Welcome

Older Persons
Residential and Nursing Forum

17th May 2023

This Session 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 taking back to main event to be reassigned
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

In-Meeting Controls

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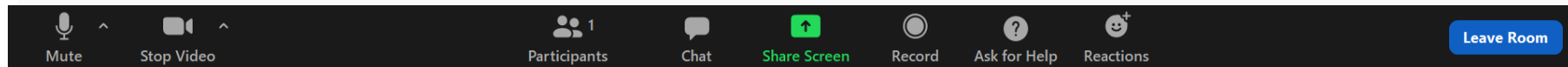
Attendees have access to these features:

Mute or Unmute:

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

Please keep your microphone on mute during the presentation

Start Video or Stop Video:

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

Please keep your video off during the presentation.

IMPORTANT Funding for HCC Commissioned Providers

Hertfordshire

If you are a service that currently has a contract with HCC, then you should have recently received a letter about the Workforce Return for Market Sustainability and Improvement Fund.

To secure this funding HCC need your help by confirming the number of 'new' recruits and the number of staff who left a job in April 2023.

All you need to do is complete the online form available here:

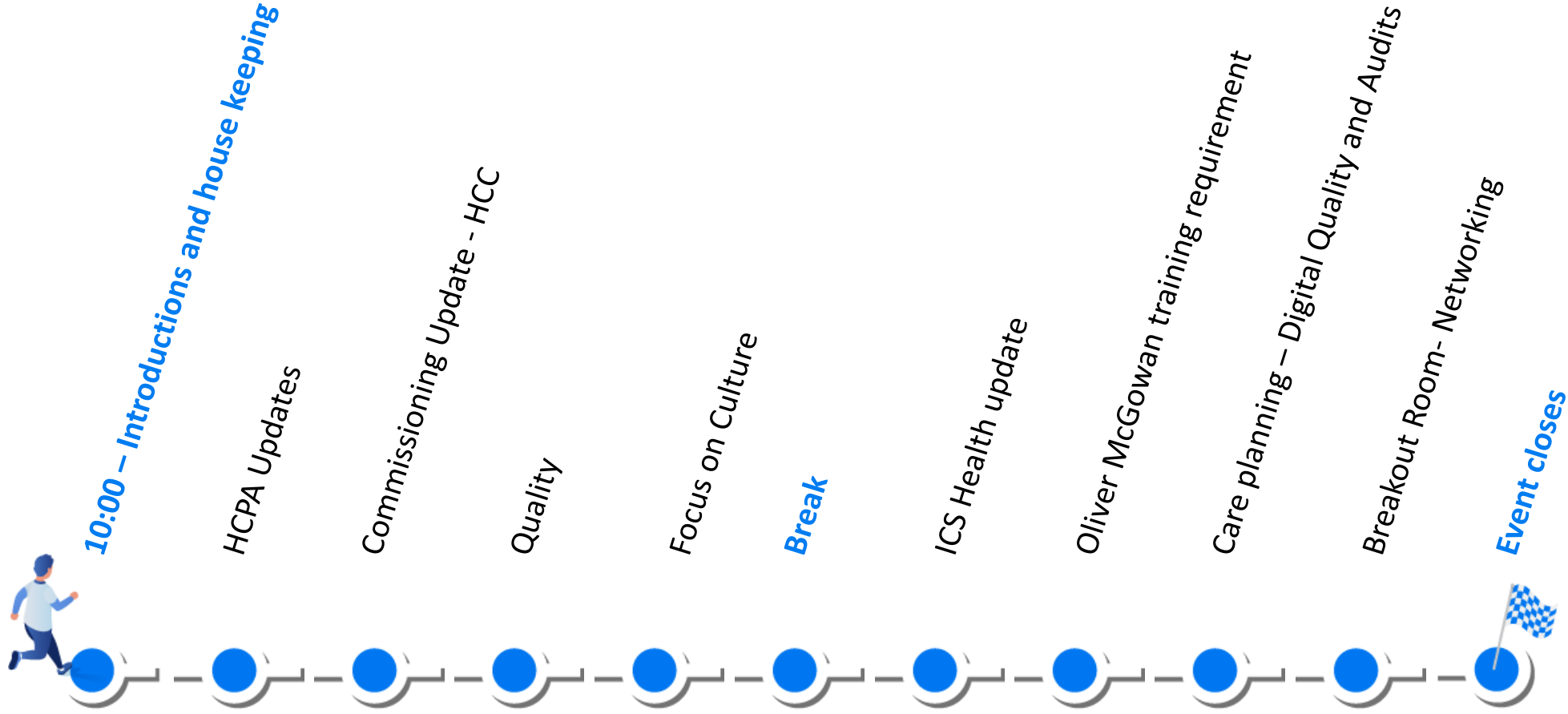Scan the QR code or visit the following link:

https://surveys.hertfordshire.gov.uk/s/F6CCW3?mc_cid=be3ae1ebb4&mc_eid=b1185e6cde

REMEMBER - this secures the funding HCC have already passed on to commissioned providers in fee uplifts and will support HCC in gaining any future funding, so it is imperative that you take a moment to complete this.

DEADLINE: 17th May 2023

Agenda

10:00 – Introductions and house keeping

HCPA Updates

Commissioning Update - HCC

Quality

Focus on Culture

Break

ICS Health update

Oliver McGowan training requirement

Care planning – Digital Quality and Audits

Breakout Room- Networking

Event closes

> "The HCPA Team value each provider as individuals, working alongside each organisation to develop values skills and objectives. Bridging gaps between statutory and non statutory organisations"

The New Membership Year. What's New 2023 - 2024

- Updated benefits to Silver and Gold
- New membership brochure and others
- New fully funded projects and initiatives
- 'Ask Us Anything'!
- All your usual HCPA benefits plus more

Make the most of your 2023 HCPA Member Benefits

With Exclusive access to...

- Manager mentoring and coaching including support in a crisis
- 24/7 access to the government recognised Provider Hub support line
- Free access to our nationally recognised recruitment service
- Toolkits and checklists to help quality assure your business
- Bespoke fully funded Care Sector training
- Invitation to member networking events
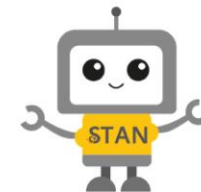
As a membership organisation we partner with leading businesses to support you in all your business needs. As a member you have exclusive access to...

