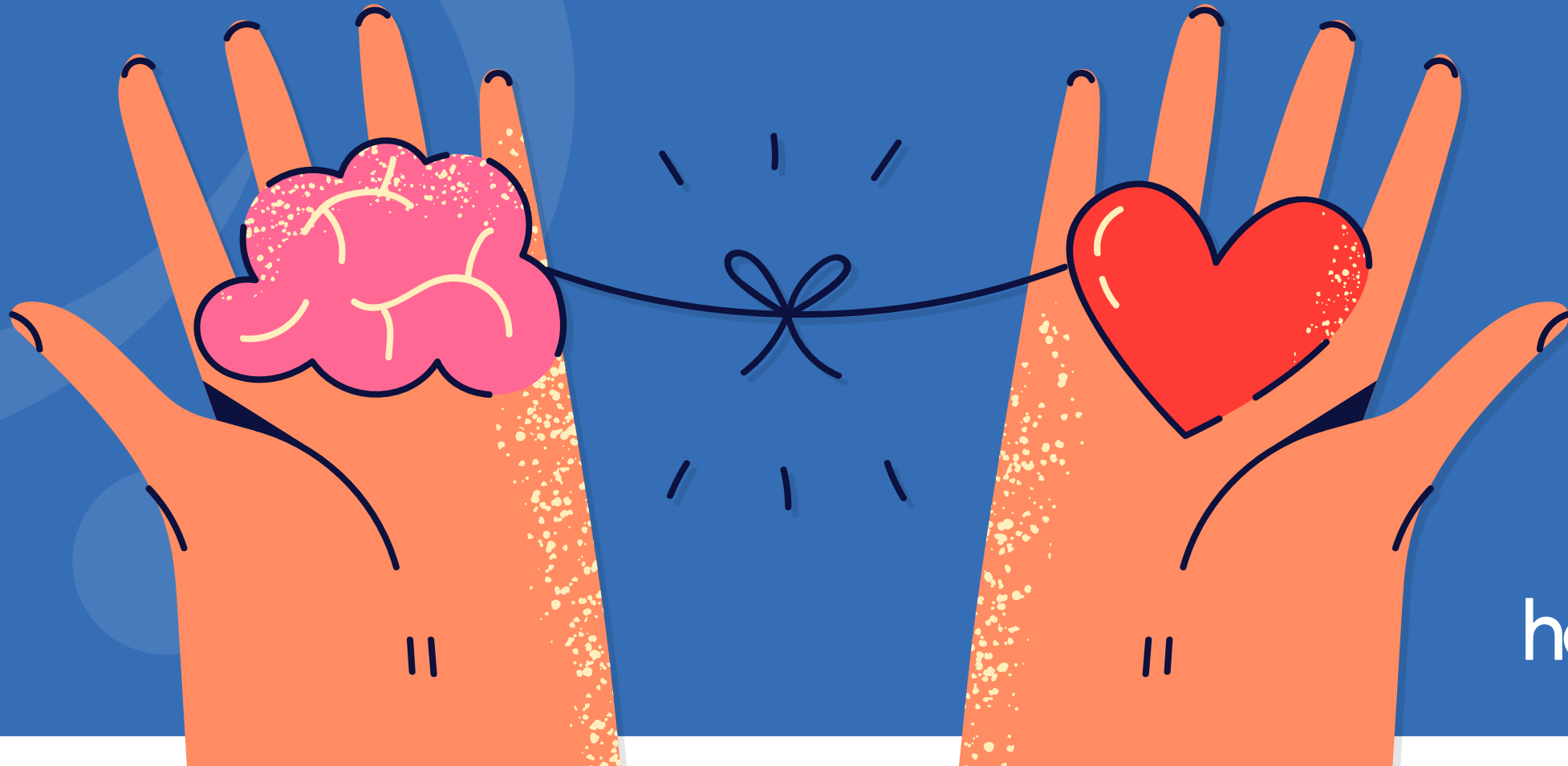


Mental Health Service Forum

For Managers, Team Leaders & Senior Staff



Introduction...

- Joanna Vlismas - Care Education Team Manager
- Peter Bullen – Provider Support

Hertfordshire Care Providers Association



Agenda...



- Housekeeping and purpose of this event – Peter Bullen (HCPA)
- Sector Updates – Peter Bullen (HCPA)
- Market Positioning Statements - Amy Kay (HPFT)
- Hot topic “Raising concerns” – Jason Sadler (HPFT)
- *Break*
- Breakout and networking: Make your voice heard, set the agenda for change (All)
- Skills for Care update: Becci Metcalfe (Skills for Care)
- Reminder of HCPA funded Education and Support – Peter Bullen and Joanna Vlismas (HCPA)
- Summary of take away actions: (HCPA)

Housekeeping...

