Introduction...

- Joanna Vlismas - Care Education Team Manager
- Peter Bullen – Provider Support

Hertfordshire Care Providers Association

Agenda...

Introductions and House Keeping
Sector Updates including Support Services Available
CQC survey
Commissioning Updates and Discussion
Deep Dive Topic- LeDeR update
Break
Current Themes and Challenges - Breakout
Feedback
Skills for Care
DSPT deadline and benefits
HCPA support
Close- Summary of take away actions

hcpa

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

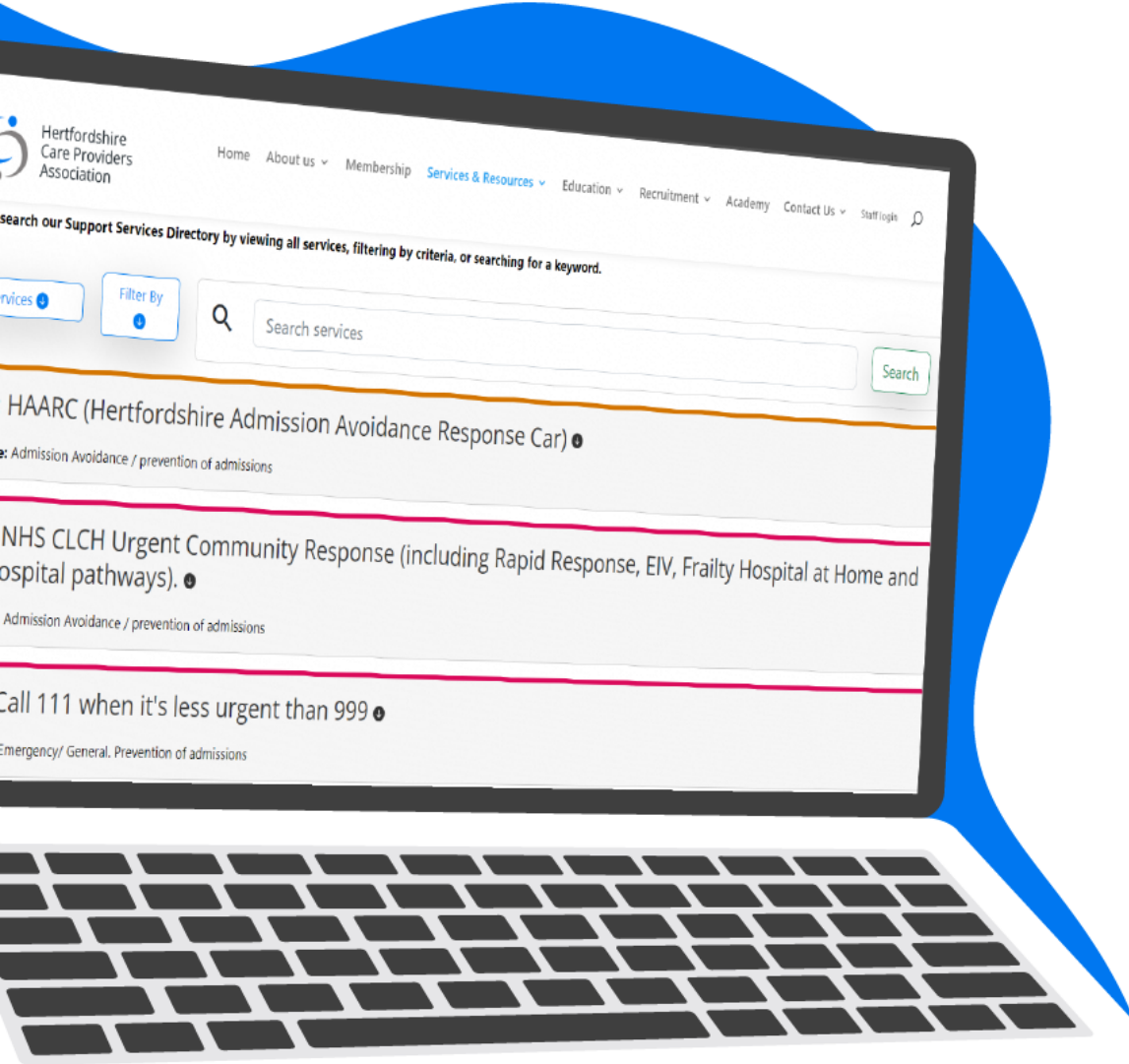HCPA | Hertfordshire Care Providers Association

hcpa

Purpose of this forum

- Stay up to date

- Hear about new opportunities

- Enables HCPA to represent your views and challenges to the local system: Local Authorities, NHS, community, other partners

- Informs HCPA's plans: If we know what support you want, we can tailor our services to match

Sector Updates

- Support services directory: www.hcpa.info/supportservicedirectory/ Includes **up to date contacts** to access Early Intervention Vehicle, Equipment services, EOL, etc

- Changes to Govt guidance over ARI (inc Covid), which includes **visiting,** managing **infections** and **outbreaks**: Gov.UK and www.hcpa.info/ipc

- Changes to the way in which safeguarding enquires are recorded and managed. All info: Click here

- Supported Living tender had 331 applications.

- Extra-care tender about to commence - *more information to come AND 6th June webinar*

- Carers Breaks tender opportunities: Click here

- End of life ReSPECT paperwork being rolled out across Herts from May 2024: Click here

- New Health and Safety guidance: Click here

- "Here for you" service provided by HPFT is now closed to new referrals, please remove any posters. We are looking for a replacement service. Info here

- Data Security and Protection Toolkit (DSPT). **Deadline 30th June**. Required by CQC and NHS/ICB. dataprotection@hcpa.co.uk fully-funded one to one support, online or in person

More on this topic later...