- Legal advice - 15% off Ridouts headline prices
- Up to 30% off essential supplies and clothing with Arco
- 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
- Member rates on telecoms, mobile phones, SIM cards and Wi-Fi via SimCredible
- Preferred rates with Towergate insurance
- Large savings on Utility bills via Business Saving Experts
- Access to lower cost business support, consultancy, policy writing, food solutions and IT via our partner services

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SILVER ELIGIBILITY

At least 10% of your staff using free Academy staff benefits.
2 x people who have each attended designated leadership courses.

Silver Benefit
Leadership culture ½ day course (webinar style, open to all silver members, by invitation, no cap)

GOLD ELIGIBILITY

STAN
IFS
Culture Check
PAMMS/CQC Good overall rating

Gold Benefit
Marketing package (Gold shout out/ Gold logo / Gold membership list in brochure)
Bespoke Behaviours Framework consultation with Leadership T.E.A.M ½ day

Membership:- Next Steps...

- All members, both current and new to fill out a membership form. This will enable us to set up the new Database with your most recent up to date information on your organisation.
  If you haven't yet done this for 23/24 membership year please do so.

- If you pay by direct debit, simply close the second page down on the membership form, unless your direct debit details have changed in which case do fill this section out again and we will update your payment details.

- If you pay by invoice and haven't yet paid this, we will need payment before we can send out your certificates.

- Anyone who has silver or gold status will be sent their specific certificates out separately in the next few weeks. You will all be receiving a standard membership one shortly if you haven't already.

Newsletters

Support Services from hcpa

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/

ACS commissioning update

17th May 2023

Developments in 2023.

- Connected Lives.

- Equality, Equity, Diversity and Inclusion.

- Developing our contract management/relationship approach.

Connected Lives and EEDI

- Connected Lives social care underpins ACS's whole approach. Commissioned care should:
  - Support independence and citizenship.
  - Be strength based and risk positive.
  - Should connect people and enable them to sustain relationships.
  - Provide effective, personalised interventions to "prevent and enable."

- [Equality and diversity | Hertfordshire County Council](#)

Actions include:

✓ ACS is considering how we can work with providers to evidence Connected Lives. PAMMS framework has approx. 30 areas such as personalised care planning and voice of the person.

✓ Support choice around culturally competent services. E.g. information on Herts Directory/NHS tracker.

✓ Diverse Communities on the Dementia Pathway Group.

✓ LGBT Dementia Health and Wellbeing toolkit.

Contract and relationship management.

- Updated contract management approach.

- Embed strategic assurance approach for major providers.

- Work to improve contracting/commissioning business process (how we meet/report).

- Developing complaints oversight.

- Embed new bed availability information system (Hertfordshire Directory).

- Establish resilience profile for providers to support planning between commissioners and providers.

Creating a cleaner, greener,
healthier Hertfordshire

QUALITY

Bryony Morris

Deputy Head of Service Integrated Accommodation Commissioning Team

Joan Plant

Associate Director or Resilience and Quality

Older Persons Residential and Nursing Quality Overview

2022-23

Overview of Scores

OP Total PAMMs scores 2022-23 %
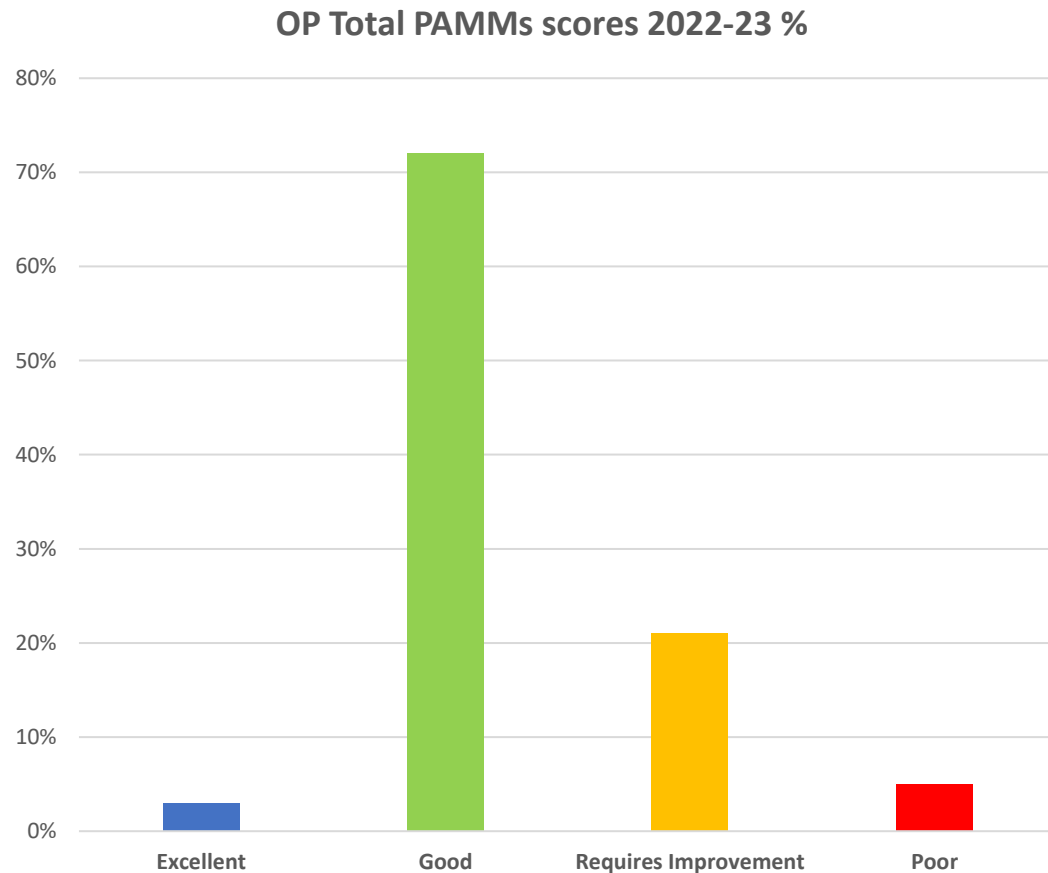
- 116 PAMMs scores analysed from 2022-23