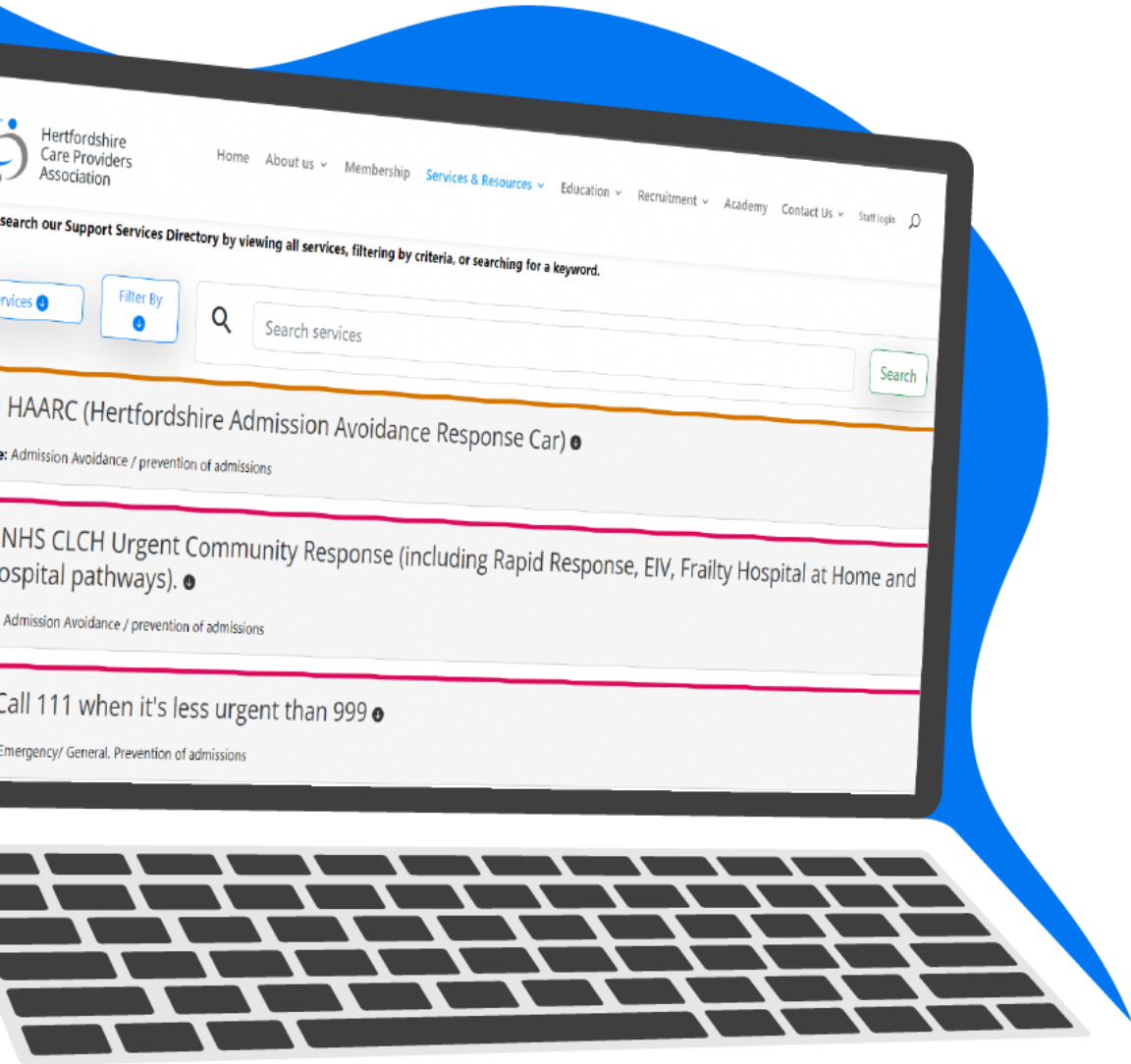
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone
- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned



Purpose of this forum

- Stay up to date
- NETWORK NETWORK NETWORK
- Enables HCPA to represent your views and challenges to the local system: Local Authorities, NHS, community, other partners
- 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 **up to date 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](#)
- Data Security and Protection Toolkit (DSPT). **Deadline 30th June**. Required by CQC and NHS/ICB. dataprotection@hcpa.co.uk fully-funded one to one support, online or in person

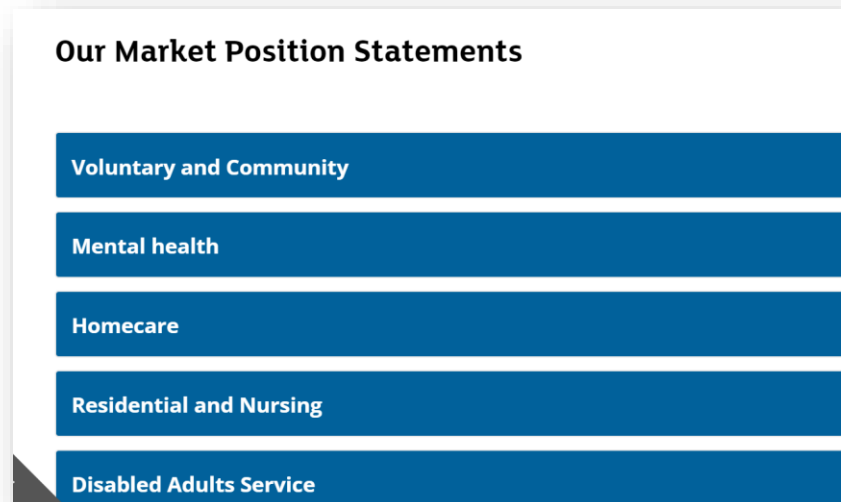
Market Position Statements

Hertfordshire Council document. HPFT support content. Updated February 2024.



Search Market Position Statement on the HCC website.

[Click here](#)



Purpose

“We hugely value your commitment to the residents of Hertfordshire and we recognise and thank you for the high quality care and support your teams provide to individuals every day.”

Chris Badger, HCC

The purpose of these web pages is to share our 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.

We will provide 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.

As I'm sure you recognise, this is not an exact science. While we can outline our current expectations, **it is essential that we continue to hear from you**. We 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.



Sections

Upcoming opportunities:

- NHS Talking Therapies – procuring new counselling for depression providers from January 2025.
- Homecare, Community Support and Enablement at Home provision - procuring in 24/25.
- Support for people with an SMI to improve physical health outcomes.
- Increasing access to housing for people with mental ill health.
- Reopening of the supported living framework to further develop provision for autistic adults – see Community Commissioning for Disabled Adults.



Mental Health and Wellbeing in Hertfordshire

Modelling by the Centre for Mental Health predicted increases ranging from 20-25% in the number of people presenting to mental health services in the years following the pandemic, and locally we have seen increases in line with this modelling across services both for people with existing mental health problems getting worse, and new difficulties emerging for others.

The cost-of-living crisis is also negatively impacting people's mental wellbeing and although there are affluent areas within the county, there are areas of high deprivation in both rural and urban part of the county which affects the mental health of people of all ages.

The increase in demand has meant:

- Some specialist services, including eating disorder and personality disorder services, have seen large increases in demand in the last 3 years, resulting in longer waits to access services.
- Crisis mental health services have been seeing more people previously not known to services.
- More people have needed an inpatient stay resulting in beds being commissioned in the independent provider sector.
- Increased awareness of Neurodiversity, and the numbers of people seeking diagnosis for Autism and ADHD have increased, increasing waiting times for diagnosis.

In addition, the physical frailty of our seriously mentally ill (SMI) population has increased as this population ages along with the general population, creating the need for a skilled workforce who can support peoples mental and physical health.



Integrated Health and Care Commissioning (IHCC)

Hertfordshire County Council (HCC) lead on the commissioning of mental health services across the council and the NHS in Hertfordshire through IHCC. The team work to deliver the Long-Term Plan priorities for mental health and commission secondary mental health services, Voluntary and Community organisations, and counselling services.

Much progress has been made since the Long-Term Plan was published, work locally continues on key programmes and service developments including:

- Increasing Access to NHS Talking Therapies
- Community Mental Health and Primary Care Mental Health Transformation, aligned to our Connected Lives model
- Early Intervention for Psychosis
- Physical Health Support for people with Serious Mental Illness
- Developing our Crisis Alternatives
- Improving access to Perinatal mental health services



Connected Lives

Our joint mental health services in Hertfordshire Partnership Foundation Trust have embedded the Council's Connected Lives social care model of practice for support and assessment under the Care Act. This model sets out standards, principles and approaches for staff working with people with an emphasis on prevention, enablement, and support for people to achieve their outcomes.

