

Dignity Forum for Domiciliary Care



Welcome to the Dignity Forum

5th December 2023



Welcome and Introductions



Agenda



- 2.00pm Welcome, Introductions & Christmas Quiz
- 2.20pm Notices
- 2.30pm ICB Update – Chris Morley & Ed Garvey
- 3.00pm Coffee break and networking
- 3.15pm Caring Plymouth updates
- 3.30pm Strategic Updates
- 3.40pm Operational Updates
- 3.50pm AOB and close



Housekeeping



- No planned fire drill
- Mobile phones
- Toilets



Christmas Fun



Name the Christmas
Song



ICB Update



Chris Morley, Interim Locality Director, Western Locality

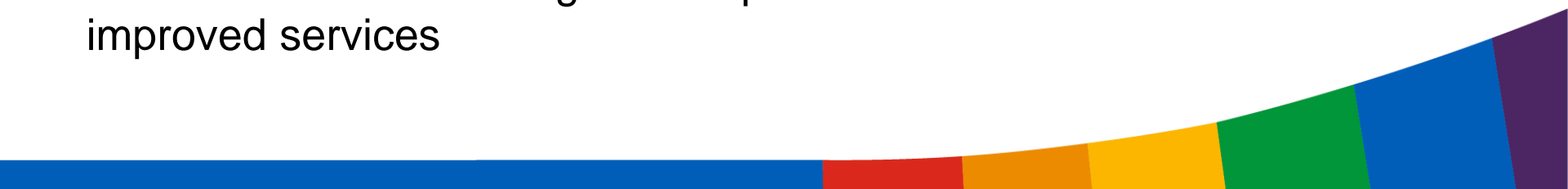
Ed Garvey, Commissioning Manager (Urgent & Emergency Care) Western Locality



Intermediate Care Discharge To Assess Update for Personal (Dom) Care Providers

November 2023

Background / Current Provision

- Current Discharge to Assess service provision operates across a number of service types (Independence @ Home, Hospital to Home, Dom Care, Care Homes, Community Hospitals and Specialist Beds)
 - Through covid there was a significant increase in the use of bedded pathways, but focused work has significantly reduced this
 - As part of our improvement work we have undertaken detailed demand and capacity analysis to understand what our capacity needs to look like to best support individuals and align to best practice
 - This has resulted in the Plymouth Intermediate Care Plan that sets out a commissioning roadmap for the next 12 months to deliver improved services
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Home First Approach & D2A Pathways

Pathway 1

- A minimum of 45% of people aged 65 years and over who are discharged from hospital will go home with some short-term reablement or other personalised community-based support to help with their recovery.
- Pathway 1 is also for people who have a home care package that is being restarted at the same level as that delivered prior to admission to hospital after lapsing during their hospital stay.
- A Case Manager will be allocated to every person on Pathways 1-3 to actively monitor their progress and engage appropriately with carers.
- The support package will be flexed to match the progress of the individual.
- During the recovery period, assessment of long-term needs and any financial assessments can be made by the relevant professional as soon as they decide that an accurate assessment of future needs is possible.

Pathway 2

- A maximum of 4% of people aged 65 years and over who are discharged from hospital will need short term rehabilitation and potentially reablement in a community bedded facility or care home with therapeutic and nursing support to help with their recovery.
- The intention must still be to get the person back to their home (or usual place of residence) following the period of rehabilitation recommendation of 4 to 6 weeks
- The support package will be flexed to match the progress of the individual. Regular reviews of the person's progress should be made by the relevant professional to avoid any delay in the person's return home.
- It is possible that people being discharged home (after a period in a community bedded facility)
- will need a further period of reablement support at home.
- Where it is possible for the person to be discharged home, the needs of any carers should also be addressed through a carers assessment (both post discharge and at the end of the time-limited period) and potentially also through a referral to a voluntary sector carers support service.

Pathway 3

- This is for people who require bed-based 24-hour care following discharge from hospital which will include people discharged to a care home for the first time (likely to be a maximum of 1% of people aged 65 years and over), plus existing care home residents returning to their residential or nursing care setting.
- The small number of people who are discharged to a care home for the first time will have such complex needs that they are likely to require 24-hour bedded care on an ongoing basis; these people should still be assessed for their long-term care needs in that context prior to a permanent care home placement being made if appropriate.
- During the recovery period, assessment of long term needs and any financial assessments can be made by the relevant professional as soon as they decide that an accurate assessment of future needs is possible.
- No decision should be made to permanently place a person in a residential and/or nursing care home for the first time without first giving them an opportunity to recover then assessing them for their long-term care needs.
- The local authority and a social worker must be involved in any decision to discharge a person to a care home for the first time.

