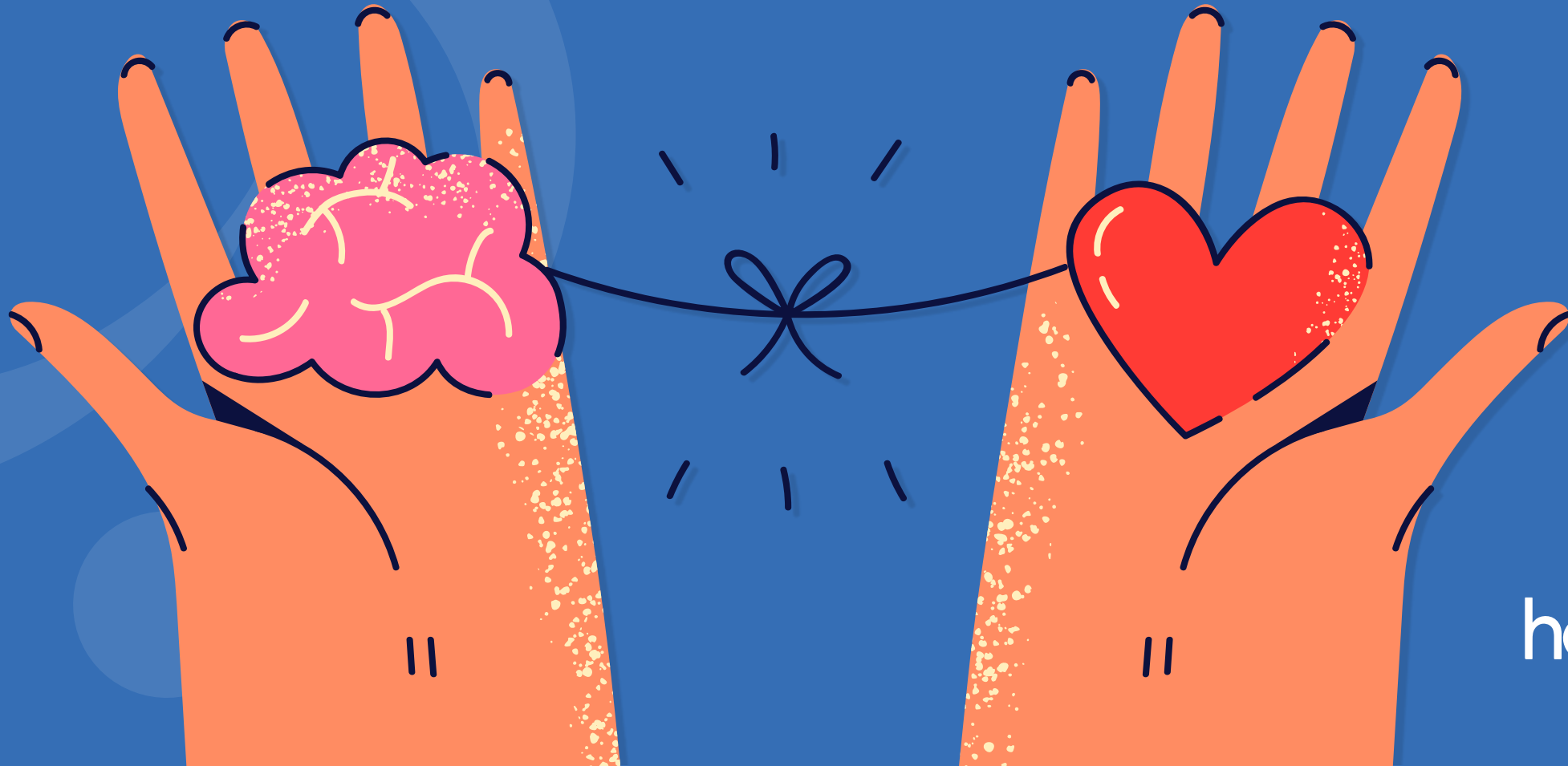


Mental Health Service Forum

For Managers, Team Leaders & Senior Staff



Introduction...

Joanna Vlismas

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 taking back to main event to be reassigned



Agenda...

- **Introductions-Joanna Vlismas**
- **Commissioning updates-Amy Kay**
- **Monitoring-Themes and Trends-Tara Holland/Della Dobbs**
- **Depression awareness month-Jason Sadler**
- **General Training Needs Update-Joanna Vlismas**
- **Overseas recruitment- Amy Kay**
- **Breakout rooms**
- **AOB/Questions/Feedback**