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Comparisons

East / West comparison OP PAMMs 2022-23
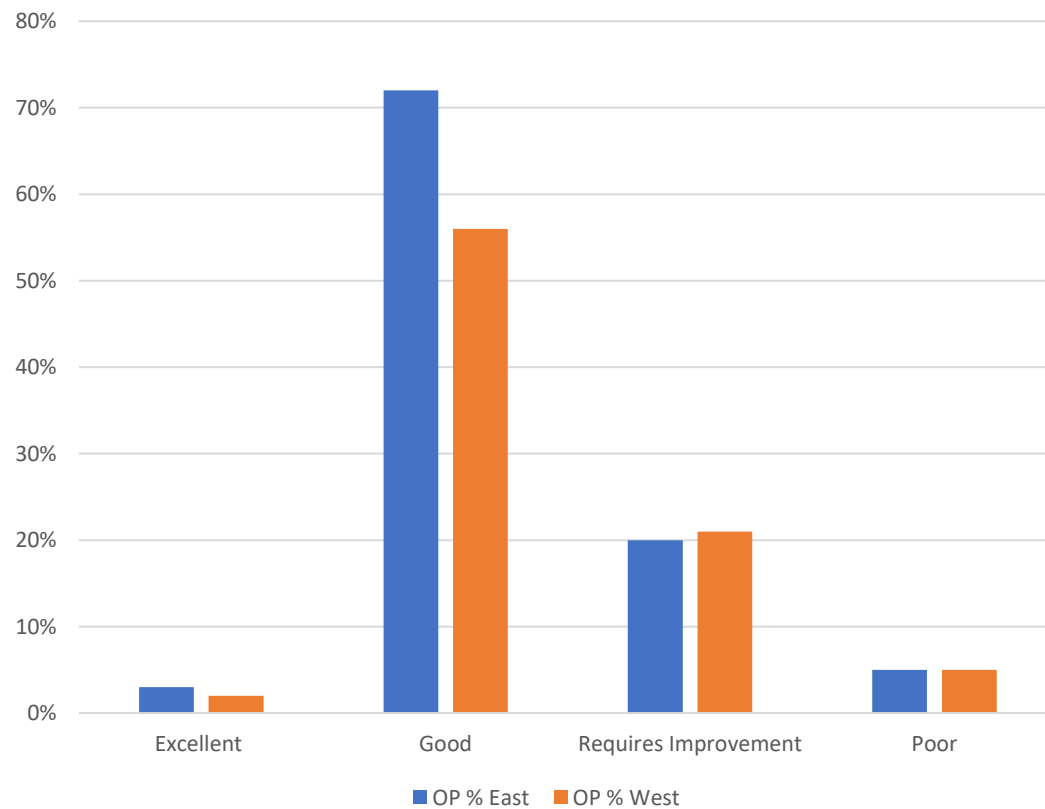
OP Nursing and Residential split PAMMs 2022-23

Creating a cleaner, greener, healthier Hertfordshire
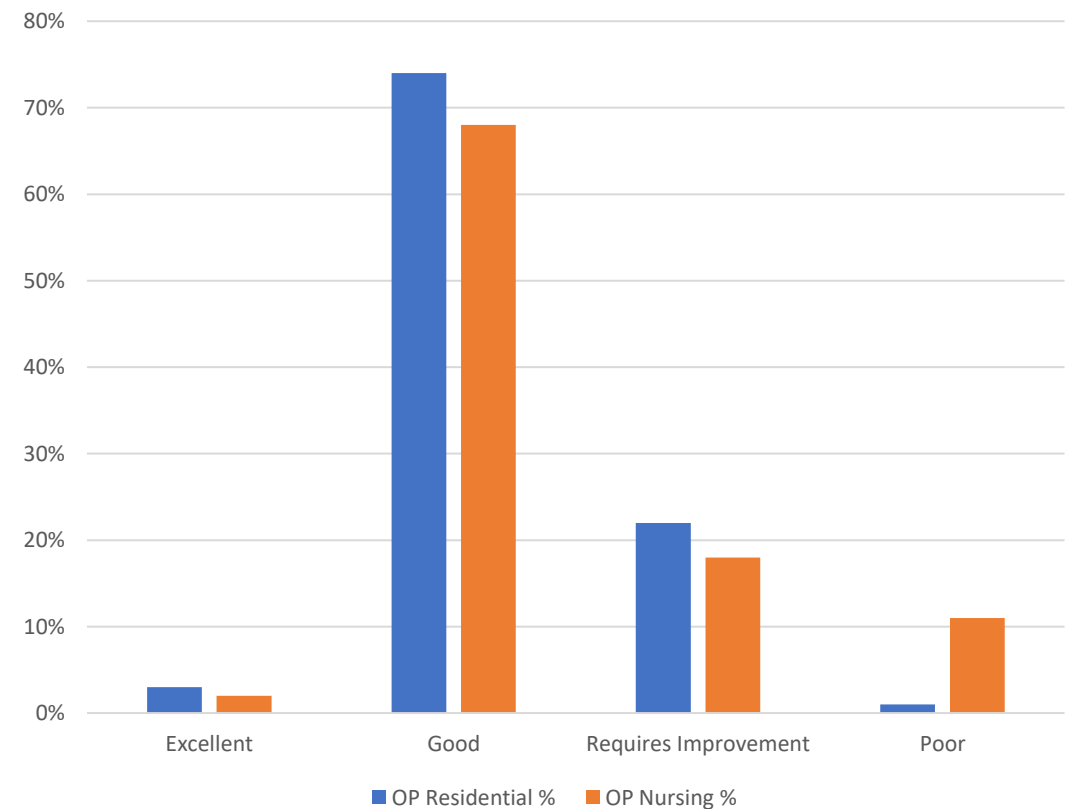
Total Good and Excellent 2022-23

Co-operating with other Providers and **Respecting And Involving Service Users** have the most Good and Excellent Scores combined