Intermediate Care Plan – Demand/Capacity

The demand and capacity work that has been undertaken as part of the Intermediate Care Review uses the IPACS model (Improving Patient flow between Acute, Community and Social care) to map demand for Intermediate Care Services

Intermediate Care encompasses both admission avoidance (CCRT) and hospital discharge (DTA) activity which is reflected in our modelling

SUS data was used and input into the IPACS model, using a high-level summary of John Bolton Model outputs to determine activity split between P1-P3 pathways

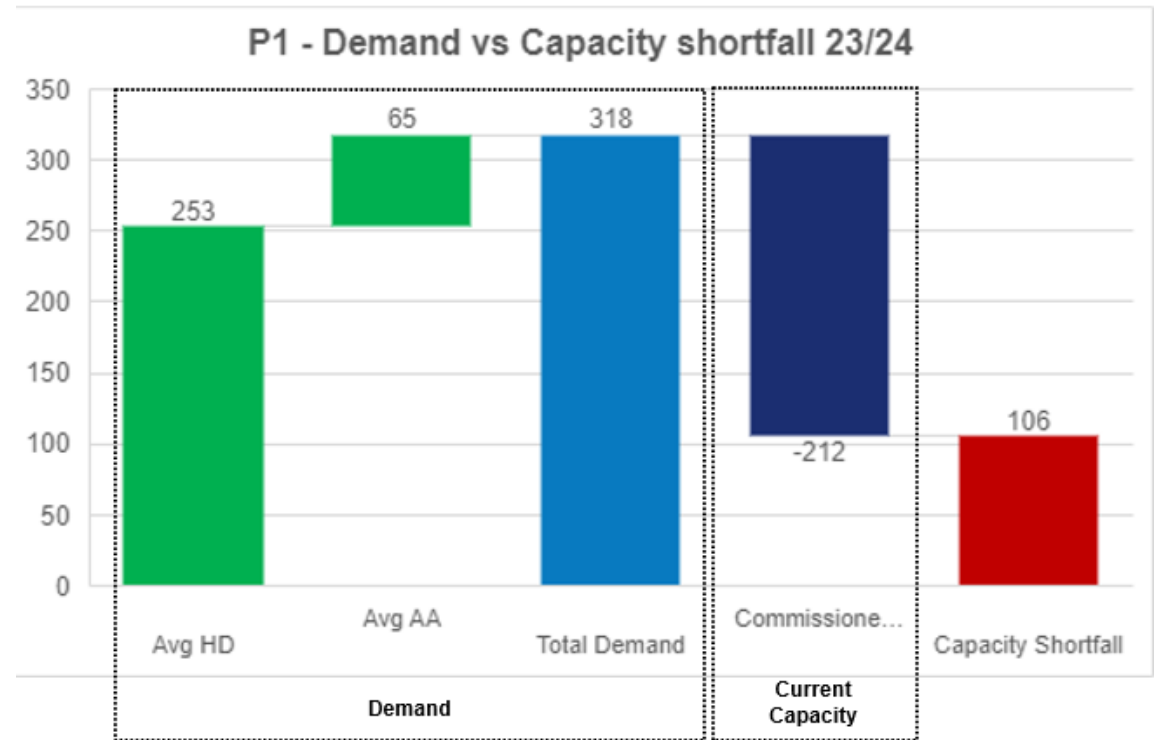
We have used data relating to all discharges over the age of 59 (and not 65 plus) as part of localising the best practice model; this is related to deprivation and lower healthy life expectancy and therefore need appears at an earlier point

The output of this shows that in Plymouth we are currently significantly out of alignment with national best practice and need to change the way we are commissioning services to improve this



