff and Practitioners
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Demonstrating personal qualities



What leadership looks like

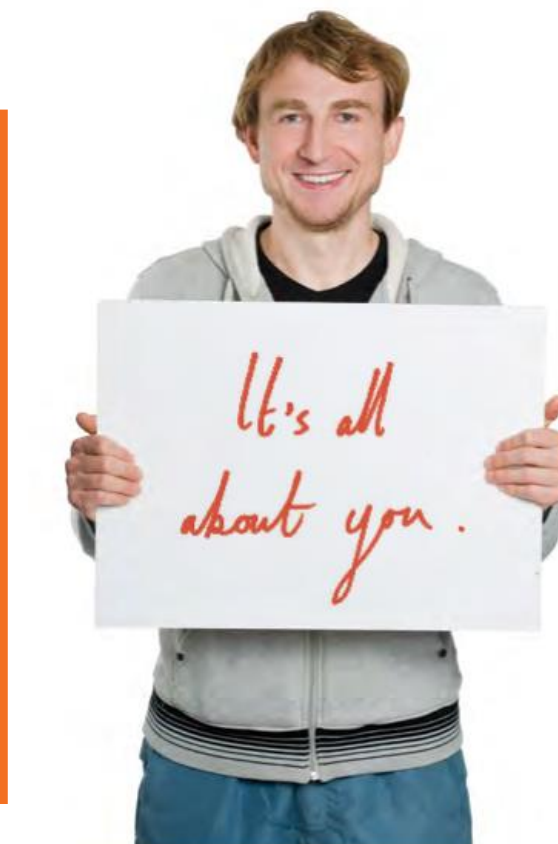
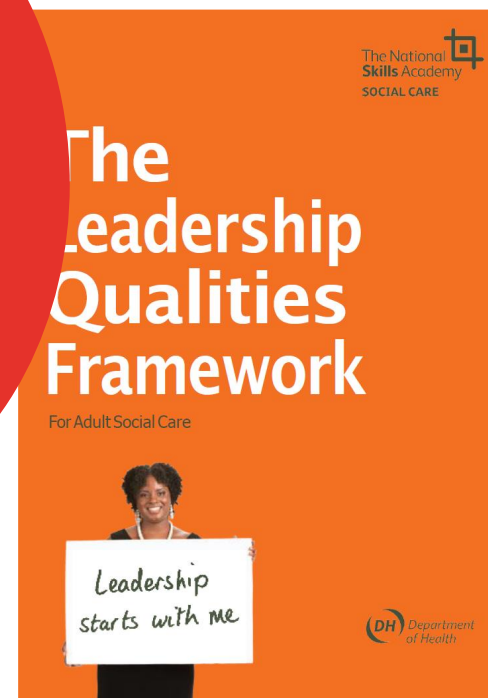
Front-line Worker	Prepared to challenge themselves to try new things. Demonstrates that they are clear about their responsibility to support people to live the life they want. Able to work on their own as well as being integral to the team.
Front-line Leadership	Prepared to challenge themselves to try new things. Shows authority by personally intervening when appropriate.
Operational Leadership	Prepared to challenge themselves to try new things, whilst supporting others to innovate. Takes responsibility for their organisation.
Strategic Leadership	Prepared to challenge themselves to try new things to become a more effective leader. Takes responsibility for their organisation and service. Creates a supportive culture which enables others to innovate.



Good leaders:

- Manage the impact of their emotions on their behaviour with consideration of the impact on others
- Are reliable in meeting their responsibilities and commitments to consistently high standards
- Ensure that their plans and actions are flexible, and take account of the needs and work patterns of others
- Plan their workload and activities to fulfil work requirements and commitments, without compromising their own health

Prepared to challenge themselves to try new things. Demonstrates that they are clear about their responsibility to support people to live the life they want. Able to work on their own as well as being integral to the team.





The reporting functionality is automated, so you don't have to spend time collating data or inputting the results manually.

The report then summarises the views and experiences of employees and provides recommendations for future improvements.

Stress Indicator Tool (SIT)

The Stress Indicator Tool is available for free to pilot for a maximum of 50 employees.

The HSE online Stress Indicator Tool is a modern and proactive way to help manage this issue.

The tool surveys employees and uses their responses to understand the organisations risk profile for work-related stress.

All questions have been carefully curated by policy experts and are centred around the six key areas of work design that, if not managed properly, are known to be the likely root causes.

These include:

- Demands
- Control
- Support
- Relationships
- Role
- Change



The latest research shows an extremely positive case for employee wellbeing programmes - with an average return of £5 for every £1 spent.

Stress Indicator Tool (SIT)

The Stress Indicator Tool is available for free to pilot for a maximum of 50 employees.

There are 4 main stages of using the tool:

#1 building the survey using the friendly set-up wizard and tailoring the options to suit your organisation.

#2 once built and you are happy with the question-set, send the survey out to your workforce.

#3 You can then study your results and assess your performance overall against the management standards.

#4 Conducting focus groups using the report is an excellent way to identify improvements and reduce work-related stress.

Stress and mental health at work

Managing stress at work

[Overview](#)

How employers can protect workers from stress at work

[Causes](#)

Six main factors that can lead to work-related stress

[Signs](#)

Signs of stress in teams and workers

[Managing risk](#)

How to do a stress risk assessment

[Workers](#)

Help for workers on stress at work

[Talking toolkits](#)

Help with talking to your workers about stress

Supporting good mental health in the workplace

[Mental health conditions and work](#)

Mental health conditions and work-related stress

[Guidance for managers](#)

Advice for managers on mental ill health conditions

[Your mental health at work](#)

Advice for workers with mental health conditions

Stress and mental health at work in detail

[Management Standards on stress](#)[Case studies](#)[Stress resources](#)[How to report a work-related stress concern](#)[Suicide prevention](#)[Contact HSE's stress team](#)



HSE

**Health & Safety
Executive**

Stress Indicator Tool (SIT)

The Stress Indicator Tool is available for free to pilot for a maximum of 50 employees.

Upcoming Webinars



Register for our next webinars:

2023

Thursday 15th June, 3.00pm - (Stress Indicator Tool (SIT) demonstration) - [watch on demand](#)

Wednesday 30th August, 2.00pm - (health and social care focused) - [watch on demand](#)

Thursday 26th October, 11.00am - (education focused) - [sign up here](#)

2024

Tuesday 23rd January 2024, 3.00pm - (Stress Indicator Tool (SIT) demonstration) - [sign up here](#)

Wednesday 20th March 2024, 2.00pm - (public services focused) - [sign up here](#)