Local Inequalities Outreach Project

Wilson Franque

QCQ Regulatory Coordinator
Hertfordshire and West Essex Team 2
Operations Group

Aim of Local Inequalities Outreach Project

The aim of the Inequalities Local Outreach Project is to gather local information from groups of people who use Voluntary and Community Sector Groups, and are more likely to have poor access, experiences or outcomes from care.

This information will be:
- Focussed on the requirements of the People's Experience Evidence Category and relevant Quality Statements set out in the Single Assessment Framework
- Used to inform our assessment of providers across the health and social care sectors

Project objectives

➤ **Actively seek out** and **listen** to experiences of people who are seldom heard

➤ Ensure these people have an opportunity to **give feedback** in a way which works best for them

➤ Ensure that the information gathered is **used effectively** within our Single Assessment Framework to:

- Inform assessments and judgements of providers
- Support the identification of issues of concern and good practice

Theme for National Testing

People from ethnic minority backgrounds - experience of care/treatment for a long term condition (primary and secondary)

Voluntary and Community Sector Groups (VCSs)

VCS groups and organisations are independent of government, are usually not for profit, and some are made up entirely of unpaid volunteers. They exist for the good of the community, and usually to look after the specific interests of certain groups.

VCS organisations can be identified several ways:

➢ **As charities** – either through registration with the Charity Commission, or as self-defined charities with an annual income below £5,000
➢ **By being non-profit**, including not-for-profit community enterprises
➢ **By being an informal, unregistered group** consisting of volunteers that act collectively to provide a service to their local community or a specific group in need

We need your help!

We need your help to identify VCS's in Hertfordshire that meet the criteria.

Several groups have been contacted but we have not received a reply.

If you do, please contact me: Wilson.Franque@cqc.org.uk

Thank you

ADS Manager's Forum – 22.5.24

Laura Gordon - Head of Community Commissioning Disabled Adults, Adult Care Services, Hertfordshire County Council

Matthew Peirce – Deputy Head of Community Commissioning Disabled Adults

Agenda

1. HCC's CQC Inspection Award
2. HCC's Financial position
3. Changes to ACS Brokerage Services
4. Commissioning activity
5. A word on accommodation

CQC

The CQC has rated Hertfordshire's Adult Care Service as 'Good' across eight of the nine areas inspected and in the ninth found that the way it works with partners, such as the NHS and voluntary organisations, is 'outstanding'

➢ 'The local authority had clear commissioning strategies in place based on effective use of data and feedback from people about the needs within the community, including forward planning based on the demographic projections. There were very good relationships with the providers of adult social care services with them involved in discussions and planning around market shaping and the development of new services.'

➢ 'Commissioning strategies and market shaping activity supported the sustainability and further development of services specifically focused on the needs of people now and those predicted over the next few years. The local authority's strategies were aligned with the strategic objectives of partner agencies such as housing and health. There was clearly partnership working in relation to the development of services for people with specific needs which the local authority had identified were going to be needed in the forthcoming years.'

Next steps – working up an improvement plan

[CQC rates Hertfordshire County Council's adult social care provision as good](#)

Creating a cleaner, greener, healthier Hertfordshire
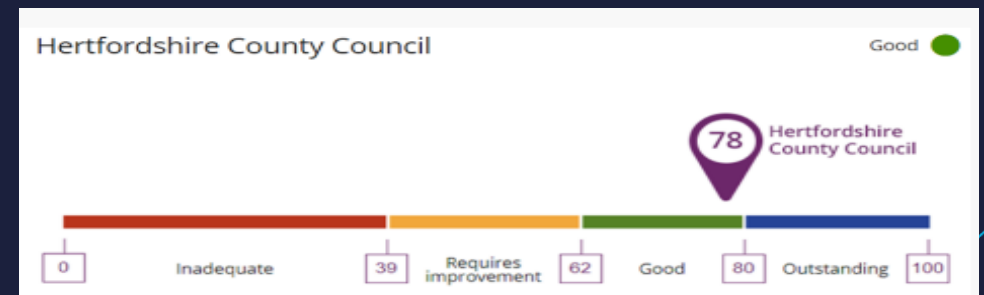
HCC's Financial Position

£ Drivers for change

- As per other Councils, HCC is facing significant financial challenges
- 2024/25 using £11m reserves and have a savings target of £46m
- ADS Integrated Plan target £2.8m
- Manage within agreed budget allocations

Action

- Organisational Review (streamline services and reduce HCC's staffing establishment)
- Connect and Prevent
- Commission off pre-arranged commissioning Frameworks
- Uplift management
- Provider Review Program

