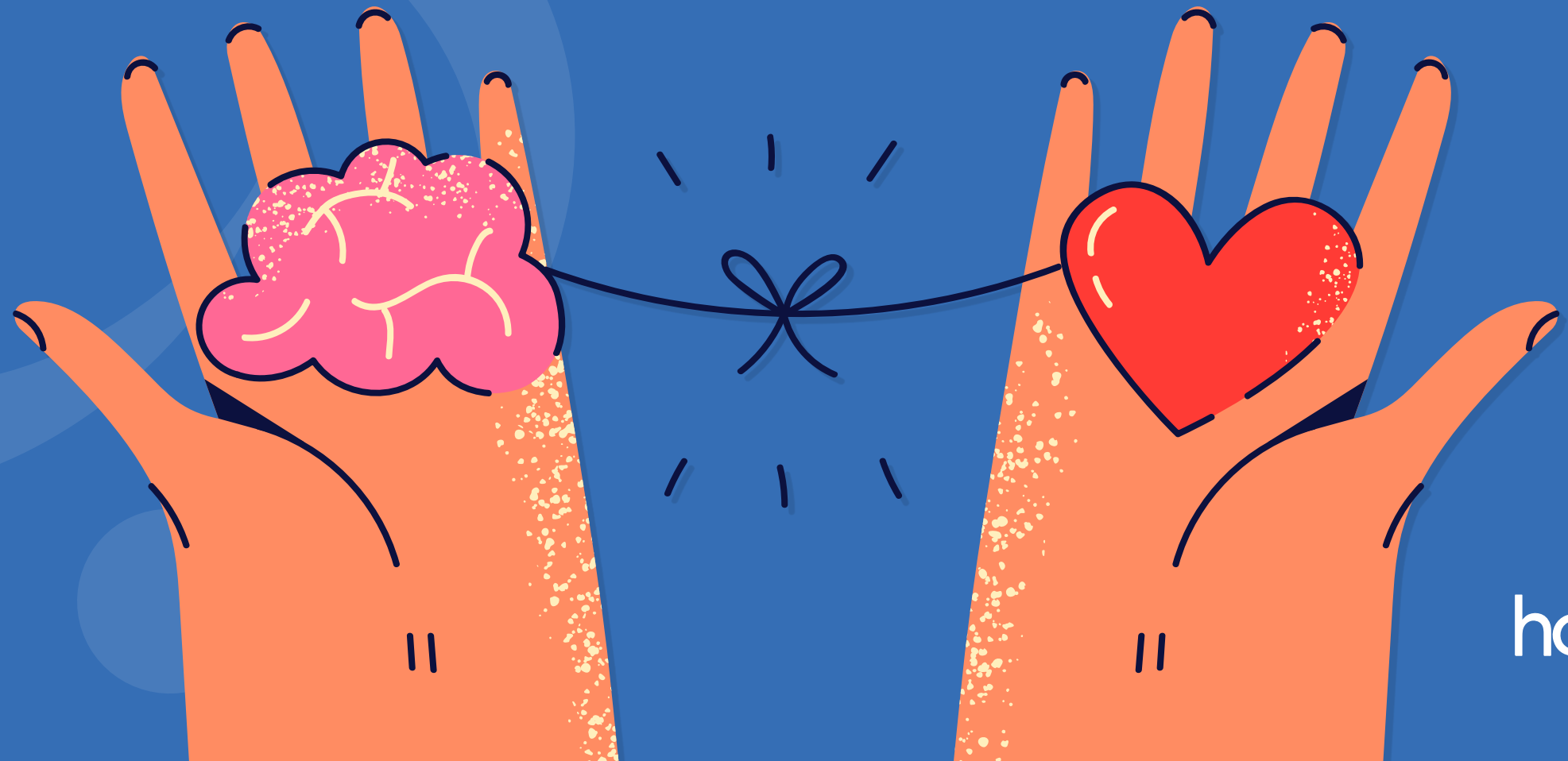


Mental Health Service Forum

For Managers, Team Leaders & Senior Staff



Introduction...

Joanna Zinczuk

Care Education Team Manager
Hertfordshire Care Providers Association



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 taken back to main event to be reassigned



Agenda...

- Introductions-Joanna Vlismas
- Commissioning updates-Amy Kay
- Monitoring-Themes and Trends-Tara Holland/Della Dobbs
- IPS Employment Service- Sarah Pashley/Ottobanje Bie
- Record Keeping and Care Management Systems-Joanna Vlismas/ Maisy Hockey
- HPFT and HCPA Mental Health Training Offer-Jason Sandler
- General Training Needs Update-Joanna Vlismas
- Breakout rooms
- AOB/Questions/Feedback