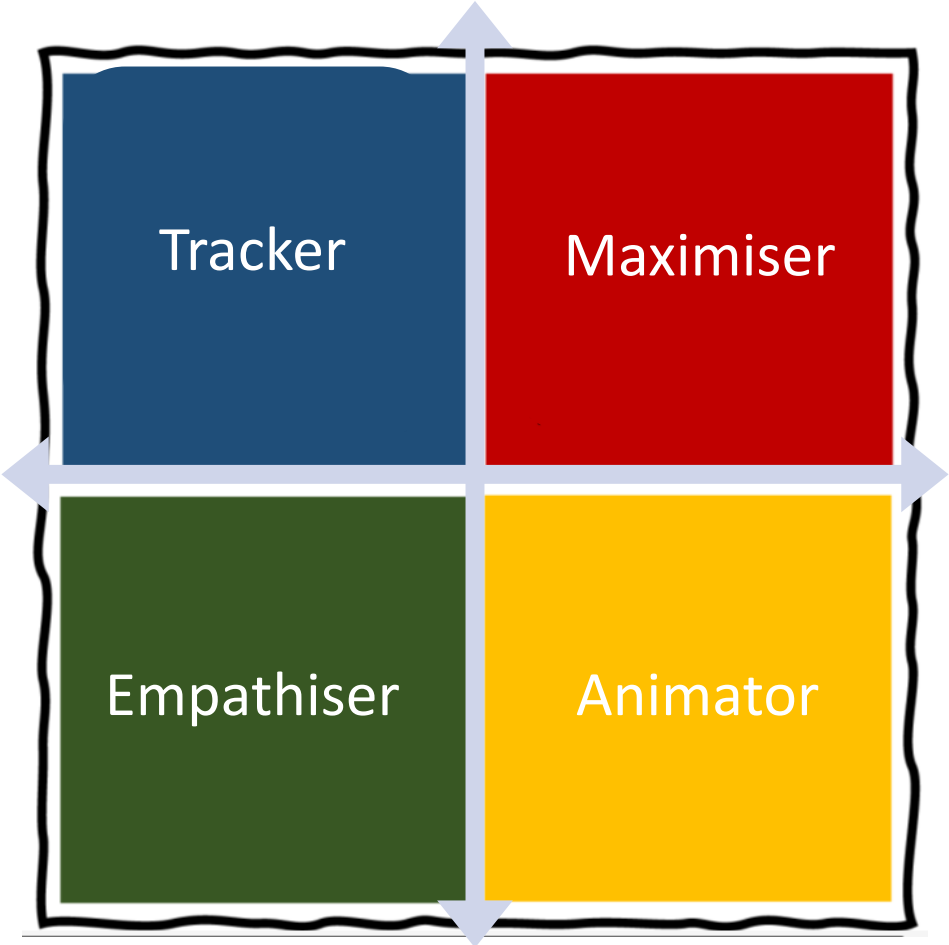
TEAMology



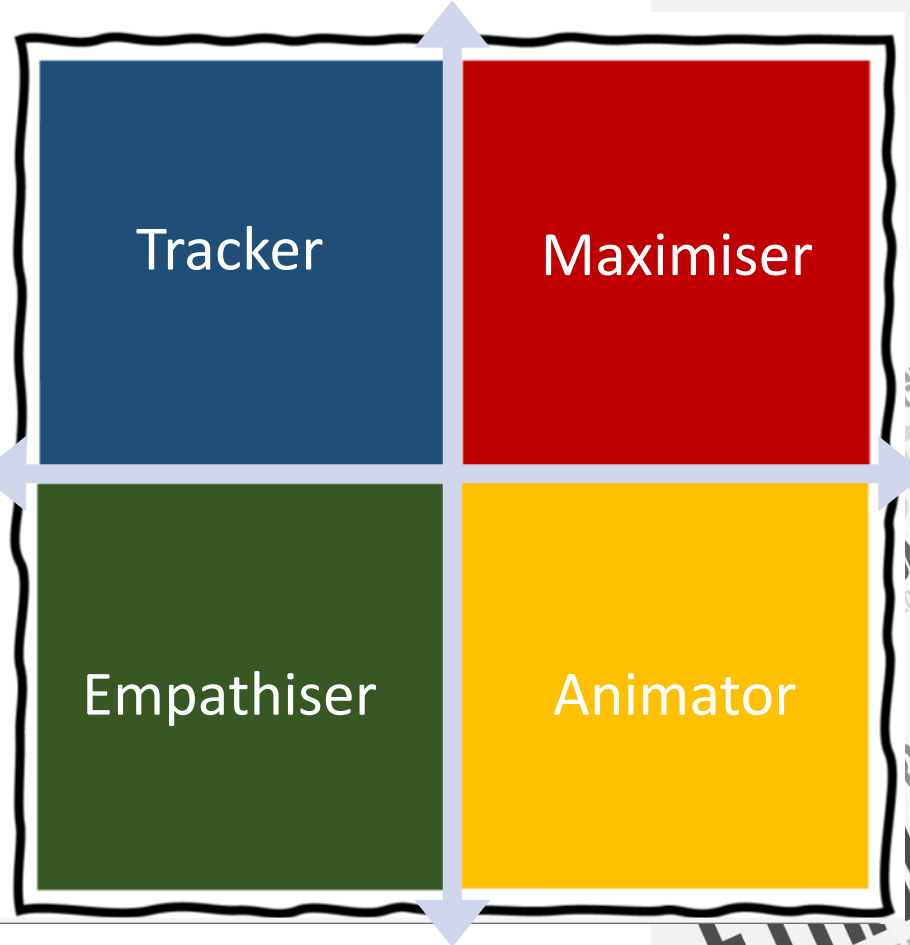
TEAM BUILDING TOOL

Leading Cultural Transformation

Leading Cultural Transformation



Leading Cultural Transformation



Leading Cultural Transformation

Company Logo Placeholder

Behaviours Framework

It's about how we work

Developed in partnership with

Why do we need a behaviours framework?

[Company Name] should be a fulfilling and enjoyable place to work; we know this enthusiasm rubs off on our residents and customers, and we also recognise the crucial role each and every one of us plays in helping to achieve our goals.

By demonstrating the attitudes and behaviours, [Company Name] will be an effective, positive and collaborative place to work.

What is the behaviours framework?

The behaviours framework is a set of core behaviours which define 'how' we are expected to approach our work and sits alongside 'what' we do, as outlined in each of our job descriptions.

The framework details the behaviours and attitudes required by all employees and it supports the delivery of our business plan, values and culture.

Vision and Goals
↓
Values
↓
Behaviours

Customer Culture
↓
Performance Staff well-being
↓
Partnership working

Central to this framework is our corporate vision and values...

Our vision inspires us to turn-on and not just turn-up

Our vision is to create stronger and more resilient communities

Our values make us unique

We embrace change, treat everyone fairly, value diversity and we:

- ?????
- ?????
- ?????
- ?????

What do we mean by behaviour?

Behaviours demonstrate the attitudes and approach we take to work; they are:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated.

The behaviours framework will help us to celebrate achievements, talk about our aspirations and express how we would like to develop.



What are the behaviours and how do they work?

There are six sets of behaviours for every member of staff, regardless of their role and grade in the organisation. All six behaviours are divided into three categories with individual descriptions which clarify how they relate to the way we work.



The three categories are:

- **Expected** – Our required behaviours for all members of staff
- **Desirable** – Staff should seek to demonstrate these behaviours
- **Aspirational** – These behaviours are required by employees looking to develop and those in senior or managerial positions

Every member of staff will be provided with clarity on their behavioural expectations in a discussion with their line manager.

These behavioural requirements are taken seriously; compliance with these guidelines will form part of regular discussions with your line manager and continued disregard of behavioural requirements will be resolved quickly and efficiently.

Care

Expected

Our required behaviours

Desirable

Staff should seek to demonstrate these behaviours

Aspirational

These behaviours are required by employees looking to develop and those in senior or managerial positions

How these behaviours create stronger more resilient services

Our required behaviours

When Excellence is not demonstrated

Examples of behaviours that fail to demonstrate excellence are outlined below

Where and how are the behaviours supported?

The behaviours are supported by the following processes and initiatives:

Recruitment

Applicants are interviewed and selected following behavioural based and value based interviewing for cultural-fit as well as job-fit.

Corporate awards

Staff demonstrating outstanding behaviour and being an advocate for the values and culture of the service are recognised and awarded through our internal awards scheme and through the county-wide HCPA Awards.

Performance management

Staff are managed, supervised and appraised for their work performance (in terms of task delivery) and behaviours (for reviewing the approach taken to work).

Learning and development

Personal development planning takes place as part of the performance management processes and our

learning materials and training is available to support staff to deliver the required behaviours.

Partnership working and transformation

The way in which we work with our partners is key to delivering the business plan and our transformation programme; the behaviours framework is central to the success of this and to the development of relationships and information sharing with our partners.

Policy

The behaviours are fully supported by the policies, processes and guidance designed to support the workforce and our managers.

Well-being initiatives

We recognise that an individual's well-being can be affected by negative behaviour and we will ensure support is available and easy to access.



Company Logo Placeholder

The 6C'S assessment is a service available to HCPA members, for more information please e-mail Businessdevelopment@hcpa.co.uk