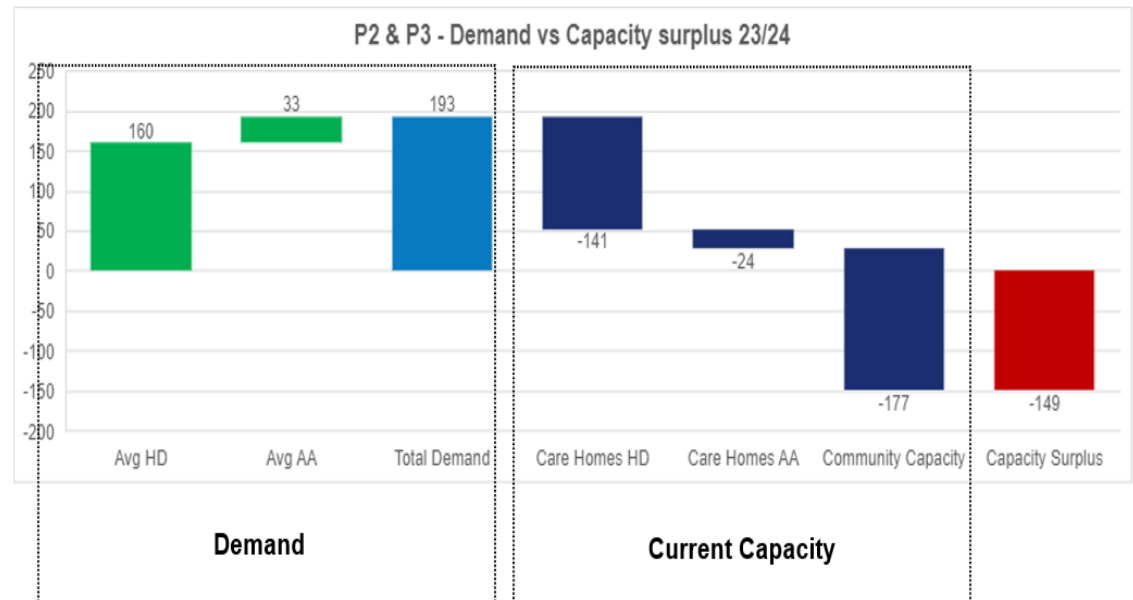
Demand/Capacity – Pathway 1

Aligning our delivery to best practice and increasing our P1 capacity over 23-24, will lead to an increase in Pathway 1 caseload by 106 per month, compared to current caseload capacity.



Intermediate Care Plan – Demand/Capacity

This work shows that a shift to the John Bolton model would require a **44% reduction in Pathway 2 & 3** placements and an average reduction of 149 placements at any one commissioned for individuals on Pathway 2 & 3




Improving Outcomes for Individuals

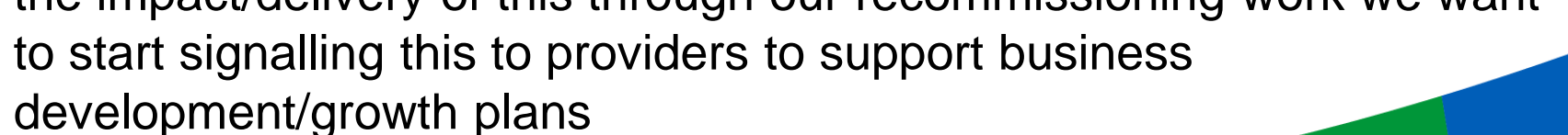
- Best practice guidance evidences better outcomes for individuals returning home as soon as they are medically fit from hospital
- Placing individuals who don't need it into bedded pathways leads to risk of decompensation and risks increased long term need
- Our historic approach of placing individuals into multiple care homes across the city limits our ability to maximise efficiency of therapy teams, impacting length of stay and outcomes for individuals
- There is a clear link between the increased rates of conversion into long term care seen in PCC & ICB placements (increased activity & above comparator benchmarking)

Delivering the Intermediate Care Plan

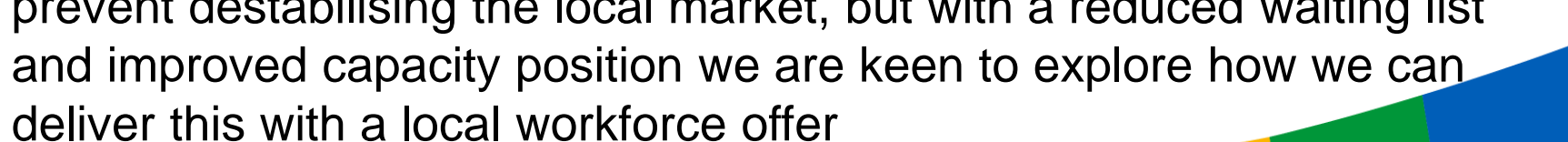
The demand and capacity modelling undertaken, along with a review of national best practice has informed a set of recommendations that will transform the way Intermediate Care is delivered in Plymouth over the next 12 months. These include:

