

16 June 2021

Domiciliary Care Breakout session

We will begin shortly



House Keeping

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

Agenda

Your HCPA host today, Wesley Strahan-Hughes

- Access to Agencies
- Monitoring, commissioning and new tendering
- Q&A
- Training
- Popular questions to the Hub
- The HCPA Provider Hub
- The Member Zone

Agency Charter of Excellence

Service to support the
emergency staffing needs of all
care providers in Hertfordshire

<https://www.hcpa.info/ace/>



What is the Aim of ACE?

- ACE is the Agency Charter of Excellence Mark awarded by HCPA.
- This is a Mark to show the achievement of high quality standards and performance from staffing agencies to all providers.
- Raising the standard and skill of the staff provided by the staffing Agency
- Ensuring robust regulatory standards, for the use of staff in the care sector, are upheld by the staffing agency
- **Providing our Members with clear information on the quality of the Staffing Agencies available to them**
- There will be three levels of attainment for ACE Mark Holders:- Standard, Silver and Gold

[About](#) ▾[Training & Events](#) ▾[Academy](#)[Recruitment](#) ▾[Contact](#) ▾[Members Zone](#)

Services



Here at HCPA, we offer members a host of fully-funded, low-cost or discounted services to support all areas of your care organisation, either through us directly or via our network of trusted partners.

I'm looking for support with...

[Agency Charter of Excellence](#)[EU Transition](#)[Insurance](#)[Quality Audits & Mock Inspections](#)[Business Savings & Investments](#)[Executive Coaching](#)[Jigsaw Team Building](#)[Safeguarding Support](#)



The Agency Charter of Excellence Mark is recognition for all staff recruitment agencies who offer care Staff to Adult care provider in Hertfordshire

ACE Mark holders have demonstrated that they:

- Have strong policies and processes in place
- Actively monitor quality and maintain robust quality standards, especially during COVID-19
- Engage & retain good, well-trained candidates or new workers

If you are a provider wishing to use one of the ACE Mark holders - [click here](#)

If you are a recruitment agency and wish to be an ACE Mark holder – [click here](#)

Type of service offered:

- All
 Administration
 Care staff
 Cleaners
 Cooks
 Drivers
 Maintenance
 Managers
 Nurses
 Seniors

Hertfordshire areas covered:

- All
 East Hertfordshire
 North Hertfordshire
 Three Rivers
 Welwyn Hatfield
 Broxbourne
 Dacorum
 Hertsmere
 Stevenage
 Watford
 St. Albans

Search

**Company****Type of services offered****Areas in Hertfordshire covered**

+

+



247 Lifeline Ltd

Administration, Care staff, Cleaners, Cooks, Managers, Nurses, Seniors

East Hertfordshire, North Hertfordshire, Three Rivers, Welwyn Hatfield, Broxbourne, Dacorum, Hertsmere, Stevenage, Watford, St. Albans

+



ACH Healthcare Ltd

Care staff, Nurses

East Hertfordshire, North Hertfordshire, Welwyn Hatfield, Broxbourne, Stevenage

+



Care4You Direct Limited

Care staff, Cleaners, Drivers, Nurses, Seniors

East Hertfordshire, North Hertfordshire, Three Rivers, Welwyn Hatfield, Broxbourne, Dacorum, Hertsmere, Stevenage, Watford, St. Albans



HCPA Agency Charter of Excellence Mark

businessdevelopment@hcpa.co.uk

Daisy Sanghera

Simon Fraser

**Integrated Community Support Commissioning
Team - Hertfordshire County Council**

Commissioning, monitoring and new tendering for
Homecare

Our strategic vision

Aims

- **Supporting independence**
 - Enabling model of care so that people can remain in their own home
 - Working with and integrating the developing Assistive Technology projects, improving preventative offer, targeting support to divert and reduce demand on primary and acute health care
- **Connecting with communities**
 - Connected Lives model, building on strengths, connecting to community offer from wide range of Voluntary and Community Sector organisations
 - Moving away from 'time and task' services towards outcomes based services where people's goals and aspirations at the centre of the services they receive
- **Building an attractive offer for our care workforce**
 - Significant investment into front line care worker pay – all providers able to offer pay rates above the Living Wage
 - Attractive career development opportunities and employee benefits, working with HCPA to deliver our workforce strategy