01707 536020



hcpa.info





MASLOW'S
HIERARCHY
OF
NEEDS

Leading Cultural Transformation

Human Needs

5. SELF-ACTUALIZATION

Full potential

4. ESTEEM

Self-esteem and self-respect

3. LOVE/BELONGING

Need for family, intimacy, and friendship

2. SAFETY

Freedom from abuse and violence

1. PHYSIOLOGICAL

Survival – food, water, shelter

Human Needs at Work

5. SERVICE

Able to help others, give generously

4. LEARNING & PERFORMANCE

Intellectually engaged, feel like a contributor

3. COMMUNITY

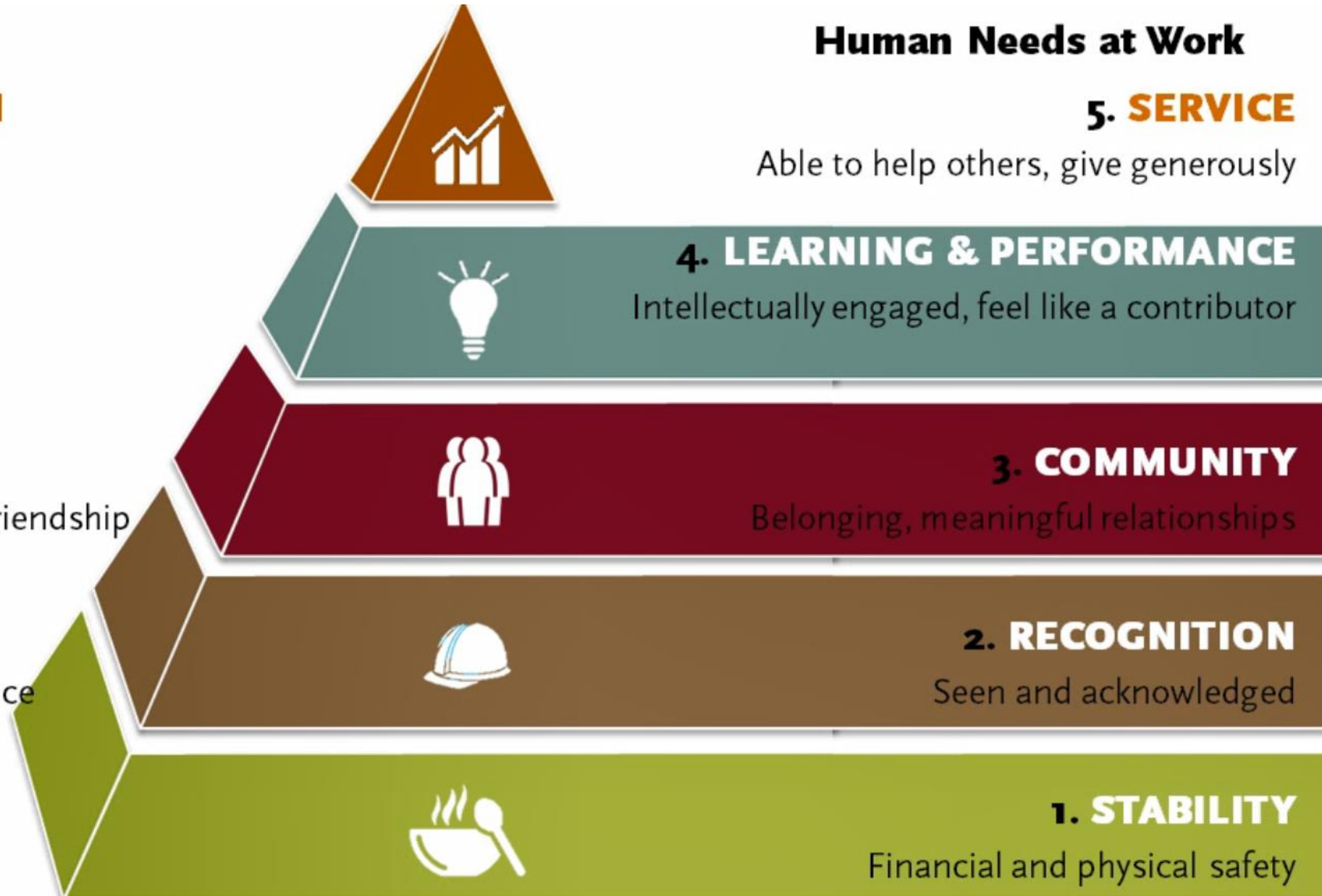
Belonging, meaningful relationships

2. RECOGNITION

Seen and acknowledged

1. STABILITY

Financial and physical safety



Appendix 1: Mapping the values and behaviours framework to CQC five key questions



	CQC Key Lines of Enquiry		
Dignity and respect			
treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability	Caring		
accept and respect people's individuality	Responsive		
take time to listen to people; think about what needs to be known about the person to provide care to them	Responsive		
communicate in an open, accurate and straightforward way using appropriate language	Effective		
allow people to maintain their dignity and feel comfortable, particularly when receiving personal care	Caring		
protect and respect people's confidential personal information	Caring	Safe	
check with people about how they want to be addressed and use humour appropriately	Caring		
respect people's right to make their own decisions and choices about how they want to be cared for	Responsive	Caring	
respect people's homes, family relationships and facilities	Caring		
respect the position of trust they have with people who need care and support and customers	Caring	Safe	
deal sensitively and appropriately with behaviour that challenges	Effective	Safe	Caring

	CQC Key Lines of Enquiry		
Learning and Reflection			
commit to learning and developing themselves in their work	Effective		
are self-aware and regularly reflect on the work that they do, how they do it and the impact they have on those being supported	Effective	Caring	Safe
are honest and transparent and not afraid to say when they have done something wrong	Safe		
support, coach and mentor people who need care and support and/or other staff to enable them to learn new skills and increase their self-esteem	Responsive	Effective	Safe
seek, reflect on and learn from feedback from colleagues, people who use services and their families	Effective	Safe	Caring
are open to learning from others and willing to share knowledge and best practice	Effective	Safe	Caring
know their own limits and know when to seek support and advice	Safe	Effective	
think innovatively about how to best use limited resources to come up with new ways to support people who need care and support	Effective		

	CQC Key Lines of Enquiry		
Working together			
empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions	Responsive	Effective	
communicate options and offer realistic choices to people who need care and support	Responsive	Effective	
build two-way relationships of trust with colleagues, people who use services and other stakeholders	Effective	Caring	
commit to working with and supporting others as part of a team	Effective		
communicate effectively with others, using detailed and appropriate communication, including handover tools	Safe	Effective	Well-led
understand and respect other people's priorities	Responsive	Caring	
adapt their approach according to the individual, situation and context	Responsive	Caring	
develop local networks and involve other professionals when needed for additional information and support	Effective	Safe	

	CQC Key Lines of Enquiry		
Commitment to quality care and support			
are committed and passionate about doing anything they can in their work to make people who need care and support's lives easier	Effective	Well-led	
contribute to delivering person centred care, putting the service user or customer at the heart of everything they do and helping them when the need it	Responsive	Caring	
give people who need care and support their full attention	Responsive	Caring	
are authentically warm, kind, empathetic, reliable and compassionate in their actions	Caring		
are professional and act with integrity at all times	Caring		
are flexible and proactive – responding calmly to what goes on in the day	Responsive	Well-led	
have clear boundaries with customers and people who need care and support and follow procedures and guidelines in their work	Caring	Effective	
are prepared to take positive risks, clearly explaining the consequences of risks to others	Well-led	Safe	Caring
take personal responsibility for ensuring they contribute to the provision of excellent, safe, high quality care and support to others	Safe	Caring	
have the courage to speak up and challenge others where they have concerns about the quality or safety of care being provided	Safe		

Key questions and quality statements

•Learning culture

We have a **proactive and positive culture** of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices.

Treating people as individuals

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, **culture and unique backgrounds** and protected characteristics

•Shared direction and culture

We have a **shared vision, strategy and culture**. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities in order to meet these.

•Capable, compassionate and inclusive leaders

We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and **embody the culture** and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively. They do so with integrity, openness and honesty.

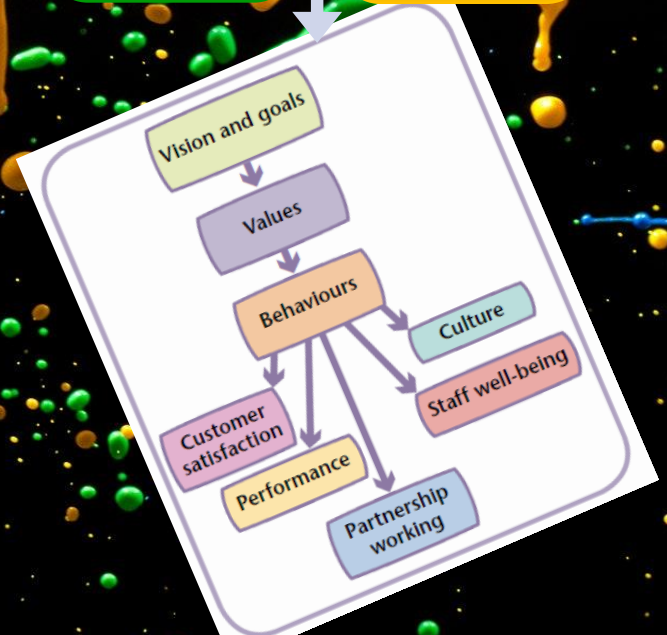
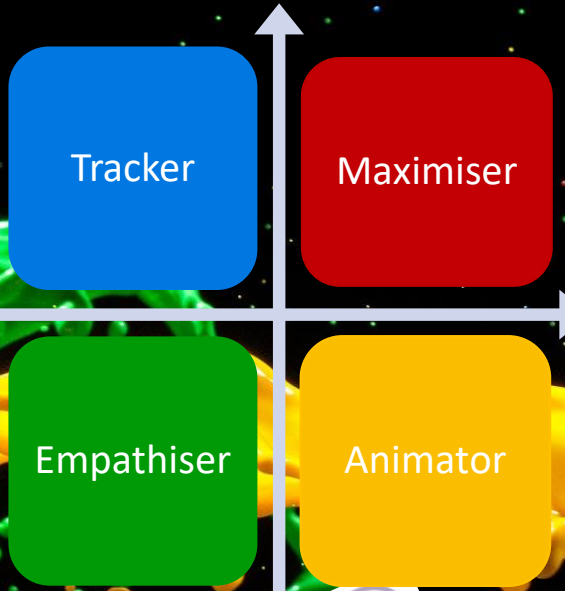
•Freedom to speak up

We **foster a positive culture** where people feel that they can speak up and that their voice will be heard.

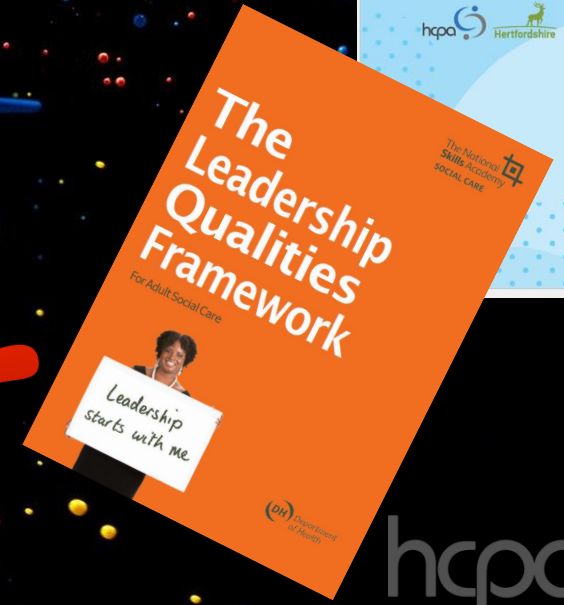
•Workforce equality, diversity and inclusion

We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

Leading Cultural Transformation



TEAM BUILDING TOOL



Natasha Bartley

Senior Care Leadership Trainer
Hertfordshire Care Providers Association

Advocacy

What is Advocacy?

...and how it can enhance and empower the care that we provide within our organisations.



What is Advocacy in Health and Social Care?