HPFT Commissioning Update



Commissioning and Contracts Team

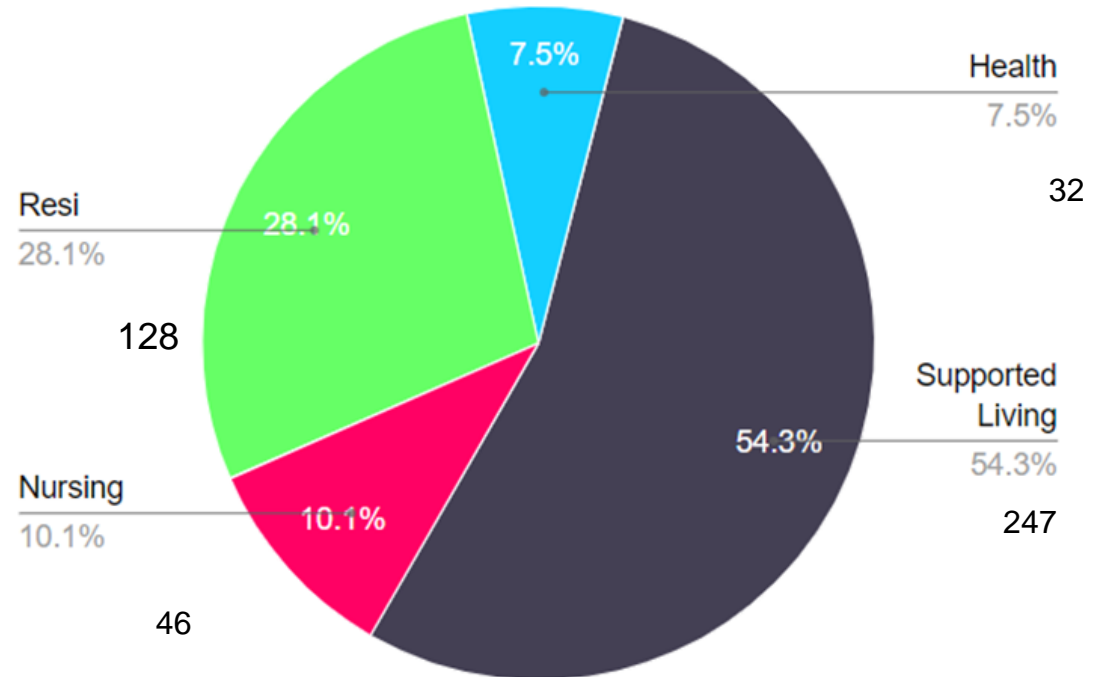
- Commissioning
- Contracts
- Accommodation Based Quality Assurance
- Community Provider Quality Assurance
- Service Finder Team
- HCPA HPFT Trainer post



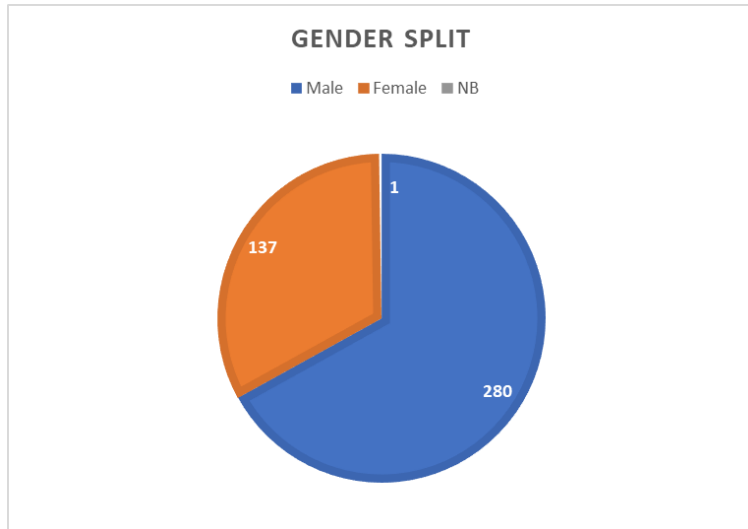
Accommodation Based Placement Data

- 456 placements
- 422 Social Care
- 34 Health placements
- 78 OOA Social Care
 - 62 of these people are in neighbouring boroughs

Placements



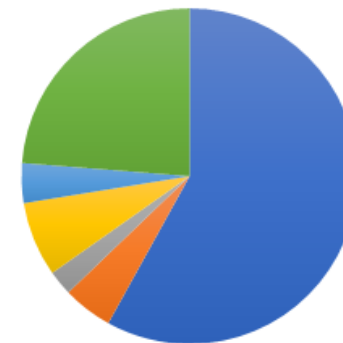
Placement Data 2023



- The majority of placements are for male SU

- The majority of placements are for SU with a Schizophrenia diagnosis

Placement by primary diagnosis



- F20 - Schizophrenia
- F25 - Schizoaffective disorders
- F31 - Bipolar Affective Disorder
- F60 - Specific personality disorders (eg. Personality Disorder)
- F84 - Pervasive developmental disorders (eg. Aspergers / Autism)
- Everything else



Age range of SU in placements

Age	Res & Nursing	SL
18-30	6	36
31-40	17	57
41-50	20	58
51-60	41	57
61-70	49	30
71-80	34	8
81-90	1	
90+	1	

- Peak Res placement age is 51-70
- Peak SL placement age 31-60
- Large older adults in placements. R
- Risks :
 - Placement model is harder to stretch over wide age range, provider struggles to cope with changing needs.
 - Older adults in incorrect placements



Service User Need

- LGBTQ+
- Complex behaviour
- Multi diagnosis
- Autism traits without the diagnosis
- Discharge from ward

We want to learn more about individual need to understand secondary diagnosis, cultural needs, personal need.



Contracts Update

Accommodation based services

Contracts for Residential & Nursing and Supported Living are ready.

- New contracts to be sent out Q1 23/24

Community based services

Current model

- Enablement at home Framework
- Spot Providers
- Proposals to remodel community and homecare contracts submitted
- Proposed contract tender Q4 23/24 to Q1 24/25
 - Market work pre-tender
- No changes to contracts until tender completed.