The **ConnectedLives** Commissioning Principles



What we currently commission

Services

- **Support at Home (SAH)**
 - our Mainstream service
- **Reablement**
 - our short-term Enablement service
- **Short term: COVID-19 barrier rounds**
 - supporting people during isolation period or pending negative swab result

Hours / People Supported

SAH

The Council commissions approximately **2 million hours** of mainstream homecare a year to support approximately **3,600 people** living in Hertfordshire at any one time. Lead Providers are contracted to deliver an agreed level of indicative hours, the remainder of the market is supported by spot providers and some non-contracted providers.

Reablement

The Reablement service delivers approximately **165,000 hours** of care per year and supports **3,750 people** every year based on figures since the new contracts started

Providers

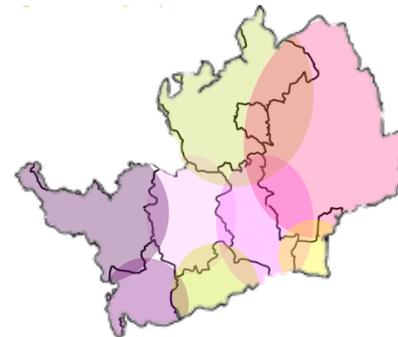
SAH

- 4 Lead Providers;
- Approx. 65 spots (March-21)

Reablement

- 3 providers

Lot Areas



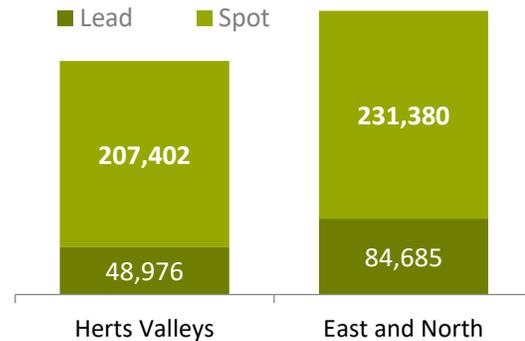
9 district areas:

Broxbourne
Dacorum
East Herts
Hertsmere
North Herts
St Albans
Stevenage
Watford & Three Rivers
Welwyn & Hatfield

92% of service users interviewed during Q4 20/21 confirmed that they were satisfied with their care

How we're looking at demand

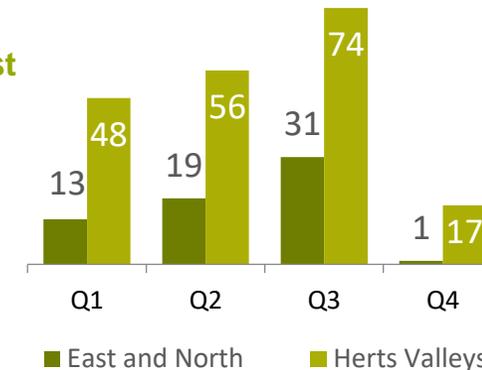
Mainstream Homecare Split by Spot and Lead (East Vs Herts Valleys) Q4 20/21 – hours commissioned



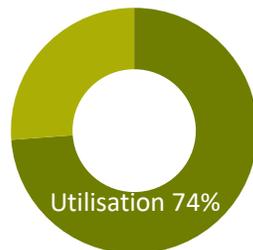
During Q4 **we commissioned approx. 70,000 more hours** than during Q3 2019/20 (pre-pandemic). We hold contracts with both Strategic Lead providers and our Spot provider market. All new care packages are offered to Lead providers first, should they not be able to meet a person's needs, the package is offered to the Spot market. We currently have around 65 spot providers who deliver approx. 70% of our homecare hours. The drive is to increase the Lead provider market share.

At the end of Q4 20/21 the level of **uncovered care has reached its lowest number since recording of this data commenced** in this format in 2016, reflecting the increase in hours commissioned.