Improving physical health support for people with severe mental illness

We are also developing plans for people who have barriers to accessing their GP or need support with improving their physical health once they have seen their GP. This may include voluntary sector proposals for ways to achieve this and so we may seek proposals on how best to achieve this.

Developing a range of crisis alternative services

A Mental Health Urgent Care Centre is being developed by secondary services in Stevenage in 2024-25. There may be opportunities for social care and voluntary sector providers to provide additional support to this pathway.



Voluntary sector mental health contracts

The Integrated Health and Care Commissioning team are reviewing current contracts, service offers and funding arrangements to ensure the stability partners need but also that our local offer continues to respond to our populations mental health needs and are able to emerging needs of the population now and into the future.

Autism

HCC are working with partners and autistic people on our refreshed Hertfordshire All Age Autism Strategy, driven by the Hertfordshire All Age Autism Co Production Board and supported by the National Development Team for Inclusion (NDTI)

Dementia

Our new Hertfordshire Dementia Strategy 2023-2028 set the direction for the work we and partners will focus on over the next five-years. There will be opportunities for providers across a range of service areas as our Strategy is implemented. Currently there is work recovering our diagnosis services to ensure people receive a timely diagnosis. Work is also underway to review and reshape our community support services for people with dementia



Secondary Commissioned Care and Support (HPFT)

HPFT works with the provider market to commission care and support in the community. HPFT has continued to develop its Commissioning, Contracts and Quality Team who work closely with the Council and our provider market.

New Residential, Nursing and Supported Living contracts have been put in place in 2023/24.

Providers are quality monitored using the Provider Assessment Market Management tool (PAMMS).

The provision for accommodation-based services is strong with good quality outcomes being seen.

Most people in accommodation-based care and support are supported in Hertfordshire, of the 10% of people that are placed outside of Hertfordshire most are in neighbouring boroughs, with 3% further away.

Services are currently provided through approved providers through a mixture of framework and spot contracts.



Contract values for 2022/23 are detailed in the table.

Service Area	Spend 22/23
Residential and Nursing	£10,300,000
Supported Living	£8,000,000
Home Care	£3,000,000
Enablement at Home	£2,000,000
Community Support	£1,500,000
Live in Care	£180,000
Flexi-care	£67,000
Day Opportunities	£40,000



Provider Opportunities

Enablement at Home Support framework was let in 2021 and is now under review. The volume of support required exceeded provider capacity on the framework.

Following the review of the framework a new contracting model will be agreed in Q4 2023/24.

The current plans are to re let a framework for Homecare, Community Support and Enablement at Home provision 2024/25. Learning from the review points to the need for localised providers with capacity to support the scale of referrals in each area.

Transport costs have been identified as a barrier to Providers so consideration is being given to local areas to reduce costs and maximise staff time.

Intensive Rehabilitation and Discharge to Assess (D2A) services in Stevenage and Harpenden were tendered in 2022/23, with the Harpenden site due to open in April 2025.

These services offer an intensive reablement and stop people going into long term residential care.

Alongside this is the Discharge to Assess offer we would like to see expanded to provide support to a person in their own home.

This is anticipated to be purchased as community support with a D2A period of assessment.

Providers bidding to the Community Support contracts will be asked to be prepared to provide this care.



Secondary Commissioning – Market Development

Commissioners are looking closely at the availability of accommodation for people with a severe mental illness SMI within the county. An emerging need is people with frailty or physical health needs and SMI. HPFT are working with providers to establish if the current provider market can support this group of people in Hertfordshire and reduce the need for people to go to receive care and support in other areas, away from their family and friends.

There is need for limited specialist provision for people with:

- Multiple diagnosis conditions and presentations including supporting challenging behaviour, personality disorder and eating disorder.
- Dual diagnosis of mental health and substance misuse.
- Mental health and physical health some with mobility requirements.
- Lower support environments are needed, some with specific forensic skills.

There is an emerging need of older people with SMI and a small number of residential homes changing their model to older people's support. This opens a gap in the market for increasing provision for younger adult's Residential and Supported Living.

There is a continued need for housing options to promote further independence for people to sustain their recovery and sustain their life in the community without needing to move when they no longer require care



Raising concerns. A strength

Jason Sadler
Provider Developer Trainer

Possible causes?

Lack of understanding on what constitutes a safeguarding

Misconceptions over “ability” of the professional/organisation

Lack of access to good quality training

Uncertainty over how to report a concern

The risks

Risk to the individual

Legal action

Disciplinary action

**Disciplinary action on
Local Authority and
organisations**

When safeguarding duties apply

Safeguarding applies to any adult, regardless of mental capacity who:

Has needs for care and support (Whether assessed by the Local Authority or not);

Is experiencing or is at risk of experiencing abuse or neglect;

As a result of care and support needs is unable to protect themselves against the abuse or neglect.