HPFT Commissioning Update



Commissioning and Contracts Team

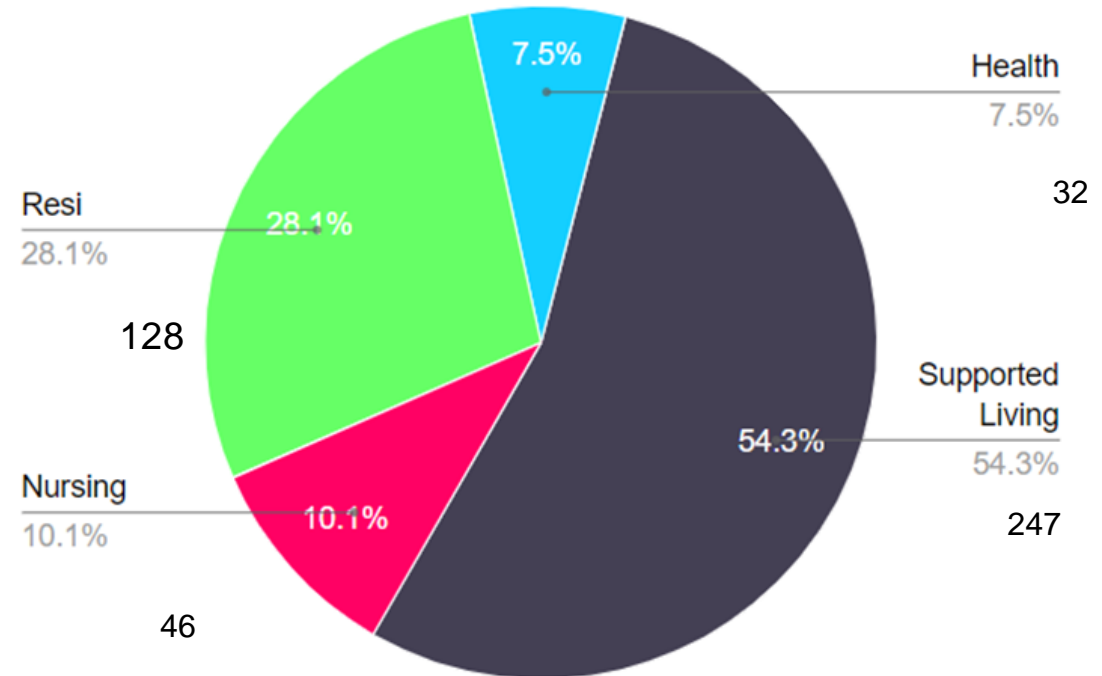
- Commissioning
- Contracts
- Accommodation Based Quality Assurance
- Community Provider Quality Assurance
- Service Finder Team
- HCPA HPFT Trainer post



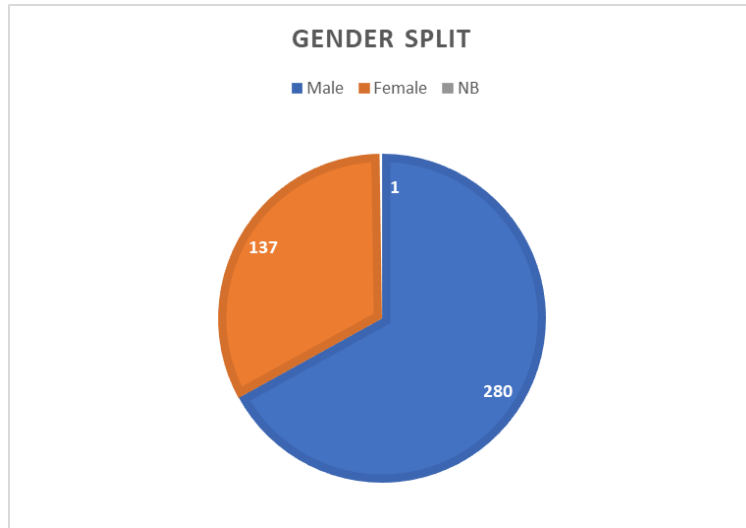
Accommodation Based Placement Data

- 460 placements
- 423 Social Care
- 37 Health placements
- 78 OOA Social Care
 - 62 of these people are in neighbouring boroughs

Placements



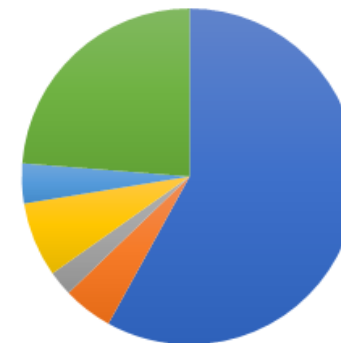
Placement Data 2023



- The majority of placements are for male SU

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

Placement by primary diagnosis

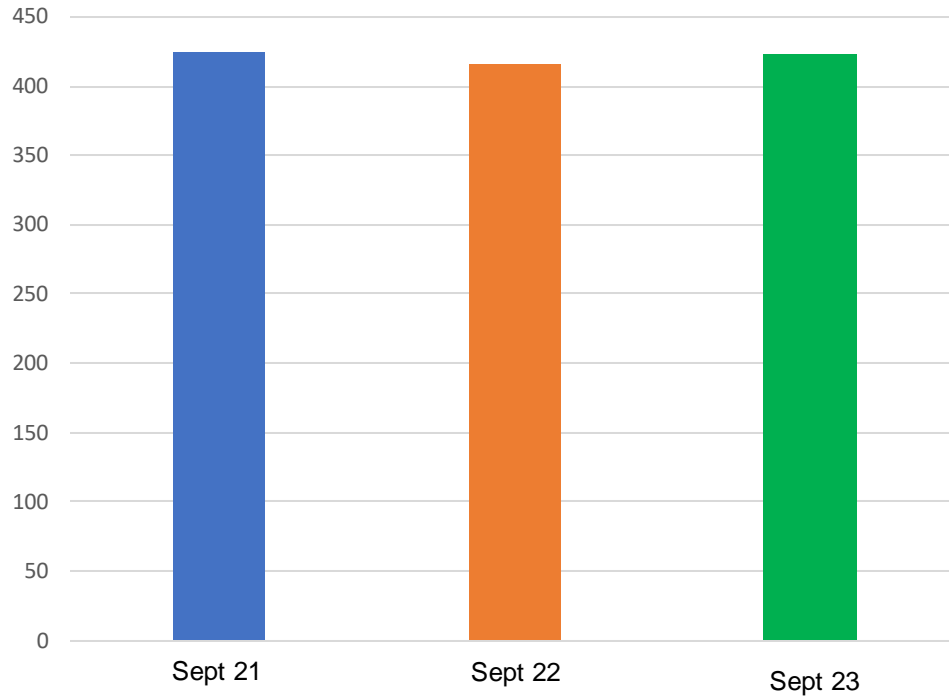


- F20 - Schizophrenia
- F25 - Schizoaffective disorders
- F31 - Bipolar Affective Disorder
- F60 - Specific personality disorders (eg. Personality Disorder)
- F84 - Pervasive developmental disorders (eg. Aspergers / Autism)
- Everything else