- Individual trained to help people understand their rights, express their views and wishes, and help ensure their voice is heard.
- Independent not for profit organisation.
- **'No decision about me, without me'.**
- Who needs an Advocate?
- Who benefits from Advocacy?
- How does Advocacy work?



How Advocacy Principles encompass the values that we promote within Care Settings

The **ADVOCACY CHARTER**

- Values and Principles
- How Person Centred Care should be.



Advocacy Services available in Hertfordshire

- Statutory Services
- Non Statutory services



Mental Capacity Act 2005



Care Act 2014



Advocacy CQC & PAMMS inspections

- What does Advocacy mean to CQC
- CQC single assessment framework





EFFECTIVE

We Statements

Assessing needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their **health, care, wellbeing and communication needs** with them.

Delivering evidence-based care and treatment

We plan and deliver people's care and treatment with them, including **what is important and matters to them**. We do this in line with legislation and current evidence-based good practice and standards.

How staff, teams and services work together

We work **effectively across teams** and services to support people. We make sure they only need to tell their story once by sharing their assessment of needs when they move between different services.

Supporting people to live healthier lives

We support people to manage their **health and wellbeing so they can maximise their independence, choice and control**. We support them to live healthier lives and where possible, reduce their future needs for care and support.

Monitoring and improving outcomes

We routinely monitor people's care and treatment to continuously **improve it**. We ensure that **outcomes are positive** and consistent, and that they meet both clinical expectations and the expectations of people themselves.

Consent to care and treatment

We tell people about **their rights around consent and respect these when we deliver person-centred care** and treatment.



CARING

We Statements

Kindness, compassion and dignity

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

Treating people as individuals

We treat people as **individuals** and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

Independence, choice and control

We promote people's independence, so they know their **rights and have choice and control** over their own care, treatment and wellbeing.

Responding to people's immediate needs

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act

Workforce wellbeing and enablement

We care about and promote the wellbeing of our staff, and we support and enable them to always **deliver person centred care**.



SAFE

We Statements



Learning culture

We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices

Safe systems, pathways and transitions

We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

Safeguarding

We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.

Involving people to manage risks

We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them

Safe environments

We detect and control potential risks in the care environment. We make sure that the equipment, facilities and technology support the delivery of safe care.

Safe and effective staffing

We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.

Infection prevention and control

We assess and manage the risk of infection. We detect and control the risk of it spreading and share any concerns with appropriate agencies promptly.

Medicines optimisation

We make sure that medicines and treatments are safe and meet people's needs, capacities and preferences by enabling them to be involved in planning, including when changes happen.

Advocacy:

Upcoming Training



Paul O'Hara

Business Development Manager
apetito



An Intro to apetito



Making a real difference

Paul O'Hara – Key Account Manager



Agenda

1. Provider challenges
2. About apetito – our business and core values
3. Trust apetito
4. Commercial Benefits
5. Questions



Provider challenges



People



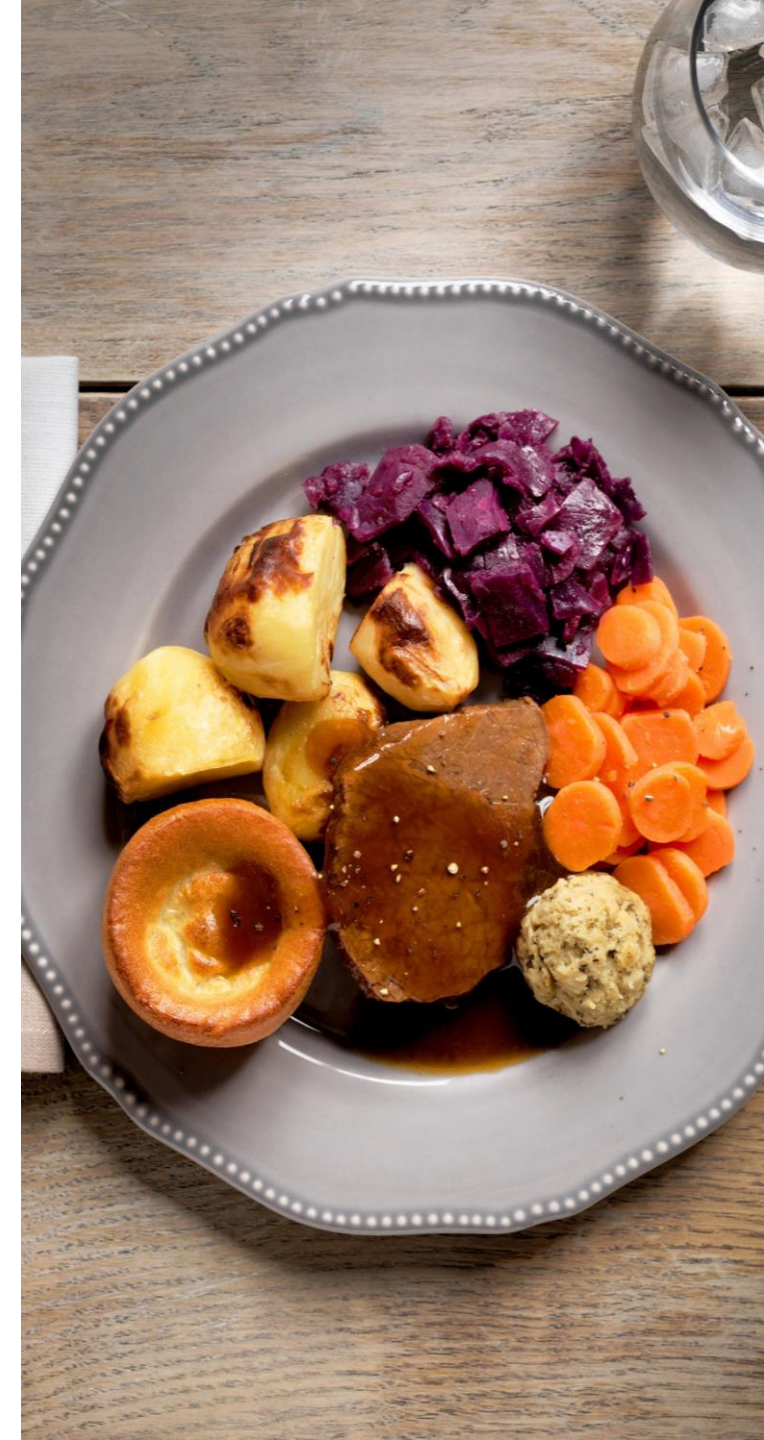
Quality



Risk



Costs



apetito group

Sales

€1bn globally

Team apetito

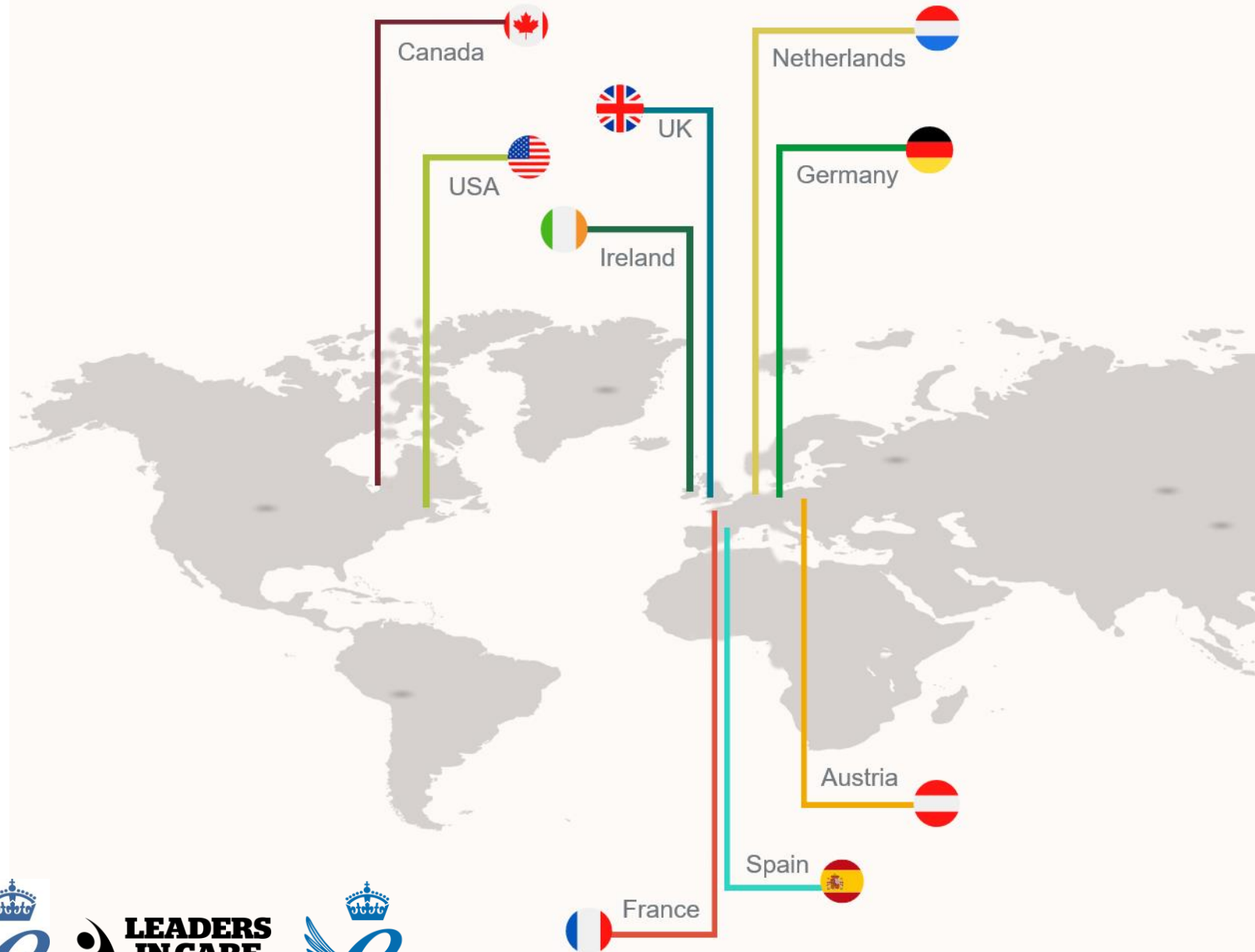
11,500 employees

apetito Growth

22 years of growth

Family Owned

"Success through partnership"