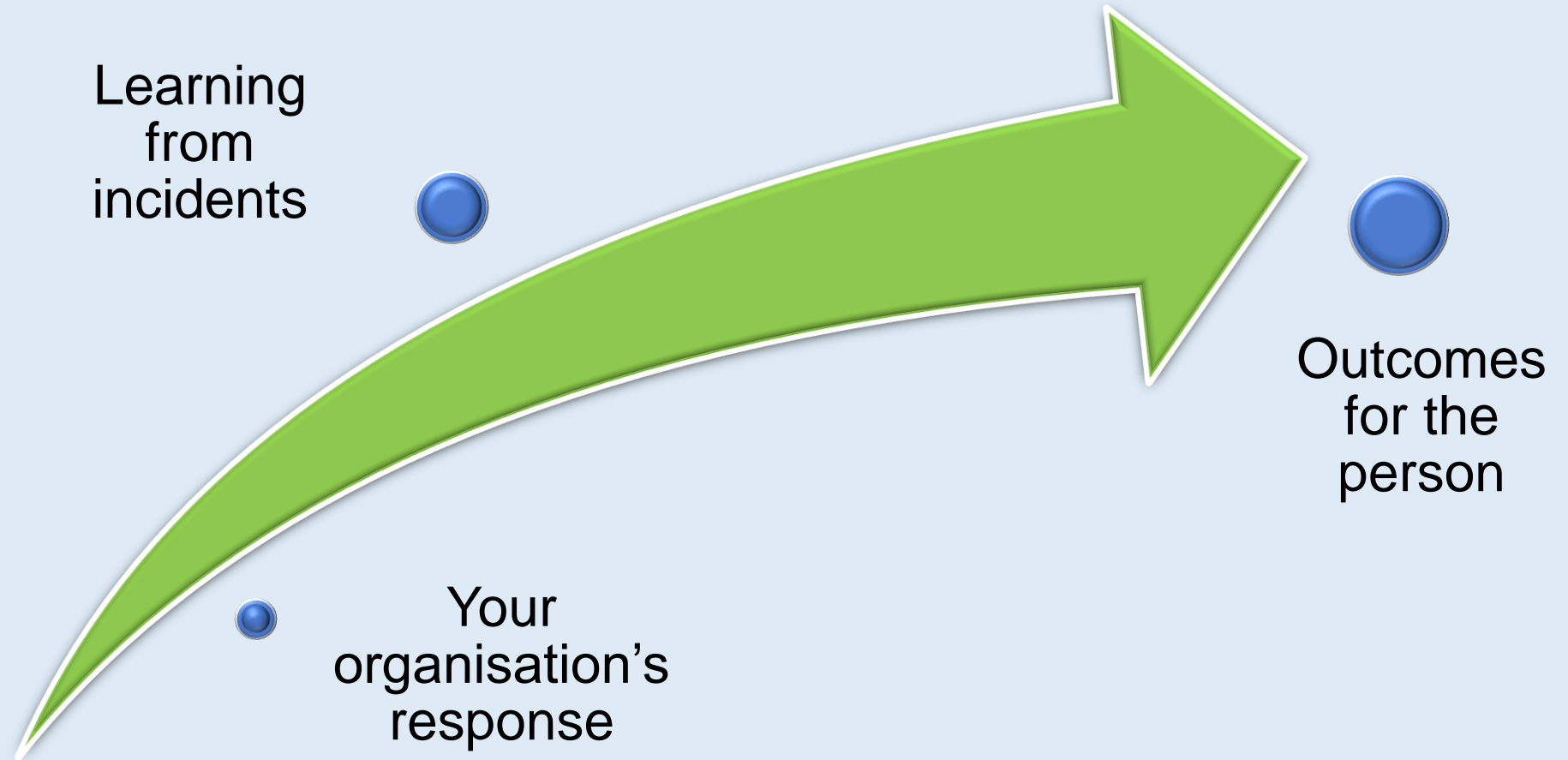
Example

Mr B moved to residential care 9 months ago. He is married but lives apart from his wife. He has schizoaffective disorder and autism.

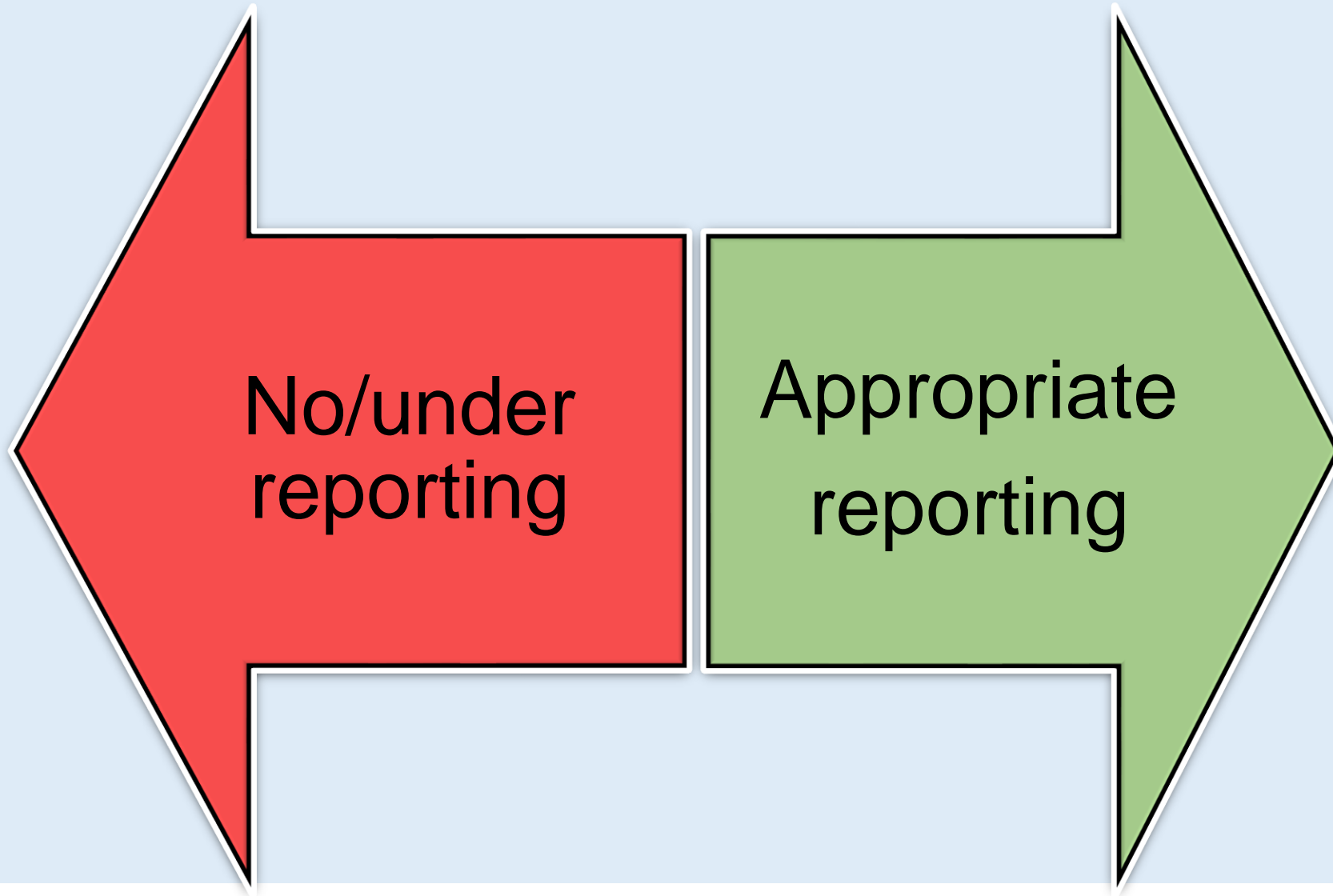
Mrs A frequently visits and calls him on the phone. Recently, she often demands money and threatens to leave him if he doesn't give her any. Staff noted her demeanour towards him has changed over time, she refers to him as a burden and is talking down to him a lot more.

Mr B's mental disorder means he struggles to manage his finances effectively; this may include decisions in regards to giving money to others. His autism diagnosis also means that he struggles with change and this has exacerbated the impact of the abuse as he becomes very distressed about the thought of his wife leaving him.