Upcoming Commissioning Projects

- HPFT MH Commissioning Strategy
 - Objectives:
 - Standardised commissioning values across organisation
 - Clear workstream aims
 - Unify responsibility across organisation teams
 - Align organisation aims with service user aspirations
 - Engagement work with service user and professionals June 2023
- Further develop community commissioning
 - Contract model/ tender
 - Community quality assurance start with E@H providers



Provision Need

- Community
 - Challenging behaviour especially with EUPD
 - Remote locations
- Accommodation Based
 - Challenging behaviour
 - Hospital discharge
 - High Level need Res & SL experienced providers
 - **Supported Living Female self contained 2 x ground floor**
 - **Specialist Supported Living EUPD possibly Eating Disorder also. Opportunity of a 5 bed property in Hemel**
 - **Residential MH need in Herts**

Connected Lives Survey

- HPFT are working with HCPA and HCC to survey connected lives principles withing providers we use in the community. The goal of this survey is to collect feedback from managers and staff of provider services about their understanding of Connected Lives.
- Your responses will be collected and analysed to support the ongoing work of the Re-energise Connected Lives project by Hertfordshire County Council.
- Sent by email and I'll put in the chat.



2023/24 Service Uplifts

From April 1st

- Contracted Services Residential, Nursing, Supported Living and Community Support
9.25%
- Out of Area Services
Match host authority uplift up to Herts uplift rate.
- Health Services
TBC



Contacts

Amy Kay Commissioning, Contract, Quality lead

amy.kay2@nhs.net

Nicola Scott – Community Commissioning

nicola.scott41@nhs.net

Tara Holland Accommodation based Commissioning

tara.holland1@nhs.net

Della Dobbs Quality Officer

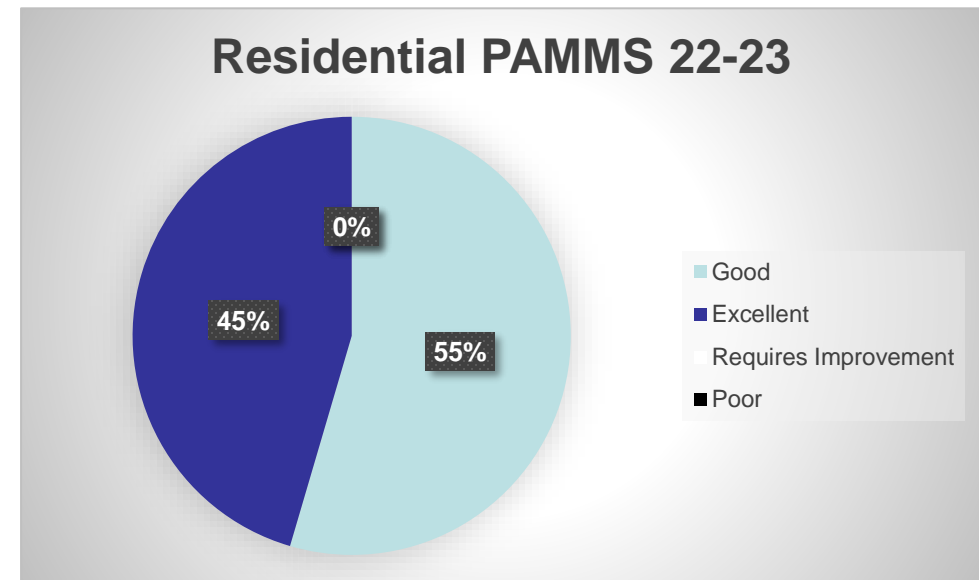
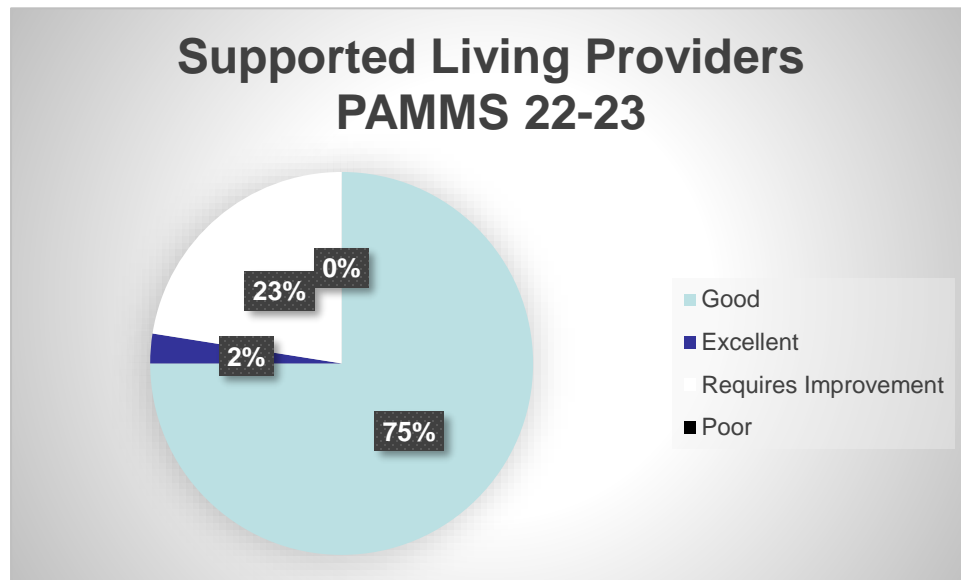
della.dobbs@nhs.net