OP Total Good/Excellent PAMMs 2022-23
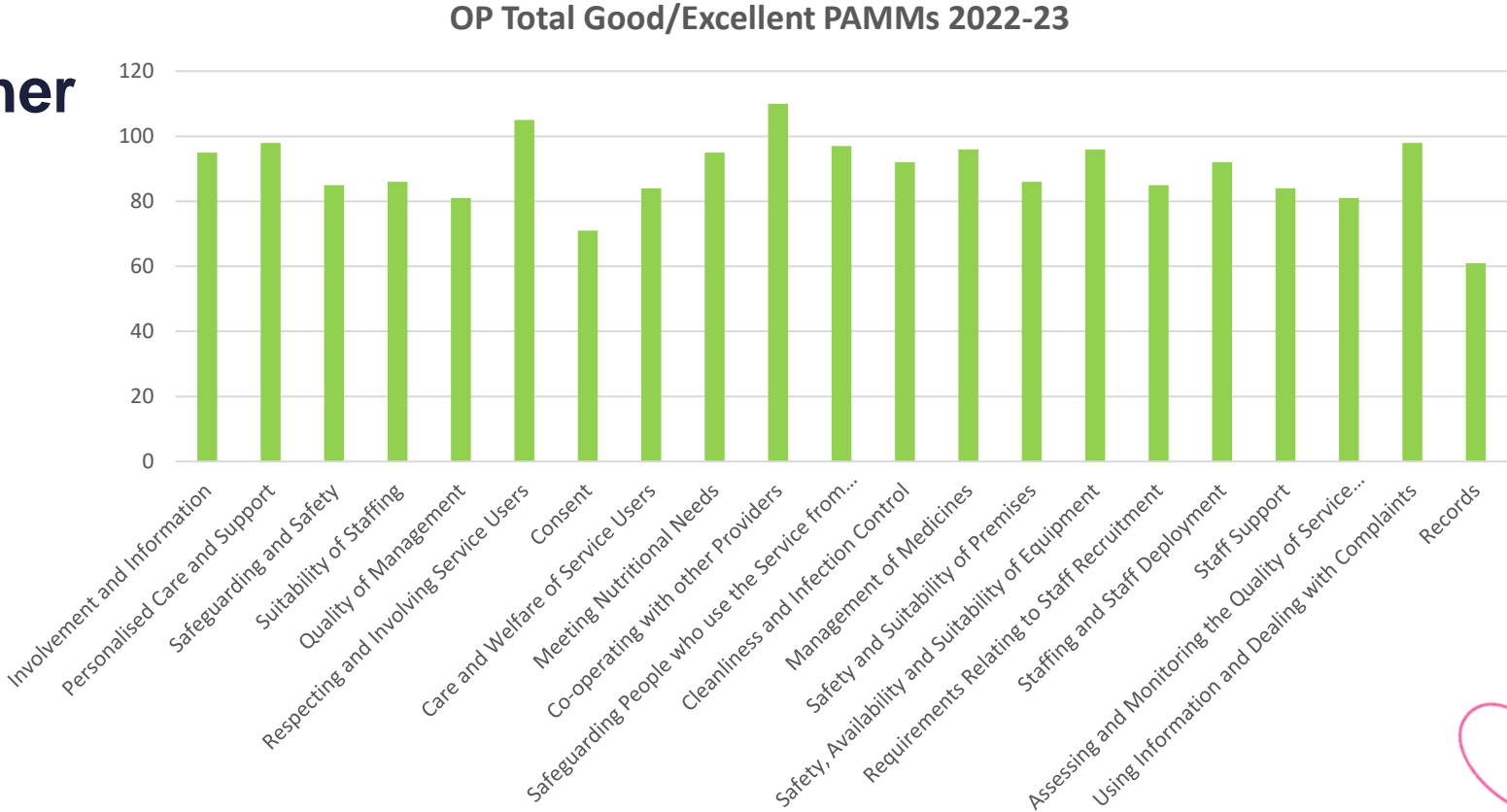
Most common Excellent / Good

- **Safeguarding and Safety** had the highest number of Excellent scores (5 providers)

- The highest scoring Good areas were **Co-operating with other Providers** (106 providers), **Respecting and Involving Service users** (101 providers) and **Personalised Care and Support** and **Using Information and Dealing with Complaints** (both 96 providers)

OP Good Scores Breakdown PAMMs 2022-23
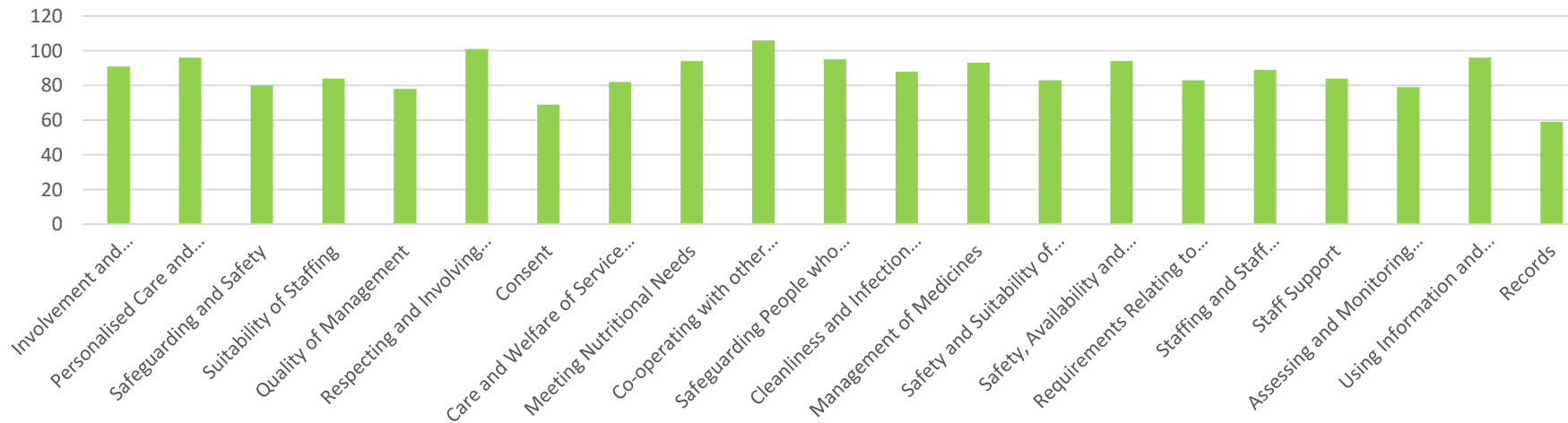
Most common 'Poor'

- Personalised Care and Support was the question which most commonly was scored 'Poor' for Older people services – although numbers were very low

	Numbers scoring Poor OP
Personalised Care and Support	6

- There was very little differences across the majority of the other 'poor' areas with five providers scoring Poor in each of the following questions:

• Safeguarding and Safety • Suitability of Staffing • Care and Welfare of Service users	• Cleanliness and Infection Control • Safety and availability of Equipment • Staffing and Staff deployment

