

# Dignity Forum for Domiciliary Care



## Welcome to the Dignity Forum

18th July 2023



# Agenda



- 2.00pm Welcome & Introductions
- 2.10pm Actions from Last forum
- 2.20pm Notices
- 2.30pm Strategic Updates
  - Commissioning Intentions
  - CQC New Framework
- 2.45pm Operational Updates
  - BC Summer pressures
  - Brokerage Update
  - Provider Returns & Invoice queries
- 3.05pm Equality & Diversity – Plymouth Hope
- 3.25pm Health & Skills update – Jack Davies
- 3.50pm AOB and close



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# Welcome and Introductions



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# Housekeeping



- No planned fire drill
- Mobile phones
- Toilets



# Actions from last forum



- PCC Safeguarding training for providers
  - Please email to book sessions:
  - [adultsafeguardingtraining@plymouth.gov.uk](mailto:adultsafeguardingtraining@plymouth.gov.uk)
  
- Safeguarding to join complex MDT
  - a representative of safeguarding now attends our monthly complex MDT
  
- Unsourced lists
  - Update from Brokerage
  
- Equality & Diversity Concerns
  - Plymouth Hope
  
- Link to market sustainability plan
  - Published on PCC website – Link on POD provider resource centre:  
<https://www.plymouth.gov.uk/fair-cost-care-and-market-sustainability-plan>



# Notice: Flu Vaccinations



The below groups will be eligible for a flu vaccine from **1 September 2023**:

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups (as defined by the [Green Book, chapter 19 \(Influenza\)](#))
- pregnant women
- all children aged 2 or 3 years on 31 August 2023
- primary school aged children (from Reception to Year 6)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, **registered domiciliary care providers**, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants
- [National flu immunisation programme 2023 to 2024 letter - GOV.UK \(www.gov.uk\)](#)

# Infectious Diseases Reporting



- Please complete our online **Provider Outbreak Report Form** to let us know if you have an infection outbreak, how many people are affected and the dates.
- The information you submit will help ensure our Commissioning Team can support you in the best possible way.
- *Please note that this form does not replace the need to inform the UKHSA of any outbreaks.*
- The Report Form can be accessed from the [Domiciliary Care Resource Centre](#) pages, the direct link is [here](#)

[Plymouth Online Directory](#) > [Provider Resource Centre](#)

### Provider Outbreak Report

Please complete our short online Provider Outbreak Report form to let us know if you have an infection outbreak, how many people are affected and the dates.

The information you submit will help ensure our Commissioning Team can support you in the best possible way.

*Please note that this form does not replace the need to inform the UKHSA of any outbreaks.*

**Provider Outbreak Report**

Provider name:

Provider type:

Infection type:

Total number of positive residents/service users:

Total number of positive members of staff:

Has anyone been admitted to the hospital?  Yes  No

Date of initial case:

Date of most recent case:

Staff vacancies:

Additional comments:


Your name:

Your email address:

We will email you a copy of the information you have entered once the form has been submitted.

Your phone number:

I confirm that the information I have submitted is, to the best of my knowledge, correct.  I agree



Information, advice, and resources for domiciliary care providers in Plymouth.

[Find out more >](#)

# Strategic Updates



- Currently working on a business case for the future contracting arrangements of domiciliary care, in line with the Market Sustainability Plan implementation
- This will need to go through the PCC Cabinet process, and so as soon as we are able to share more information we will do so to ensure full engagement with providers
- If you would like a refresh of the Market Sustainability Plan, it can be found [here](#)
- We are also in the process of designing the future of extra care housing provision, and again we hope to be able to share further information on this shortly
- We will be communicating with key stakeholders and providers on both of these processes at the earliest opportunity, including market engagement and tender support workshops, so please do engage when you receive further information / invites





# CQC Framework



- CQC single-assessment framework – overarching process for all providers of health and social care services;
- Includes quality statements: outline the quality a provider must commit to – all start with the word ‘We’, for example within Medication:
  - ‘How does the provider ensure the proper and safe use of medicines?’
  - Quality statement – ‘We make sure that medicines and treatments are safe and meet people’s needs, capacities and preferences by enabling them to be involved in planning, including when changes happen.’