- Closer alignment of therapy teams to improve efficiency and maximise individual outcomes
 - A shift in focus to Increased Pathway 1 capacity from December 2023 – introducing Peripatetic Team offer to double reablement capacity
 - Practice/process improvements to support home first approach - ‘all individuals coming from home returning home’
 - Individuals requiring P2 support commissioned in dedicated Intermediate/Short Term Care Units removing the use of generic care home beds (transitional approach over next 12 months)
 - Review of current P2 community capacity (STCC, DAU, Community Hospital Beds) to ensure alignment to future capacity and consideration of any further P2 units
 - Dementia discharge commissioning review to ensure alignment to future capacity plans to best meet need
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Key Messages for Dom Care

- Significant increase in P1 reablement capacity from December 2023 will start this process and reduce demand to place people into bedded settings (supported by cultural changes in the hospital)
 - Our modelling and best practice demonstrates that an improved approach will lead to a reduction in the people moving into long term bedded care (an area we have seen significant growth in)
 - Whilst individuals will have had a period of reablement/rehabilitation to maximise independence it is likely that those who would traditionally have gone into bedded settings are more likely to require some form of personal care on a longer term basis
 - We therefore anticipate a continued growth in the demand for dom care in the city and whilst we will work with providers to consider the impact/delivery of this through our recommissioning work we want to start signalling this to providers to support business development/growth plans
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Increasing Dom Care Capacity for Winter

- Modelling through the IC plan has demonstrated the gaps we have, and the key points of winter pressure surge
 - This follows a cyclical pattern with increased demand mid-December and through to the end of January
 - The DOMIAH bridging service delivered over 22/23 demonstrated the value of dedicated capacity to support the step down from reablement services into dom care and supported us in maintaining flow that ultimately transferred to long term packages of care
 - For 23/24 we want to explore the opportunity to deliver a similar service for a key 7 week period with a dedicated staffing resource and want providers to help us in shaping this
 - Historically we have worked with non-Plymouth providers to prevent destabilising the local market, but with a reduced waiting list and improved capacity position we are keen to explore how we can deliver this with a local workforce offer
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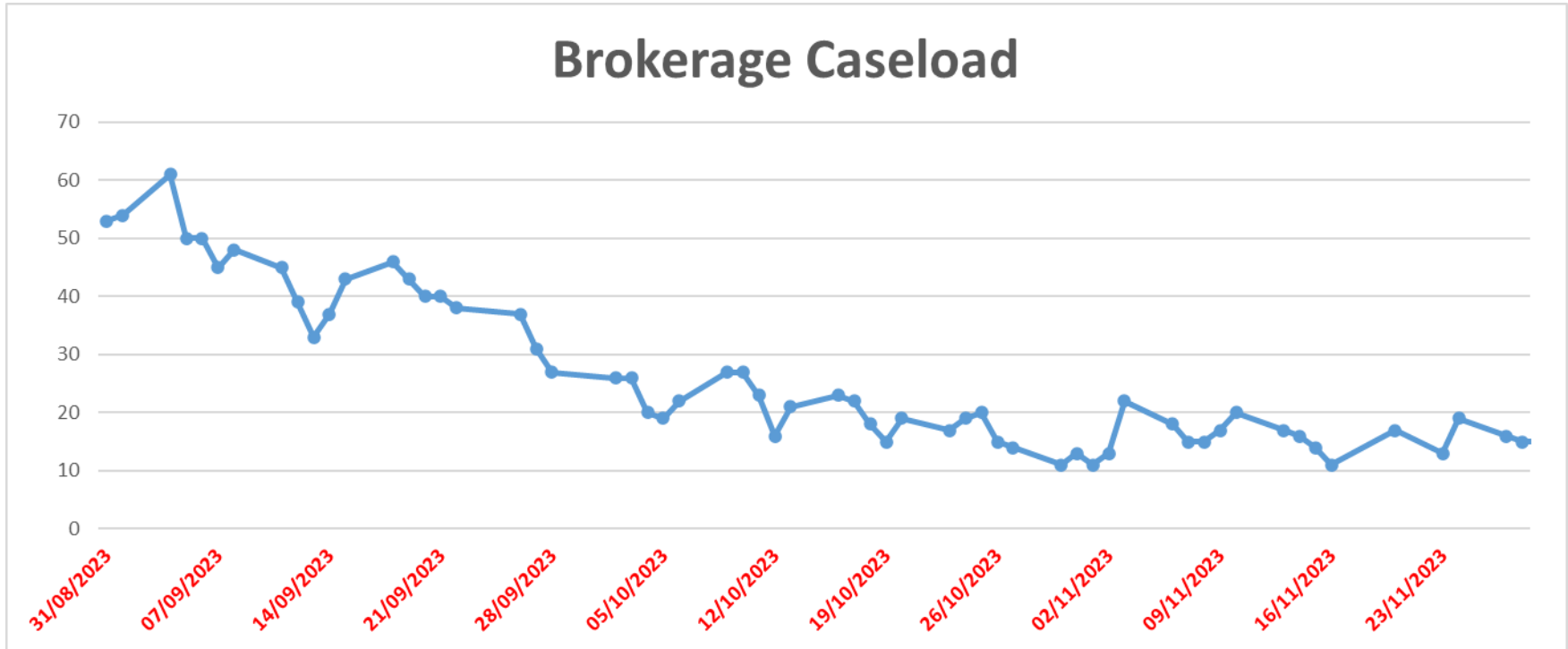
Short Term Service Requirements