Service Finding Team

hpft.servicefinder@nhs.net



Monitoring



- What contributes towards a GOOD/EXCELLENT PAMMS?
 - Consistent Management within the service
 - Personalised care plans – personal histories, goals and aspirations
 - Staffing – Knowledgeable through updated training, receiving regular supervisions and appraisals, regular staff meetings/discussions/sharing of ideas/ ensure staff are reading all policies (Safeguarding and medication are key areas in PAMMS)



- Good governance
 - Regular audits are taking place
 - Policies are updated
 - Satisfaction surveys, complaints and compliments recorded
 - Incidents/ accidents logged. Corresponding safeguarding evidence
 - Safeguarding trails



- What contributes to a RI/Poor score in PAMMS?
 - High turnover of staff, therefore lack of staff knowledge, high agency use
 - Poor care plans and risk assessments (and lack of triangulation between care plans and risk assts) – no signatures, no dates, errors within the documents e.g. other service users name, very few risks recorded
 - Lack of activities and meaningful goals
 - Poor medication management
 - Have enough staff on rota to meet commissioned needs.



Trends

- Trends we are seeing
 - Recruitment difficulties
 - Providers recruiting from overseas on sponsorships, consider if specialist induction/ training process needs to be made.
 - Online training where face to face could be used.
 - Staff not aware of good practice/ success stories to be able to promote them.



Good practice and areas of innovation

- Use of hcpa for its resources and training
- Use technology to minimise paper records. Digital care plans
- Involving service users /their families in their care plans, recruitment of staff/training, employment opportunities and document it.
- Champions across the service such as Infection control and safeguarding
- Celebrate and show your achievements and success stories



IPS Employment Service

IPS Employment

Sarah Pashley – Trustwide Team Leader

IPS Employment Quadrant Team Leaders

North-West – James Edey

South-West – Laura Hammond

East – Bie Ottobanje

North – Joelle Ndjov

PATH – Anjali Jacob



What is IPS?

- Stands for Individual Placement and Support .
- Is supported employment designed to support people with severe mental illness into competitive paid employment. Core service was funded by NHS England, and developed Oct 19 for the community teams
- Currently we have 20 employment specialists attached and fully integrated into the community adult mental health teams across HPFT, and four “PATH” Employment Specialists (Early Intervention)
- Is a “place then train” model. So instead of engaging someone in lengthy job preparation activity it supports clients to find a job quickly and then supports them and their employer to make a success of it
- HPFT also offers a job retention service



8 Principles of IPS

- It aims to get people into **competitive PAID employment**
- It is **open to all** those who want to work (Zero Exclusion)
- Individual job searching consistent with SU wishes
- Rapid place and train model
- Integration with **clinical teams**
- Employment specialists develop **relationships with employers**
- It provides **time unlimited**, individualised support for the person and their employer – in work support
- **Benefits advice** is included.



Support provided

Employment Specialist works with clients to identify needs and employment goals and agree a plan going forward.

- Creating and tailoring a CV
- Job searching
- Job applications and self employment support
- Interview preparation and practice
- Sharing information about your mental health with the employer (if you wish to do this)
- Supporting employer discussions (if you want us to)
- Staying well in work
- Obtaining benefit advice



What it doesn't cover

- Volunteering, college courses and unpaid work placements are not supported by the IPS Employment Service. A shared employment resources folder is also currently in process on the Hive where further signposting for vocational support will be added.
- If your SU is already volunteering they are welcome to be referred to look for paid work at the same time



Request Criteria

That the Service User:

- Has an open episode of care on Paris (If you are about to discharge your service user prior to referral to the employment service please discuss with the Employment Specialist)
- Preferably not receiving employment support from another provider, e.g. Herts Mind Network, Work Solutions, etc.
- Is willing to engage with the Employment Specialist/Advisor to receive guidance and support relating to matters of work
- Is unemployed, signed off sick from work, or they are finding it difficult to attend work as a result of their mental health condition



Referral process

- Email **hpft.employmentreferrals@nhs.net** with the following information:
- Paris ID
- Description of the SU's presenting issues, e.g. are they currently employed, off sick, looking to return to work etc.



Comfort Break



Quality Care Records

Joanna Vlismas

Care Education Team Manager

Maisy Hockey

Education and Quality Improvement Projects Manager

Digital Social Care Records

What are Digital Social Care Records?

A Digital Social Care Record (DSCR) is a system that allows the digital recording of care information and care received by an individual. DSCR's should replace traditional paper-based recording.



CQC Recognised Benefits of Digital Social Care Records

- provide 'real time' information recording
- help providers and staff to be more aware when people's needs change
- help information to be shared quickly,
- help to minimise risks such as medication errors
- help to manage and support staff to do their job effectively and efficiently
- be easier to store, requiring less physical space



“Language is a powerful tool for communication but sometimes the way that it is used in social care creates stigma and barriers for understanding. Language is power...”

TACT (The Adolescent and Children’s Trust)

Language in reports and written records

Written reports and case records are an important form of communication, and also contribute to building up the history and narrative of peoples care support needs. There had been examples where professionals' choice of language in written reports did not adequately capture what was happening at the time of the record made.