Spend on long and short term care for adults aged 18 to 64, per adult aged 18 to 64 (from 2018/19 to 2022/23)
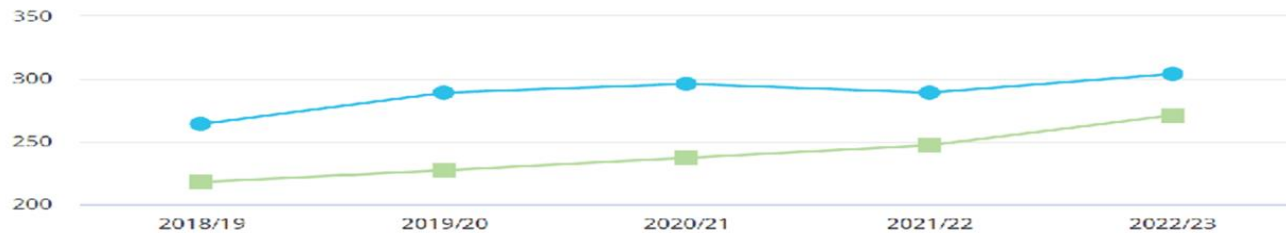
Hertfordshire
Total for England

Integrated Plan (budget) 2024-25 Hertfordshire County Council

Brokerage Solutions Team (BST)

Community Solutions Team for disabled adults 18+

Older People East Brokerage

Older People West Brokerage

Some Hospital & Gateway

Transforming Care

Brokerage teams merged into a single ACS brokerage service

May to July

➢ Staff training to broker new service areas

➢ New names – changes to people that are the link to your service.

➢ Less experienced staff initially – learning new ways of working

➢ Stricter triage adherence

➢ Potential slowing of workflow whilst service adapts and trains staff

August onwards

➢ Clearer guidance about service requirements and outcomes sent to providers

➢ Consistent and swift referrals

➢ Swifter processing of provider offers

➢ Allocated worker or point of contact to respond to provider offers

Equality of Access

Equality Prioritisation

Flexibility to respond to demand

Consistency

Reporting demand

Brokerage Contact information

For general information about your service please use the following email

BrokerageEast@hertfordshire.gov.uk

BrokerageWest@hertfordshire.gov.uk

Discussion about individual referrals please link directly with your allocated Brokerage and Social care colleague

Should you have any concerns about brokerage practice please link directly with Brokerage managers

Dhiren.Malavia@hertfordshire.gov.uk

Maria.Palmer-Webb@hertfordshire.gov.uk

Further information about key contacts for each district area and service area leads will follow.

Creating a cleaner, greener, healthier Hertfordshire

Commissioning activity

➤ Complaints – reminder to share complaints you have received from people accessing your services & family carers to acscommissioning.support@hertfordshire.gov.uk

➤ Supported Living Tender – great response…331 bids. Timetable:

Action	Date (by)
Evaluate Stage 1 of the tender submissions (Compliance) including obtaining clarifications of tenders where required for this stage	**17 May 2024**
Evaluate Stage 2 of the tender submission (Mandatory Pass/Fail Elements), including Case studies and send initial evaluations, including any clarification questions where required for this stage (including case studies)	**14 June 2024**
Clarification questions sent to tenderers where required (48hrs to respond)	18 - 20 June 2024
Evaluators to finalise individual scoring in readiness for moderation	By 21 June 2024
Case studies - Moderation Meeting and Evaluation Finalised	25 June 2024
Quality questions - Initial Individual Evaluation completed	2 August 2024
Clarification questions sent to tenderers where required (48hrs to respond)	6 - 8 August 2024
Evaluators to finalise individual scoring in readiness for moderation	9 August 2024
Quality questions - Moderation Meeting and Evaluation Finalised	12 August - 23 August 2024
Finalise scoring	6 September 2024
Intention to Award the Framework Agreement announced	1 October 2024
10 Day Standstill Period Ends (midnight on)	11 October 2024
Award Confirmation	14 October 2024

Accommodation reminder

Rents

- Affordability
- No topping up

Partners

- District Councils - Housing Benefit
- Registration

Integrated Plan (budget) 2024-25
Hertfordshire County Council

Creating a cleaner, greener, healthier Hertfordshire

Update to:
ADS Managers Forum, HCPA

Improving health outcomes for people with a learning disability and/or autistic people

Nicola Conlin

Commissioning Manager, Integrated Health and Care Commissioning Team, Hertfordshire County Council

Working together
for a healthier future

Learning from Lives and Deaths - people with a learning disability and autistic people (LeDeR) Programme

In the UK, people with a learning disability and autistic people have worse health outcomes than the general population. Statistics show that on average, those with a learning disability and autistic people die 20-26 years younger than the general population.

LeDeR aims to:

- Improve care for people with a learning disability and autistic people.

- Reduce health inequalities for people with a learning disability and autistic people.

- Prevent people with a learning disability and autistic people from early deaths.

Report the death of someone with a learning disability or an autistic person

Anyone can tell us about the death of a person with a learning disability or an autistic person. This includes family doctors (GPs), health and social care staff, family members, friends and carers.