- We anticipate demand for a total of 35 individuals consistently which would require a block of 12 staff (female & drivers)
- Service will need to operate over the period Monday 11th December 2023 –31st January 2024
- These staff would need to be block booked through the provider
- Delivery/coordination would operate under the coordination/direction of the contracted provider & cover the entire city
- Care will be traditional dom/personal care & short term (until no longer required or availability of a long term package)
- The service will need to receive referrals from:
 - reablement services (step-down)
 - admission avoidance teams (step-up)
 - direct discharges/restarts from hospital
 - Support for individuals discharged from P2 units (short stay rehab beds) requiring short/long term personal care

Brokerage Update



Brokerage Caseload



Brokerage Update



The outstanding list has ranged from being 52 to 15 in the last 3 months. It currently stands at 12. Out of the 12, there are 9 urgent care referrals which cover UHP, Mount Gould, Short Term Care Centre, CCRT and DTA.



- Hospital discharge – Retention Payments remain in place to support hospital discharge.
- Review Team
- Bed Bureau

Coffee and networking



PLYMOUTH
CITY COUNCIL



**CARING FOR
PLYMOUTH**



Notice: Vaccinations



Please continue to encourage carers to get their Covid & Flu vaccinations from these places:

Walk-in locations (session details updated weekly at <https://onedevon.org.uk/our-work/services-and-support/coronavirus/nhs-covid-19-vaccination-programme> :

- The Beacon, 165 North Prospect Road, Plymouth
- Guildhall Car Park, Guildhall Square
- Home Park Vaccination Centre
- Tesco Transit Way
- Frankfort Gate
- Central Methodist Church, Eastlake Street
- Southway Surgery Car Park, 33 Rockfield Avenue

Pharmacies: list of pharmacies offering both COVID-19 and Flu vaccinations is available on the [NHS website](#)

National Booking Service: <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination> (open until 15/12/2023)

Please remember to update [Capacity Tracker](#) with the numbers of vaccinated staff



GET WINTER STRONG.

Get your flu and COVID-19 vaccinations.

Notice: PPE



Guidance

The latest Infection prevention and control in adult social care guidance is available on [GOV.UK](https://www.gov.uk)

PPE Supply

- The free supply of PPE remains in place until 31/03/2024
- Items that are running low on the PPE Portal now incur a cost
- Details of costs & transitional arrangements are on the PPE Portal Transition page of the [Portal](#)



Notice: Adult Safeguarding Advice Line



**Tel: 01752 304401 Monday to Friday 9am –
5pm (excluding Bank Holidays)**

The Advice Line is intended for anyone who is concerned about an adult(s), and think they may be in need of the statutory safeguarding process, because they

- have needs for care and support (whether or not the local authority is meeting any of those needs) **and**
- are experiencing, or are at risk of, abuse or neglect (including self neglect) and
- as a result of those care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act 2014).

It is available to inform and support your decision making regarding whether or not a safeguarding concern should be raised to the Local Authority. If a safeguarding referral is not indicated, advice can be provided about other options for promoting the person's safety and wellbeing, or other appropriate referral routes.