Uncovered List 20/21 (Snapshot) – number of people



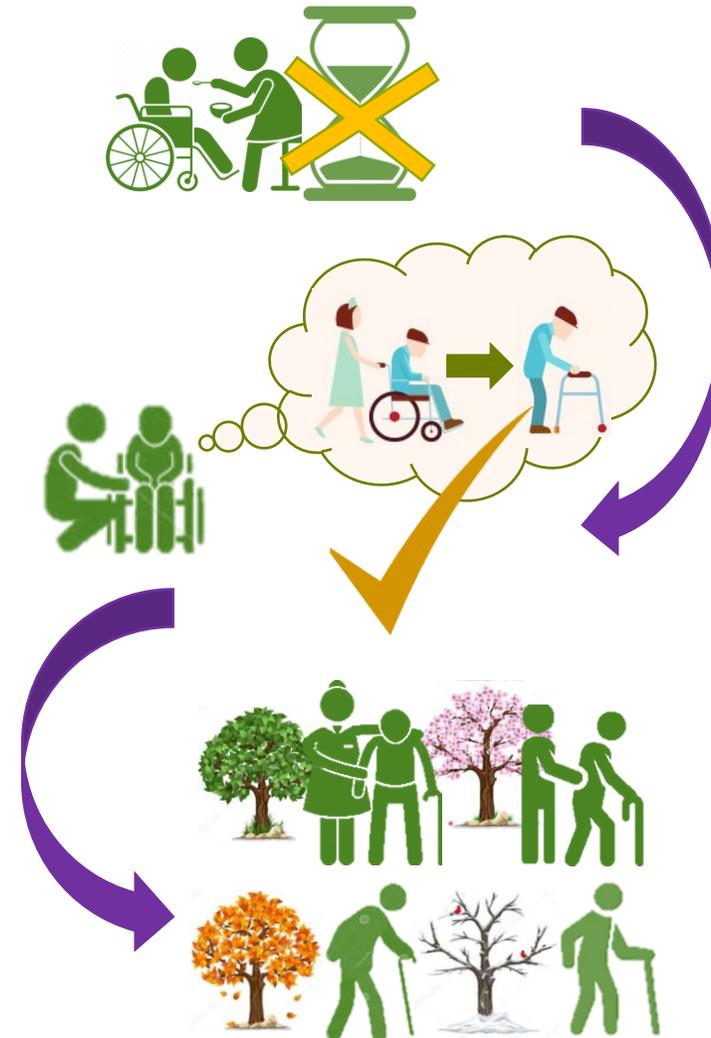
Reablement Hours: paid for (block) and used (Q4 20/21)



Utilisation of Reablement hours against block purchased hours has increased during the course of the new contracts rising from 68% in Q2 20/21 to 74% in Q4 20/21 (target 70%) with 56,034 hours being bought and **41,342 hours being used for face to face care.**

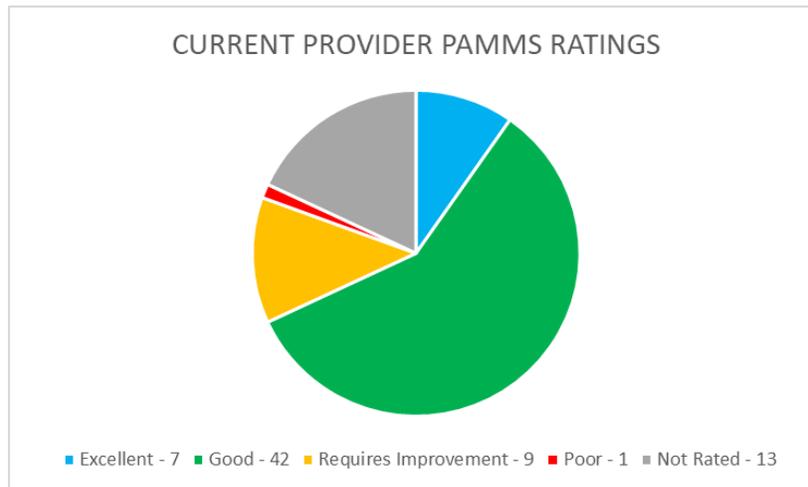
The model that we've moved towards

- Supporting referrals **7 days a week**
- **Quicker response times**
 - providers responding to referrals within 2 hours
 - start date within 24 hours where the requirement is for rapid support, otherwise 48 hours
 - same day restarts where the request is made before 12pm
- **Short-term 10% flex in hours** without prior approval, to support acute episodes, eg prevention of admission or carer breakdown
- Care practitioners **staying the full duration of the planned visit** to engage in conversation, reducing loneliness and building rapport, to support with identifying wellbeing needs