Report a death

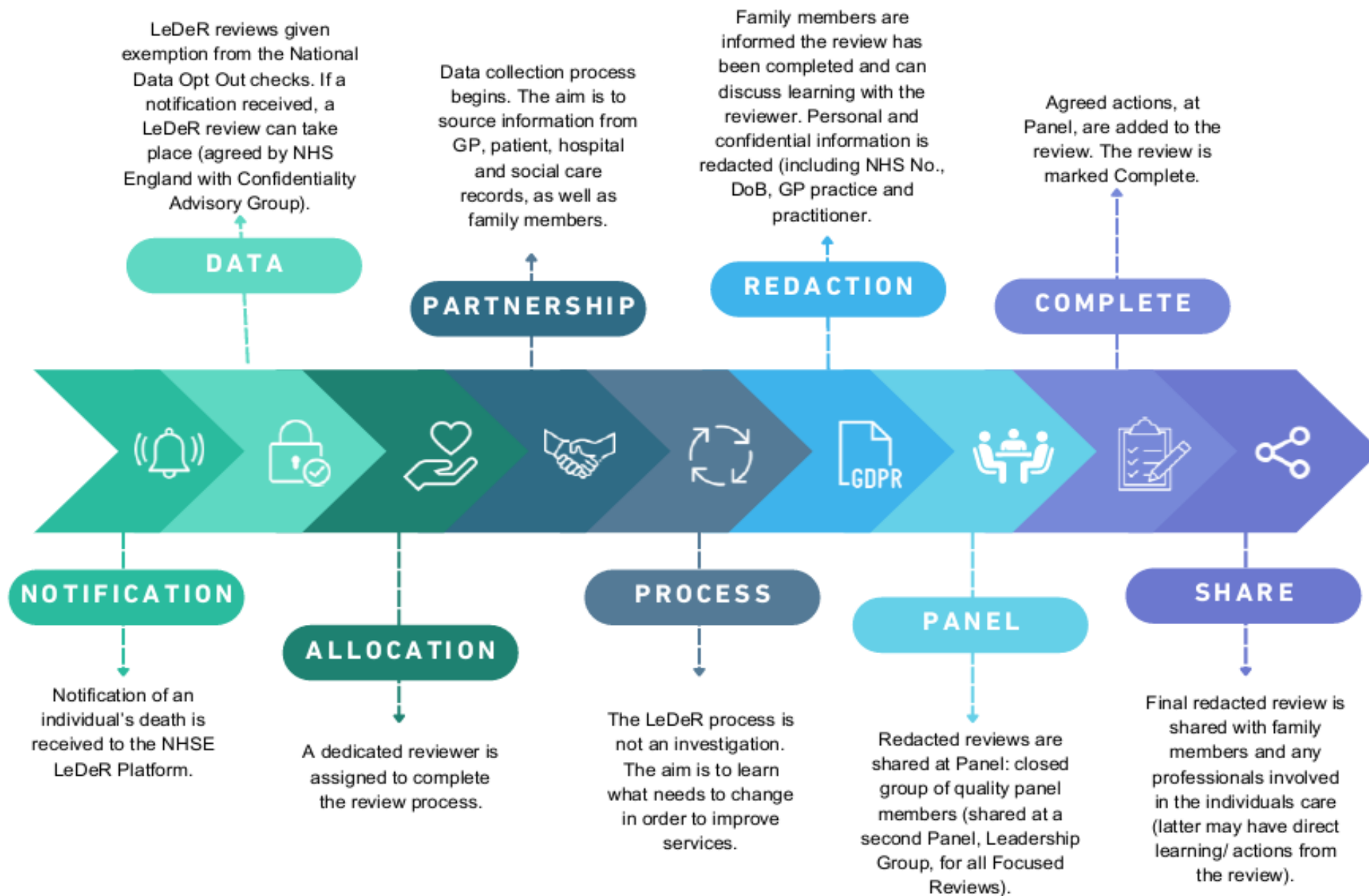Hertfordshire and West Essex Integrated Care System

Learning from Lives and Deaths - people with a learning disability and autistic people (LeDeR) Programme

- Geographical footprint; Hertfordshire (East and North, and South and West) is delivered by Hertfordshire County Council and West Essex is delivered by Essex County Council due to historical arrangements and links to local services.

- Locally arrangements are in place across the Integrated Care Board to deliver the programme in line with national policy (LeDeR, 2021).

- Co-production is a priority. In Hertfordshire a leadership group of senior cross system leaders (including experts by experience) agrees and monitors action from learning.

- A Local Area Contact (Commissioning Manager) oversees the programme and works with system colleagues across the region and NHSE regional lead to resolve issues and share learning.

- Strong partnerships are critical to achieving change. In Hertfordshire LeDeR is supported by the Improving Health Outcomes group, a cross system community of practice focused on health inequalities for people with a learning disability and autistic people.

- An annual report is produced locally and nationally. These have different data sets so not directly comparable. NHSE also produce an Action from Learning report including good practice.

LeDeR Review Process

DATA

LeDeR reviews given exemption from the National Data Opt Out checks. If a notification received, a LeDeR review can take place (agreed by NHS England with Confidentiality Advisory Group).

PARTNERSHIP

Data collection process begins. The aim is to source information from GP, patient, hospital and social care records, as well as family members.

REDACTION

Family members are informed the review has been completed and can discuss learning with the reviewer. Personal and confidential information is redacted (including NHS No., DoB, GP practice and practitioner.

COMPLETE

Agreed actions, at Panel, are added to the review. The review is marked Complete.

NOTIFICATION

Notification of an individual's death is received to the NHSE LeDeR Platform.

ALLOCATION

A dedicated reviewer is assigned to complete the review process.

PROCESS

The LeDeR process is not an investigation. The aim is to learn what needs to change in order to improve services.

PANEL

Redacted reviews are shared at Panel: closed group of quality panel members (shared at a second Panel, Leadership Group, for all Focused Reviews).

SHARE

Final redacted review is shared with family members and any professionals involved in the individuals care (latter may have direct learning/ actions from the review).

