Peter Bullen

Relationships Manager, Education, Quality and Integration Dept

Agenda

- Housekeeping and purpose of this event – Peter Bullen (HCPA)
- Sector Updates – Peter Bullen (HCPA)
- Market Positioning Statements (HCPA)
- Connected Lives Assessments (HCC)
- *Break*
- Breakout and networking: Make your voice heard, set the agenda for change (All)
- Skills for Care update – Becci Metcalfe (SFC)
- Reminder of HCPA funded Support – Peter Bullen (HCPA)
- *Summary of take away actions: (HCPA)*

Housekeeping

- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned

- Microphones off unless asked to speak or speaking

- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.
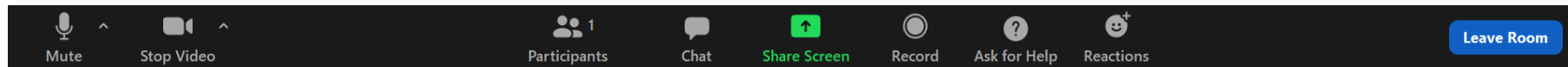
Attendees have access to these features:

Mute or Unmute:

To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

Please keep your microphone on mute during the presentation

Start Video or Stop Video:

To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

Please keep your video off during the presentation.

Purpose of this forum

- Stay up to date

- Discussions inform agenda for Members Network Events

- Enables HCVPA to represent your views and challenges to the local system: Local Authorities / NHS

- Informs HCPA's plans: If we know what support you want, we can tailor our services to match

Sector Updates
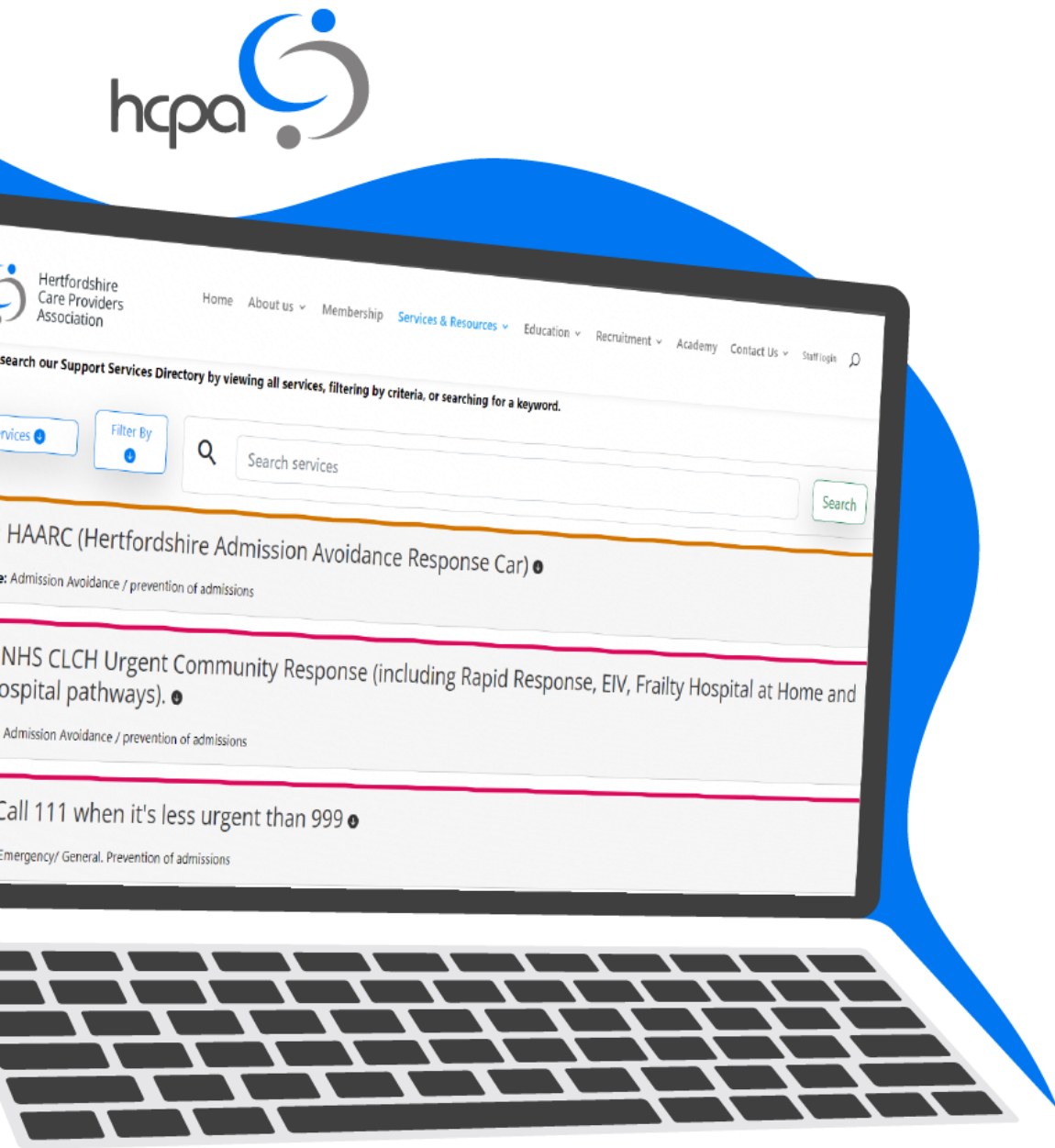
- ■ Support services directory: www.hcpa.info/supportservicedirectory/ Includes contacts to access Early Intervention Vehicle, Equipment services, EOL, etc

- ■ Changes to Govt guidance over ARI (inc Covid), which includes **visiting,** managing **infections** and **outbreaks**: Gov.UK and www.hcpa.info/ipc

- ■ Changes to the way in which safeguarding enquires are recorded and managed. All info: Click here

- ■ Members Network event 30th April (9.30am – 3pm - Welwyn): "Your business matters to us". Booking form here

- ■ Nutrition and Hydration Study session13th May (9am – 12.30pm – Stevenage). Booking form here

Respect

- Now Launching across Hertfordshire from May 2024 (already in place in EN Herts)
- Recommended Summary Plan for Emergency Care and Treatment will replace DNACPR forms over a transition time
- Training available at Level 1 and 2 via E-Learning but also embedded in HCPA or hospice End of Life education.