Understand the reason why we record

provide basic and essential information;

provide the person's relevant history and our involvement in their life;

explain decisions that are made and the person's views about these;

help communication between all those involved with the person;

promote consistency

reflect on our practice and its success;

help collect information;

promote analysis and decision making;

provide evidence for court, inspections, investigations and enquiries;

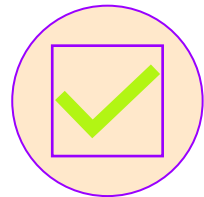
check the quality of our work

- Aim to be clear and precise
- Aim to be concise
- Aim to use everyday words
- Aim to avoid jargon [TLAP Care and Support Jargon Buster](#)
- Aim to make clear what is “fact” and what is “judgement”
- Aim to be more analytical
- Aim to be respectful in what we write, how we write it and how we present it
- Aim to be human in our writing

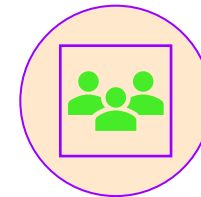
Considerations



Key documents
and templates



Prompts



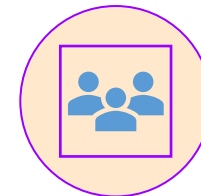
Involvement and
Flexibility



Contingency



Trends and
themes



Language and
Staff Skills

Auditing

Carried out by a senior member of the team who is competent

Look for patterns

Set a company policy for Governance

Check the notes

Evaluate when changes

Minimum of every three months



Next Steps



Update Care
Planning Toolkit

DSCR Supplier
Forums

Access to DSCR
Funding

New Care
Planning course
for Managers

Digital Social Care Record Funding Offer



What do we hope to achieve?



- ✓ 80% of CQC Registered Providers using DSCR by March 2024- currently 58%
- ✓ Improved digital foundations and literacy across the ICS
- ✓ Increase in use of other digital technology such as eMARs and health monitoring
- ✓ Good quality outcome based care plans
- ✓ All providers meeting Data Protection and Security Standards

Digital Social Care Records Offer

50% of Year One Implementation Costs*



Requirements= DSPT, Secure Email + Evaluation

*Up to £10,000

Next Steps...

1. Download the application form from HCPA's Digital Trials Funding page
2. Review and Choose your Assured Supplier
3. Calculate implementation costs to 100% and funding will cover 50% or up to £10,000
4. Complete application per site (there is one form Herts and one for West Essex)
5. Send Application to dscr@hcpa.co.uk by 30th November
6. HCPA to respond with questions or to inform of successful application within 30 days
7. If successful, a grant agreement will be returned for electronic signature by the provider
8. Upon receipt of a signed agreement HCPA will arrange for the initial 80% payment to be made to the agreed bank account
9. Final 20% funding will be paid after final evaluation completion + proof of DSPT and secure email
10. Must all be complete by 31st March 2024

HPFT and HCPA Education and Support

Jason Sadler-Provider Development
Trainer

Scope of role

Mental Health training

- Class based Mental Health training
- Available to members of HCPA including Residential, Supported Living and Community and Outreach services.
- Development of a MH curriculum that is determined by local needs.

Provider Engagement

- General/bespoke MH training delivered personally or linked into other professionals.
- Link into other project streams of HCPA if not already done so
- Consider current and future demands/needs/aspirations/de-investment of services and what support could be provided.
- PAMMS training/support.

What providers have identified

- Ways of working with personality disorders
- Trauma informed care – The 6 principles
- Anxiety Disorders including G.A.D and O.C.D
- Forensic placements
- Crisis intervention and preventative measures
- Dual Diagnosis
- Comorbidity
- Complex care training
- Medication training

Please scan the QR code

Provider engagement and training



Upcoming training

11/07/2023 – Understanding Mental Health training 1 day

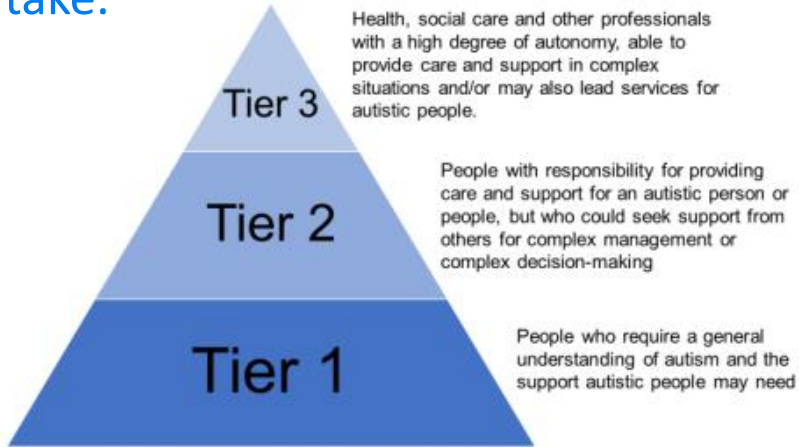
04/08/2023 – Understanding Mental Health training 1 day