# CQC Framework



## Single Assessment Framework: What's changed?

Element	Old KLoEs system	New Single Assessment Framework System
5 key questions: ● Safe. ● Effective. ● Caring. ● Responsive. ● Well-Led.	✓	✓
Key Lines of Enquiry and prompts.	✓	X
Quality Statements.	X	✓
Evidence categories.	X	✓
Registration.	✓ (Not based on KLoEs)	✓ (Based on Quality Statements)
Inspections.	✓	✓
Ongoing collection of evidence.	X	✓
Scoring evidence.	X	✓
Ratings.	Following inspection	At any time
Ratings scale: ● Outstanding. ● Requires Improvement. ● Good. ● Inadequate.	✓	✓
Reports.	✓	✓ (Shorter and simpler)



# Business Continuity: Summer



- Annual leave – cover
- Heatwave – guidance below
- Increased levels of sickness?
- Childcare arrangements
- Reduced levels of recruitment
  
- Quick group discussion - ideas to manage the above?



## Government Heatwave guidance:

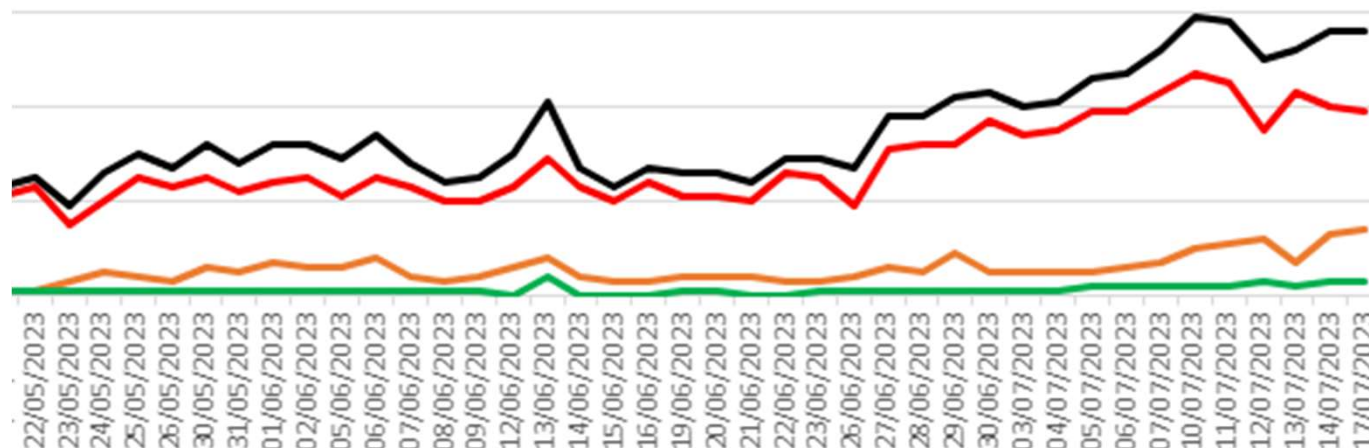
Supporting vulnerable people before and during hot weather: social care managers, staff, and carers - GOV.UK ([www.gov.uk](http://www.gov.uk))

# Brokerage Updates



Michelle Philpott – Has been successful in a new appointment as Operational Integrated Brokerage Manager - a huge congratulations to Michelle!

In other news...the brokerage unsourced list is standing at 53 as opposed to 19 on the 23/05/2023. Our data indicates that the demand for Domiciliary Care remains at a consistent level. Brokers continue to work hard placing packages of care, ensuring they continue to align across the city, coupled with responding to risk and priority.



# Brokerage Updates - Continued



## Provider Returns & Invoice queries

- Just a reminder to all providers regarding provider returns, that they need to be completed weekly. This ensures that services when contributing to their care are invoiced correctly.
- In terms of variations to individual contracts, if there are individuals who consistently require less or more time than contracted, then please highlight them to the brokerage team for a review.



## Training opportunity

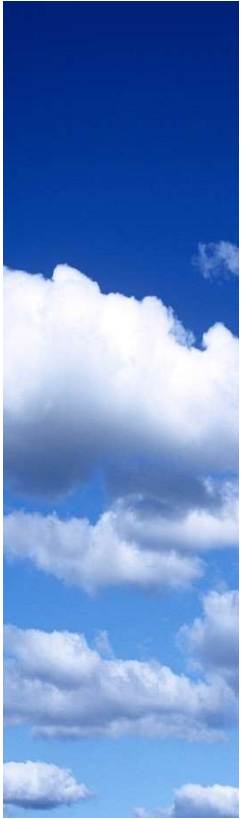
- If there are any providers who feel they would benefit from further training regarding provider returns please inform your contract manager and they will facilitate this.