Admission Checklist

- Reminder to please include the following when admitting someone to hospital; Change of relevant care escalation record, MAR Sheet, clothes and toiletries, glasses, hearing aids, dentures, medication/TTOs.
- Even if not using a Red Bag utilise the checklist

Dementia Checklist

- The checklist should be used as a guide to exclude possible causes of any change in behaviour of functioning of residents living with dementia. It should be completed prior to contact mental health teams
- Include Physical Factors, Environmental factors and ABC Analysis

Dementia Checklist

Behavioural & Psychological Symptoms of Dementia checklist

This checklist should be used as a guide to exclude possible causes of any change in behaviour or functioning of residents with dementia. It should be completed prior to any referral to Community Mental Health Team.

Residents Name: DOB:

Observer:

Physical Factors	Y/N	Actions Taken/Investigations	Comments
Infection (Urine, wound, ear, chest etc.)			
Bowels (Change of habit, constipation)			
Pain (Assess pain using pain assessment tool e.g. Abbey pain tool, Painad)			
Dietary concerns (Loss of appetite, weight loss, hunger, check dentures)			
Dehydration (Thirst, check fluid chart)			
Sleep problems (Environment, noise, medications, caffeine/alcohol, sleeping during the day			
Recent Falls			
Incontinence			
Medications (Check side effects of medications, concordance issue?)			
Communication problems (Hearing, eyesight problems)			
Other (Results of recent blood tests, hallucinations)			

Behavioural & Psychological Symptoms of Dementia checklist

Environmental/Emotional Factors	Y/N	Actions Taken or Evidence	Comments
Change in Physical Surroundings (Recent move)			
Staff (Unfamiliar to resident)			
Fellow Residents (New residents, unusual behaviour)			
Visitors (New Visitors, frequency of visits, conflict with family members or visitors)			
Boredom			
Bereavement			
Confinement			
Over stimulation (TV, music, activities)			
Environment (Too hot, too cold, too dark)			
Time of the day (What time does the behaviour occur?)			

Name of staff completing the form:

Designation:

Signature:

Date/Time	Activity	Antecedent	Behavior	Consequence
Date/Time when the behavior occurred	What activity was going on when the behavior occurred	What happened right before the behavior that may have triggered the behavior	What the behavior looked like	What happened after the behavior, or as a result of the behavior

Click here for checklist

Herts Care Partners

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Hertfordshire

HCC Market Position Statements

"Our vision for Adult Social Care is for everybody to stay happy, safe and well in their own home. We believe that with the right connections to friends, family and our local communities, we can all live life to the full"

[Website Here](#)

The purpose of the web pages is to share HCCs thoughts about the future of adult social care in Hertfordshire; the challenges we expect to face as well as the vision of how we would like to work together. We hope this will help you think about how you can plan your services to continue to, or start to, work in Hertfordshire. Includes:

> Information about the current numbers of people we support, how we expect those numbers to change in the future and we will outline our future intentions in terms of the care we expect to need in the coming years.
> Connected Lives and Strength Based Principles
>Utilising technology but not to replace people

Share your feedback- HCC want to understand your challenges as well as your ideas about how things could be better, and we want to hear from your staff and the people who you support as well- **assistance@hcpa.co.uk**

Herts Care Partners

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Hertfordshire

Residential and Nursing Position Statement

What is our ambition?

Hertfordshire County Council works with care home providers to enhance the offer of support for older people living in Hertfordshire. HCC's ambition is to:

- ensure that people living in care homes are supported to have a '**Connected Life**'.
- continuously improve the offer of nursing care for people living with a **significant dementia**.
- develop the short-term care offer towards a **wellbeing focused, prevention** model.
- ensure that all care is **culturally competent and inclusive**.
- continue to **coproduce services with people** who access the services.

Long Term Ambition: Residential and nursing care for older adults and younger adults with a frailty or dementia-related need will remain a very high priority for the medium to long term.

- Significant and sustained increases in the number of people aged 75+, with changing population diversity and increasing prevalence of high/complex frailty/dementia and nursing needs in the older population (expected to grow in some areas by as much as **300% by 2042**).
- Significant reform of the way that health and care services are delivered, with a transformation underway from hospital-based care towards **community-based care** resulting in people with more complex needs requiring support in community settings.
- **Economic challenges** for social care partners, including operational cost inflation/supply chain, workforce challenges, cost of living and wider economic uncertainty around long term care reform.
- An **evolving regulatory environment** with new CQC single assessment framework for health and social care services.

To ensure that people access to the right care, the Council is committed to working long term with our care provider and health partners to:

•Continue to take forwards the **Connected Lives approach** to ensure that personalised, enabling and risk positive care is available for people with high **frailty and or dementia** (including non-cognitive symptoms of dementia)

•To ensure that the care workforce have the **values and competencies needed for the future**.

•To ensure that the Hertfordshire care services are delivered in **estate that meets best practice design standards** for residential and nursing care.

•To ensure that social care, health and community sector partners work together to deliver a **wellbeing focused, preventative** model of care for all people living in a care home.

The Council has a major strategic programme in place to address long term demand for residential and nursing care. The table below shows the strategies and decisions that support to this aim:

Strategy/policy	Purpose	Links to further information
Hertfordshire's 10 Year Supported Accomodation Strategy 2017-2027	Prioritises the development of nursing care and housing with care in response to the increasing needs of the population.	Adult social care market shaping
Hertfordshire's Extra Care Housing Strategic Business Case	Sets out a plan to increase the availability of extra care housing to support people to live well at home for longer, enabling reductions in residential care commissioning.	Minutes of Hertfordshire County Council Cabinet 28 October 2019

Herts Care Partners

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Hertfordshire

Where is Hertfordshire now?