SAFA's – The positives



?



On its way!

The safeguarding toolkit

• Has care and support needs
• Is experiencing or at risk of abuse or neglect
• As a result of their care needs is unable to protect themselves

The Safeguarding investigating team managers will decide if an Enquiry is required but we expect all of our staff to recognise abuse and know how to raise a Safeguarding Concern

Worried about Data Protection—don't be
Data Protection Act 1998 and human rights laws are not barriers to justified information sharing
Share with informed consent where possible and respect the wishes of those who do not consent to share confidential information.
You may still share information without consent if there is good reason to do so, such as where safety may be at risk. Make sure that the information you provide is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, and is shared in a timely and secure way.
For more information: [Information Sharing Procedure](#)

Good Practice

- Patients are likely to be unfamiliar with safeguarding processes—explain the process
- Stay relevant—Give the basic facts about the Safeguarding incident without getting bogged down in too much detail
- Give some context—Keep it brief but make sure there is enough context for a reader to understand the incident
- When quoting someone use their actual words. You may want to include clarification of what they meant but don't leave room for misunderstanding.
- Provide accurate information and avoid jargon.

Make safeguarding personal

- Safeguarding enquiries should always be person led so ask about the outcomes the person wants to achieve.
- Safeguarding should be done WITH patients, not to them.
- Include information about the adult's professional and informal support network. If

Psychological
Discriminatory
Neglect & acts of omission
Modern slavery

Organisational
Self-neglect
Domestic abuse/violence

"If you suspect ABUSE → RAISE a referral"

Get your facts right:
What have you seen? (where, when) What have you heard? (when, who from)

What form of abuse/neglect is the adult(s) at risk experiencing or at risk of?
Has a crime been committed?
Was the harm deliberate or accidental?
What is the impact on the adult (or others)?

Information about the adult(s) at risk:

- Basic identifying information including name and DOB.
- What care and support needs do they have?
- Why are they unable to protect themselves from the abuse/neglect or the risk of it?
- Do they have mental capacity to make decisions about keeping themselves safe/other relevant decisions?

Information about the person alleged to be harm:

- Do you know their name?
- Do they have any care and support needs?
- Do they work with children or adults at risk?
- Are they in a position of trust?
- Do you know if they have a history of posing a risk to others?

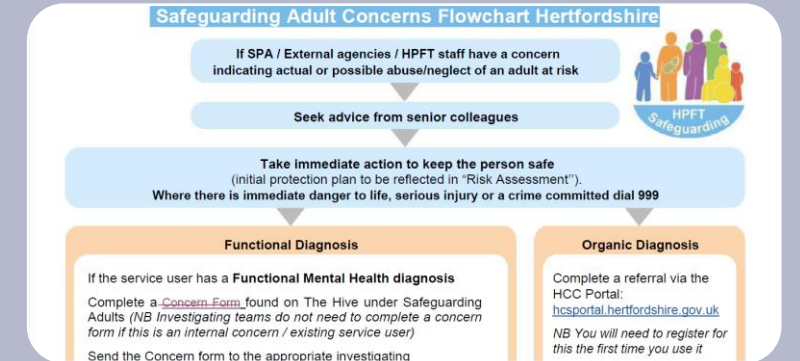
Safeguarding Adults Board
Working together to prevent abuse

HPFT Safeguarding Adult Concern Form for Referrals to HPFT Investigating Teams

Please refer to: [HPFT Safeguarding Adults Policy](#)

Please note: this form should **only** be used for service users whose primary need is related to functional mental illness. All other Safeguarding referrals should be sent to HCC via the Safeguarding Portal.

Personal details of adult at risk			
Name:	Title:	Dob:	Gender:
Paris ID:	Preferred language/communication needs?	Ethnic origin:	
NHS number:			
Police URN:			



Making good safeguarding referrals

HPFT safeguarding referral form

Safeguarding Adult concerns flowchart

nicola.scott41 @nhs.net

Commissioning Manager & Service Finding Team Manager



Hertfordshire Partnership
University NHS Foundation Trust



Breakout Room Discussion

Tell us your biggest challenges right now, and what the sector/HCPA can do to help



Feedback from Breakout Rooms

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



Becci Metcalfe

Skills for Care Locality Manager





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](#)



Safer employment guide

Discover how implementing safer employment practices can enable you to create fairer, safer, and more inclusive workplace cultures for people who draw on care and support, and for staff and volunteers to work in.

Our new safer employment guide supports employers to think about safer employment processes from recruitment to retention to managing leavers.

It gives an overview of the PRISIM model of safer employment and signposts to resources and tools to enable you to develop safer employment practices and a safer employment culture in the workplace.

The PRISIM model highlights the six stages of the safer employment journey.

[View the safer employment guide](#)



Adult Social Care Training and Development Fund

In the 2024-25 financial year, a new learning and development fund will be launched called the Adult Social Care Training and Development Fund

This fund will be available to eligible adult social care employers in England, who will be able to claim reimbursement for training costs for qualifying staff. This new fund will not be administered by Skills for Care. [Find out more](#)

Workforce Development Fund (WDF) 2024-25 grant applications now open for large national organisations

The WDF will be scaled down in 2024-25 which means this tender opportunity is only open to large national organisations that meet the eligibility criteria. It will only be possible to claim WDF for qualifications and apprenticeships that started on or before 31 March 2024 and will be complete by 31 March 2025. The deadline for applications is 13:00 on Friday 3 May 2024. [Find out more](#)



Upcoming nursing events...

Celebrating social care nursing on International Nurses Day

Friday 10 May 11:00 – 11:45 | Zoom

This virtual event will be a celebration of all things social care nursing, with people who draw on care and support from all fields of practice. You'll hear from Deborah Sturdy the Chief Nurse for Adult Social Care followed by stories from people working in the sector.

Whether you're an adult nurse, mental health nurse, children's nurse, or a nursing associate working in adult social care this session is for you. This is an opportunity to come together and leave with a shared value of nursing in social care. [Register now](#)

Nursing recruitment and retention webinar series

Wednesday 15 May and Wednesday 12 June 13:00 – 13:45 | Zoom

Recruiting and retaining the nursing workforce within the social care sector is now more important than ever. We have two webinars covering opportunities for restorative clinical supervision and developing the nursing associate role in social care.

These webinars are designed for those invested in the social care nursing workforce and with input from key stakeholders will explore best practices in both topics. [Register now](#)



New registered managers webinar...

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

Thursday 16 May 2024 | 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](#)





New registered managers webinar...

Leading induction for a positive workplace culture

Thursday 6 June 2024 | 10:30 – 11:30 | Zoom

Good quality induction significantly reduces turnover rates and reduces the time taken for someone to become effective and productive in their role.