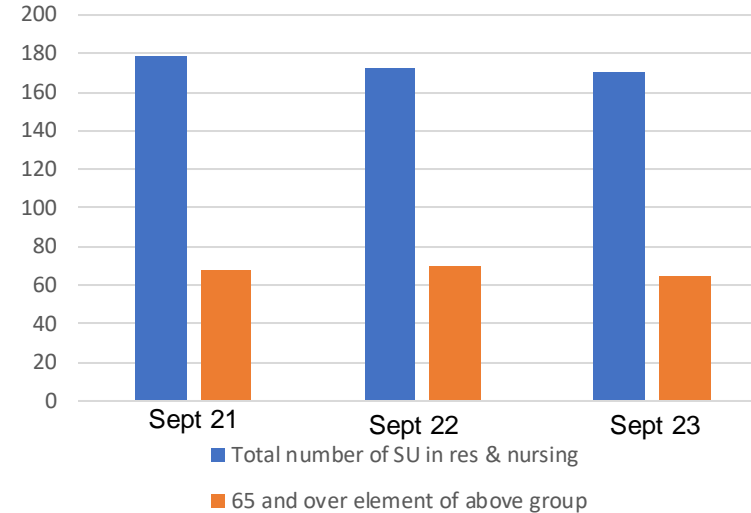
Placement Data 2021-2023

Total Social Care Placements

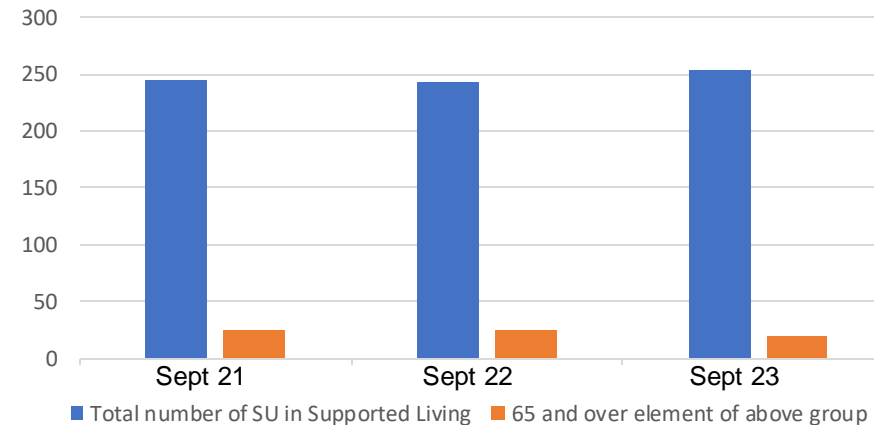


- Placement numbers are static. Referrals in = exits out

Residential placements



Supported Living placements



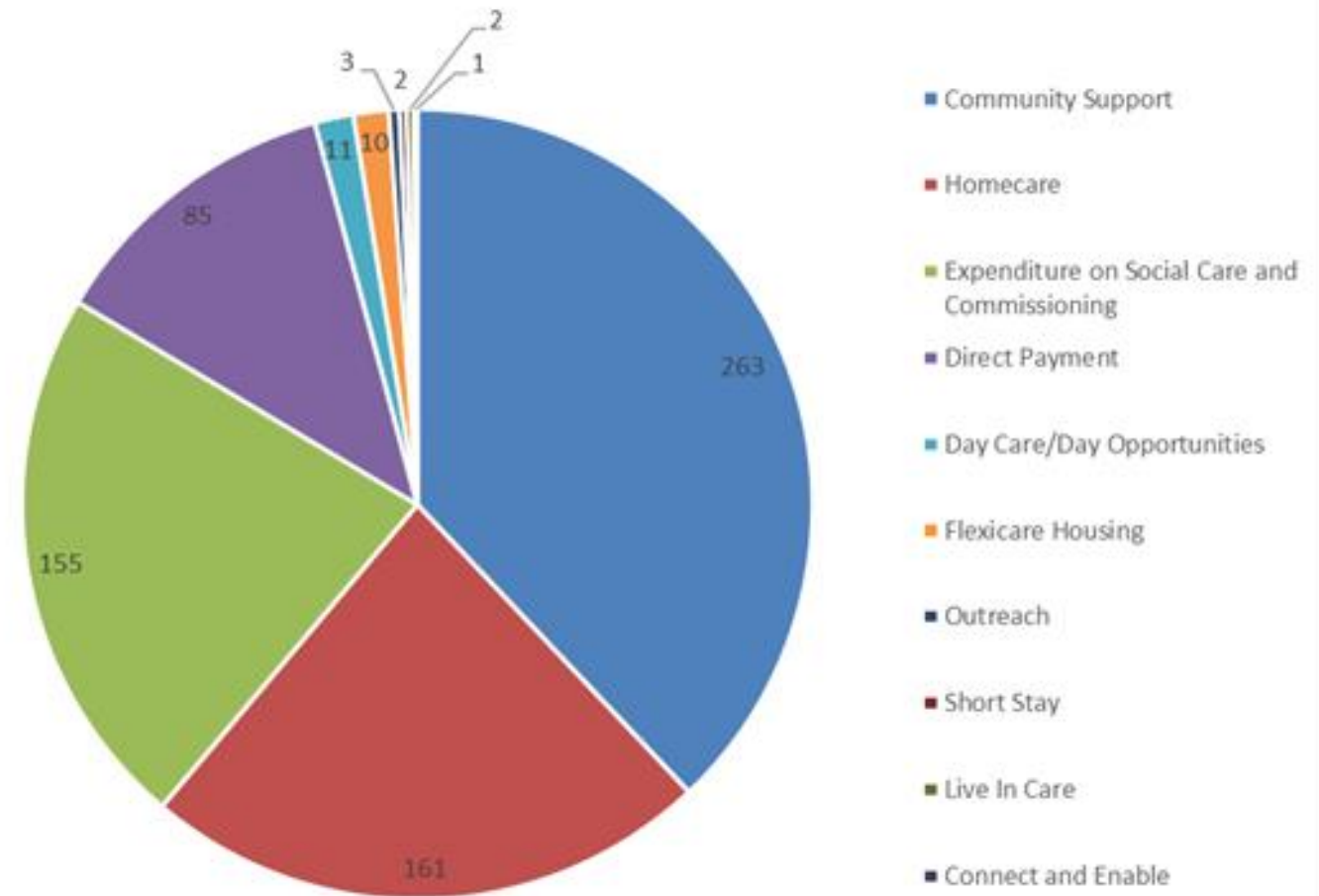
- Risks :
 - Placement model is harder to stretch over wide age range, provider struggles to cope with changing needs.
 - Older adults in incorrect placements