Monitoring

- Monitoring visits to start June 2021
- Offices covid secure
- Light touch
- Open honest conversation



Commissioner Q&A



Hertfordshire

Safeguarding Adults Board

Training | **Offer** July 2021

Mental Health Awareness

- This session will provide an overview of a range of mental health conditions (from the more common anxiety to less common psychosis) including their prevalence, signs and symptoms, causes and how they can affect people. The aim of the course is to help participants recognise the impact that ill mental health can have on individuals. The course will support participants to consider how they can protect their own mental health and wellbeing and that of others. Participants will be made aware of the importance of challenging stereotypes, myths and stigma surrounding mental health and championing inclusion.
- **For bookings please visit our booking website**

Mental Health Awareness

Date	Availability
1 July 2021 9:30-12:30pm	Places available
14 July 2021 1:30-4:30pm	Places available
21 July 2021 9:30-12:30pm	Places available
26 July 2021 1:30-4:30pm	Places available
15 Sept 2021 9:30-12:20pm	Places available

Mental Health and Hoarding

- This session will provide a general introduction to the complex topic of hoarding behaviours and hoarding disorder. Delegates will gain knowledge and range of skills to motivate and support individuals that hoard with greater insight into how hoarding presents itself. There will be a focus on managing some of the more practical challenges of supporting individuals who hoard and how to approach this.
- **For bookings please visit our [booking website](#)**

Mental Health and Hoarding

Date	Availability
8 July 2021 9:30-12:30pm	Places available
19 July 2021 1:30-4:30pm	Places available
22 July 2021 1:30-4:30pm	Places available
8 Sept 2021 9:30-12:30pm	Places available
16 Sept 2021 1:30-4:30pm	Places available

New Education Programs Starting 2021

Posture Friends

Culture, enabling and independence, communication, anatomy and physiology, posture and positioning, therapeutic handling and respiratory care.

Mental Health

Awareness, positive relationships, promoting and prevention, self-harm and suicide, recovery, coaching, medication, technology, laws, ethics and safeguarding.

Commonly asked questions from the HCPA Providers Hub...

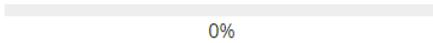
Q&A

PPE...

Can I still get funded clinical PPE?



Hertfordshire DHSC PPE Distribution Request Form



1. Important Information

Please complete this form if you are a health & social care organisation in Hertfordshire and requesting PPE.

This request will be sent to the PPE Cell team of Hertfordshire's Local Resilience Forum (LRF) who is distributing PPE on behalf of Department of Health and Social Care (DHSC).

Please read the below information in full before proceeding with your PPE request:

- This form must be completed for every request and will not be treated as a reoccurring delivery.
- Only PPE items described in scope by Department of Health & Social Care are included in these deliveries. Nonclinical PPE, and any PPE required outside of COVID should be purchased through business as usual suppliers.
- PPE must be used in line with national [PPE guidance](#), it is your organisation's responsibility to monitor any changes in this.

Next Page

PPE...

<https://surveys.hertfordshire.gov.uk/s/DHSCppeRequestForm/>

Testing...

Most popular / Various:

I have a question about testing

E.g. Two nostrils or nostrils and throat
My staff member is going on holiday
My staff member refuses

[Back to the COVID-19 webpage](#)

COVID-19: TESTING

Guidance and resources for Swabbing and Testing in Adult Care Settings

1. [National Portal for all: Getting tested](#)
2. [Regular testing for Adult Day Care Centres in England](#)
3. [Care Home Testing Guidance- Including Self- Testing](#)
4. [Training for using PCRs and LFD's](#)
5. [Personal Assistants](#)
6. [Day Services](#)
7. [Supported Living](#)
8. [Homecare](#)

For guidance on Care Home visitors and visitor testing [click here](#)

[Click here to view current swabbing FAQ's](#)

Testing...