Induction is a critical time for anyone joining social care – it's an opportunity for managers and leaders to embed organisational values and culture, as well as support that new person to set a positive ongoing career experience. This webinar will show managers and leaders that a quality induction doesn't need to be complicated.

Join us to hear about practical ideas that you can consider in your own organisations and ways in which to effectively demonstrate evidence to the CQC.

[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





Upcoming seminars...

Improving your CQC rating seminar

Tuesday 22 October | 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 7

The Single Assessment Framework represents an opportunity

In our new podcast we chat to Isabel De La Haye, a recently qualified solicitor and previous managing director of a care home.

Isabel chats to us about the new CQC assessment and shares her tips on how you can prepare for any forthcoming assessment by understanding your current position. She talks about the importance of checking the factual accuracy of your CQC report and how you can comment and provide additional supporting evidence when you receive your draft report. She also chats about the value of career development for your staff and what she wishes she had known as a managing director that she knows now!

[Listen now](#)





New guidance: Developing nursing placement opportunities

Social care nursing placements offer a wealth of opportunities for employers who can help students reach their full potential in developing their knowledge and skills within the learning environment.

With an ongoing demand for nurses and nursing associates within the sector there is a need to increase placement capacity.

This guidance is aimed at employers and those considering hosting students to help them navigate the process of linking in with higher education institutions and highlights the benefits that there are for employers in hosting students.

[View the guidance](#)





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

Care Workforce Pathway: Survey on the Registered Manager and Deputy Manager draft role categories

- On 10 January 2024, the Department of Health and Social Care (DHSC) launched part 1 of the Care Workforce Pathway. Developed in partnership with Skills for Care, part 1 focused on staff working in direct care roles outlining an initial four role categories. Contained within each role category is a defined set of behaviours, knowledge and skills expected of someone to work at that level. ([The Care Workforce Pathway](#))
- Following release of part 1 of the care workforce pathway, we have continued to work in partnership with DHSC on phase 2. This has included developing additional role categories for Deputy Managers and Registered Managers. We'd really like to hear from Registered and Deputy Managers about some of the content we have developed, including the behaviours they should show, how we've described these roles, and on the knowledge and skills we think people working in these roles should have.
- The survey should take **30 minutes** to complete and will close on **Monday 13 May at 23:39**.
- You can access the survey here: [Access the survey](#).
- If you have any further comments that can't be included in the survey, please contact NWDCapabilityandSkills@SkillsforCare.org.uk stating that you're getting in touch regarding the registered manager and deputy manager role categories survey.

Becci Metcalfe

Skills for Care Locality Manager

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

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



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



IMPARTIAL assessor service



- 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 whilst 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:

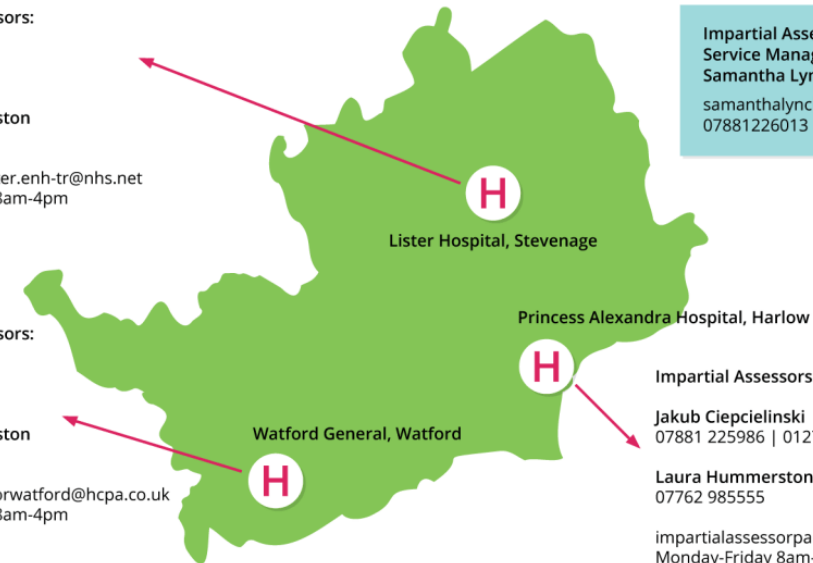
Sheila Gatonye
07549 022016

Laura Hummerston
07762 985555

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

Impartial Assessor Service Manager: Samantha Lynch

samanthalynch@hcpa.co.uk
07881226013



Impartial Assessors:

Jakub Ciepielinski
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.

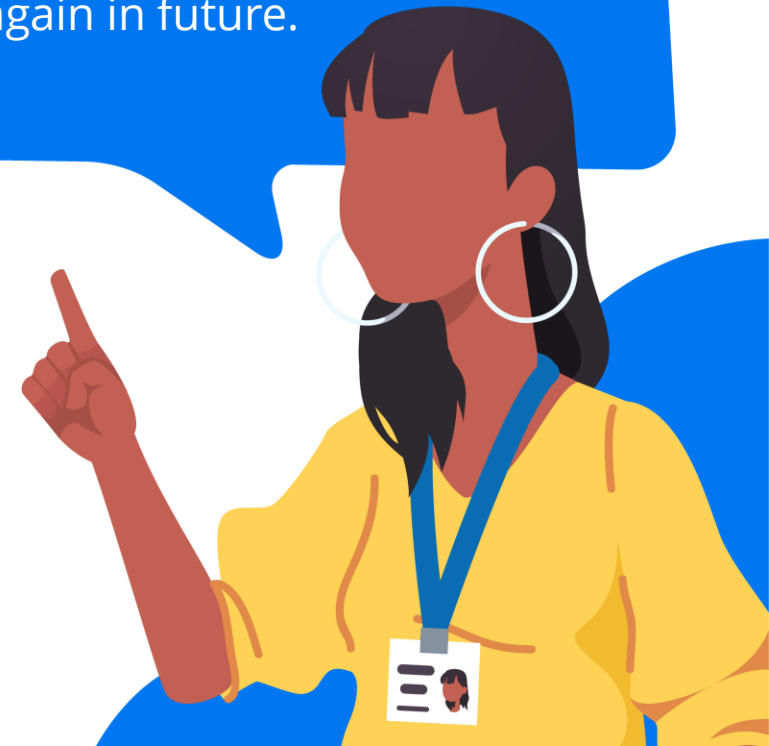
IMPARTIAL assessor service

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:

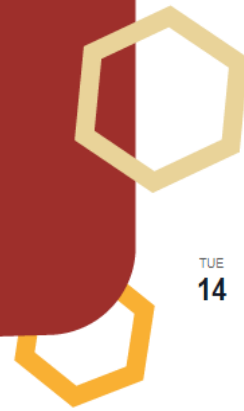
- Falls analysis and documentation such as risk assessments.
- Enabling care and creating an enabling culture within the service.
- Bed Care prevention and engagement activity support.