What we do



Care Homes & Villages



Nurseries



Schools



Community Meals



Healthcare



Wiltshire Farm Foods



Manufacturing



Customer Service



NPD



Specialist Nutrition



Laboratory

Enhancing health & well-being

Full IDDSI Range

Energy Dense

Allergen Free

Reduced Sugar

Vegan & vegetarian

Healthier Choice

Cultural Range

Finger Foods



Level 3
Liquidised



Level 4
Puree



Level 5
Minced & Moist



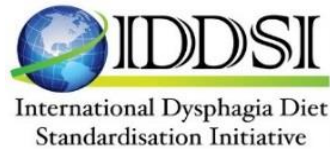
Level 6
Soft & Bite-Sized



Cultural Meals



Finger Food Bites



Ethical & sustainable



Since installing *solar panels* at our head office, our production and distribution system is becoming more and more *sustainable*.



Solar energy has saved the equivalent of 297.5 average UK household's annual electricity use.



The *electricity generated* has allowed us to save the equivalent of 488.3 tonnes of CO2 emissions.



Our *solar panels* have offset the equivalent of planting 2484 trees since installed.

Passion for service

When partnering with *apetito* you receive a dedicated Client Development Manager and Customer Service Advisor and have access to in-house Nutritionist and Dietetic support



Stephen Cooke
Your dedicated CDM



Christine Berry
CS Manager



Caitlin Kitson ANutr
CH Nutritionist



Emily Stuart RD
apetito Dietician



Budget
Control



Financial
reviews



Tastings
& Menu
reviews



Bespoke
events
Calendar



Culinary
Training



Resident
feedback



Resident
Nutrition



Activities & Theme Days

Themed menus



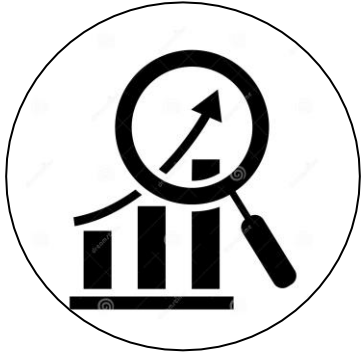
Tastings Days

A month at the movies!



The Grand World Tour!

Commercial Benefits



Why apetito?

Experts in
food for the
care sector

Over 250
dishes

Delicious &
nutritious
food
everyday

Award
winning
special
diets range

Tailored
partnership
approach

Food waste
reduction

Cost
effective
kitchen
model

Food safety
guaranteed

Enjoy a free tasting in your Home



apetito

WILTSHIRE
EST. FARM 1991
FOODS

Brunch





Sarah Perman

Public Health
Hertfordshire County Council





Public Health Update

Sarah Perman Interim Director of Public Health



- Covid update
- Autumn boosters
- Infection prevention and control
- Keeping warm and healthy
- How managers can help
- Live longer better
- Prevention of admissions to hospital



Covid

- The Covid virus continues to mutate, and we have just had another wave of Covid. Case rates are now decreasing again.
- Ongoing outbreaks in care settings although the numbers are lower compared to this time last year.
- Need for vigilance - symptomatic residents and those who are eligible for Covid treatments should continue to have an LFD test.
- If the home is in outbreak, you should follow the outbreak guidance available on the HCPA provider hub.
- Contact the Health Protection Team should you need further support.



Autumn Boosters

- Vaccination is the best way to prevent unpleasant and avoidable illness.
- All care home residents should have been offered a Covid and Flu booster by their GP.
- It is just as important that social care staff take up the offer of FREE Covid and Flu boosters to keep healthy this winter. You can get vaccinated at local pharmacies across the county this year, it's not too late.



Infection Prevention Control

- Covid is not the only infectious disease around and in recent months we have seen several cases of Invasive Group A streptococcal disease (iGAS), Norovirus and Scabies. As we are now in Flu season if residents have respiratory symptoms and are negative for Covid please **Think Flu** and follow the pathway.
- Thank you to you all for following the guidance on hand washing, PPE and cleaning. Good IPC can prevent infections and control the spread.
- Please remember to report outbreaks to UKHSA EOE HPT:
eastofenglandhpt@ukhsa.gov.uk
& copy in LA HPT/SPOC: HertsHPT.SPOC@hertfordshire.gov.uk



What can managers do to help this winter

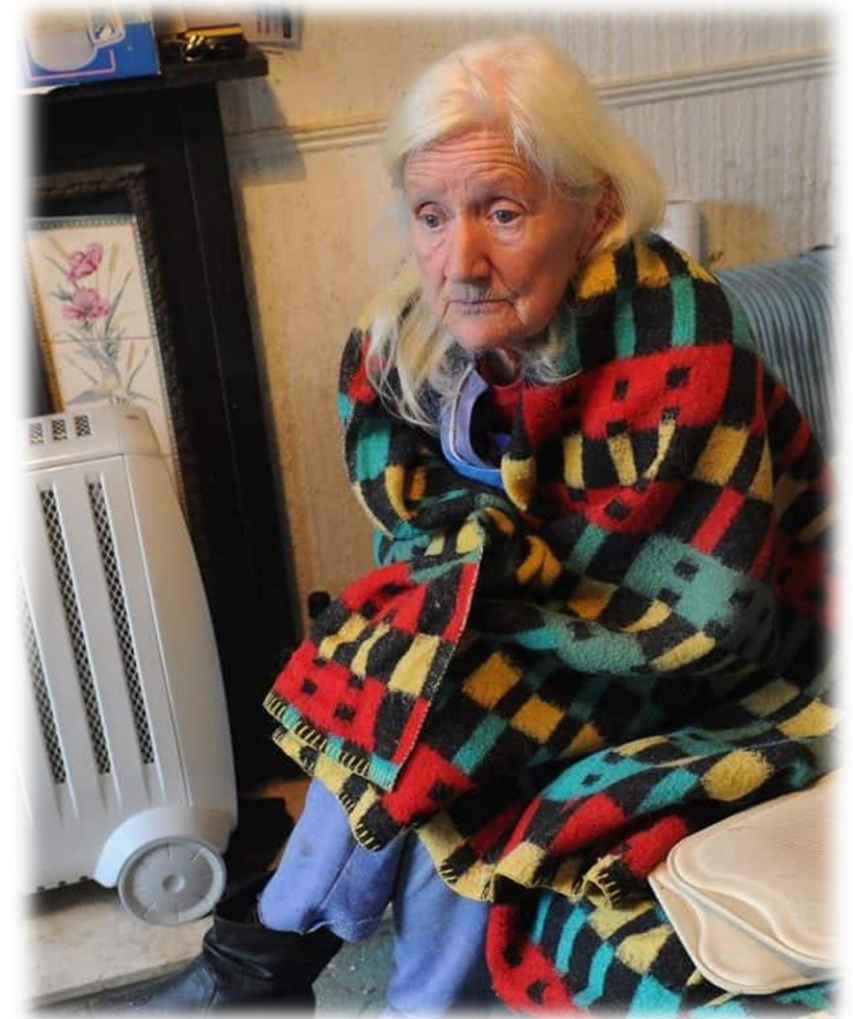
- **Be prepared** for bad weather. Managers should be familiar with this guidance [Supporting vulnerable people before and during cold weather: for adult social care managers - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/supporting-vulnerable-people-before-and-during-cold-weather-for-adult-social-care-managers)
- Ensure you have up to date business continuity plans in place
- Encourage staff to take up the offer of vaccinations
- Ensure staff and visitors who are unwell with infections including diarrhoea and vomiting to not come into the home
- Ensure the home's heating system is serviced and in good working order
- Be aware of help for residents with the cost of living, especially for those on low incomes. For example, if you claim certain benefits or tax credits, you may be eligible for an extra payment from the government to help with the cost of living. The government has published energy saving tips to help save money on bills.
- Encourage staff to plan activities that keep everyone moving and on sunny days utilise any outdoor space for activities

Warm Home Discount Scheme

The Warm Home Discount (WHD) helpline opened for calls from 16 October (0800 030 9322). The WHD provides a £150 rebate onto electricity bills for eligible low-income households.

Eligibility is determined by an individual's circumstances on the qualification date (13 August 2023). Recipients of the Guarantee Credit element of Pension Credit will be eligible for a WHD if they are a named account holder with a participating electricity supplier.