28/09/2023 – Self-harm and Suicide prevention 1 day

HCPA Education and Funding

Oliver McGowan

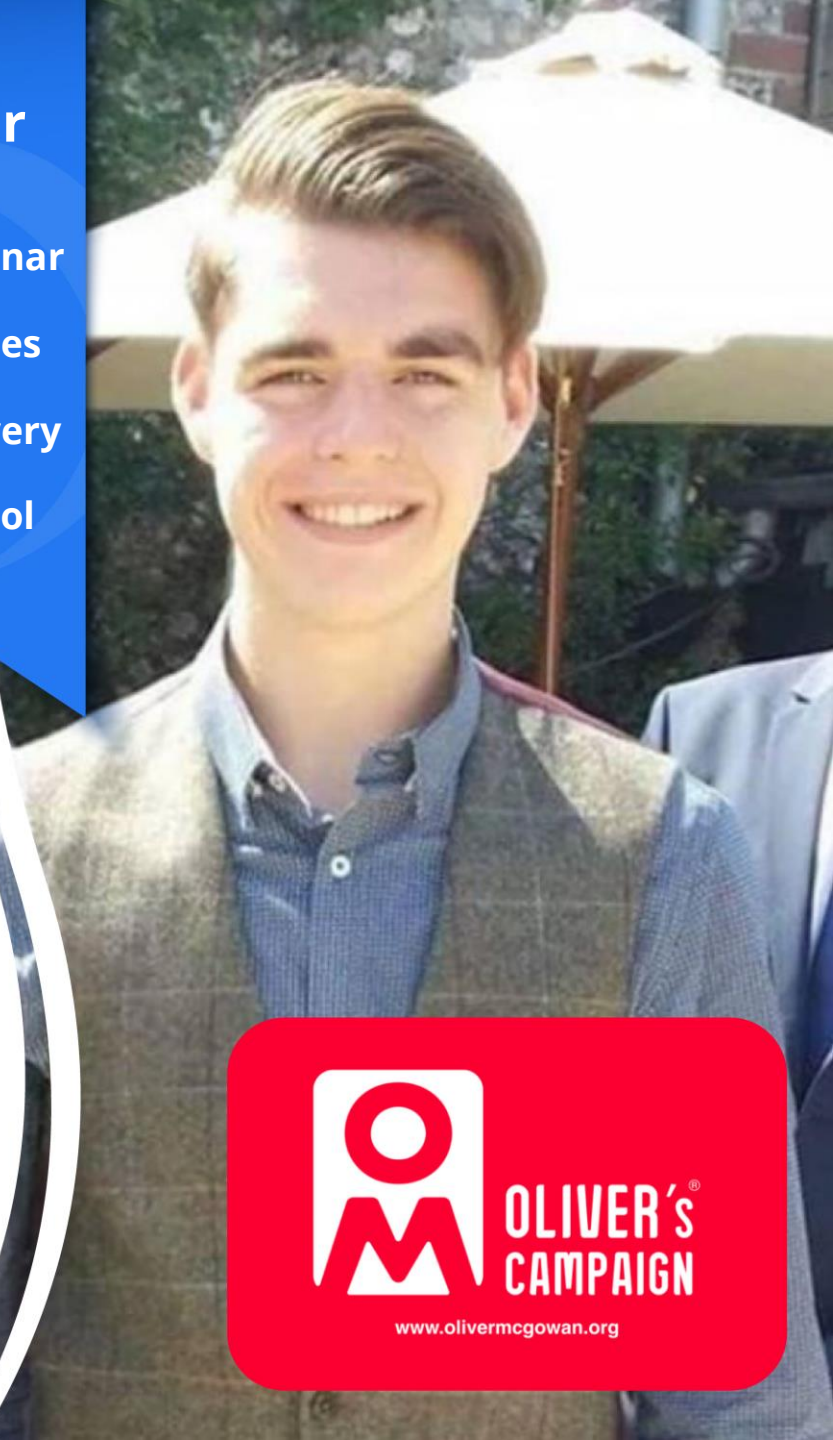
The Oliver McGowan Mandatory Training on learning disability and autism is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff to undertake.



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

HCPA Offer

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



Mandatory E-Learning for Health

The Oliver McGowan mandatory training on learning disability and autism is the government's preferred and recommended training for health and social care staff and it is delivered in 2 tiers.

The E-Learning which is now live and is part 1 of both tier 1 and tier 2.

The content of the E-Learning session is mapped to the Tier 1 learning outcomes of the Core Capabilities Framework for Supporting Autistic People and the Core Capabilities Framework for Supporting People with a Learning Disability.

It should take you one hour and 30 minutes to complete. To access the E-Learning - [The Oliver McGowan Mandatory Training on Learning Disability & Autism](#)

The Oliver McGowan Mandatory Training on Learning Disability and Autism

Tier 1

For people who require general awareness of the support autistic people or people with a learning disability may need.



elearning with handbook

and



Online interactive session

or

Tier 2

For people who may need to provide care and support for autistic people or people with a learning disability.



elearning with handbook

and



Face to face training

Experts with Lived Experience involvement and Applications

HCPA have been funded to support the roll out of the Oliver McGowan Mandatory Training for Hertfordshire and West Essex for CQC Registered Health and Social Care providers. A key part of the training is to include Experts with Lived Experience as Co-trainers. These co-Trainers will co-train with our HCPA training team. The Experts with Lived Experience must either have a Learning disability and/or be autistic.

HCPA are happy for individuals to apply for hours that suit them, this could be between 1 and 5 hours per week.

Please find full Application Pack [here](#) and Easy Read [here](#)

Applications close on Friday 19th of May 2023

Any queries please email olivermcgowantraining@hcpa.co.uk

Qualifications

Level 2 Diploma in Care

For Care professionals to develop once completing the Care Certificate.

Level 3 Diploma in Adult Care

For experienced Care professionals in a Senior position or with enhanced responsibilities, a natural progression after achieving the Level 2 Diploma in Care.