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

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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



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



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



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
- Observations & Competency Assessments
- Supporting Relationships: Relationship and Sexuality Awareness Training for Managers
- Trainer CPD and networking

New Topics!



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

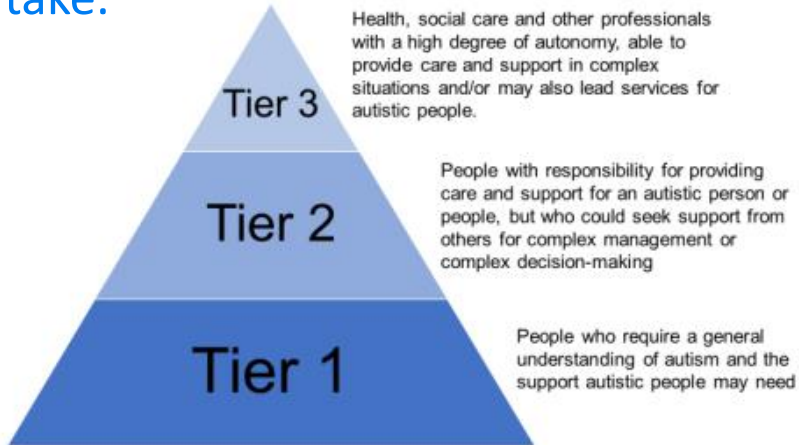
New Structure:

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



Oliver McGowan

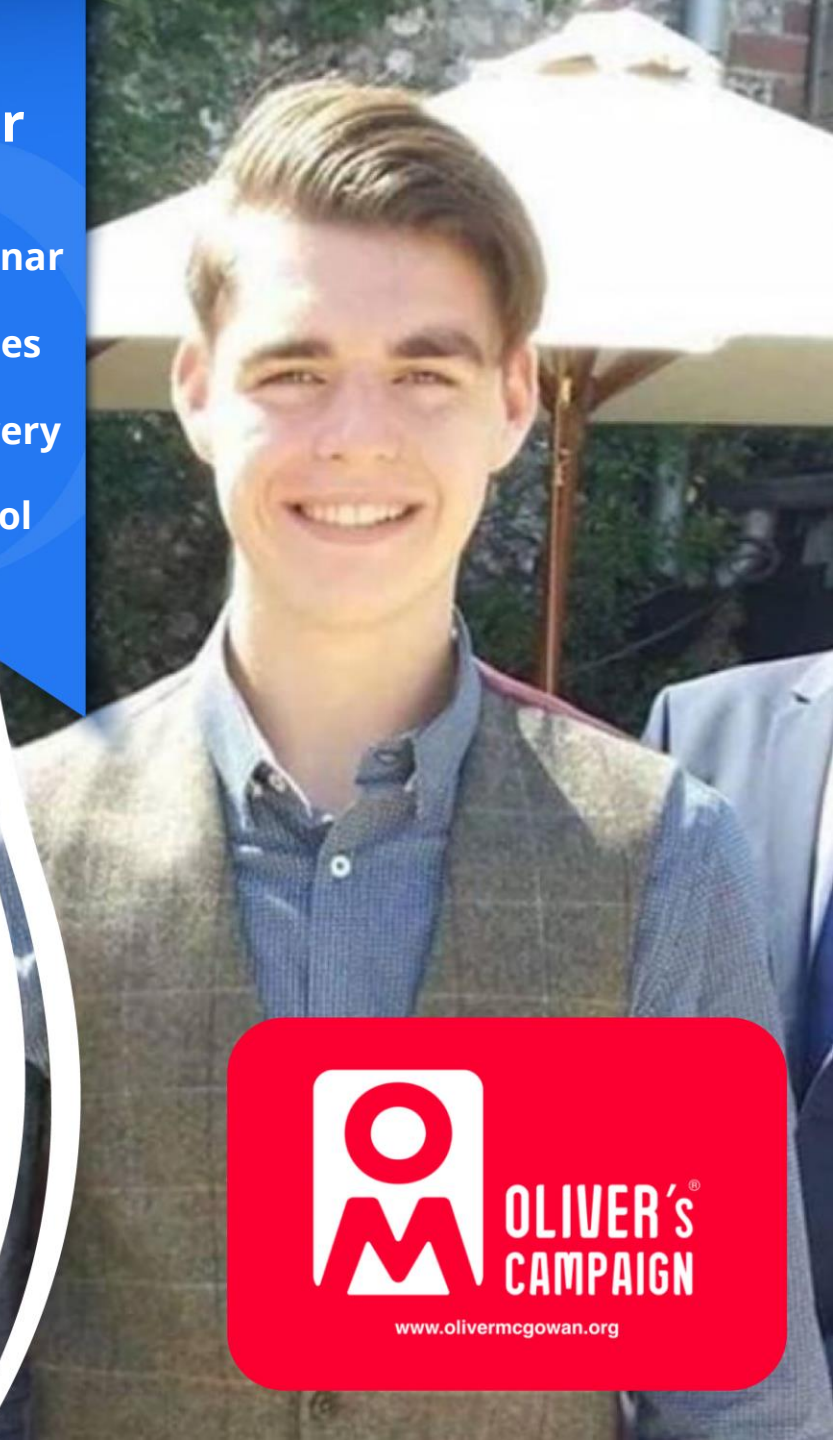
The Oliver McGowan Mandatory Training on learning disability and autism is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff to undertake.



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

HCPA Offer

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



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.