Recipients of other means-tested benefits, including Tax Credits, **may** also be eligible for a WHD in England and Wales if they meet the Government's criteria relating to home energy costs (determined by property characteristics). See the [Warm Home Discount Scheme](#) for more information.



ASDA



- Asda have announced they are bringing back the cafe 'winter warmer' £1 meal deal to support the over 60's this winter, as they continue to face increased financial pressures during the cost-living crisis.
- From 1st November until 28th February, Asda are offering people aged 60 and over the chance to have soup, a roll and unlimited tea and coffees for just £1 in any of Asda's 205 cafes.
- The offer is available all day, every day and will run alongside the Kids eat for £1' offer.
- (Other supermarkets are available!)

Keeping Healthy: Live Longer Better in Herts

- Just a taster of some of the currently advertised initiatives, collated by LLBiH ; November's newsletter included some of the following
- Free strength and balance classes online; suitable for those who haven't exercised before
In person classes – detail from community@stevenagefcf.com
YouTube Story
- Lots of information on activities
tea & chat
meet & Compete (board games)
slipper swaps at libraries
- To find out more go to www.livelongerbetterinherts.co.uk



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What is Prevention of Admission (POA)?

A **preventable admission** is one where there was scope for earlier, or different, action to prevent an individual's health or social circumstances deteriorating to the extent where hospital or long-term bed-based residential or nursing care is required. The shorthand collective term 'avoidable admissions' is also often used to refer to admissions which could be considered preventable.



What POA Services are operational in East and North Hertfordshire?

Social Care Community Rapid Response Team

An urgent community response service offering rapid social care assessment, support and interventions in the community for people at risk of an imminent hospital, inpatient or residential admission to help individuals remain independent, healthy, and safe in their usual place of residence.

For people **over the age of 65 and/or individuals with a dementia diagnosis and located within East and North Hertfordshire.*

****Operating Hours:** 09:00 – 17:30, Monday to Friday (including bank holidays)*

Early Intervention Vehicle

An integrated urgent community response service operated by Health and Social Care practitioners from HCC and HUC. Provides urgent assessments and interventions to people at risk of hospital admission in their usual place of residence. Can offer treatment on-site, onward referral or if appropriate, arrange conveyance to hospital.

For people **over the age of 18 in a health and social care crisis and are registered with a GP in East and North Hertfordshire, including care homes..*

****Operating Hours:** 08:00 – 20:00, 7 days a week (including bank holidays)*

Hospital at Home

A service offering an alternative to hospital admission which can also support with earlier discharge from hospital. Provides acute and urgent clinical care within the patient's usual place of residence. Can provide remote monitoring of patients within virtual wards and/or face to face interventions.

For people **over the age of 18 in a health care crisis and are registered with a GP in East and North Hertfordshire, including care homes.*

****Operating Hours:** 08:00 – 20:00, 7 days a week (including bank holidays)*

Urgent 2-hour response SPA

For access to support and interventions for anyone at risk of an admission including the following:
Carer breakdown, decline in chronic conditions, infection or short-term illness, general decline in health, falls, reduced mobility, palliative or EOL care, urgent equipment provision, urgent catheter care and more

Single Point of Access Contact Number: 0300 123 7571

****Operating Hours:** 08:00 – 20:00, 7 days a week, including bank holidays*

**Select the professional line, then the 2-hour response option and the triage navigators will triage referrals onto the most appropriate service from the list above.*



What POA Services are operational in South and West Hertfordshire?

Hertfordshire Admission Avoidance Response Car (HAARC)

A service specifically for people in nursing and residential homes which can support any residents suffering from symptoms of: Head injuries (without loss of consciousness) / Wounds / Burns & scalds / Joint & limb injuries / Soft tissue injuries / Rib injuries / Back pain / Chest infections / Urinary Tract infection / Dizziness Vomiting / Minor Allergic reactions

**For people in nursing and residential homes within South and West Hertfordshire only.*

***Call:** 03456 010 552

***Operating Hours:** 06.30 -23.00, 7 days a week

Social Care Prevention of Admission Team (POA)

An urgent community response service run by Hertfordshire County Council offering rapid social care assessment, support and interventions in the community for people at risk of an imminent hospital, inpatient or residential admission to help individuals remain independent, healthy, and safe in their usual place of residence.

For people **over the age of 65 and/or individuals with a dementia diagnosis and located within South and West Hertfordshire.*

***Operating Hours:** 09:00 – 17:30, Monday to Friday (including bank holidays)

CLCH Rapid Response Service (RR)

An urgent community response service run by Central London Community Healthcare which comprises of a multi-disciplinary team for a range of conditions including acute exacerbations and acute complications of long-term conditions in the community.

For people **over the age of 18 in a health care crisis and are registered with a GP in South and West Hertfordshire.*

***Operating Hours:** 08:00-20:00, 7 days a week

Early Intervention Vehicle (EIV)

An integrated urgent community response service operated by Health and Social Care practitioners from HCC and CLCH. Provides urgent assessments and interventions to people at risk of hospital admission in their usual place of residence (including care homes). Can offer treatment on-site, onward referral or if appropriate, arrange conveyance to hospital.

For people **over the age of 18 in a health and/or social care crisis who are registered with a GP in South and West Hertfordshire including care home residents.*

***Operating Hours:** 08:00-18:30, 7 days a week

SPA Call: 03000 200 656, Option 2, Option 8



Maisy Brolia

Programme Manager
HCPA

New Care Home Service Directory

[View all services](#) ↓

[Filter By](#) ↑



Search services

Type of Service

[Admission Avoidance](#)

[Community Trust Specialist Teams](#)

[Emergency/ General](#)

[End of Life Support](#)

[Enhanced Care Home Support](#)

[Equipment](#)

[Learning Disability Support](#)

[Mental Health](#)

[Sensory](#)

Location

Town/Village/City

[Any](#)

NHS Locality

[Dacorum](#)

[Hertsmere](#)

[Lower Lea Valley](#)

[North Herts](#)

[St Albans](#)

[Stevenage](#)

[Stort Valley and Villages](#)

[Upper Lea Valley](#)

[Watford and Three Rivers](#)

[Welwyn and Hatfield](#)

Area of Hertfordshire

[East and North](#)

[South and West](#)

Availability

Service Hours

[06:30-23:00](#)

[08:00-18:00](#)

[08:00-20:00](#)

[08:00-22:00](#)

[09:00-17:00](#)

Service Days

[7 days a week](#)

[Monday - Friday](#)

- Please note some areas around Royston fall under Cambridge and Peterborough for health related support.

[Find services](#)

**Homecare and Supported
Living Coming Soon!**

New Ways of Working

- Digital Records:
76% Hertfordshire Care Providers are using a DSCR
- New Delegated Health tasks
- Virtual Wards and Hospital at Home
- Interoperability across Health and Social Care
- Planning for new roles- Nursing Associate
- What else is new?

What does this mean and why it effects culture?

Expectations...

- Set
- Led
- Understood



Digital Care Records

Achieving Quality
Recording and
Supporting Your Staff



Recording in a Digital World

Next steps

SCAN ME



- What are your challenges?
- What do you need as Managers?
- What do you staff need ?



Delegated Health Care Tasks

Person-centred, safe and effective delegation of healthcare activities to care workers can enable people to have more choice and control of when and how things happen, with an opportunity to provide a better experience of care.

A delegated healthcare activity is an activity that a regulated healthcare professional, such as a nurse, nursing associate, occupational therapist or speech and language therapist, delegates to a care worker or personal assistant.