Community Based Package Data

- 263 Community Support Packages
- 161 Homecare Packages
- 85 Direct payment packages
- 11 Day ops packages
- 10 Flexi-care packages
- 3 Outreach packages
- 2 live in care

Chart showing distribution of service levels - 01/09/2021 - 31/08/2022



Service User Need

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



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
 - Residential MH need in Herts



Service Finding Update

Staff

Please bear with us. There is a vacant post to be filled 30/10/23 by Stefi. Mahesh and Charlotte still in post with AL over October.

Current situation

- There is an increase in crisis package need.
- There is currently a delay between agreeing package, Care Co completing the pre-assessment and having the CAR400 ready. We are aware and trying to support this.
 - Please help by providing the exact cost of packages before agreement and CAR400 generation.
- There is a delay in finance with invoice payment, in part due to staff sickness but also due to no CAR400 or CAR400 end dates passing without review. If you have specific instances requiring support please email Nicola Scott, we will support where we can.

Common Questions

- Transport costs are not paid as standard on packages. If a package requires accessing the community/ appointments, please get the transport needs and cost added to the package by the care co and get this in an email.



Contracts Update

Accommodation based services

Contracts for Residential & Nursing and Supported Living were sent out Aug 23.

HCC Supported Living Framework

- PMEE 16/10/23 Please attend if you are a provider of:
 - Supported Living
 - Community Support/ Enablement in the Community
- Still to be decided which contracts HPFT will go out for.

Community based services

Current model

- Remodelling required, if not under SL Tender it will be a separate model 2024.
- No changes to contracts until tender completed.



Safety Notices

- NatPSA/2023/010/MHRA. Alert sent out September 23.
- Relating to medical beds, trolleys, bed rails, bed grab handles and lateral turning devices.
- Actions are being taken within HES to ensure compliance with the alert and actions within the document. Some steps are being implemented with immediate effect to enable us to ensure compliance:
 - All orders received into HES must have a height and weight. This is non-negotiable for orders relating to equipment covered by the alert and is good practice for us to collate this data for all orders as it may flag issues with equipment already in situ with clients.
 - It is the expectation of HES that the height and weight provided are accurate to the best of the prescribers knowledge. Whilst we acknowledge that it is difficult to weigh some community based clients, prescribers should either be identifying ways to weigh their clients or clearly documenting how the height and weight provided to us has been arrived at.



Microsoft Edge
PDF Document



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



Some reminders/information

- HCPA membership is in our residential/supported living contracts, therefore is a necessity
- Please let us know about management changes
- New Leaf College – free for all Hertfordshire residents over 18. Offers **“Free educational courses to help you take better control of your wellbeing”**



- GDPR and whatsapp
 - Providers should have a communication policy which states the use of Whatsapp
 - Staff should not be using their own personal devices
 - HCPA can offer further support



- What contributes towards a GOOD/EXCELLENT PAMMS?
 - Consistent Management within the service
 - Personalised care plans – personal histories, goals and aspirations. Daily notes information – look to expand on these so they are as descriptive as possible.
 - 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



Good practice and areas of innovation

- 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
- Think about activities and meaningful goals. Can technology be used?
- Remember - Celebrate and show your achievements and success stories



Depression Pathway

Jason Sadler-Provider Development
Trainer

Depression Pathway

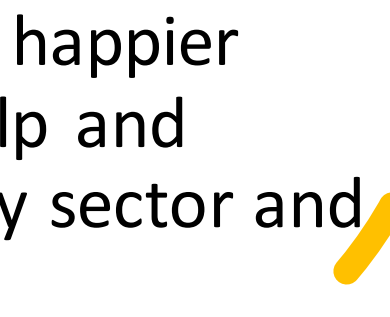
NICE guidelines 2022



Depression statistics

- Depression is the leading mental health disability
- UK : 1 in 6 suffer with depression and the number is estimated to increase by 17% to 1.45 million in 2026
- Hertfordshire Health and Wellbeing Strategy 2022-2026 recorded 112,819 individuals were known to have depression in Hertfordshire.
- Research shows that women are twice as likely to experience depression than men but:
15% of women access treatment compared to
9% of men.