<https://www.hcpa.info/guideline/covid-19-testing/>

Vaccinations...

- Using walk-ins? <https://covid.healthierfuture.org.uk/events/vaccination-walk-in-clinic-times>
- What to do if we need to delay / speed-up second jab?
<https://covid.healthierfuture.org.uk/vaccination-faqs>
- What to do about cancelled appointments?
<https://covid.healthierfuture.org.uk/vaccination-faqs>
- Now many staff and clients are vaccinated, can we stop using PPE and climb-down IPC work?

Unfortunately not



Over 33.6 million people vaccinated across England



Vaccinators have visited all care homes in Herts and west Essex

Hemel Hempstead Hospital, Hillfield Road, Hemel Hempstead HP2 4AD

Wed 16 Jun	Thu 17 Jun	Fri 18 Jun	Sat 19 Jun	Sun 20 Jun
8:30am to 3:30pm				
Vaccine(s) available:				
AstraZeneca	AstraZeneca	AstraZeneca	AstraZeneca	AstraZeneca

The former Da Vinci Grammar School site, Broadway, Letchworth Garden City. SG6 3PA

Wed 16 Jun	Thu 17 Jun	Fri 18 Jun	Sat 19 Jun	Sun 20 Jun
4:00pm to 5:00pm	4:00pm to 5:00pm	9:00am to 5:00pm	9:00am to 5:00pm	9:00am to 5:00pm
Vaccine(s) available:				
AstraZeneca	AstraZeneca	AstraZeneca	AstraZeneca	AstraZeneca



Vaccinations...

<https://covid.healthierfuture.org.uk/events/vaccination-walk-in-clinic-times>

Q&A

Provider Hub

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





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.
- Funding, contracting and commissioning.
- Training and education.
- Equipment.
- HR, Staffing and recruitment.
- Business continuity.
- Monitoring.
- Insurance.
- Data protection.
- Staff wellbeing and recognition.
- Liaison with Hertfordshire County Council.

Your hub, your support service.....

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

www.hcpa.info/hub



Make the most out of your Members Zone!

Visit:

hcpa.info/members-zone

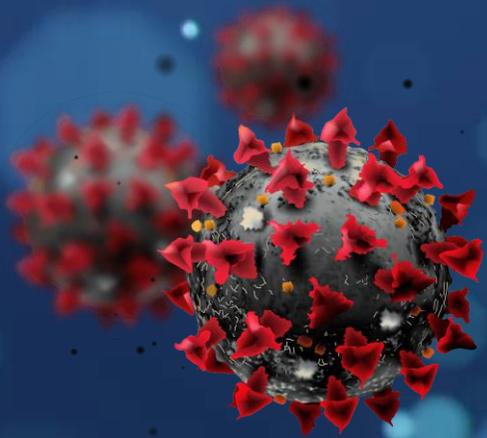
The site is **available for HCPA members** access this with your login and password you received when you signed up for membership.



A screenshot of the HCPA Members Zone website. The top navigation bar is blue with the HCPA logo and text 'Hertfordshire Care Providers Association' on the left, and a home icon followed by menu items: 'About', 'Training & Events', 'Academy', 'Recruitment', 'Contact', 'Members Zone', and 'Logout'. The main content area is white and features a heading 'Welcome to the HCPA Members Zone' and a sub-heading 'The Member Zone is here to help all HCPA Members access local and national resources, tools, guides, and contacts in a wide variety of areas.' Below this is a search bar with the placeholder text 'Search the Members Zone' and a blue 'Search' button. A grid of nine colored tiles provides access to various resources: 'REGULATION & INSPECTIONS' (orange), 'RUNNING YOUR CARE BUSINESS' (dark blue), 'SAFEGUARDING & CAPACITY' (maroon), 'HEALTH & WELLBEING' (green), 'MEDICATION' (purple), 'CARE PLANNING' (light blue), 'HCPA EVENT RESOURCES' (blue), 'TECHNOLOGY & EQUIPMENT' (brown), and 'ADVANCED CHAMPION RESOURCES' (yellow).

Support COVID-19 pages managed on the HCPA website- hcpa.info/covid-19





**Thank you!
See you soon**

contact@hcpa.co.uk