Herts LeDeR 3 year plan – 2022-2025 5 priority outcome areas

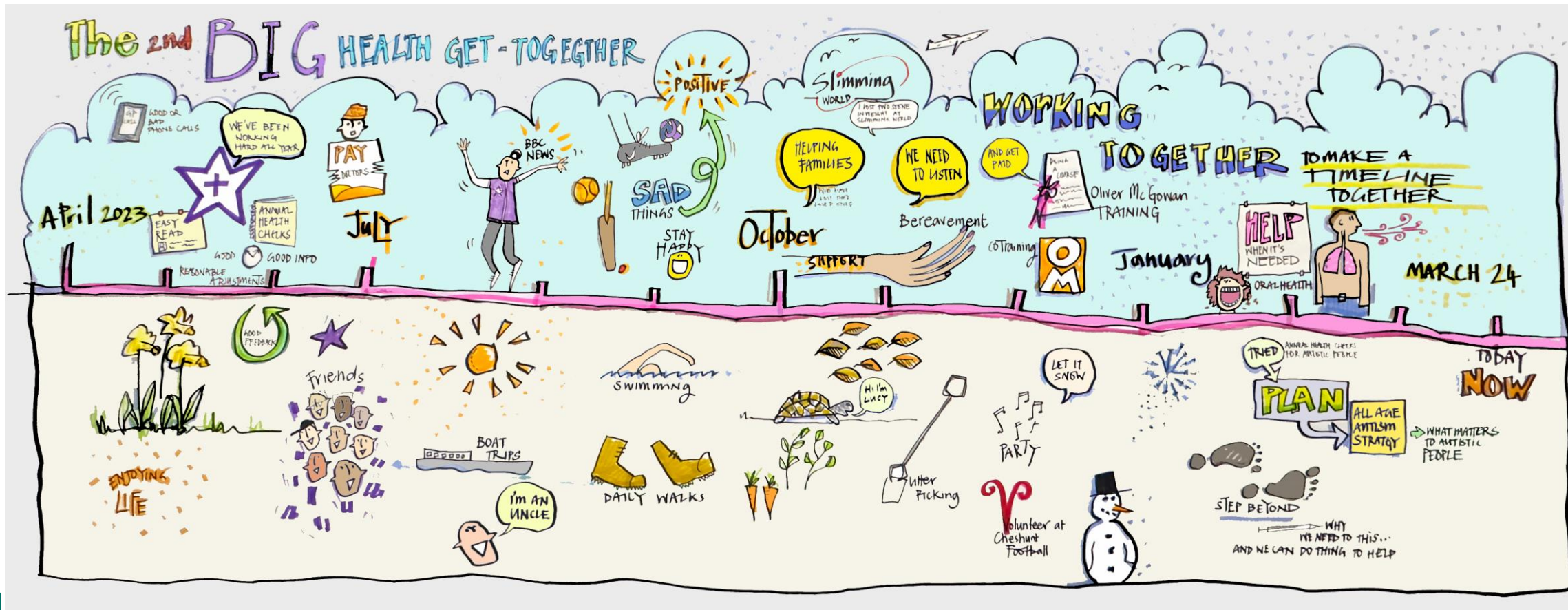More people live longer and healthier lives

There is earlier identification and better treatment of health conditions

More people have choice and control over their health treatment and support

Better social equality leads to improved health and wellbeing

Effective systems of information sharing and communication ensure good health outcomes

LeDeR Annual Report 2022-23 - Hertfordshire

- In 2022-23 there were 92 notifications of death – a 64% increase from 2021-22.

- Possible reasons include, underreporting in 2021-22, an increase in awareness of LeDeR and a larger number of deaths.

- Year-end comparison 2023/24 shows a reduction in number of deaths reported.

- The increase is also reflected in the national LeDeR report 2022 (compared to 2018 and 2019), an excess of 29.9% and suggests deaths may have increased during the July 2022 heatwave. The increase is also considered to reflect a greater awareness of reporting to LeDeR.

- To note, 2022 also saw 'excess deaths' reported in the general population compared to 2019 (9%).

- There have been a low number of reported deaths of autistic people and so learning about health inequalities for autistic people from LeDeR reviews is currently limited.

Hertfordshire

Learning from Lives and Deaths - People with a learning disability and autistic people (LeDeR)

Annual Report 2022-23

Prepared by Nicola Conlin
on behalf of the Hertfordshire LeDeR Leadership Group

Summary Data Overview: ** of completed reviews

	National 2022	Herts 2022/23
Median age of death	62.9	61
Male/Female, ethnicity	M 55%/F 45% 94% White British	M 55.4%/F 44.6% 87% White British
Avoidable deaths (For all deaths in Great Britain 22.8%)	42%	43.2%
Most common underlying causes ICD-10 Chapter for adults with a learning disability ** of completed reviews	1) Diseases of the circulatory system 2) Cancers 3) Diseases of the respiratory system *'Other'	1) Diseases of the respiratory system 2) Cancers 3) Diseases of the circulatory system
Long term conditions	• Mental health conditions • Cardiovascular conditions • Epilepsy • Sensory impairments • Dysphagia	• Impaired mobility • Whether the person was person underweight, obese, or had any significant changes in their weight in the 12 months prior to death • Continence issues.

Hertfordshire and
West Essex Integrated
Care System

HWE - Key themes from 2022/23 and areas for service improvement

Accessibility of services e.g. enabling a wide range of reasonable adjustments to ensure equal access to services.

Cancer care e.g. rates of screening uptake and access to pathways.

Personalisation of health and wellbeing across the lifespan.

Recognition of the rights of carers and carer support.

Education and workforce development e.g. practice informed by knowledge of health inequalities.

Prevalence of obesity and a lack of access to effective weight management support.