Total Requires Improvement and Poor 2022-23

- **Records** and **Consent**

Are the areas that most

Commonly scored Poor

Or Requires Improvement

combined

OP Total RI/Poor PAMMs 2022-23
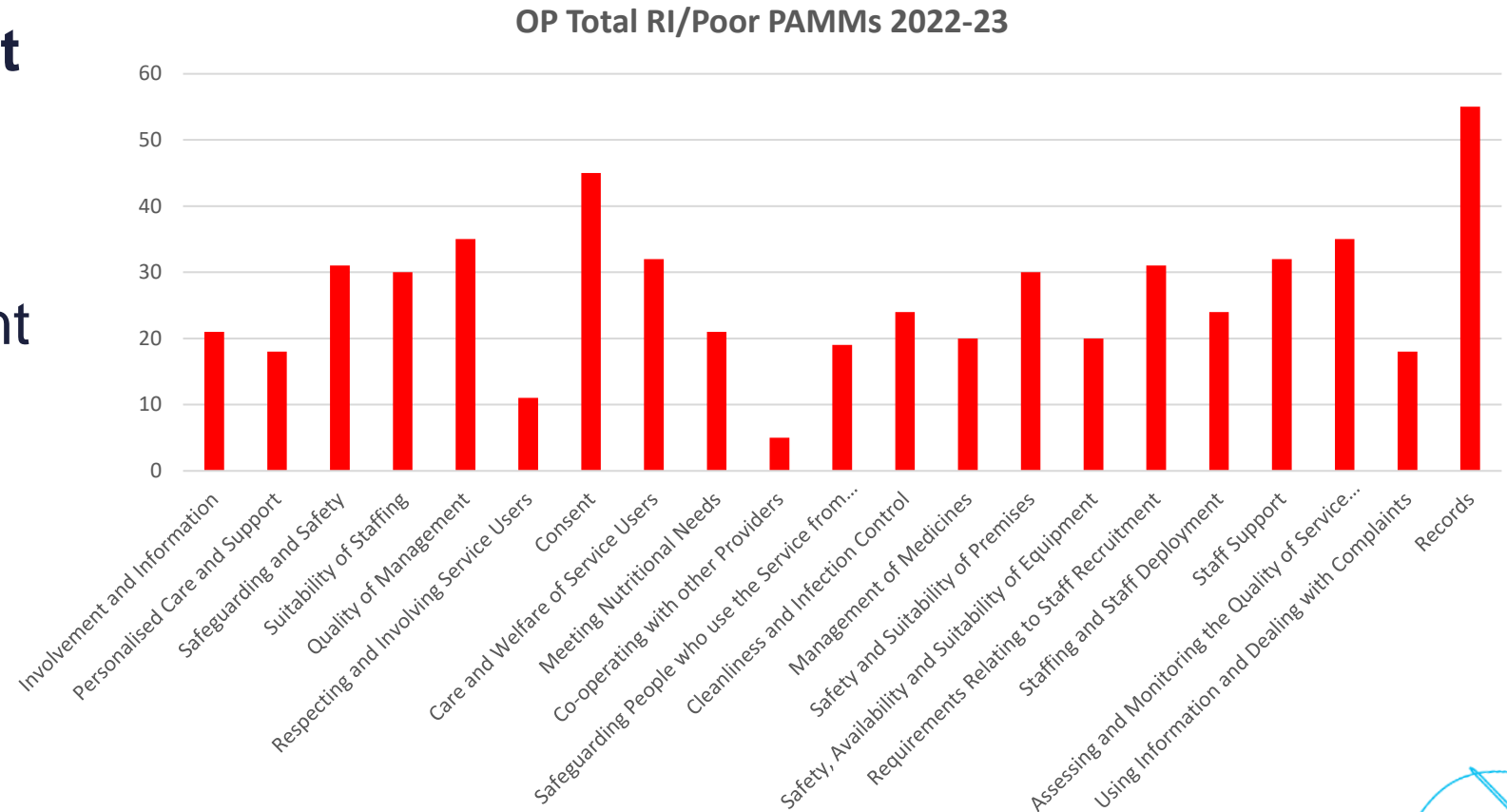
Driving Up Improvements

- No OP providers scored Excellent in '**Staff Support**'

- The top three questions scoring Requires Improvement were **Records** (51 providers), **Consent** (43 providers) and **Assessing and Monitoring the Quality of the Service** (34 providers)

OP Requires Improvement Breakdown PAMMs 2022-23
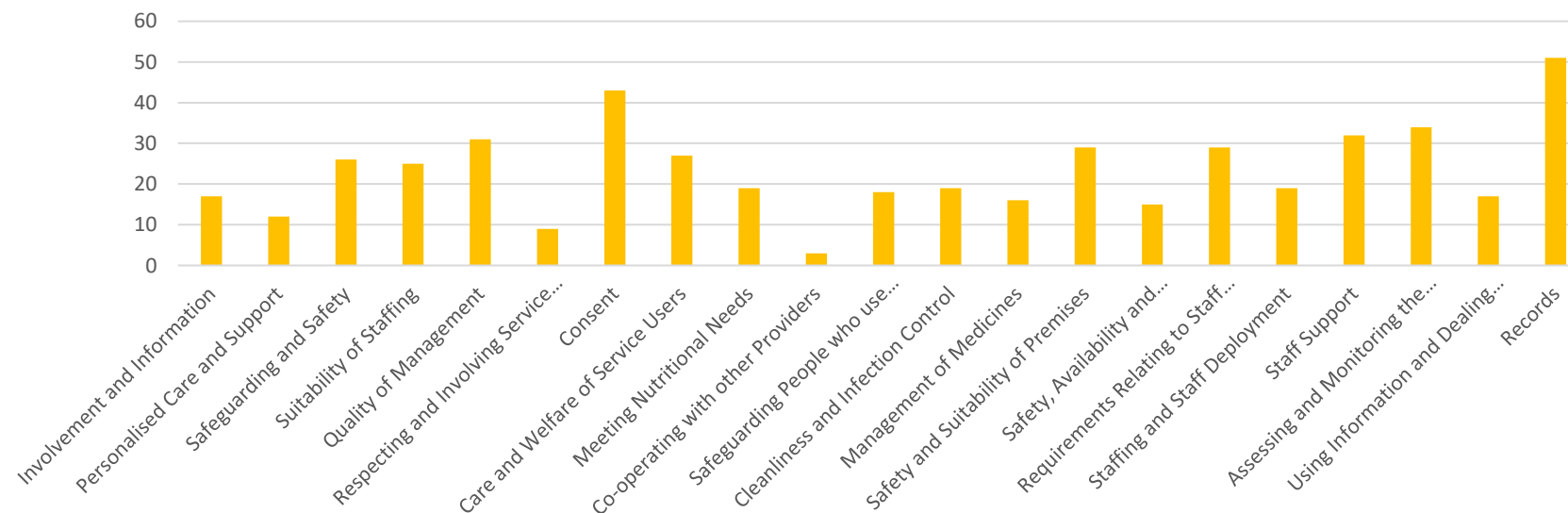
Next Steps

- Share the trends and themes with the ICB, Workforce development and HCPA to review and source training requirements:
  - To Improve the areas with the lowest quality
  - To focus on the areas where more Providers can score at least a Good

- Share trends and themes with Providers to highlight areas of focus / improvement for next year 2023-24

- Celebrate areas where Providers are performing well

Creating a cleaner, greener,
healthier Hertfordshire

Focus on Culture – how to meet CQC's desire to see Culturally Appropriate Care

Sharon Davies

CEO, HCPA

Why is setting a good culture so important?