Person Specific Tasks

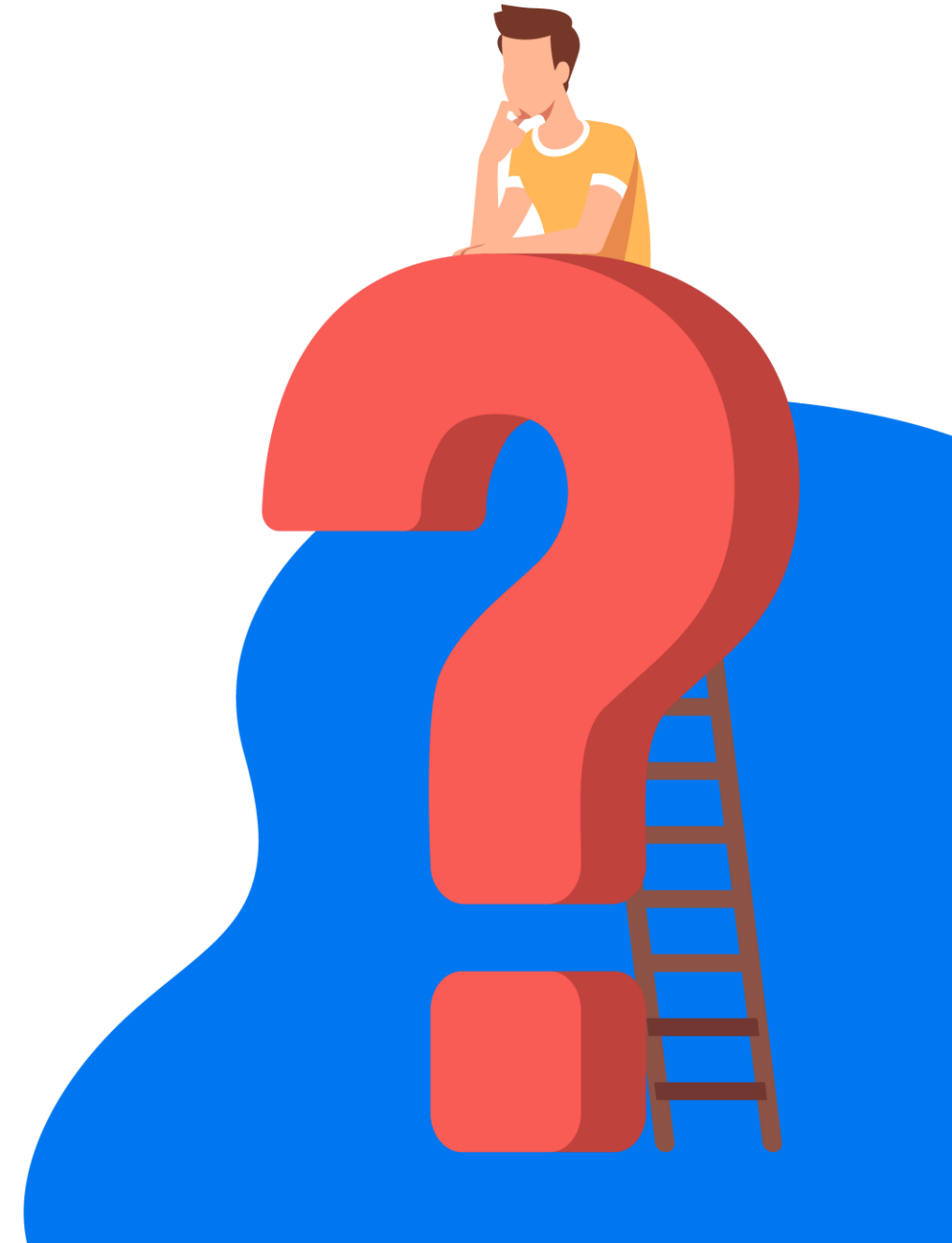
Delegated healthcare tasks are specific to the individual.

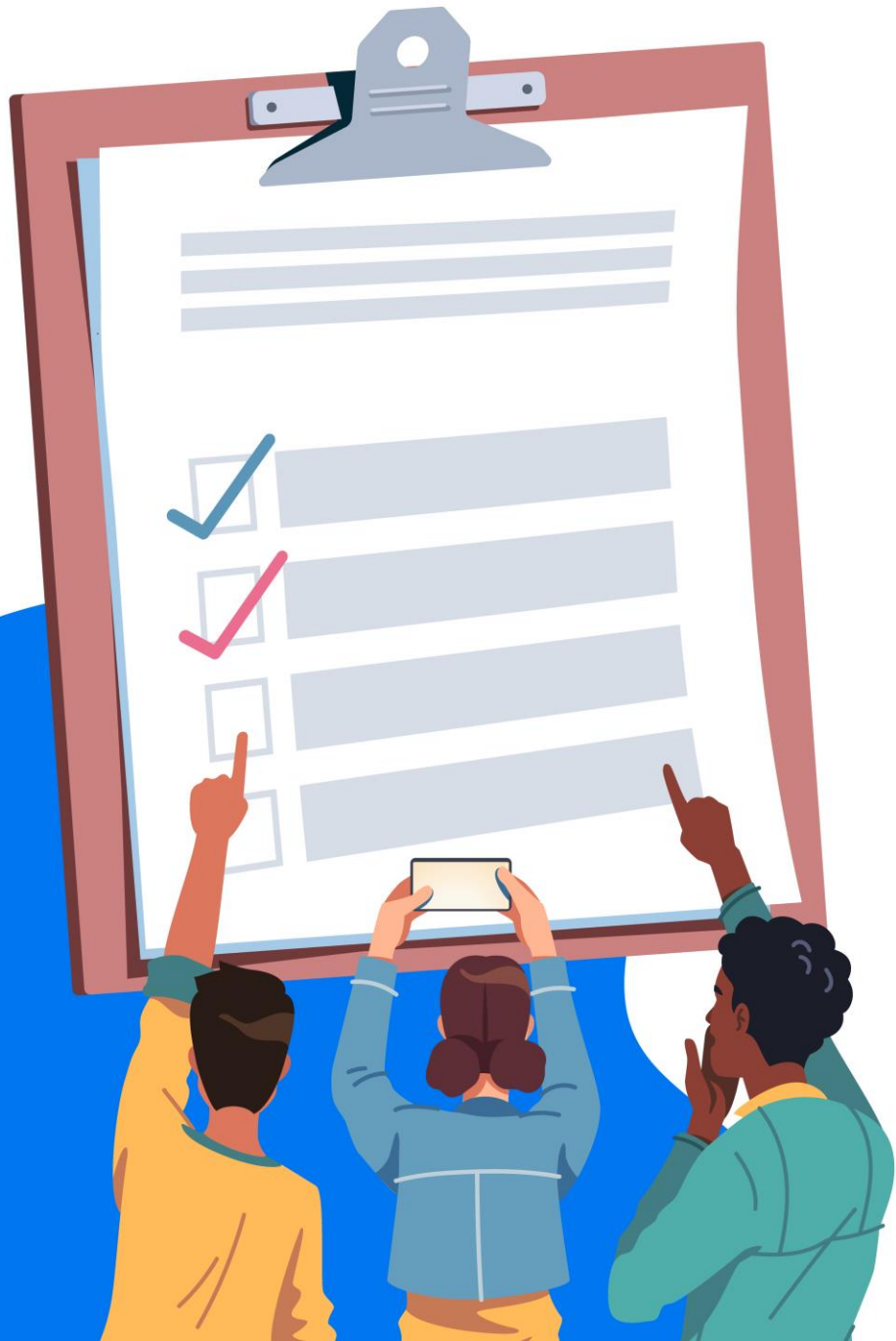
Care Staff should have further training and assessment to deliver a healthcare task they have already been trained on to a different individual.



Why is this important?

- ✓ Safety
- ✓ Liability and Accountability
- ✓ Clear Governance
- ✓ Good system working
- ✓ Timely Care
- ✓ Career Development
- ✓ Clear roles and responsibilities in and out of service





What we're doing?

Stage 1

- Survey- CQC Registered Services

Stage 2

- Identify Training Needs
- Identify required competencies
- Create Template policies, procedures and processes- Agreed across system

Stage 3

- Guidance and Training

SCAN ME



Amos Kimani

Adult Social Care International Recruitment
Workforce and Policy Directorate
DHSC



Department
of Health &
Social Care

Ensuring ethical international recruitment

September 2023

We are committed to ensuring the highest of ethical IR standards

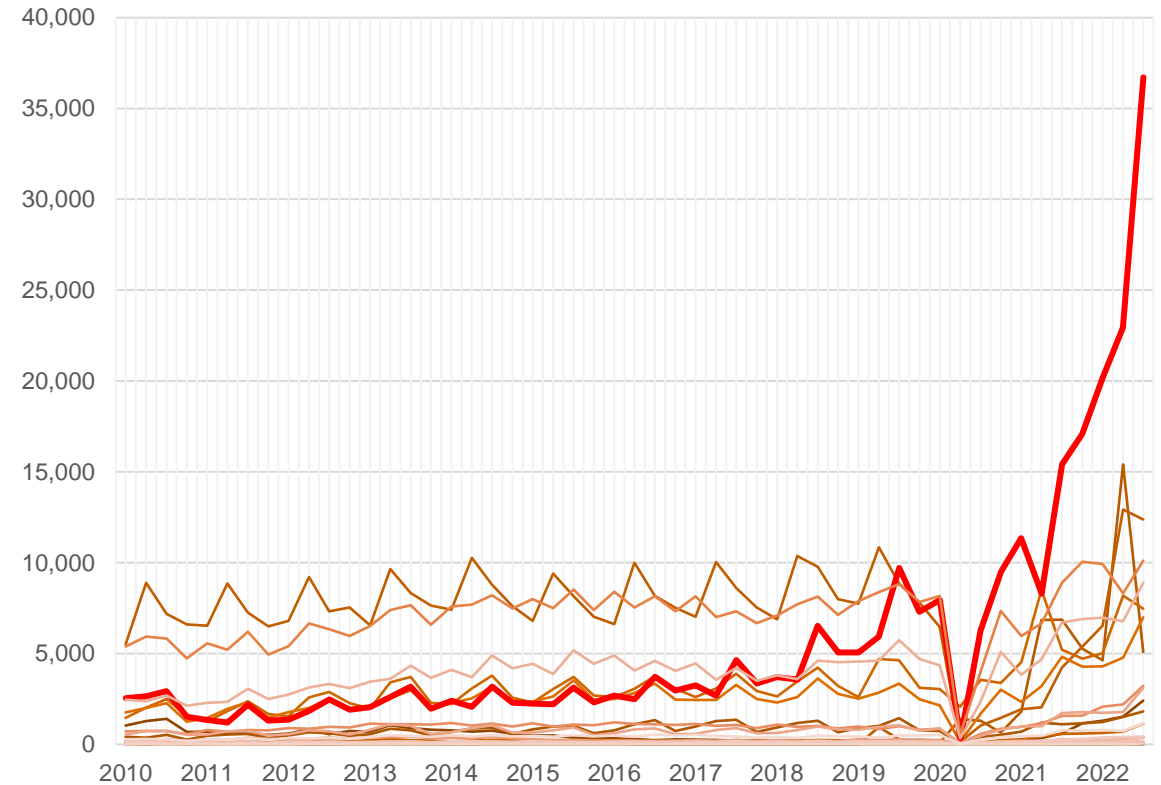
For the individual recruit this means

- *Recruitment processes are fair and transparent;*
- *Recruits have same rights and opportunities as domestically-recruited staff.*