In practice

- Earlier recognition ensuring individuals get support when they need it.
 - Standardised assessment tool (PHQ9) to measure depression severity and receive interventions that match the level of depression (Matched care model).
 - Closer monitoring of individuals using PHQ9 to ensure the interventions are working & improve relapse prevention treatment.
 - Encourage the use of “10 keys to happier living” – evidenced based self-help and social prescribing to the voluntary sector and other community assets.
- 

PHQ9

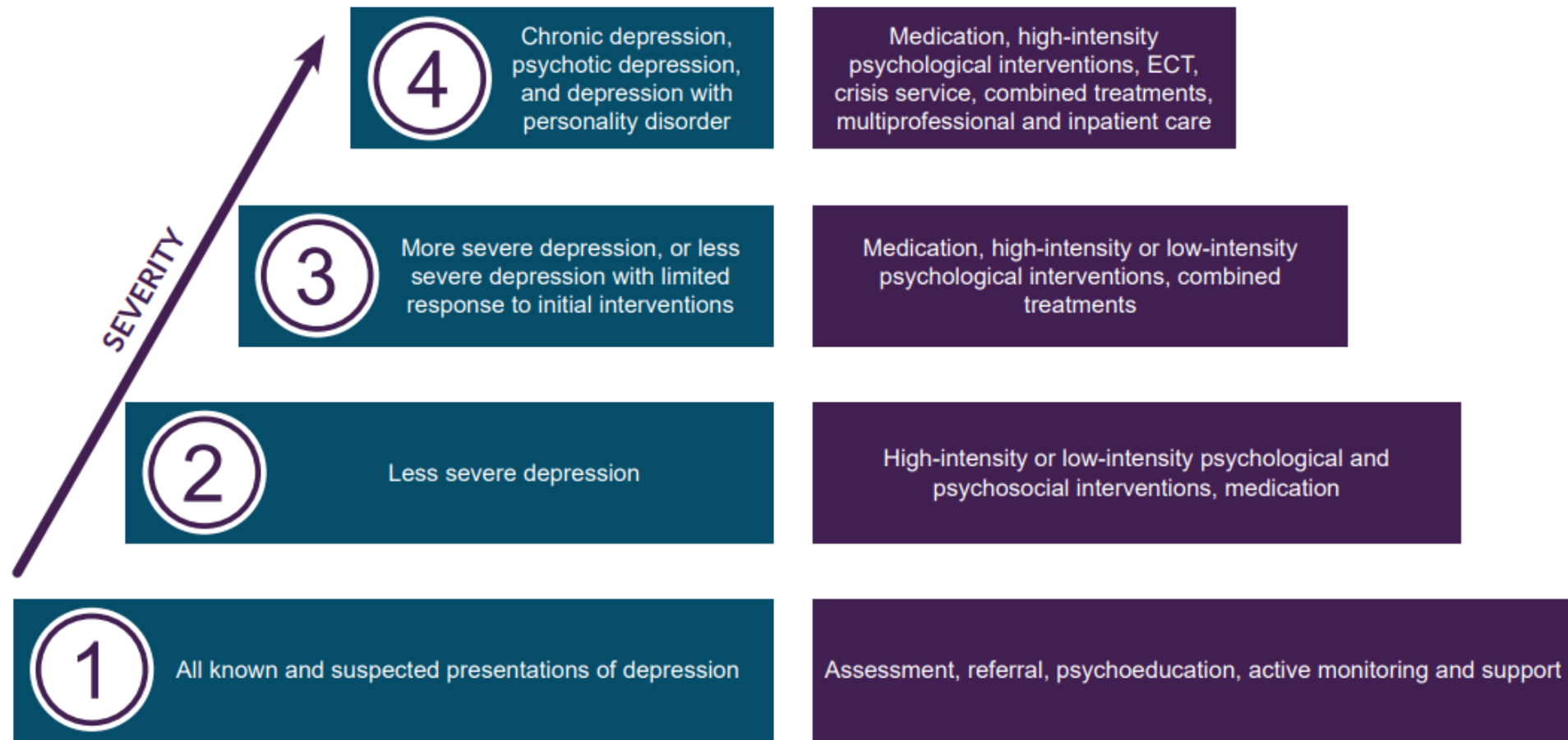
	Over the <u>last 2 weeks</u> , how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly everyday
1	Little interest or pleasure in doing things	0	1	2	3
2	Feeling down, depressed, or hopeless	0	1	2	3
3	Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4	Feeling tired or having little energy	0	1	2	3
5	Poor appetite or overeating	0	1	2	3
6	Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0	1	2	3
7	Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8	Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9	Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3
				PHQ9 Total Score	

Depression in adults: the matched care model (NICE, 2022)

- Choice of treatment is based on:
- the severity of the problem
 - past experiences of treatment
 - the person's preferences

Focus of the interventions

Nature of the interventions



Ten Keys to Happier Living (GREAT DREAM)



Giving

Do kind things for others



Relating

Connect with people



Exercising

Take care of your body



Awareness

Live life mindfully



Trying Out

Keep learning new things



Direction

Have goals to look forward to



Resilience

Find ways to bounce back



Emotions

Look for what's good



Acceptance

Be comfortable with who you are



Meaning

Be part of something bigger

actionforhappiness.org/10-keys

HCPA Education and Funding

A Managers Guide to The Oliver McGowan Mandatory Training on Learning Disability & Autism



Requirement under CQC Regulation - The Oliver McGowan mandatory training has been designed based on the **Core Capabilities** Framework for Supporting People with a Learning Disability and Supporting Autistic People. It includes relevant learning outcomes and competencies from each core capabilities framework.