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**Guest Speaker**



# PLYMOUTH HOPE



# MIGRANT SOCIAL INTEGRATION

....A Successful Integration - A welcoming City ...

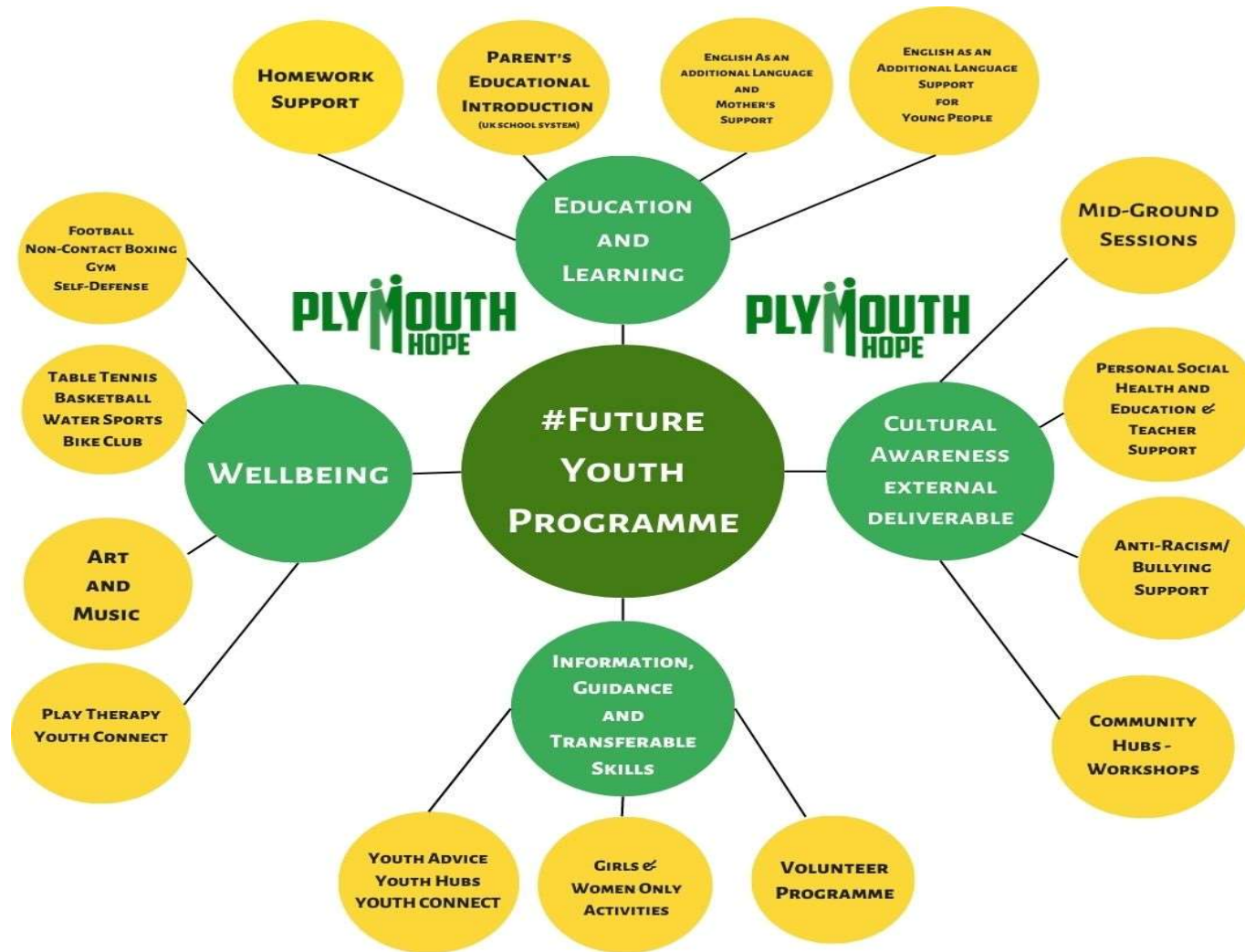
**PLYMOUTH**  
HOPE







- About Plymouth Hope
- Bringing People Together
- About Social Integration





- **Social Integration Framework**
- **Plymouth Project**

<https://migrantsocialintegration.org>

[L](#)