Think about the 6 C's of Care

- Care
- Compassion
- Communication
- Courage
- Competence
- Commitment
- What are the behaviours you would expect under each heading?

What would you not expect?

Have you got a company behaviours framework?

Email marketing@hcpa.co.uk for a template

Tip! Consider if your leadership team have had time to really think about your company culture and what part they play. Bespoke training may support you in this – see our INSPIRE programme - https://edition.pagesuite-professional.co.uk/html5/reader/production/default.aspx?pubname=&edid=794ae9d3-e235-4713-ad6a-98e7325df7eb

Recruitment: Curious about Care

- **Values-based recruitment** is essential to ensuring your organisation employs a compassionate, person-centred workforce that is committed to providing quality care.

- It can be tricky to know how to assess a candidate's values and whether they align with those of your organisation. Skills for Care has been working with social care experts at University of York to create Curious about Care. This free, evidence-based tool can be used as **part of your recruitment process** to help you make a decision.

- Visit [Curious about Care](#) to try out the **free** tool.

- Breezy is a short online interview tool which will help you to shortlist candidates https://app.breezy.hr/signup?scta=home-header

- Cost around £1500-£2000pa

Retention: Why check your culture?

This service is **FREE to all HCPA members**.
www.hcpa.info/services/6-cs-culture-check/

Culture Check

- Gathers feedback from staff on how they view the culture of your provision
- Identifies the health of your provision and stability of your staff
- Highlights areas of development, loyalty of your staff and aids retention and recruitment process
- Provides a user friendly and quick online survey which is easy to read and anonymous

This is a Free Service for HCPA Members

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Example

October 2022

Total Staff Employed	**25**
Total Responses Received	23
Care Staff Responses	19
Manager Responses	3
Non Care Staff Responses	1

Loyalty Assessment

- Committed Loyalists
- Satisfied Opportunists
- Change Seekers
- Dissatisfied Compromisers

87% 9% 4%

100.%
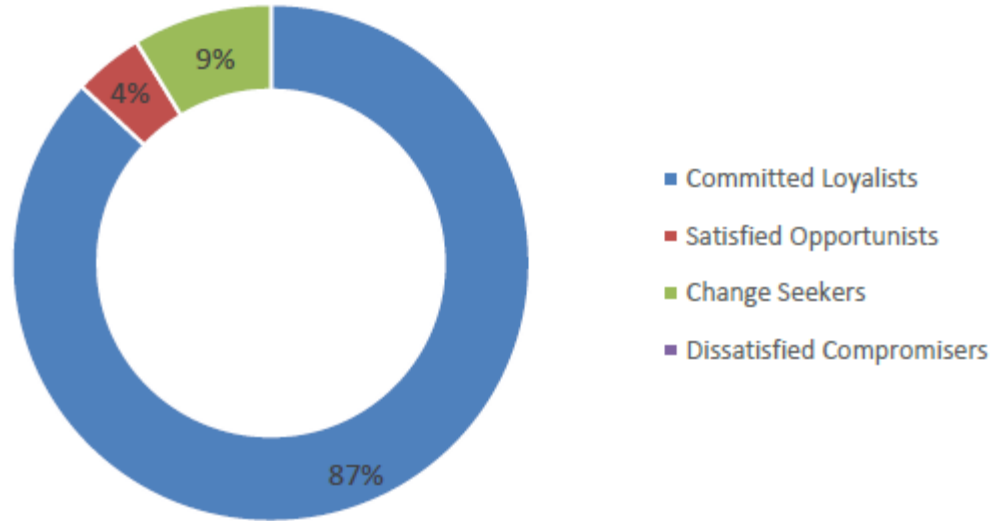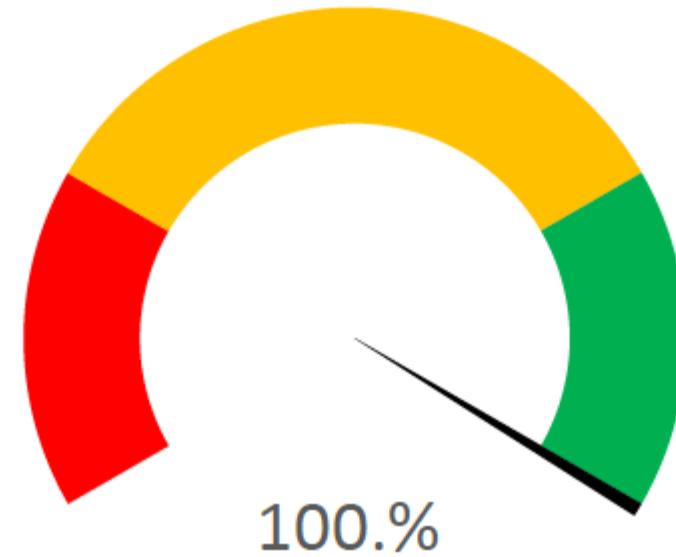
Positivity Assessment

Loyalty Assessment

There are some very postive comments from your staff members and it is lovely to hear that successes are celebrated during Team meetings. To maintain positivity and inclusive team spirit, including all days, nights and part time staff it may be an idea to include a staff notice board in a prominent place. It is good to see that Mangement have identified issues with communication and are putting appropriate actions in place. Staff are clearly encouraged to report any safeguarding concerns, but may need a little more encouragement/support to report any health & safety concerns or complaints. The Management clearly encourages staff intergration and enable contact to support staff development and improvement, perhaps a suggestion box may also be useful. There is good use of initivate ideas and incentives to encourage all staff to atend team meetings and communicate through 'WhatsApp' group. It is clear and apparent that the majority of staff are committed to the company. Have you considered joining The Care Professional Standards Academy? This is a platform where Care Professionals can log training certificates and qualifications and gain access to exclusive rewards and discounts. Employers can also utilise the platform to track and monitor staff training and development, and incentivise their staff to engage with further training. We will ask a member of the team to make contact with you shortly to discuss this further.

Loyalty Matrix

By combining overall job satisfaction and an employee's anticipated tenure (that is, how long they believe they will stay at that organisation) we can calculate a Loyalty Matrix which gives an even stronger sense of how employees feel about their jobs.

WHAT DO THE GROUPS IN THE LOYALTY MATRIX MEAN?