The importance of multi-disciplinary working and escalation for people with complex lives and/or health conditions.

Provision of quality services e.g. delays in access to equipment and accuracy/evidence of record keeping.

System wide need for increased focus on preventive health.

Missed or late diagnosis and a need for transparency around best interest decisions, especially decisions not to treat.

HWE ICS
Hertfordshire and West Essex Integrated Care System

Hertfordshire areas of good practice

Care Coordinator's role in Primary Care.

Specialist posture support and respiratory support in the community.

Desensitisation work and 'steps beyond reasonable adjustments.' for blood tests and vaccinations.

Reasonable adjustments for patients attending outpatient appointments.

Using Purple Folders to ensure consistent communication and support in hospital settings.

Examples of proactive and effective multi-disciplinary team working.

A Connected Lives and personalised approach by social care providers for example when health needs increase or at End of Life.

Specialist teams such as speech and language therapy and community learning disability teams.

Successful reduction of long-term psychotropic medication through support of the STOMP nurse.

Preventing people with a learning disability from dying too young, Nuffield Trust, March 2024

- People with a learning disability are **more likely than the rest of the population to be obese**, particularly in teenage years and in young adulthood.

- Over the past five years, there has consistently been a **15 percentage point difference in breast cancer screening rates and a 36 percentage point difference in cervical cancer screening rates** between people with a learning disability and the rest of the population

- **Cancer is often diagnosed at a later stage for people with a learning disability** than for the general population, often made during emergency presentation at hospital.

- **The prevalence of cancer appears lower in people with a learning disability aged 55 and over** than in the rest of the population of the same age, which illustrates the extent of missed cancer diagnoses for people with a learning disability

- **Only approximately 26% of people with a learning disability in England are on the learning disability register**. This is preventing people from accessing annual health checks and Covid-19 and flu vaccinations.

- Despite a **higher prevalence of mental health problems in people with a learning disability**, access to effective mental health treatments is often poor. People with a learning disability are less likely to be referred for talking therapies and more likely to be prescribed psychotropic medicines for psychosis, depression and epilepsy than other people. More than 30,000 adults with a learning disability are taking psychotropic medicines even though they do not have a diagnosis of the conditions the medicines are prescribed for.

Research report March 2024

Preventing people with a learning disability from dying too young

Jessica Morris and Sophie Julian
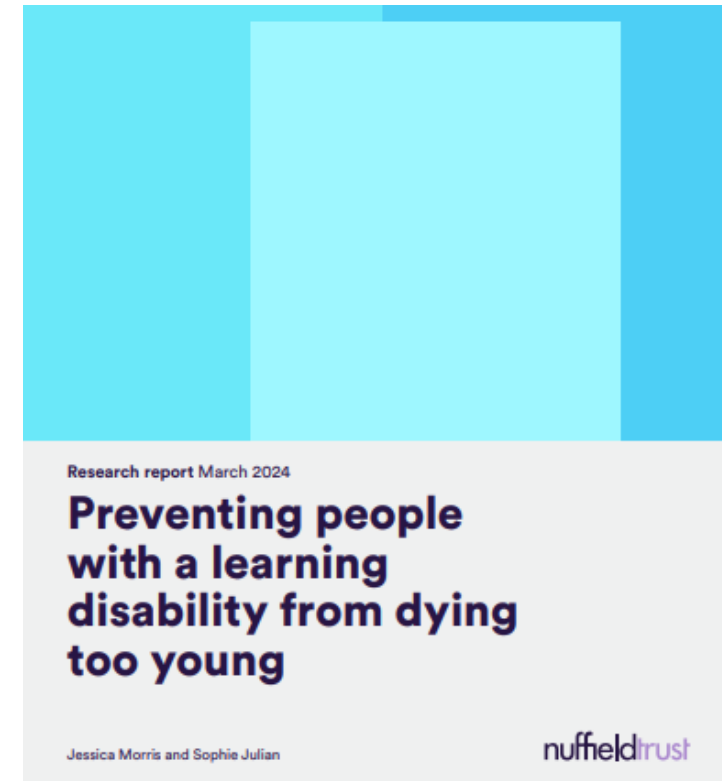
nuffieldtrust

Nuffield Trust Report Recommendations

Increase

- Increase the number of people on the learning disability register

Improve

- Improve the quality of annual health checks

Ensure

- Ensure that reasonable adjustments for people with a learning disability are more widely implemented (Reasonable Adjustment Digital Flag)

Improve

- Improve care coordination for people with a learning disability (Increase key workers, learning disability liaison nurses and health facilitators)

Improve

- Improve access to weight management programmes for people with a learning disability