**Training & Practical Support**

# FRAMEWORK



- A Proven Integration Model
- Holistic Approach (Expertise & Lived Experience)

<p><b>MINIMUM STANDARD</b></p> <ul style="list-style-type: none"> <li>- Housing</li> <li>- Health</li> <li>- Education</li> <li>- Finance</li> <li>- Digital &amp; Connection</li> </ul>	<p><b>COMMUNITY INTEGRATION</b></p> <ul style="list-style-type: none"> <li>- Wellbeing (Leisure)</li> <li>- Social Bonds</li> <li>- Social Bridges</li> <li>- Social Links</li> <li>- Culture</li> </ul>
<p><b>STABILITY &amp; GROWTH</b></p> <ul style="list-style-type: none"> <li>- Language &amp; Communication</li> <li>- Stability</li> </ul>	<p><b>LAW &amp; ORDER</b></p> <ul style="list-style-type: none"> <li>- Responsibilities; Rights</li> <li>- Citizenship</li> <li>- Safety</li> <li>- Immigration Advice</li> </ul>

## Practical Delivery



<b>FORMAL SUPPORT</b> <ul style="list-style-type: none"><li>- Webinars</li><li>- 1 : 1 Appointment only</li><li>- Group Sessions</li><li>- Online (Zoom/Teams)</li></ul>	<b>NETWORK</b> <ul style="list-style-type: none"><li>- Online network</li><li>- Face to Face network gathering</li></ul>
<b>COMMUNITY COHESION &amp; INTEGRATION</b> <ul style="list-style-type: none"><li>- Meet, Greet &amp; Connect</li><li>- Conversation Hubs (e.g sharing experiences)</li><li>- Equality, Diversity &amp; Inclusion Training</li><li>- Cultural Awareness Training</li><li>- Opportunities to Experiment a multicultural environment</li></ul>	<b>PHYSICAL ORIENTATION</b> <ul style="list-style-type: none"><li>- School Induction</li><li>- Housing induction</li><li>- Finances (e.g opening bank account)</li><li>- Health (GP registration)</li><li>- Food &amp; Shopping (e.g halal shops)</li><li>- Public Transport &amp; Taxi</li><li>- Etc.</li></ul>



## EDI & Cultural Awareness

- Acceptance
- Adapting
- Adopting
- Laws of the land



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## EDI and Cultural Awareness Trainings

- Knowing your Inner Self
- Exploring & Challenging your bias
- Knowing what is and isn't allowed in our society (The Equality Act 2010)
- Learning about others (Traditions & Cultures)
- Understanding Norms & Behaviours
- Having the confidence to Accept – Adapt & Adopt others
- Ask any questions
- Q & A



## WHERE TO FIND US

SOCIAL INTEGRATION CENTRE - PLYMOUTH HOPE  
13 BEAUMONT ROAD, PLYMOUTH, PL4 9BA



[www.socialmigrantintegration.org](http://www.socialmigrantintegration.org) - [www.plymouthhope.com](http://www.plymouthhope.com)

SUPPORTING THE  
INTEGRATION OF  
COMMUNITIES



# Health & Care Coordinators update



**Jack Davies &  
Lauren Parker Smith**



Health and Care Coordinators  
Sector focus for Skills Launchpad  
Plymouth

Plymouth City Council

*Working on behalf of Plymouth's new Health and Care Skills  
Partnership*



# About us - Jack & Lauren



**Jack** has a wealth of knowledge and experiences developed in settings within Plymouth where he has worked within maternity and dementia care, as well as his time working in post 16 education, where he was involved in the teaching and assessing learners studying health and social care.

*Jack is passionate about ensuring individuals are fully equipped with the skills and knowledge to prepare them for the sector and the challenges within it.*

**Lauren** has worked in education for over 10 years supporting learners of all ages and backgrounds, both in the UK and abroad. Specialising in the social sciences and health studies Lauren has facilitated the academic and professional progression of adults and young people across the city. Through her involvement in local fundraising initiatives Lauren has encouraged her learners, as well as members of the wider community, to connect and collaborate to build a better future for all.