Hertfordshire County Council procures residential and nursing care for approximately **2,000 older people** both within and outside of Hertfordshire at any given point. Hertfordshire's residential and nursing contract arrangements are aligned the Eastern Region Association of Directors of Adult Social Services (ADASS) contract standard. The Council has a range of contracting arrangements with 350 block and spot contracts in place for short stay, long stay and pathway 2 Discharge to Assess, including contracts with care homes outside of Hertfordshire.

HCC has care contracts with **139 Older Peoples residential and nursing** cares within Hertfordshire. These care homes provide services for people with varying levels of need, from residential short breaks to long term nursing care. The pie chart below shows the type of care provided to just under 8,000 older adults in these care homes, the majority being **residential beds (67%) and the remaining (33%) nursing beds**.

Hertfordshire CQC registered older adults
Residential and nursing beds

Nursing Dementia, 13%

Residential, 33%

Nursing, 20%

Residential Dementia, 34%
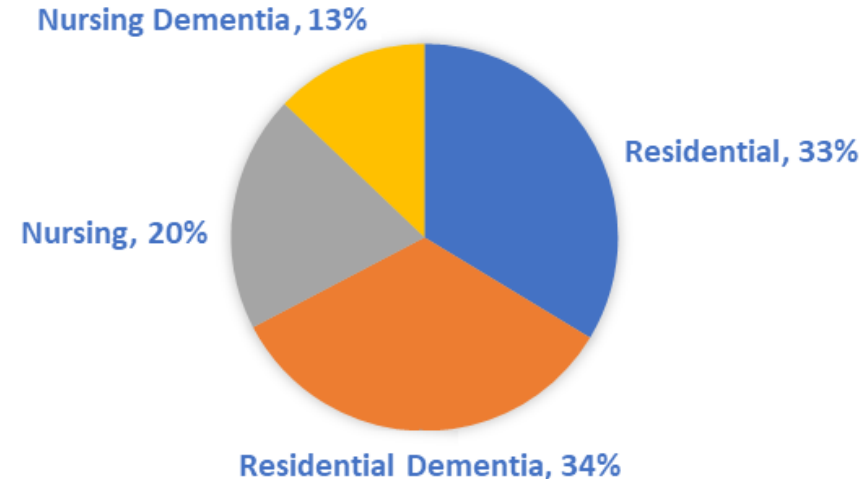
Quality Assurance

High quality, safe and effective services are of paramount importance to Hertfordshire County Council to ensure those accessing commissioned residential and nursing home service provision receive the right support to enable them to meet their goals and outcomes.

Our monitoring team undertake regular onsite monitoring visits using an assurance-based approach via the Provider Assessment and Market Management Solutions (PAMMS) tool to produce a rating for the service. This allows our monitoring resource to focus on the right services by utilising a number of sources of data and local intelligence across health and social care to inform which services will receive a full PAMMs visit each year. This approach is supported via announced and unannounced drop in visits. These visits are to assess progress against agreed action plans and to review contractual compliance where concerns may be highlighted, or providers request additional support. Monitoring officers ensure that the views of people living in the care home inform the overall quality rating.

If there are serious concerns highlighted, we will work in a transparent and proactive way with service providers to improve quality and to ensure safe and effective care for all people. We expect providers to work proactively with us to ensure timely support and interventions before risks/concerns escalate.

In 2024/25 we will continue to focus on ensuring that as many visits as possible take place and that commissioned services are of the highest quality with the individuals voice being paramount to informing decision making.

Connected lives Assessments

Samantha Drake

Commissioning Manager, Integrated Accommodation Commissioning, Adult Care Services,
Hertfordshire County Council

- How much time do you spend reviewing a connected lives assessment?
- How often do you use this without further pre-admission assessments prior to person moving into the home?
- What are your views on the quality/ information held in the Connected Lives Assessments? (language used, content, history)
- What information is most important to you in making your initial decision to progress?
- What information is not included which would assist further?

Slido: https://app.sli.do/event/14NYtetmuVj2wT316TnfSW

Comfort Break

Feedback from Breakout Rooms

1. **Tell us about one recent win** - could be care provision, could be business

2. **Tell us your biggest challenge** right now, and what the sector/HCPA can do to help

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Skills for Care Update

April 2024

#CelebratingSocialCare

At Skills for Care, we celebrate social care all year-round, but throughout April we're going to be celebrating a little bit louder and encouraging everyone to join in!

We know that the people who work in social care are highly-skilled, passionate and hard-working and it's important that we all take time to recognise the work that they do.

We're inviting you to join in by sharing your celebrations and shoutouts on social media and on your website. We've created artwork and suggested social media posts for you to use. You'll find these resources alongside the good news stories we're publishing throughout the month on our **campaign landing page.**

New: International recruitment toolkit for social care

This best practice guide, produced by the Department of Health and Social Care and Skills for Care, aims to support providers to ethically recruit care workers and senior care workers from overseas

The toolkit can be used by providers who are new to international recruitment, to help support through the new processes, or by providers who are undertaking international recruitment and are looking to refine their current processes.

The toolkit is hosted on the international recruitment section of our website, alongside other key resources and information to support with ethical international recruitment.

Visit the webpage

Recent recorded webinars available for you to view

Managing people

- [Leading effective teams – what works](#) - gather advice, tips and practical ways to lead effectively and collaboratively with your teams.

- [LGBTQ+ good and best practice](#) – explore how services can treat people as individuals, celebrate diversity, and support the wellbeing of the LGBTQ+ community within your service.

Managing a service

- [New CQC inspection](#) – gain insight into the new CQC Single Assessment Framework and hear from managers about what they are doing to be ready.

- [Providing evidence to the CQC](#) – learn how other services are adapting to meet the evidence requirements of the new CQC inspection.

Digital, data and technology

- [I'm a technophobe, get me out of here](#) – taking the fear out of digital for social care managers.

- [Change management](#) – sharing lessons and learnings from managers leading digital change in their services.