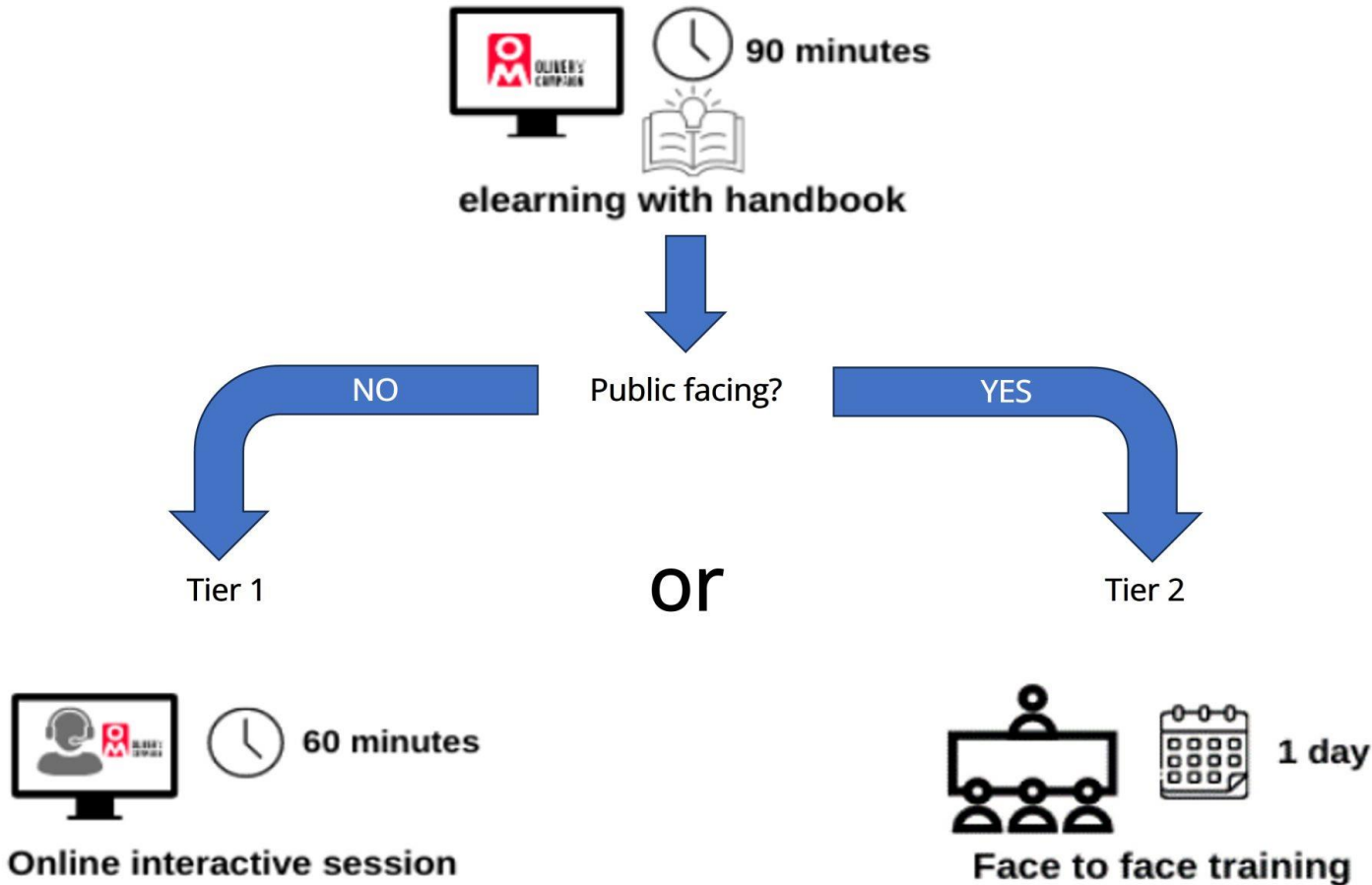
Other training - Oliver's training is intended to provide a **minimum requirement** and does not include training everything each member of staff will require.

Health and Care Act 2022 -The Government has now introduced a **requirement** for CQC registered service providers to ensure their employees receive learning disability and autism training appropriate to their role.

The government is also required to **publish a code of practice** to provide guidance about how to meet this new legal requirement for training on learning disability and autism. This code of practice is still being developed and will need to be consulted on before it is available

What the Oliver McGowan Mandatory Training on Learning Disability & Autism entails

What are the tiers of training?



There are two routes to completing the Oliver McGowan training, dependent on job role and responsibility.

Entry onto both involves completing an [e-learning package](#). Please note the e-learning is managed on the national platform e-learning for healthcare and is **not** managed by HCPA. Participants will need to have an account or register for one.

Once the e-learning is completed, the next step is then either:

- a one-hour interactive live online session (Tier 1), or;
- a one-day face to face training session (Tier 2)

About the Tier 2 1-day training – structure

Duration: 1 day

The morning session focuses on learning disability.

The afternoon session focuses on autism.

Both sessions are facilitated face to face (in-person) by a facilitating trainer and an expert with lived experience co-trainer

The required e-learning
prior to undertaking
either of the "tiers"

Please make sure that each staff member booked to attend Tier 2 at HCPA brings proof of e-learning completed prior to their face-to-face session.

The Oliver McGowan Mandatory Training on Learning Disability and Autism

Enabling the health and care workforce in England to better support people with a learning disability and autistic people



This programme is in partnership with...



[Access the elearning](#)

Access the elearning on: [The Oliver McGowan Mandatory Training on Learning Disability and Autism](#)

Co-Trainers opportunities

Expert with lived experience co-trainer training – overview

Duration: The Tier 2 expert with lived experience co-trainer training is 3 days. Each day is a 5-hour training session, plus breaks and lunch.

The training is delivered in separate cohorts. Experts with lived experience of learning disability are taught as one cohort. Autistic experts are taught as one cohort.

Provider: Only approved Tier 2 lead trainers can deliver the trainer training to experts with lived experience. The training should be co-delivered with experts with lived experience.

Pre-requisites: Considerable time should have been spent to identify, recruit and support co-trainers before they attend the training. Co-trainers should understand the purpose of the training, be supported to undertake it and have any **reasonable adjustments** in place in advance. Co-trainers should have been supported to complete the official [elearning for The Oliver McGowan Mandatory Training](#) in advance.