Notice: Adult Safeguarding Advice Line



How the Advice Line works:

- The Adult Safeguarding Advice Line will direct you to a member of the Adult Safeguarding team who will be able to discuss your query.
- In the event of your call not being answered, please leave a telephone message and one of the team will call you back either the same or the next working day.

The Advice Line should NOT be used in an emergency or if there is an immediate safeguarding concern relating to an adult at risk. In these situations, your organisation's safeguarding policies and procedures should be followed.

The advice line is NOT a referral route; all adult safeguarding referrals must be made here: <https://www.plymouth.gov.uk/reportabuse> or by phone on 01752 668000

Celebrating Excellence in Care



SAVE THE DATE

2024

CELEBRATING EXCELLENCE
IN CARE AWARDS

MARCH **23** 2024

CROWNE PLAZA PLYMOUTH

Join us in an evening of celebrating the exceptional individuals and organisations who play a vital role within the care sector.

More information to follow soon



Caring Plymouth update

Jack Davies – Health & Care Coordinator



Caring Plymouth 2023

SUPPLY

- Continued presence across local job centres weekly –meeting claimants and raising awareness of the sector, matching into vacancy and training opportunities
- Supporting refugees, over 50s and those on health journeys
- Supporting learners to transition into the sector e.g. SWAPs
- Weekly Health and Care Drop-Ins at Skills Launchpad Plymouth
- NHS CARE recruitment events
- Military employment showcase events and engagement
- Part-time student jobs
- Mapping training provision/ pathways

PIPELINE

- Education leavers support – summer 2023
- Calendar of events supporting local secondary schools – guest speakers, careers fairs/events
- Alignment with NHS Careers Hub
- Medifest 2023
- Intergenerational Project (June 2023) – in collaboration with Millfields Inspired
- Launchpad Live (September 2023)
- Launch of Plymouth 5E Careers Education Model for academic year 2023/24



Impact to date



- Engagement to date with individual skills action plans:

Claimants	Non-claimants	Total
464	100	564

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

In Health & Care jobs, training, work experience or Voluntary	Into employment within another sector	Social justice interventions [Outcomes defined as careers and pre-employability/ financial, mental health support]
256 (148 into employment)	47	538



NHS & CARE recruitment & training fair

6 October 2023 at the Plymouth Guildhall



- **Employer Zone** – 40 employers
- **Training Zone** - 8 training providers
- **Interview Zone** - Interview and breakout space supported by National Careers Service
- **Footfall:** Total visitor numbers = **684 (75 included school groups)**
- **Outcomes:** Majority of employers had 70+ applications to follow up. Outcomes to be shared with event evaluation – 1, 2 and 3 month post event follow up planned



- Outcomes** – 1 month post event:
- 25 successful applicants confirmed
 - Monthly updates to follow



<https://twitter.com/Derrifordjobs/status/1717123181926875459>

Credit – Peter Cade

Caring Plymouth Launch

23 November 2023 – Council House



- Lead by Cllr Mary Aspinall – Caring Plymouth was launched at Plymouth Council House.
- Speakers included; Dave McCauley, Emma Hewitt, Tracy Lee, Neil Eastwood and Emma Crowther.
- Launch of:
 1. New branding and marketing materials
 2. Recruitment campaign
 3. Socials and website
 4. Skills & Training directory



Caring Plymouth 2024



- Skills Launchpad Plymouth – Tuesday drop in
- Jobs and Training drop in (last Tuesday of the month)
- City wide recruitment events
- Recruitment campaign
- Intergenerational project
- School engagement
- Caring Plymouth ambassadors

To find out more

Visit: www.skillslaunchpadplym.co.uk/caringplymouth

Email: caringplymouth@plymouth.gov.uk

Follow:   @CaringPlymouth



City campaign: design concepts (1)



City campaign: design concepts (2)



City campaign: design concepts (3)




Make a real difference in your local community.
Work in care.

To find out more
Visit: www.plymouth.gov.uk/workincare Follow:   @CaringPlymouth

The advertisement features a photograph of an elderly man and a woman in a teal polo shirt sitting on a wooden bench outdoors, smiling and holding hands. The Caring Plymouth logo is in the top left corner. The text "Make a real difference in your local community." is in white, and "Work in care." is in large white font. A blue footer bar contains contact information.