Committed Loyalists	These are the employees who are highly satisfied with their jobs and have a long-term intention to stay with their organisation. Through the positive contributions they make to productivity, customer satisfaction, the morale of their co-workers and ultimately, to their organisation's financial performance and overall success, they are the foundation of their organisation's human capital.
Satisfied Opportunists	These employees are satisfied with their jobs but are not deeply committed to the organisation in the long-run. As a result, they are both an asset and a liability. They are happy and productive workers, but they represent a risk of employee turnover. Their lack of commitment to their organisations means that they can be lured away by other employers.
Change Seekers	These employees are actively on their way out of their organisations, lacking both commitment and intention to stay. They are apt to be less productive than their more committed colleagues and may also be a drag on the morale of those around them.
Dissatisfied Compromisers	These are the employees who are unhappy with their jobs, but have no intention to leave. While they don't directly contribute to turnover costs, they may still drag down their organisation's financial performance through lower productivity and, in many cases, by lowering the morale of others.

	Care Staff	Managers	Non Care Staff
Committed Loyalists	16	3	1
Satisfied Opportunists	1		
Change Seekers	2		
Dissatisfied Compromisers			

Culturally Appropriate Care: Use your company culture to promote this

If you get the staff culture right, you will create a culture **where staff are also thinking about the people you support** and want them to have a culturally appropriate experience

→

Everyone is part of a culture. People need their culture to be recognised and their cultural needs met to feel happy and comfortable. But some people's cultural needs are more likely to be met because they are closer to cultural norms in the service.

→

You do not have to be an expert on different cultures. But it helps to understand how culture can affect aspects of care.

Examples of **culturally appropriate** care

These are some examples of culturally appropriate care, including many we've seen when we've carried out inspections. There are many different aspects and variations in culture. Providing care should always be based on an assessment of individual needs.

It's important to:

- ask the person or their representatives what they prefer and then to meet their preferences wherever possible

- try to understand a person's history by talking to them and their family

- ask questions if you are unsure

- be curious about what the important things are to help people live their fullest lives

Key points for registered managers

- Building your staff's confidence in **person-centred care** will help them deliver culturally appropriate care. Disc[...] to meet cultural needs in team meetings can also help build confidence.

- Everyone's cultural needs should be part of their **care planning and review**.

- Providing culturally appropriate care is everyone's responsibility. But **managers have a particular role** in acti[...] bridge between different cultures in a care setting. For example, between frontline care staff and people from [...] background who are receiving care.

- **Being an inclusive leader means being aware of your own cultural values** and the potential impact they h[...] others.

- It's important to look at the **shared culture** of the service - for example, the way it's reflected in activities and [...] as well as individual care.

- **Good communication** with people and their families is vital to meeting cultural needs.

- It's important to **respect people, treat them with dignity and respect their privacy**.

- It's good to ask open questions in **residents' meetings** to find out whether cultural needs are being met. For [...] "what do people think of the activities?" But people from a minority culture might be uncomfortable speaking u[...] open meeting. So an informal chat outside the meeting can be helpful too.

- **Staff from minority groups** - such as black and minority ethnic staff or lesbian, gay, bisexual or transgender s[...] also face discrimination from some people using the service. Good staff engagement and support are importa[...] these issues.

- If you have a diverse staff team, **use the cultural knowledge and skills of your team** in a positive way.

Educating your staff to be culturally aware

- Everyone's cultural needs should part of their **care planning and review,** under the relevant sections of the care plan.

- **Cultural needs vary**. They're not just based on ethnicity and religion. They're also based on things like age, sex, sexual orientation (for example lesbian, gay and bisexual people), gender identity (for example transgender people), disability, neurodiversity, region in the UK, family and employment history.

- The way people identify with their culture can also **change through time**. For example, people with dementia may identify more strongly with the culture in their earlier years as they get older.

- **Don't make assumptions** about people's needs based on generalisations about cultures.

- **Good communication** with people and their families is vital to meeting cultural needs. If there are conflicting views, the person's own wishes need to have most weight.

- It's important to look at the **shared culture** of the service - for example, how it's reflected in activities and decoration - as well as individual care.

- **Cultural needs vary**. They're not just based on ethnicity and religion. They're also based on things like age, sex, sexual orientation (for example lesbian, gay and bisexual people), gender identity (for example trans people), region in the UK, family and employment history.

- The way people identify with their culture can also **change through time**. For example, people with dementia may identify more strongly with the culture in their earlier years as they get older.

- **If you are not sure about whether someone's cultural needs are being met**, talk to the person responsible for their care. This might be their keyworker, for example, or your shift leader. This is just as you would do with any other concern about someone's care.

EXERCISE: Creating another survey to support you in providing culturally appropriate care

- In groups think about what you would put in a survey to understand if your organisation is delivering culturally appropriate care