Level 4 Certificate in Principles of Leadership and Management for Adult Care

For managers new in post as a route towards the Skills for Care Manager Induction Standards.

Level 5 Diploma in Leadership and Management for Adult Care

For those managing an adult care service, including the role of registered manager, to demonstrate an in-depth understanding and effective practice in leadership and management for adult care services.

“

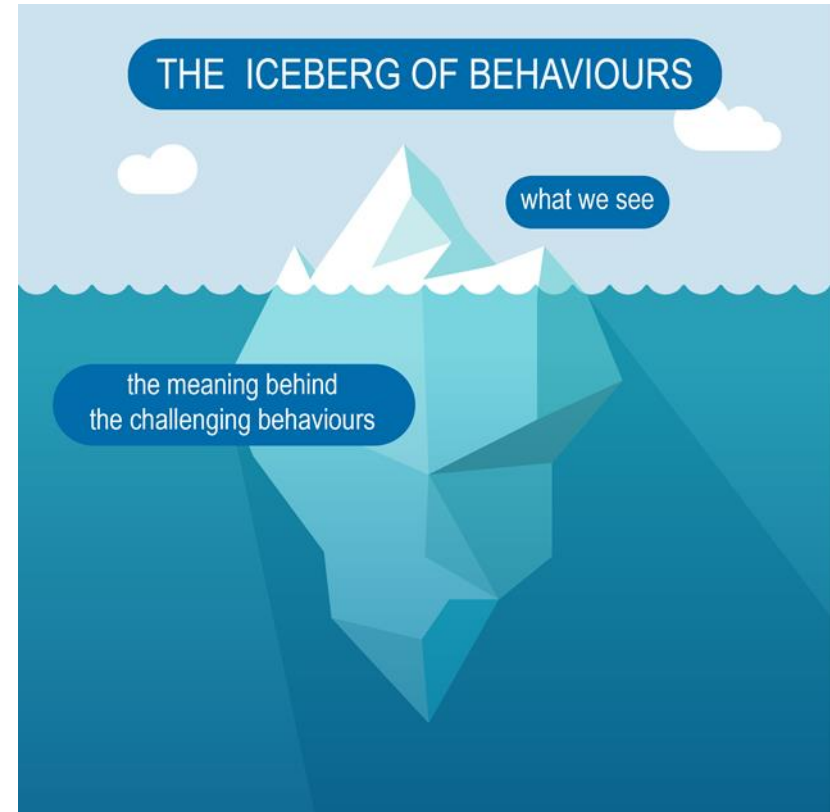
Claim back costs via WDF!



Positive Behaviour Support Education

Content page title here

- **How to Support Positive Behaviour-** 1 day course
- **ASD Positive Behaviour Support Champion-** 4 day course



The HCPA Member's Zone

Everything you need, all in one place.
Visit: hcpa.info/members-zone

- Available to everyone
- No login or password required
 - 24/7 access
- Includes local and national resources, tools, guides, guidance, policies, and contacts in a wide variety of areas
- Perfect tool to support your business



Welcome to the HCPA Members Zone

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.

Search the Members Zone



REGULATION &
INSPECTIONS



RUNNING YOUR
CARE BUSINESS



SAFEGUARDING
& CAPACITY



HEALTH &
WELLBEING



MEDICATION



CARE
PLANNING



HCPA EVENT
RESOURCES



TECHNOLOGY
& EQUIPMENT



ADULT DISABILITY
& MENTAL HEALTH

Newsletters

View this email in your browser

HCPA ENEWS

Including important COVID-19 updates

Wednesday, 15th February 2023

Headlines: **Keep updated**

- [Advanced planning & ReSPECT](#)
- [Skills for Care Funding](#)
- [Government Free PPE supplies](#)
- [NHS Wellbeing Service](#)

[Twitter](#) [Facebook](#) [LinkedIn](#) [Instagram](#)

Advance Care Planning and ReSPECT update

HCPA have now had confirmation that wet signatures AND digital signatures should be accepted on ReSPECT forms, as we understand there has been variation in whether this is accepted across the East of England Area.

"ReSPECT forms have been used in some instances where the response, the information on the forms and checked that the forms have a legally binding document visit ReSPECT: Free UK for further information."

Providers are advised that there should be a clear sign on the door.

Advance Care Planning March

View in browser

Training Zone

First Aid Skills

In a first aid emergency, are your teams ready to save a life?

The Health and Safety (First Aid) Regulations 1981 and Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 18 require Care providers to provide adequate and appropriate first aid provision to meet the needs of the staff and people using services at all times.

We have a number of training options available to ensure your first aiders feel confident in all workplace emergency.

First Aid at Work
Duration: 3 day course
Prices: £200 to HCPA Members | £350 non-members

View in browser

Celebrating THE QUEEN'S Platinum Jubilee

Get involved in celebrating Her Majesty's historic reign in the run up to the Platinum Jubilee Central Weekend which takes place from 2nd to 5th June.

[Twitter](#) [Facebook](#) [Instagram](#) [LinkedIn](#)

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FRIGHTFULLY GOOD OFFERS

In this month's issue:

- [Heat your home for less](#)
- [Wellbeing checklist](#)
- [Microclimate records](#)
- [Academy awards](#)

Follow us on social [Twitter](#) [Facebook](#) [Instagram](#) [LinkedIn](#)

Dear Affiliate,

With October shortly arriving we understand that many of you will be feeling the pressures of rising energy costs and general cost of living.