Learning into action

Theme/LeDeR Learning	Support and resources
Knowledge and understanding of key health conditions and health risks e.g. epilepsy, constipation, dysphagia	Learning Disability Nurses information and contact details here Share learning from local and national LeDeR reports to increase knowledge and understanding of health inequalities. Find the full and Easy Read national report here and local report here
Knowledge and understanding of recognising early signs of deterioration	Training in use of relevant tools e.g. Restore2 Mini, SBARD. Communicating information when contacting GP or 111. Recognising signs of pain Public Health resource Here
Management of health conditions/attending appointments.	Understanding of what and who is available to support in reducing health inequalities e.g. • The Reasonable Adjustments Digital Flag https://digital.nhs.uk/services/reasonable-adjustment-flag • Primary Care roles e.g. health and wellbeing coaches, social prescribers, care coordinators • Ensure Purple Folders up to date and used during appointments/admissions New Purple Folder 2023 • Weight management support – resources available from LDNS, current focus area for Improving Health Outcomes Group
Annual Health Checks	Evidence suggests that providing health checks to people with learning disabilities in primary care is effective in identifying previously unrecognised health needs, including those associated with life-threatening illnesses. Hertfordshire process for quality annual health check and health action plan includes Pre-Check Preparation Form and Stay Healthy at Home checklist. Find out more Here
Prevention and screening e.g. flu/Covid/Pneumococcal vaccinations, cancer screening and long-term condition reviews.	https://www.england.nhs.uk/long-read/rightcare-learning-disability-and-aspiration-pneumonia-scenario/ Cancer screening resources and support available from Learning Disability Nursing Service.
Advance care planning and End of Life Care	New guide currently being developed for social care staff by Learning Disability Nursing Service.
Learning Disability and Autism Mandatory Training	Oliver McGowan Training Tier 1 and Tier 2 More information here

Thank you

Break

Food for thought: <u>your biggest challenges</u> right now, and what the sector/HCPA can do to help

hcpa

Becci Metcalfe
Skills for Care Locality Manager

New: International recruitment toolkit for social care

This best practice guide, produced by the Department of Health and Social Care and Skills for Care, aims to support providers to ethically recruit care workers and senior care workers from overseas

The toolkit can be used by providers who are new to international recruitment, to help support through the new processes, or by providers who are undertaking international recruitment and are looking to refine their current processes.

The toolkit is hosted on the international recruitment section of our website, alongside other key resources and information to support with ethical international recruitment.

Visit the webpage

Safer employment guide

Discover how implementing safer employment practices can enable you to create fairer, safer, and more inclusive workplace cultures for people who draw on care and support, and for staff and volunteers to work in.

Our new safer employment guide supports employers to think about safer employment processes from recruitment to retention to managing leavers.

It gives an overview of the PRISIM model of safer employment and signposts to resources and tools to enable you to develop safer employment practices and a safer employment culture in the workplace.

The PRISIM model highlights the six stages of the safer employment journey.

View the safer employment guide

Adult Social Care Training and Development Fund

In the 2024-25 financial year, a new learning and development fund will be launched called the Adult Social Care Training and Development Fund

This fund will be available to eligible adult social care employers in England, who will be able to claim reimbursement for training costs for qualifying staff. This new fund will not be administered by Skills for Care. **Find out more**

Workforce Development Fund (WDF) 2024-25 grant applications now open for large national organisations

The WDF will be scaled down in 2024-25 which means this tender opportunity is only open to large national organisations that meet the eligibility criteria. It will only be possible to claim WDF for qualifications and apprenticeships that started on or before 31 March 2024 and will be complete by 31 March 2025. The deadline for applications is 13:00 on Friday 3 May 2024. **Find out more**

Upcoming nursing events...

Celebrating social care nursing on International Nurses Day

Friday 10 May 11:00 – 11:45 | Zoom

This virtual event will be a celebration of all things social care nursing, with people who draw on care and support from all fields of practice. You'll hear from Deborah Sturdy the Chief Nurse for Adult Social Care followed by stories from people working in the sector.

Whether you're an adult nurse, mental health nurse, children's nurse, or a nursing associate working in adult social care this session is for you. This is an opportunity to come together and leave with a shared value of nursing in social care. **Register now**

Nursing recruitment and retention webinar series

Wednesday 15 May and Wednesday 12 June 13:00 – 13:45 | Zoom

Recruiting and retaining the nursing workforce within the social care sector is now more important than ever. We have two webinars covering opportunities for restorative clinical supervision and developing the nursing associate role in social care.

These webinars are designed for those invested in the social care nursing workforce and with input from key stakeholders will explore best practices in both topics. **Register now**

New registered managers webinar…

Workforce wellbeing – Practical and cost-effective ways to support your team

Thursday 16 May 2024 I 10:00 – 11:00 | Zoom

Delivered in partnership with The Outstanding Society, this webinar will look at simple and effective ways to best support your workforce, helping them manage the latest pressures and workload.

It will explore how you can offer meaningful wellbeing initiatives which won't break the bank, whilst convincing others – including the CQC - of the value this brings to your service.

Register now to secure your place

New registered managers webinar…

Leading induction for a positive workplace culture

Thursday 6 June 2024 I 10:30 – 11:30 | Zoom

Good quality induction significantly reduces turnover rates and reduces the time taken for someone to become effective and productive in their role.

Induction is a critical time for anyone joining social care – it's an opportunity for managers and leaders to embed organisational values and culture, as well as support that new person to set a positive ongoing career experience. This webinar will show managers and leaders that a quality induction doesn't need to be complicated.
Join us to hear about practical ideas that you can consider in your own organisations and ways in which to effectively demonstrate evidence to the CQC.

Register now to secure your place

Get ready for the CQC Single Assessment Framework

Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our [inspection toolkit.](#)

Being prepared for CQC inspection seminar

Tuesday 25 June 2024 | 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand the practical ways prepare for CQC inspection and evidence the quality care your service is providing.
Previous seminars have sold out so [book your place now!](#)

Upcoming seminars...

Delivering outstanding care seminar

Wednesday 5 June 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand what outstanding care looks like and how to deliver and evidence this.

This full-day facilitated interactive workshop brings together frontline managers to learn about what constitutes outstanding care and how to prepare your service to ultimately achieve this recognition.