Developing co-trainers

Identify, recruit and support co-trainers before they attend the training.

Formal diagnosis?

people's experiences related to having a learning disability or being autistic.

We recommend being clear about what is meant by learning disability.

Co-trainers should understand the purpose of the training,

Co-trainers should have been supported to complete the official elearning for The Oliver McGowan Mandatory Training in advance of the training.

The co-trainer training is the starting point – co-trainers must be supported to develop into the role of co-trainer.

The co-trainer's role in delivering the training is likely to evolve over time.

Someone you support interested in becoming an Expert with Lived Experience?



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 to co-train with HCPA's existing training team. Experts with Lived Experience must either have a learning disability and/or be autistic.

Full details, and how to apply, can be found [here](#) , and in [Easy Read](#) here.

Any queries please email olivermcgowantraining@hcpa.co.uk



Browser navigation bar showing the URL [hcpa.info/oliver-mcgowan/](https://www.hcpa.info/oliver-mcgowan/) and a list of open tabs including Project, Service Announcem..., Gmail, YouTube, Maps, Care Education Tea..., Supporting people..., Safety Intervention..., Antipsychotics Mne..., Training Guide: Adu..., and DILMAC 7 A: Resou... The hcpa Hertfordshire Care Providers Association logo is on the left, and a navigation menu with links for About, Provider Hub, Training Zone, Members Zone, Academy, Recruitment, and Contact is on the right.



The Oliver McGowan Mandatory Training on Learning Disability & Autism

Following the tragic death of Oliver McGowan in hospital, Oliver's Campaign was born. The campaign is led by Oliver's mother, Paula McGowan OBE, who believes that all health and social care staff need appropriate and **meaningful** training to help them to understand people who have a learning disability and autistic people.

The government has subsequently published '**Right to be heard**', and has committed to developing a standardised training package which draws on existing best practice, and the expertise of people with a learning disability, autistic people, and subject matter experts.

Some of the course content includes sensitive and potentially distressing information and stories of Oliver's tragic story. If you are affected by any of the content, it is important to discuss this with your employer, and access the appropriate support.

[A Managers guide to the Oliver McGowan Mandatory Training on Learning Disability & Autism - Oct 6th](#)

[What is the Oliver McGowan Mandatory Training on Learning Disability & Autism?](#)

[Roll out](#)

[What are the tiers of training?](#)

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.

“

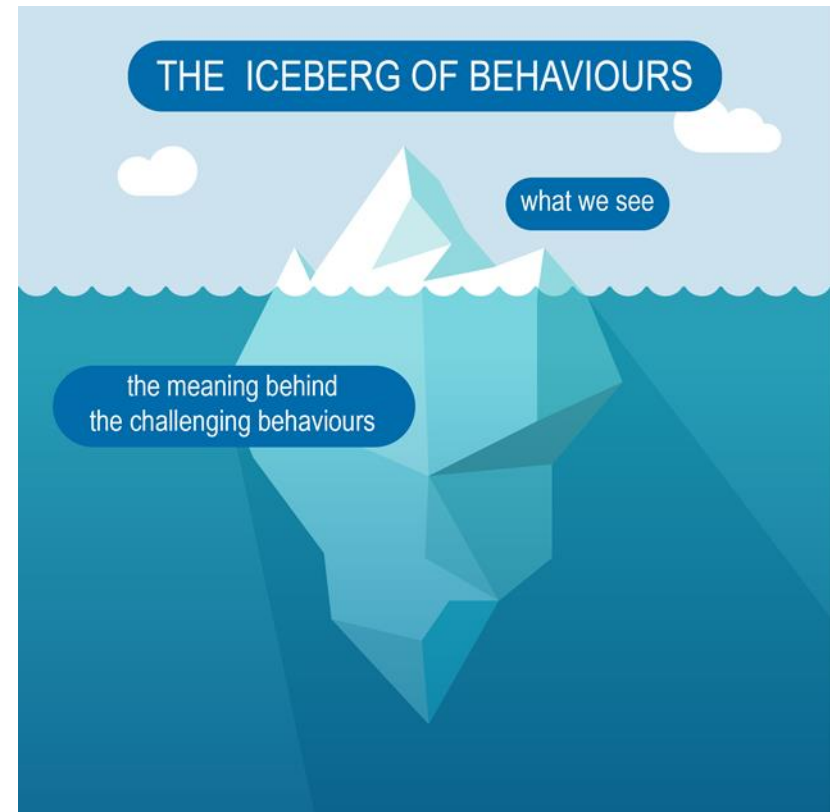
Claim back costs via WDF!



Positive Behaviour Support Education

Content page title here

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



International Recruitment





Events & Resources Schedule, Adult Social Care

for non-calendar resources see final page

October 2023

Please note: events and resources outlined below and on the following pages are available only to employers and employees within the eastern region.