New registered managers webinar…

Workforce wellbeing – Practical and cost-effective ways to support your team

Thursday 16 May 2024 I 10:00 – 11:00 | Zoom

Delivered in partnership with The Outstanding Society, this webinar will look at simple and effective ways to best support your workforce, helping them manage the latest pressures and workload.

It will explore how you can offer meaningful wellbeing initiatives which won't break the bank, whilst convincing others – including the CQC - of the value this brings to your service.

Register now to secure your place

Get ready for the CQC Single Assessment Framework

Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our inspection toolkit.

Being prepared for CQC inspection seminar

Tuesday 25 June 2024 | 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand the practical ways prepare for CQC inspection and evidence the quality care your service is providing.
Previous seminars have sold out so book your place now!

Upcoming seminars…

Delivering outstanding care seminar

Wednesday 5 June 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand what outstanding care looks like and how to deliver and evidence this.

This full-day facilitated interactive workshop brings together frontline managers to learn about what constitutes outstanding care and how to prepare your service to ultimately achieve this recognition.

Register now

"Great course, very interactive. It captures all relevant parts of preparing and understanding inspections. It will enable our managers to be more prepared and gather evidence to show to CQC"
Michelle Malley, Workforce Development Manager, Catalyst Choices CIC

Delivering outstanding care
Wednesday 5 June | 10:00 – 15:30

Upcoming seminars…

Improving your CQC rating seminar

Thursday 26 September I 10:00 – 15:30 | Zoom

This interactive seminar is for services who have fallen below CQC standards and are looking for practical ways to recover and achieve a Good rating.

You'll gain an understanding of what you will be expected to evidence and how to demonstrate issues have been successfully addressed.

Register now

"I feel more confident having gone through this course, knowing there are others in similar situations and that there is support out there to improve the rating."
Nosa Igiehon, Registered Manager, Nationwide Care

Latest podcast - Series 4 | Episode 6

Recognise it, record it, evidence it

In our new podcast we chat to Maddie Watts, the owner and registered manager of the Outstanding rated Inchwater Home Care.

Maddie chats to us about the preparation she is doing for CQC assessment under the new single assessment framework and how they evidence good practice. She also talks about evidencing feedback of partnership working with other professionals and the benefits of reflective conversations with staff to support the journey of continuous improvement.

'It is the little things that sometimes make the biggest difference.'

Listen now

Resources to support culturally appropriate care

These resources have been produced to help you have a clearer understanding of culturally appropriate care and what that may mean to individuals you support.

- The 'Culturally appropriate care guide' covers a broad range of topics that will help you to learn about and be sensitive to people's cultural identity or heritage.

- Use the supporting training resources to implement the learning from the guide at your service.

www.skillsforcare.org.uk/CulturallyAppropriateCare

Workforce Intelligence team – Commission our services

Our workforce intelligence team are the experts in adult social care workforce insight.

Beyond the wealth of information already available publicly on our website you can commission the services of the team to help your organisation or area with various things including:

- partner with you, or form part of your project team on tenders and bids
- produce bespoke reports and analysis to help you solve problems and provide data solutions to help improve your products or services
- use advanced analytics techniques to help you understand how key outcomes such as CQC scores, turnover and vacancy rates can be improved
- provide a deep dive into the adult social care workforce in your local area or look at performance in comparison to other areas.

www.skillsforcare.org.uk/commission-our-services

Thank you!

If you have any further questions, please do get in touch.

Becci.Metcalfe@skillsforcare.org.uk

Herts Good Care Recruitment Service

GOODCARE Hertfordshire

- A fully funded recruitment service, free to use for HCPA members

- Working in partnership with HCPA and HCC

- A skilled team with care sector experience supporting you with your recruitment needs

- An additional source of recruitment to find compassionate staff that fit within your organisation

- We use a completely values-based method when screening potential candidates

- We also provide best practice information and guidance

Contact us today:
01707536020 ext 2
jobs@hertsgoodcare.com

IMPARTIAL assessor service

hcpa

- Experts with social care management backgrounds and nursing experience available to you at no cost – Located in hospitals around the county (inc Lister, Princess Alexandra, Watford general)

- Your impartial ambassador – **working for you, not the hospitals**.

- The team can advise and support, or give updates for residents whist they are patients at the hospitals

Hertfordshire Care Home Impartial Assessors

Impartial Assessors:

Belinda Gouws
07833 097195

Laura Hummerston
07762 985555

hcpaassessorlister.enh-tr@nhs.net
Monday-Friday 8am-4pm

Impartial Assessors:

Sheila Gatonye
07549 022016

Laura Hummerston
07762 985555

impartialassessorwatford@hcpa.co.uk
Monday-Friday 8am-4pm

Lister Hospital, Stevenage

Watford General, Watford

Princess Alexandra Hospital, Harlow

Impartial Assessor
Service Manager:
Samantha Lynch
samanthalynch@hcpa.co.uk
07881226013
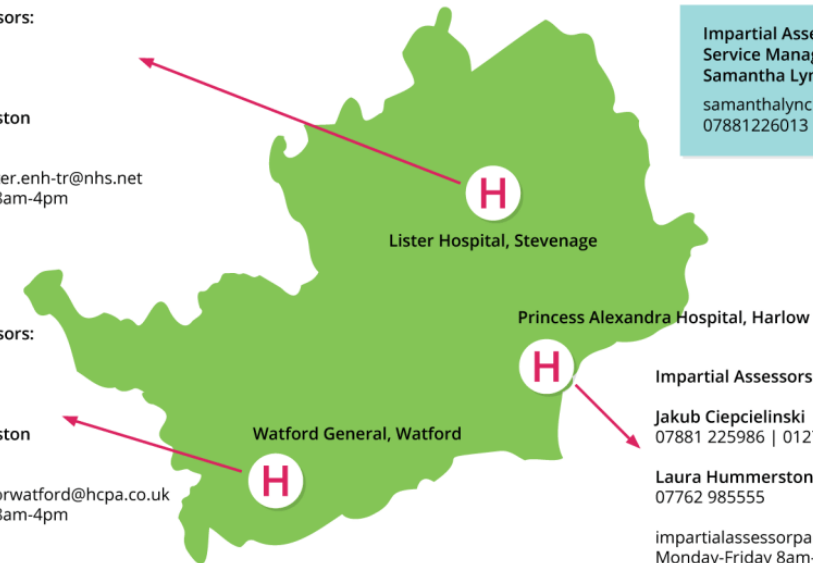
Impartial Assessors:

Jakub Ciepcielinski
07881 225986 | 01279 444455 - Ext 3360

Laura Hummerston
07762 985555

impartialassessorpah@hcpa.co.uk
Monday-Friday 8am-4pm

The HCPA Impartial Assessor works within the Lister, Watford and Princess Alexandra hospitals, and provides Hertfordshire homes with a service which is designed to ease the discharge process to residential and nursing homes.