For the sending country this means

- *There are safeguards to help ensure existing workforce shortages are not made worse;*
- *Migration of health and care workers is well managed to bring benefits to the sending country.*

Health and Care related visas vs other sectors



Code of Practice – recap



Department
of Health &
Social Care

The Code

Sets out how ethical international recruitment can be achieved



Red and Amber list of countries

List of countries where recruiters must not actively recruit unless there is a Gov2Gov agreement



The Ethical Recruiters List

A list of recruiting organisations that have signed up to operate in accordance with the CoP

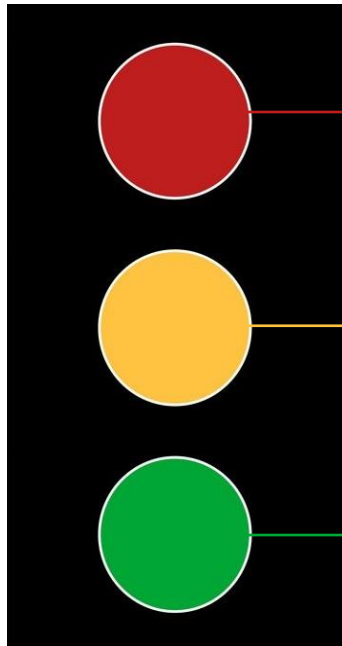


Updated in March 2023 to align with WHO HW Support and Safeguard list

- 8 new countries added Comoros, Laos, Rwanda, Timor-Leste, Tuvalu, Samoa, Zambia, and Zimbabwe
- DipTel sent to all Health Advisors advising of the update



Code of Practice – where you can and can't actively recruit from



Active recruitment **not permitted** from these 54 countries (published annex A of the Code)

Managed recruitment **only on the terms of a Government to Government agreement** (published annex A of the Code)

Active recruitment **permitted from these countries** – these are all countries not listed as red or amber

Malaysia, Philippines, Sri Lanka and India are green listed countries with a Government-to-Government agreement in place

- Recruiting organisations are encouraged to recruit on the terms of these agreements

- **The WHO identified 55 countries with the most pressing health workforce challenges** and should be:
 - *Prioritised for health system related support and;*
 - *Provided with safeguards that discourage active international recruitment of health personnel*
- **Code of Practice Red list based on the WHO HW Support and Safeguards list:**
 - but with 54 countries as we have a Government to Government agreement with Nepal (previous red list)
- **2 amber list countries: Kenya and Nepal:**
 - Active recruitment is restricted to specific pilots which have been set up under the terms of a Government to Government agreement



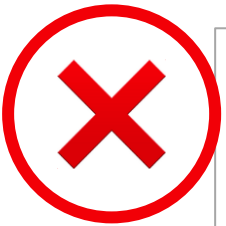
Active Recruitment V Direct Applications

Active International Recruitment

- When UK recruiters **target individuals to market UK employment opportunities, with the intention of recruiting to a role in the UK health or social care sector.** It includes both physical or virtual targeting, and whether or not these actions lead to substantive employment



An agency running a recruitment fair in a country on the red list highlighting health and care job opportunities in the UK.



An employer offering an incentivisation bonus to a candidate if they refer someone from a red country

Direct Applications

- When an individual **makes an application directly and on their own behalf to an employing organisation.** Direct applications do not use a third party, such as a recruitment organisation, agency or collaboration.



An applicant from a country on the red list, applying directly and independently for a job in the UK



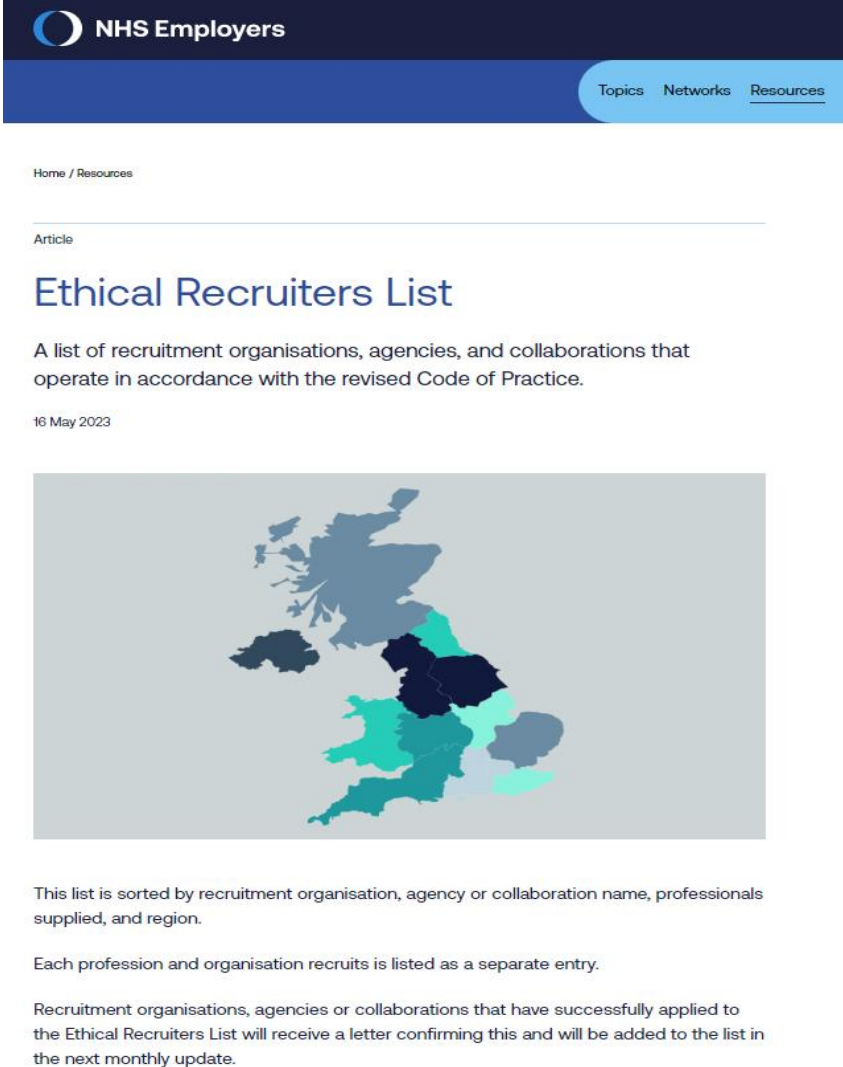
An agency or other third party recruiter may support an applicant from a country on the red list, after they have received a job offer from an employer via a direct application



Ethical Recruiters List

The primary way of managing compliance with the Code

- All recruiting organisations who have signed up to adhering to the Code of Practice appear on this list
- Part of the application process involves passing a knowledge test about the Code of Practice
- NHS Organisations are told only to use organisations on the ERL – adhering to the Code is a condition of NHS Trust IR funding
- Breaches of the Code are investigated by NHS Employers on referral or via spot checks
- Helpful way for employers to find out about relevant agencies and other recruiting organisations



The screenshot shows the NHS Employers website header with the logo and navigation links for Topics, Networks, and Resources. Below the header, the breadcrumb trail reads 'Home / Resources'. The article title is 'Ethical Recruiters List', dated 16 May 2023. A map of the United Kingdom is displayed, with regions highlighted in various shades of blue and teal. The text below the map explains that the list is sorted by recruitment organisation, agency or collaboration name, professionals supplied, and region. It also states that each profession and organisation recruits is listed as a separate entry, and that recruitment organisations, agencies or collaborations that have successfully applied to the Ethical Recruiters List will receive a letter confirming this and will be added to the list in the next monthly update.



New International Candidate Guidance and Leaflet



Advice to help you stay safe
when searching for a health
or social care job in the UK



Avoid scams



Stay informed



Speak up

Published 15 December: Search: GOV.UK/health-and-care-jobs

Full guidance

Title: *Applying for health and social care jobs in the UK from abroad:*

- **informs** how to avoid scams
- **advises** on working rights and standards
- **advises** what to consider when deciding whether to take a UK health or care job
- **signposts** to further guidance, support or help in the UK

Leaflet

- **easy to read** and engaging to an international audience
- **summarises** the key messages
- **signposts** to the detailed guidance for more information



Q&A





Chris Badger

Director, Adult Social Care
Hertfordshire County Council



THE HCPA CARE PROVIDER HUB PROVIDING PEACE OF MIND.....



ASK us anything! We are your support service, here to answer your questions on all topics Adult Social Care related.

- Govt guidance, laws, standards and expectation
- Covid: PPE, vaccinations and infection control
- Liaison with Hertfordshire County Council
- Funding, contracting and commissioning
- Staff wellbeing and recognition
- HR, Staffing and recruitment
- Training and education
- Business continuity
- Data protection
- Monitoring
- Equipment
- Insurance

Your hub, your support service.....

01707 708108 / assistance@hcpa.co.uk (Mon to Fri - 9am to 5pm). www.hcpa.info/hub

HCPA: 'Sharing best practice in care through partnership'