## What we do – skills journey



- Each person to receive a personalised skills action plan and support with, jobs, skills and training.
- Focus on support into work and retention in posts.
- Support 1, 3, 6, 12 months in role (and beyond if needed).
- Work alongside over 150 care employers in the City – Care Homes, Supported Living & Domiciliary Care (Home Care).
- Connect people to local opportunities – careers, skills, education and training.



# Impact to date



- Working with PCC Commissioners and DWP, our focus is domiciliary care, care homes and supported living providers.
- Engagement to date with individual skills action plans:

Claimants	Non-claimants	Total
392	79	471

- Outcomes: All who signed up (and engaged) between February 2022 – June 2023 have been tracked for their destination outcomes:

In Health & Care Jobs, Training, work experience or Voluntary	In employment within another sector	Social justice interventions: [Outcomes data defined as careers and pre-employability support/ financial, mental health support
220	45	471

# Skills Launchpad Plymouth activity



- Weekly 'Care Mondays' at Old Tree Court JCP and 'Care Thursdays' at Devonport JCP
- Regular supported information and guidance sessions at job centres and work-coach briefings
- Weekly Health and Care Tuesday Drop in at Skills Launchpad Plymouth (Barclays Bank, City Centre)
- Events: Refugee event, Military employment engagement pilot event at Stonehouse Barracks June 2023



## HEALTH AND CARE DROP-IN

Skills Launchpad Plymouth is working in city-wide partnership to connect local people with opportunities for skills, training, education, careers and jobs.

If you are interested in accessing opportunities in Health and Care, drop in and meet Jack and Lauren.

**Every Tuesday, 10am to 4pm**

**Barclays Bank, Plymouth city centre**  
**Email: [healthandcareskills@plymouth.gov.uk](mailto:healthandcareskills@plymouth.gov.uk)**  
**Whatsapp: 07814 943808**



[www.skillslaunchpadplym.co.uk](http://www.skillslaunchpadplym.co.uk)

In partnership with:



# Pipeline of people choosing to work in Health and Care



## School engagement:

- Calendar of events supporting local secondary schools – guest speaker, careers fairs/events
- Medifest 2023
- Intergenerational Project (June 2023) – in collaboration with Millfields Inspired
- Launchpad Live (September 2023)



# System-wide Health and Care Recruitment Fair



**Friday 6th October 2023 - 0900-1700 –  
Plymouth Guildhall**

**Purpose of the event:** To host a high profile system-wide health and care recruitment, which will be focused on recruiting new entrants to fill immediate health and care vacancies across the NHS, Livewell SW and PCC's prioritised providers, as well as attract sign-ups for skills, training and education to meet future health and care opportunities.

[Booking form](#) – or email [jack.davies@plymouth.gov.uk](mailto:jack.davies@plymouth.gov.uk) for the link





# Domiciliary Care: Retention Project



## Headline stats for the local Domiciliary Care market:

- The turnover rate is 39.2%
- The vacancy rate is 19.1%



## Actions from Retention Workshops held February and June 2023:

- 1) To create a joint **skills and training menu specifically for domiciliary care** – for care workers and management, covering new entrants (inc induction/ on boarding) and current workforce – showing progression routes and career pathways.
- 2) To create a **Rewards package** specifically for local domiciliary care workers.
- 3) To coordinate a **survey with the current dom care workforce** to aid/inform project – recruitment campaign, why do people leave, thoughts around rewards package, suggested improvements, pathways etc.
- 4) To inform a **city-wide communications campaign** specifically focused on dom care recruitment, career opportunities, training and rewards

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# CELEBRATIONS



*"It's all I ever wanted. Thank you so much, All of you. X"*



**We love to receive your compliments and reasons to celebrate**



*"One of our clients loves to make greetings cards, she has made all of our carer of the month appreciation cards"*



*"I am overwhelmed and so so happy 😊!"*

# AOB and questions



Please can we have suggestions for items to your forum/workshop

Current Forward Plan

- Complaints workshop
- Winter/BC planning (ICB additional discharge fund update)
- Caring for Carers – Meet & Greet



# Next Meeting



**14.00 Tuesday 5th September 2023**

Then, quarterly at 14.00 on the 1st Tuesday of the month:

December

March

June

September



**Thank you to all providers  
for your incredible work,  
commitment  
and support.**