IMPARTIAL assessor service

What are the benefits?

- Speeds up the discharge process for your residents

- Improves communication between the hospital and the care home thanks to a dedicated point of contact

- Ensures that your care home is confident that they can provide appropriate care for the resident

- **Care Home staff can spend their time looking after residents rather than making the journey to and from hospital, inc time spent parking, paying for parking, finding patients, etc**

Full details of this free service are available here: www.hcpa.info/impartialassessor

I thought the process and communication were very good and our resident's discharge went well. I certainly think this process will benefit us at Honister because most of my staff live locally and do not drive, so cannot pick this task up if I am not around. Lister Hospital is a 30 mile round trip from here, so there is sometimes a time issue on busy days. We look forward to working with Heather again in future.
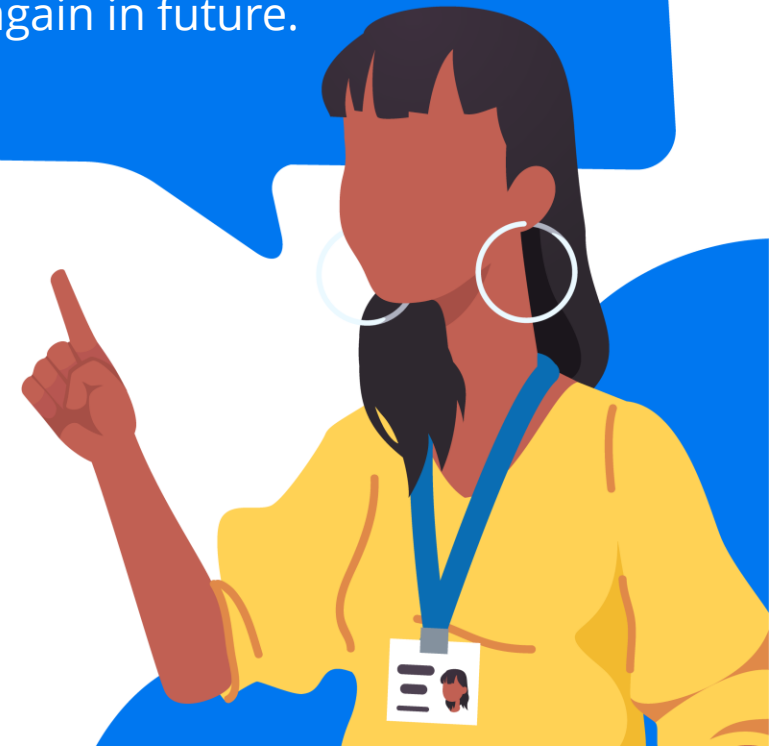
Prevention and Enablement team at HCPA

Support and educate providers to deliver preventative and enabling care, to prevent ill health, hospital admissions and falls.

What are the benefits?

- Be able to evidence prevention and enablement by improving outcomes for individuals receiving care and reducing deterioration.

- Embed the Hertfordshire ConnectedLives ethos by creating an 'Enabling Care Culture'

- Maximise independence for your clients using a standardised strengths-based approach

- Access the Self-assessment toolkit for culture

Prevention and Enablement team at HCPA

Reasons that providers like to work with us:

- Falls analysis and documentation such as risk assessments.
- Enabling care and creating an enabling culture within the service.
- Bed Care prevention and engagement activity support.

We also have a number of Prevention and Enablement courses These can be accessed by clicking here.

For more information click here: **hcpastopfalls.info**

To request a chat please complete the **following form**

Or for anything else email **jazminstravens@hcpa.co.uk**

TUE 14

14 May - 09:30 - 16:00

Chair Based Exercise Instructor (Accredited) – Cohort 01

HCPA, Mundells Campus, Mundells, Welwyn Garden City, AL7 1FT

Course fee: Standard: £300 | Associate Member: £232 | ACE Member: £204 | HCPA Member: Fully funded* Four day course at HCPA Campus All sessions must be attended and coursework completed within agreed timeframes (T&C's apply), and upon successful completion, delegates will receive an accredited certificate in this subject. Day 1: 14/05/2024 Day 2: 15/05/2024 [...]

RSVP Now

TUE 28

28 May - 09:30 - 16:00

Prevention & Enablement – Cohort 02

HCPA, Mundells Campus, Mundells, Welwyn Garden City, AL7 1FT

Course fee: Non-member: £75 | Associate Member: £56 | ACE Member: £51 | HCPA Member: Fully funded* One day course at HCPA Campus This course focuses on falls prevention and Enabling Care. Recent guidance on the physical and mental health benefits of being more: active, empowered, and independent, now emphasises what has been known in [...]

RSVP Now

June 2024

MON 3

3 June - 09:30 - 16:00

Prevention & Enablement – Cohort 01

HCPA, Mundells Campus, Mundells, Welwyn Garden City, AL7 1FT

Course fee: Non-member: £75 | Associate Member: £56 | ACE Member: £51 | HCPA Member: Fully funded* One day course at HCPA Campus This course focuses on falls prevention and Enabling Care. Recent guidance on the physical and mental health benefits of being more: active, empowered, and independent, now emphasises what has been known in [...]