Although we cannot change the price of heating your home or petrol, the Care

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GOODCARE Hertfordshire MONTH

January 2023

[Twitter](#) [Facebook](#) [Instagram](#) [LinkedIn](#)

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World Antimicrobial Awareness Week 2022

18th - 24th November

HANDLE ANTIMICROBIALS WITH CARE

Antibiotics
Antivirals
Antifungals
Antiparasitics

Problems viewing this email in your browser? Click here!

IMPORTANT UPDATE from Herts County Council

Funding - Letter to HCC Commissioned Providers

Please carefully read the letter registered with CQC who support:

- Older People
- People with Physical Disability
- People living with mental health issues

Letters will be sent to those who are registered with CQC.

View this email in your browser

IMPORTANT UPDATES!

On Wednesday (9th November) we ran an antimicrobial awareness session regarding Resource ThickenUP which could be misleading. The image that was used was not the correct one and could therefore lead to confusion.

Resource ThickenUP is being withdrawn from the market at the end of 2023, however the first line product in Hertfordshire hospitals is Resource ThickenUP Clear. There are no changes to Resource ThickenUP as it remains our first line product or the ongoing supply of it.

Identifiers are changed from Resource ThickenUP to Resource ThickenUP Clear. Guidance should be followed from their Speech & Language team. This includes the removal of the Resource ThickenUP logo from the Resource ThickenUP Clear.

View this email in your browser

The IMPORTANCE of Infection Protection & Control...

Antimicrobial Awareness Week draws to a close, we would like to thank you for your participation in the week.

Or perhaps you found out that you are a true IPC professional!

It remains of high importance that your staff are encouraged to book their COVID-19 and flu vaccinations to provide the best protection against getting seriously ill from COVID-19 and flu.

If IPC Awareness Week, following the correct infection prevention and control measures never ends, and should be a consistent practice.

Problems viewing this email in your browser? Click here!

COLD WEATHER ALERTS! KEEPING EVERYONE SAFE IN COLD WEATHER

In light of the cold weather warning, HCPA would like to share some key messages and advice...

There is a 70% probability of severe cold weather conditions/heavy snow between 6pm on Sunday the 15th January and 9am on Thursday the 19th of January in parts of England. This weather could increase the health risks to vulnerable people and disrupt the delivery of services.

Please refer to the national [Cold Weather Plan](#) and your emergency plan for appropriate preventative action.

This is a **Yellow level warning (level 2)** for East of England: "Becoming colder through Monday the 16th of January, with daytime temperatures falling and widespread overnight frosts. Any isolated showers becoming increasingly wintry through Monday."

View this email in your browser

Moving & Assisting: Train the Trainer

STARTING 13TH JANUARY

Intensive Leadership Interventions, they come in all shapes and sizes...

Did you know that "Well Lead" is an area where services are falling under par. Have you thought about the skills of your leadership team recently?

HCPA has a job to do to support you in the best, most convenient way and so we have a number of leadership interventions which are designed to support your leadership team at all levels.

Our skills for Care Centre of Excellence we have secured funding which will support our interventions (subject to you completing the paperwork, TAC apply) and we would love to know what you need.

We can offer you anything from half day interventions to full long term programmes and we can work with individuals in your service or with whole teams. We can support you in a number of ways:

(This is only just embarking on the leadership ladder or those who would benefit from additional continuing professional development.)

Fill out the below questionnaire now and we will get in touch with you to discuss the best intervention suited to your needs.

View in browser

INSPIRE

Intensive Leadership Interventions, they come in all shapes and sizes...

Did you know that "Well Lead" is an area where services are falling under par. Have you thought about the skills of your leadership team recently?

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Your Mental Health Service Forum

For Managers, Team Leaders & Senior Staff

Nursing E-News...

hcpa

View in browser

DSPT BETTER SECURITY. BETTER CARE. LEGALLY REQUIRED.

BE DATA WISE

Everything we do online generates data and while it's easy to feel a lack of control over the information that gets collected, there are steps we can take to learn how to manage the information we collect and process, and how best to keep it safe and secure.

See below some details about upcoming webinars which you and your staff may find useful.

Data Processing workshop - FREE

24th November | 1pm -2pm

Did you know that as part of GDPR and the Data Protection Act (2018) it is a legal requirement for care providers to document the personal data handled and shared? This document must be made available to the ICO (Information Commissioner's Office) - the regulator for data protection - on request.

Having a record of your data not only fulfils legal requirements, but also helps with subject access requests and if, heaven forbid, you suffered from a cyber attack, it would be a very useful reference for you to work through to create you to get your critical systems back up and running so your business can continue to function. It is easier to source data when you know where it is kept - and the information recorded will also form the basis of your privacy notice.

The
Hertfordshire
Care
Awards



Now Live for Nominations

1. The Support At Home Outstanding Achievement Award
2. The Compassion Award for Residential Care
3. Outstanding Achievement in Adult Disability Services
4. The Inspirational Leader Award
5. The Rising Star Award
6. Most Improved Support at Home Team
7. Most Improved Residential Care Team
8. Most Improved Adult Disability Support Team
9. The Care Culture Award

The nomination deadline is 31st August at 5pm

hcpa.info/the-hertfordshire-care-awards/

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'



Breakout Room

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