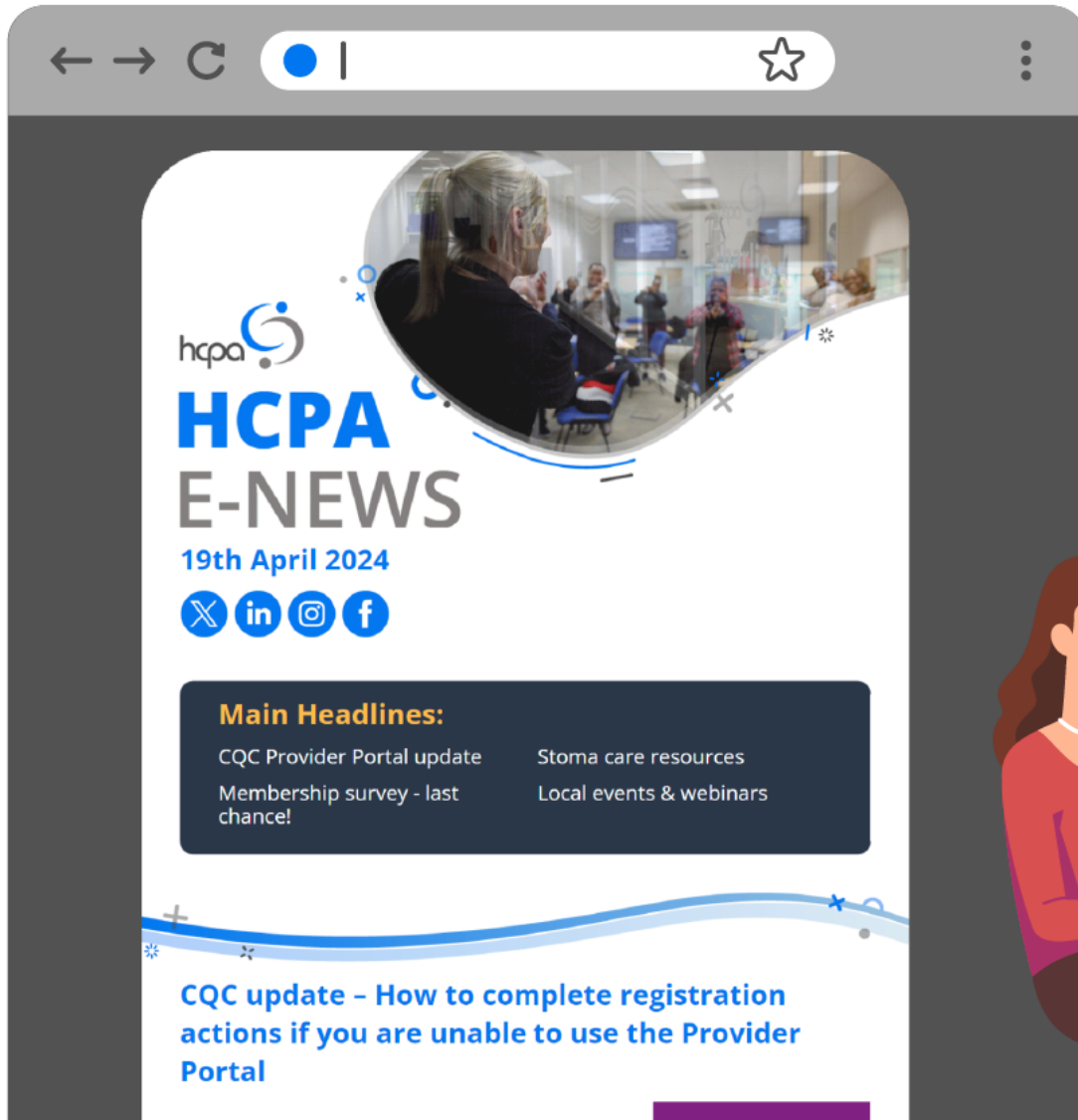
The sessions on 21-23 May are online and open to everyone in ACS, social care providers and partners.

Venue: Online [Book here](#)

Date: Tuesday 21st May 2024, 2:00PM - 3:00PM

Section: Connected Lives Showcase - Session 2

HCPA e-news



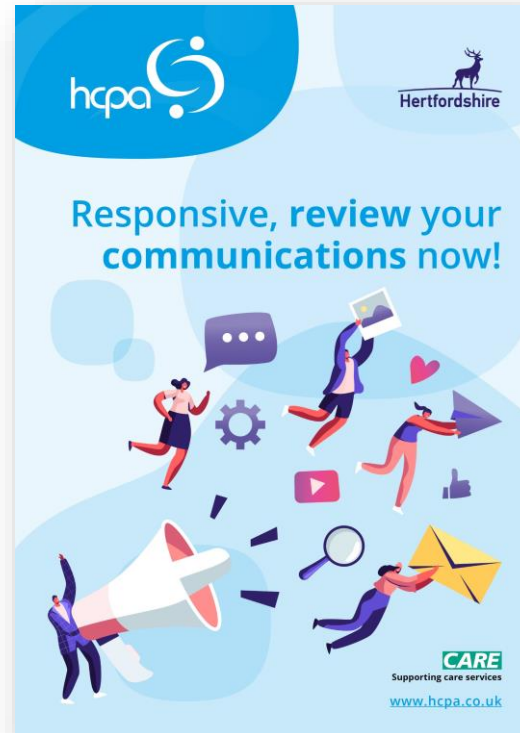
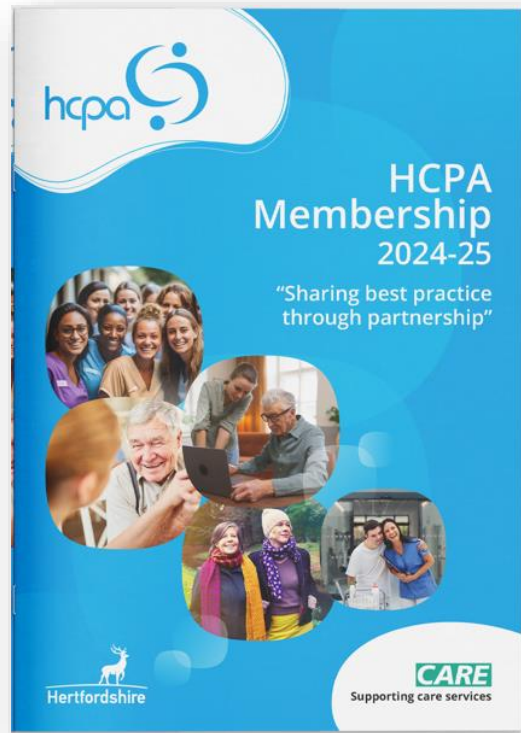
Stay up to date with HCPA e-news

- Commissioning opportunities and tender information
- Education and support for regulation and inspection
- Changes to national / guidance
- Local alerts

ANYONE can subscribe
at www.hcpa.info/news



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



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 &](#)



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](#)

[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

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 Herts 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 - Friday, 9am - 5pm www.hcpa.info/hub

HCPA: 'Sharing best practice in care through partnership'



Q&A...

Call: 01707 708 108 (9am - 5pm | Mon - Fri)

Email: assistance@hcpa.co.uk

Visit: hcpa.info/covid-19

Sign up for the Daily HCPA newsletters at
hcpa.info/news



Summary of take aways – for reporting and action

- Recent wins: We will share and celebrate innovation and great ideas
- You've told us that your challenges are...
- You've told us that HCPA & partners could help by...



Thanks for joining us.



Feedback

Webinar evaluation form