Your Academy, your passport to progress

Your staff - Affiliates

- One place to store all certificates
- Training passports – portable, 1:1's & PDP's
- Rewarded for training
- More certificates - more points - more discounts
- Tiers 1- 5 - discounts, savings & cash back
- News and updates
- Social Media

@SocialCareAcad

Organisation - Provider Portal

- All staff certificates in one place
- Training Matrix to support your governance & compliance
    - Monitoring Officers/CQC evidence
- Attraction - Recruitment Adverts
- Support retention
- Support development of your culture & valuing your team
- Supporting staff with financial wellbeing
- Webinars - monthly to find out more
- Induction sessions available for administrators

FREE – fully funded by HCC

Leadership Education

hcpa

INSPIRE Bespoke leadership course to suit your organisation needs. Can include options such as:

- **Lead to Succeed** or **Well Led**
- Understanding Self-Management Skills
- Understanding Performance Management Skills

Minimum numbers apply. Duration depends on content selected. Charges apply.

Open Courses

A range of fully-funded leadership courses are available to book on our website, including **Succession Planning**:

- 5 day **fully funded** leadership programme
- **Two stages** – suitable for all staff with people management responsibilities from **new and aspiring leaders, seniors, deputies, registered managers, directors and owners**

Email leadership@hcpa.co.uk for more information!

Leadership Education

hcpa

TEAMology TOOL

Our revolutionary profiling tool that goes beyond traditional personality types!

Build stronger, more effective teams

- Understand you & your team - build a solid framework for effective team management
- Understand how we interact with each other - appreciate individual strengths, opportunities and key drivers
- Gain insight into what drives others and balancing **intent verses perception** – key to a **positive culture** where communication is open and conflict is reduced

Half day and 1 day options available.
Open course or just for your organisation (minimum numbers apply). Charges apply

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CULTURAL TRANSFORMATION PROGRAMME

COMMITTED TO CULTURE

Unlock outstanding care with our Cultural Transformation Programme!

A positive workplace culture drives engagement, performance & retention in care settings. Investing in culture meets the **CQC Single Assessment Framework**.

- Built on Macleod's Four Pillars
- Empowers staff, creating a committed workforce essential for outstanding care

What's included?

- Consultation - tailor to your needs and define your strategic narrative
- **TEAMology Tool & Cultural Transformation**

- **"Committed to Culture"** support
- We **create** your own **Behaviours Framework** based on **your values**
- Embedding your Behaviours Framework

Annual reminders demonstrate our year-long support ensuring your continued success.
Minimum numbers apply. Price on application.

Email leadership@hcpa.co.uk for more information!

Business Development Services

SERVICES TO SUPPORT YOUR BUSINESS...

- **Business Continuity Planning (BCP):** Ensure that your BCP defines and outlines mitigations for all the threats and risks that your organisation may face.

- **Business Coaching:** Support and guidance to organise your workload and be able to reach your goals.

- **Inspection & Monitoring Support Service:** Support to ensure you have robust governance and quality assurance tools in place, and effective audits to ensure you are ready for an inspection.

Scan the QR code or visit hcpa.info/business-development to find out more...

Business Development Services

SERVICES TO SUPPORT YOUR BUSINESS...

- **Impartial Feedback Service (IFS):** Gather open and honest feedback from the people who use your service.

- **Culture Surveys (6C's):** Collect feedback from your team on the workplace culture; (CVC) Gather feedback from people who use the service on how their beliefs, values, lifestyles and customs are respected and recognised integral to the support they receive.

- **Agency Charter of Excellence (ACE):** Find a staffing agency that has high standards and is suitable for your needs.

Scan the QR code to express your interest or email us at businessdevelopment@hcpa.co.uk

Themes from the Business Development Team

- Digital Care Planning- need to set up robust systems to ensure key information is regularly recorded digitally, audited and acted upon and to make the evidence very accessible as Inspectors and monitoring officers will need to have the capability to review evidence from the systems

- IT Skills- significant gaps in staff members at all levels IT skills which in turn effects quality of digital care records

- Mental Capacity- Some gaps being found in reviews with regards to consent signatures being in place in care plans and gaps in legal paperwork not being in place for LPA's

To support:

- New HCPA Care and Support Planning Zone coming in May 2024
- New Education on Auditing and quality
- New Digital and Data Champion for 2024

HCPA Education

- **Advocacy at the Heart of Person-centred Care: Development for Leaders**

- **Auditing & Quality**

- **Care Certificate - Manager/Leader Governance & Competency**

- **Train the Trainer**
  - Care induction
  - Medication
  - Care Planning
  - Mental Capacity
  - Safeguarding
  - Positive Behaviour Support

New Topics!

HCPA Education

- **Care Culture CHAMPION**
- **Engagement CHAMPION**
- **Evidencing & Action Planning**
- **New culture day**
- **Observations & Competency Assessments**
- **Supporting Relationships: Relationship and Sexuality Awareness Training for Managers**
- **Trainer CPD and networking**

New Topics!

STAN

HCPA Skills Training And Needs audit

STAN+ helps Care providers gather insightful feedback about their service and highlights the training needs of staff by offering an in-depth look into how staff feel about their confidence, competence and knowledge within their role plus feedback from staff on key business areas.

STAN+ provides:

- Insight into the knowledge, skills and confidence of care teams

- Reports both on an individual and overview level

- Opportunity to identify areas of training required to deliver person-centred care

- An aide for monitoring visits, significantly supporting the process

- Part of the journey to become an HCPA Gold Member

hcpa

New Structure:

- Mental Health STAN
- Older People residential STAN
- Older People Homecare STAN
- Adult Disability STAN

Contact us on **stan@hcpa.co.uk**

Oliver McGowan

The Oliver McGowan Mandatory Training on learning disability and autism is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff to undertake.

Tier 3 — Health, social care and other professionals with a high degree of autonomy, able to provide care and support in complex situations and/or may also lead services for autistic people.