Comfort Break

Michelle Airey

Head of Education and Quality Improvement

Oliver McGowan

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

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

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

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

CareQuality Commission

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

OM OLIVER's CAMPAIGN
www.olivermcgowan.org
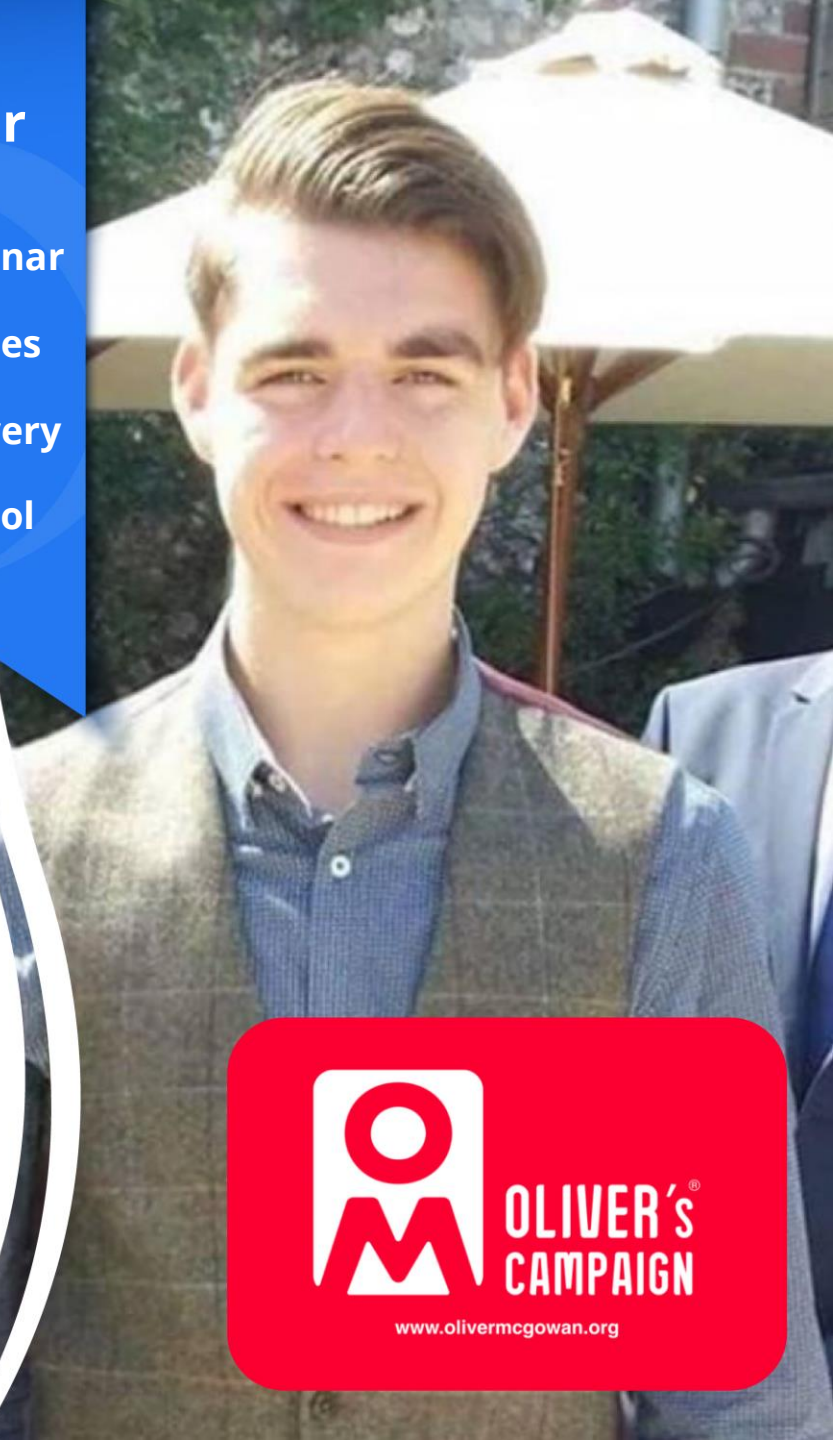
Mandatory E-Learning for Health

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**

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**

Quality Care Records

Michelle Airey

Head of Education and Quality Improvement

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.

BENEFITS

NHS

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Digital
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CQC Recognised Benefits of Digital Social Care Records

- provide 'real time' information recording about the care and support people need and receive

- help providers and staff to be more aware when people's needs change, and respond to them more quickly

- help information to be shared quickly, accurately and safely to support the provision of health and care services

- help to minimise risks such as medication errors, dehydration or missed visits

- help to manage and support staff to do their job effectively and efficiently

- be easier to store, requiring less physical space

BENEFITS

NHS

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Importance of Good Care Planning

A clear understanding of the person completed with the person

Particularly important for agency staff, new staff and professionals

Provide clear information in an emergency

Regularly reviewed

Flexible

Evidence

Risk assessments

Future wishes

Legal documents

Connected Lives-Outcomes
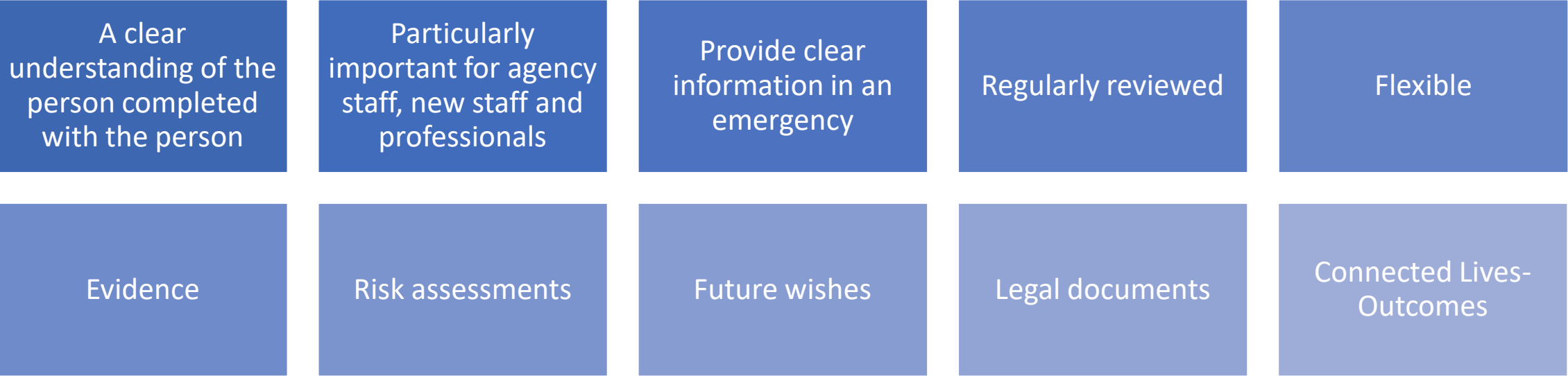
Considerations

Key documents and templates

Prompts

Involvement and Flexibility

Contingency

Trends and themes

Language and Staff Skills

BE DATA WISE

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Auditing

BE DATA WISE

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

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Hertfordshire Care Providers Association

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

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Digital Transformation
Hertfordshire Care Providers Association

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*

Licences

Hardware

Staff Time

Requirements= DSPT, Secure Email + Evaluation

*Up to £10,000

Requirements

Any adult social care CQC provider registered within Hertfordshire can apply. Businesses can apply for the initiative providing you meet the criteria set out below:

1. A commitment to implementing a digital social care record and embedding it as part of your service.
2. Have an active an NHSmail @nhs.net or @gov.uk account or an accredited email conforming to DCB 1596 before final payment (20%)
3. Department of Health and Social Care Data Security and Protection Toolkit (DSPT) 'standards met' or 'approaching standards' published for your organisation. 'Standards met' to be achieved before final payment (20%)
4. Wi-Fi connectivity in across the whole site, if the funding is for a fixed location such as a care home.
5. Have not applied for grant funding for DSCR via another route.
6. Complete benefits evaluation and case studies before final payment (20%)
7. Evidence of costing agreement with assured supplier and purchasing of devices if separate

BE DATA WISE

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Digital
Transformation
Hertfordshire Care Providers Association

NHSE Assured Suppliers

The following Digital Social Care Record suppliers have been assured by the NHS Transformation Directorate in NHS England to be on the assured supplier list.

Use the Assured Supplier Tool here

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

BE DATA WISE

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Breakout Room

What do you want our of future forums?
Opportunity for Networking

Webinar evaluation form

Herts Care Partners

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Hertfordshire