City campaign: design concepts (4)

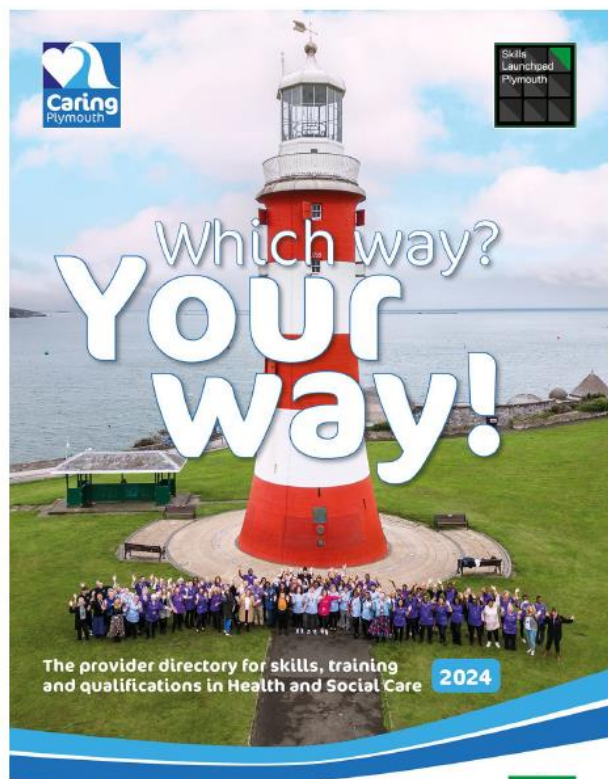



Find a job that fits with your lifestyle, skills and experience.
Work in care.

To find out more
Visit: www.plymouth.gov.uk/workincare Follow:   @CarIngPlymouth



Skills and training directory 2024



One  Devon



- Launching Plymouth's first skills and training directory, showcasing health and social care offers from training/education providers
- The directory will be useful for those looking to enter the sector to gain the required skills and knowledge, and for the existing workforce to support upskilling/retraining



One  Devon



Strategic Updates – Dom Care & ECH



Extra Care Housing

- Paperwork is currently being finalised; one of many current tenders in Commissioning
- Looking at a potential tender publication in mid-January
- Website to register - [Supplying the South West Portal](#)

Dom Care

- Modelling discussions are ongoing
- Likely coming out for market engagement in early-Spring 2024



Operational Updates: Winter



- Winter contingency
- Please ensure your business continuity is reviewed and up to date



Shackleton & POD Link

Urgent support – Shackleton

Handbacks – Complex MDT Referral

- [Adverse Weather and Health Plan - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
- [WeatherReady - Met Office](https://www.metoffice.gov.uk)
- [Cold weather plan: action cards for cold weather alert service - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Domiciliary Care Rates 2024/25



- In light of the increase to the National Minimum Wage announcement we have been asked if this will impact on the price of Dom Care packages post April 2024
- Whilst we will ensure that information on next year's rates will be circulated as soon as it is available, no decisions have been possible yet
- Government announcements on the City Council's funding for 2024/25 are expected in late December at the earliest



International Recruitment

Devon International Recruitment Survey



- The Devon system has been allocated circa £250K to support you, the people you have recruited from outside of the UK, and your local staff team to achieve greatest benefit from the opportunities that International Recruitment brings for your customers and your business.
- The money is primarily focused on retaining and supporting international recruits, rather than meeting the costs of recruitment and we are keen to learn what you think will make the biggest difference. In order to ensure we are targeting the money in the right way; we would be extremely grateful if you could complete our [Online Survey](#).



International Recruitment Available Resources



- **Modern Slavery** - [POD Provider Resource Centre](#)

Information, advice, and resources for Plymouth's health and social care providers, which include care homes, nursing homes, domiciliary care, supporting living, and day care services.



- **Plymouth Hope** - [Migrant Social Integration](#)

Delivers social integration support to both providers and International Recruits. The social integration support is designed to help ensure an ethical approach to recruitment and employment practice and that international recruits and providers are provided with a range of support to help International recruits to make an effective transition to working in England.

AOB and questions



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

Current Forward Plan

- CQC – Single Assessment Framework (March 2024)
- CQC – Regular attendance if possible
- Complaints workshop



Next Meeting



14.00 Tuesday 5th March 2024

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

June

September

December



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