Tier 2 — People with responsibility for providing care and support for an autistic person or people, but who could seek support from others for complex management or complex decision-making

Tier 1 — People who require a general understanding of autism and the support autistic people may need

HCPA Offer

- ✓ Tier 1: Webinar
- ✓ Open Courses
- ✓ Direct Delivery
- ✓ Mapping Tool

- Core Capabilities
- Code of Practice
- Roll out and Monitoring

OM OLIVER's CAMPAIGN
www.olivermcgowan.org
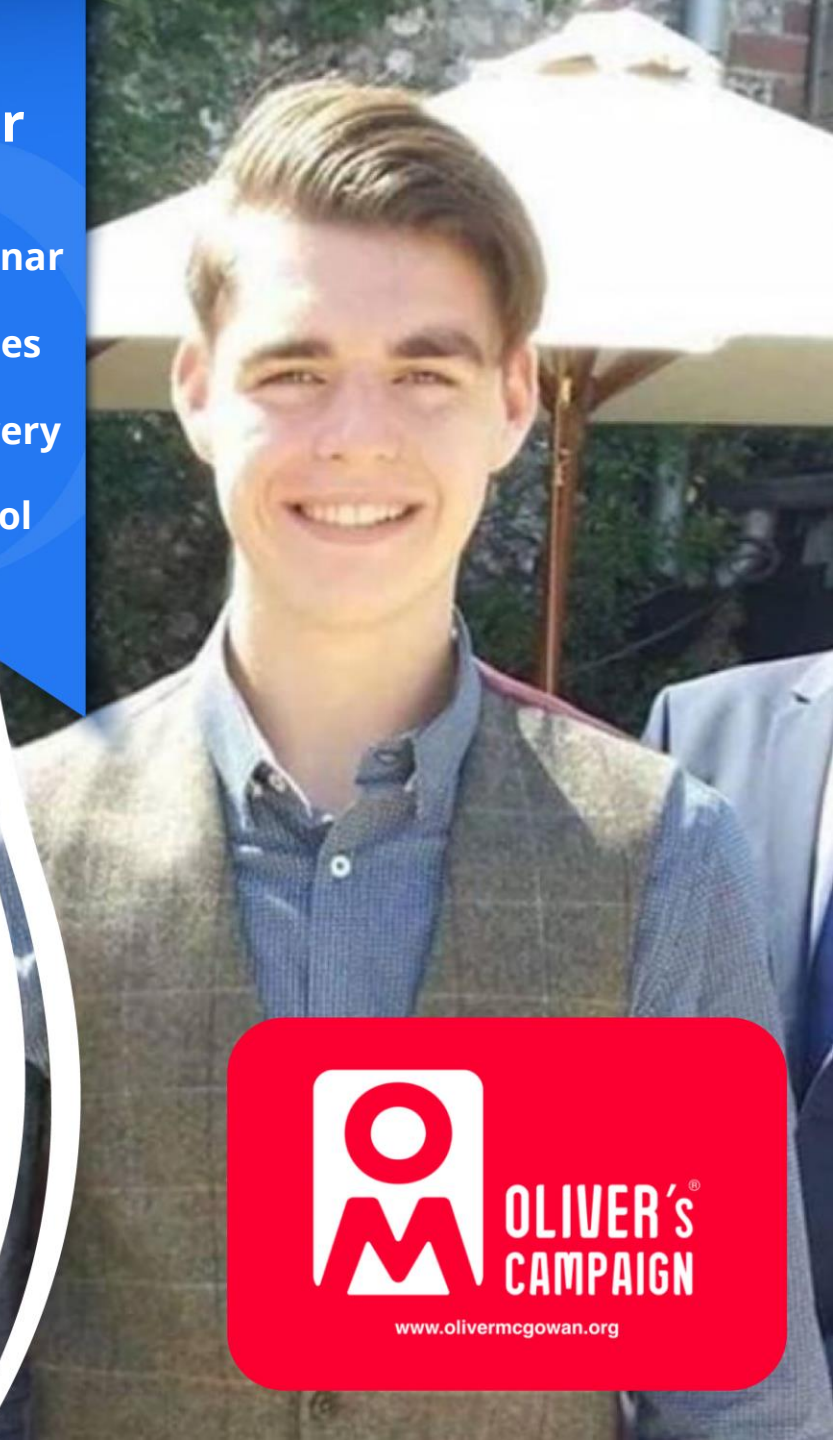
Connected Lives Showcase - Provider Services: How to Evidence Good Connected Lives Practice

We're all about celebrating the life-changing impact you make in people's lives in Hertfordshire.
We're stepping back from the paperwork and the processes to celebrate the real-world effects of the work you do. These 6 sessions over 3 days are an opportunity for you to hear stories from your colleagues and the people we support. It's all about their Connected Lives journey.
The sessions on 21-23 May are online and open to everyone in ACS, social care providers and partners.

Venue: Online [Book here](#)
Date: Tuesday 21st May 2024, 2:00PM - 3:00PM
Section: Connected Lives Showcase - Session 2