When ?	What ?	Who for ?	Why attend ?	Book !
Tues Oct 3. Webinar 14:00 – 15:15	Modern Slavery: Insights From the Care Sector <i>Unseen UK</i>	Anyone working within or adjacent to the care sector	Improve awareness and confidently identify signs of modern slavery Understand the risks within the care sector Confidently report cases of exploitation	Register online 
Weds Oct 11. 14:00 – 15:15	Training & Induction - for care providers <i>Norfolk Care Association (NoRCA)</i>	Managers, providers, senior leaders, international recruits, and those who want to support their recruits with adjusting to the UK.	The training and induction required and how it may need to be adapted for international recruits.	Register online 
Weds Oct 11. Webinar 14:30 – 15:15	The Visa Application Process <i>Suffolk Association for Independent Care Providers (SAICP)</i>	Any Social care provider considering sponsoring international recruits across the Eastern Region.	Understand the necessary documents for a Health and Care visa application, and how to fill out the application form. Understand how to submit the visa application and what happens after submission.	Register online 
Thurs Oct 12. 14:00 – 16:00	Understanding Anti-Racist Practice in Social Care <i>Research In Practice</i>	Social care professionals who are committed to creating equitable and inclusive care settings.	The principles and strategies of anti-racist practice specifically in the context of social care. Understand how structural racism impacts marginalised communities and how anti-racist practice can help remove barriers.	Register online 
Tues Oct 17. Webinar 14:00 – 15:30	Modern Slavery: Working with Third Parties <i>Unseen UK</i>	Employees within the care sector dealing with third parties i.e. procurement and recruitment teams	Improve awareness of modern slavery and understand legislative landscape. Understand risks of engaging with third parties and due diligence measures to mitigate risk.	Register online 
Weds Oct 18. Webinar 13:00 – 15:15	Modern Slavery: First Responder Training <i>Unseen UK</i>	Safeguarding teams, leaders and management, and anyone interested in becoming a First Responder	How to identify and respond to signs of modern slavery as a first responder. Understand the NRM process. Understand current legislation and guidance, and how to respond in a trauma-informed way.	Register online 
Weds Oct 25. 14:00 – 15:15	UK laws and regulations & UKVI - candidates & providers <i>Norfolk Care Association (NoRCA)</i>	Managers, providers, seniors, leaders, international recruits, and those who want to support their recruits with adjusting to the UK.	Laws and regulations that candidates and providers should be aware of from understanding rental law, safeguarding of children, domestic abuse, employee rights in the workplace.	Register online 
Tues Oct 31. Webinar 14:00 – 16:00	Embedding Anti-Racist Practice in Social Care <i>Research In Practice</i>	Any individuals working in Adult Social Care	The principles and strategies of anti-racist practice plus practical steps to embed it into your own work, fostering cultural responsiveness, diversity, and inclusive care.	Register online 



Meet our new Strategic Partner, Overseas Immigration Ltd

With more and more businesses choosing to recruit from overseas, there is a great need for a better understanding of the immigration and sponsorship process. If you as an organisation are looking to recruit from overseas to fill your job vacancies, there are some very important aspects of the process and your roles as sponsors that you need to consider.

HCPA have partnered with a firm that are able to assist providers with the best solutions when it comes to overseas recruitment.

Our new strategic partner **Overseas Immigration Ltd** can assist with the following:

- Sponsor license management
- Visa applications
- Right to Work checks
- HR training services
- Other ad-hoc queries

If you would like to speak with the friendly team at Overseas Immigration Ltd, please register your interest here and we will pass your details on to them.

<https://hcpa.wufoo.com/forms/mztoqtx0w7vqo8/>

International recruitment support

Recruiting internationally is a great way to find skilled and diverse workers, but employers often tell us they have trouble navigating the legalities of recruiting internationally

Our international recruitment webpage has a range of resources including:

- Webinar recordings
- Guidance and checklist for gathering and assessing criminal record information including displaced people
- Links to other useful sources of information including
 - Overseas recruitment bite-size guide
 - Code of practice for international recruitment
 - Ethical recruiters list
 - Government guidance
 - Pastoral care guide for international recruitment



www.skillsforcare.org.uk/Internationalrecruitment

HPFT - Pre Market Engagement Event



Date & Time-Oct 16, 2023 14:00 Zoom [click here](#)

HPFT and HCPA would like to invite all current and potential providers of Supported Living and Community based support services to a Pre Market Engagement Event (PMEE) to hear about a contract opportunity for a Hertfordshire Framework for Supported Living and Community Support provision. The meeting will detail the expected contract scope, aims of the services, areas under focus, the timeline and how to apply. There will be an opportunity to ask questions and give your feedback from the market.



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

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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 in some parts of the East of England Area.

"ReSPECT forms have been used in some instances where there has been a poor response, the information on the forms and checked off that the forms have been signed by a legally binding document. Please visit [ReSPECT: Free UK](#) for further information.

Providers are advised that there should be a clear process for handling Advance Care Planning forms.

Advance Care Planning March

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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 any workplace emergency.

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



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Set your September standards early

In this month's issue:

- [Health Education England](#)
- [Wet Signatures - CQC](#)
- [Latest Care News](#)
- [What's to Watch](#)

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GOODCARE Hertfordshire MONTH

January 2023



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World Antimicrobial Awareness Week 2022

18th - 24th November

HANDLE ANTIMICROBIALS WITH CARE

- Antibiotics
- Antivirals
- Antifungals
- Antiparasitics



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IMPORTANT UPDATE from Herts County Council

Funding - Letter to HCC Commissioned Providers

Please carefully read the letter registered with CQC who support us.

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

Your Mental Health Service Forum

For Managers, Team Leaders & Senior Staff



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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](#)

View this email in your browser

IMPORTANT UPDATES!

On Wednesday (9th November) we ran an important meeting regarding Resource ThickenUP which could be misleading. The image that was used was incorrect 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 - first line product or the ongoing supply of it.

Identifiers are changed from Resource ThickenUP to Resource ThickenUP Clear. Identifiers should be followed from their Speech & Language Therapy team.

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The IMPORTANCE of Infection Protection & Control...



World Antimicrobial Awareness Week draws to a close, we would like to thank you for your support. Or perhaps you found out that you are a true IPC champion!

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

View this email in your browser

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 preventive 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...

Our new 'Lead' is an area where services are falling under par. Have you thought about the skills of your leadership team recently?

HCPA's job is to support you to 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.

We can offer you anything from half day interventions to full long-term programmes. We can work with individuals in your service or with whole teams. We can support those who are 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 this email in your browser

Nursing E-News...



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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 enable 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 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.
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- 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...

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