Connected Lives

Hertfordshire

A catalogue of designed brochures and toolkits
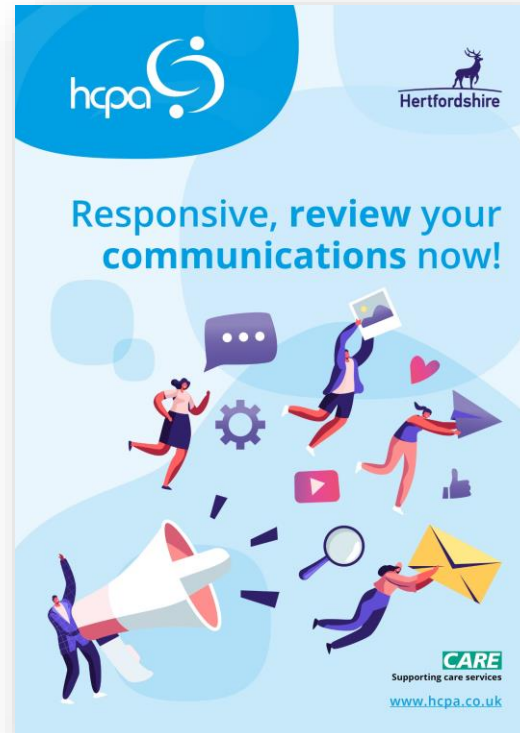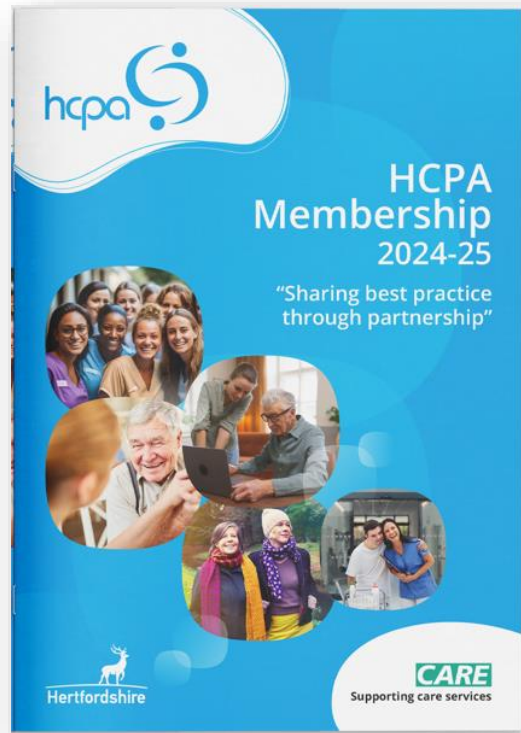
Resource Library (Formally Member Zone) – Quick Links

Events

- HCPA Network Events

- HCPA Service Specific Manager Forums (Online)

- Topic Specific Webinars

- HCPA Topic Specific Study Days (New for 2024)

- Partner Study Sessions including, Fire Safety, Tender Bid sessions, HR

- The Hertfordshire Care Awards (Launching May 2024)

Visit www.hcpa.info/events

Nutrition and Hydration Study Session For Older People Care Home Managers and Compliance Leads

Date: Monday 13th May
Location: Robertson House Stevenage
Time: 9.30-12:30

This session is focused on building knowledge and understanding on the day-to-day care of nutrition and hydration to provide clear expectations of standards for care teams and how to embed these to ensure quality care is achieved.

Topics will be linked to local guidance/ monitoring and CQC standards and does include presentations from local teams and specialists.

Sessions are focused at managers, leaders and compliance leads across our adult care providers who play a key part in disseminating best practice and oversee governance processes.

Importance of activities of daily living- Enabling people- Active care over passive care.

Malnutrition
- What and Why is malnutrition a challenge? (Reference CQC Regulation
- Identifying – Screening MUST- Include challenges such as digital systems
- Management- Three levels of risk from pathway include and roles and responsibilities
- Prescribing
- Local Support and how to access

Hydration
- Importance to Health and Wellbeing
- Roles and Responsibilities
- Challenges including fluid monitoring, fluid charts, urine charts
- Myth Busting different ways to hydrate?

Supporting Choice-
Adjustments based on cultural and dietary needs

Oral Health
- Smiling Matters CQC Guidance
- What is the effect on oral health on nutrition and hydration?

Regulation and Monitoring- What is required and how to evidence

Hertfordshire and West Essex Integrated Care System

HPCA Resource Library

SAFEGUARDING & CAPACITY

The Hertfordshire Safeguarding Adults Board (HSAB) is responsible for the safeguarding of adults with support and care needs in the County.

MEDICATION

Utilise the HCPA Medication page for Care Homes and Community Services in Hertfordshire.

ADULT DISABILITY & MENTAL HEALTH

Utilise the Adult Disability and Mental Health members zone area to tap in to a wide variety of resources and guidance to help you to best care for the individuals you support.

INFECTION PREVENTION & CONTROL

Find information on all things IPC including links to up-to-date guidance, posters for your organisation and audits and competencies to use.

SUPPORT PLANNING & RECORDING

Involving people in decisions about their care is intrinsic to the principles of the MCA and should be evident in every care and support plan.

HEALTH & WELLBEING

Utilise the HCPA Health and Wellbeing page to tap into a wide variety of resources and guidance to help you to best care for the individuals you support.

RUNNING YOUR CARE BUSINESS

At HCPA, as well as supporting you with the care elements of your business, we are also here to support you with the operational, financial and safety elements of your organisation.

TECHNOLOGY & EQUIPMENT

Up to date information on data protection & electronic care planning including apps & devices.

REGULATION & INSPECTIONS

From 1st August 2016 onwards, all organisations that provide NHS care and / or publicly-funded adult social care are legally required to follow the Accessible Information Standard.

EVENT RESOURCES

Each year at HCPA, we run a series of informative events for our members. These include Networking Events, Forums, Study Days and more. Please utilise this section to find resources from previous events such as recordings and presentation slides.

PREVENTION AND ENABLEMENT

Our Stopfalls website shares the most effective methods to help reduce falls. Beginning with a multi-factorial risk assessment and common risk factors such as medication, to the importance of exercise, what to do in the event of a fall and a selection of other

TRAIN THE TRAINER/CHAMPIONS

Coming soon!

Hertfordshire and West Essex Integrated Care System

Hertfordshire Care Provider Support Service Directory

HCPA Provider Hub	HCPA Members Zone

Download our Care Home Directory poster which displays key contact information for services **East & North** **South &** **West**

Below you can search our Support Services Directory by viewing all services, filtering by criteria, or searching for a keyword.

View all services ⬇	Filter By ⬇	🔍	Search services	Search

[Support Service Directory - HCPA](#)

As a membership organisation we partner with leading businesses to support you in all your business needs. As a member you have exclusive access to...

- Legal advice - 15% off Ridouts headline prices
- Exclusive discounted prices on photocopying equipment and bulk printing with Inception
- Preferred rates to join Peninsula Business Services, assisting with HR and Health and Safety
- Large savings on Utility bills via Business Saving Experts
- Access to lower cost business support, consultancy, policy writing, PR, food solutions and IT via our partner services
- apetito, Underwoods Consulting, Fos.net, Overseas Immigration, Specsavers Home Services

Strategic partners: www.hcpa.info/in-partnership

hcpa

Feedback

Webinar evaluation form