Register now

"Great course, very interactive. It captures all relevant parts of preparing and understanding inspections. It will enable our managers to be more prepared and gather evidence to show to CQC"
Michelle Malley, Workforce Development Manager, Catalyst Choices CIC

Delivering outstanding care
Wednesday 5 June | 10:00 – 15:30

Upcoming seminars...

Improving your CQC rating seminar

Tuesday 22 October I 10:00 – 15:30 | Zoom

This interactive seminar is for services who have fallen below CQC standards and are looking for practical ways to recover and achieve a Good rating.

You'll gain an understanding of what you will be expected to evidence and how to demonstrate issues have been successfully addressed.

Register now

"I feel more confident having gone through this course, knowing there are others in similar situations and that there is support out there to improve the rating."
Nosa Igiehon, Registered Manager, Nationwide Care

Improving your CQC rating seminar
Tuesday 22 October | 10:00 – 15:30

Latest podcast - Series 4 | Episode 7

The Single Assessment Framework represents an opportunity

In our new podcast we chat to Isabel De La Haye, a recently qualified solicitor and previous managing director of a care home.

Isabel chats to us about the new CQC assessment and shares her tips on how you can prepare for any forthcoming assessment by understanding your current position. She talks about the importance of checking the factual accuracy of your CQC report and how you can comment and provide additional supporting evidence when you receive your draft report. She also chats about the value of career development for your staff and what she wishes she had known as a managing director that she knows now!

[Listen now](#)

New guidance: Developing nursing placement opportunities

Social care nursing placements offer a wealth of opportunities for employers who can help students reach their full potential in developing their knowledge and skills within the learning environment.

With an ongoing demand for nurses and nursing associates within the sector there is a need to increase placement capacity.

This guidance is aimed at employers and those considering hosting students to help them navigate the process of linking in with higher education institutions and highlights the benefits that there are for employers in hosting students.

View the guidance

Developing nursing placement opportunities in social care

Workforce Intelligence team – Commission our services

Our workforce intelligence team are the experts in adult social care workforce insight.

Beyond the wealth of information already available publicly on our website you can commission the services of the team to help your organisation or area with various things including:

- partner with you, or form part of your project team on tenders and bids
- produce bespoke reports and analysis to help you solve problems and provide data solutions to help improve your products or services
- use advanced analytics techniques to help you understand how key outcomes such as CQC scores, turnover and vacancy rates can be improved
- provide a deep dive into the adult social care workforce in your local area or look at performance in comparison to other areas.

www.skillsforcare.org.uk/commission-our-services

Care Workforce Pathway: Survey on the Registered Manager and Deputy Manager draft role categories

- On 10 January 2024, the Department of Health and Social Care (DHSC) launched part 1 of the Care Workforce Pathway. Developed in partnership with Skills for Care, part 1 focused on staff working in direct care roles outlining an initial four role categories. Contained within each role category is a defined set of behaviours, knowledge and skills expected of someone to work at that level. (*The Care Workforce Pathway*)

- Following release of part 1 of the care workforce pathway, we have continued to work in partnership with DHSC on phase 2. This has included developing additional role categories for Deputy Managers and Registered Managers. We'd really like to hear from Registered and Deputy Managers about some of the content we have developed, including the behaviours they should show, how we've described these roles, and on the knowledge and skills we think people working in these roles should have.

- The survey should take **30 minutes** to complete and will close on Monday 13 May at 23:39.

- You can access the survey here: *Access the survey.*

- If you have any further comments that can't be included in the survey, please contact *NWDCapabilityandSkills@SkillsforCare.org.uk* stating that you're getting in touch regarding the registered manager and deputy manager role categories survey.

skillsforcare

Becci Metcalfe
Skills for Care Locality Manager

Becci.Metcalfe@skillsforcare.org.uk

Herts Good Care Recruitment Service

GOODCARE
Hertfordshire

A fully funded recruitment service, free to use for HCPA members

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A skilled team with care sector experience supporting you with your recruitment needs

An additional source of recruitment to find compassionate staff that fit within your organisation

We use a completely values-based method when screening potential candidates

We also provide best practice information and guidance

Understanding Information Governance Within The New CQC Assessment And Your Responsibilities

Deb Parker – HCPA
dspt.dparker@hcpa.co.uk

WELL-LED Quality Statements
Governance, Management & Sustainability

- We have clear responsibilities, roles, systems of accountability and good governance.

- We use these to manage and deliver good quality, sustainable care, treatment and support.

- We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Governance, management and sustainability - Care Quality Commission (cqc.org.uk)

Quality Statement Subtopics

- Roles, responsibilities and accountability

- Governance, quality assurance and management

- **Cyber and data security and protection toolkit (DSPT)**

- Emergency preparedness, including climate events

- Sustainability, including financial and workforce

- **Data security/data protection**

- Statutory and regulatory requirements

- Workforce planning

- External recommendations, for example safety alerts

- **Records/digital records**

What does that mean for you ?

What you need…

- Clear staff, volunteer and director, roles and responsibilities with the ability to assess knowledge

- Data Protection Clause in staff contracts

- Training, Training, Trainin

- Robust Policies, Processes and Procedures (Privacy Notice, Data Protection Policies etc)

- Data Mapping – what you hold, where you hold it and who you are sharing with

- A robust, workable, tested, Business Continuity Plan and Backups

- Unauthorised access prevention

- Data Protection Clause in staff contracts

- Compliant DSPT

NEW eLearning

Launched Dec 23.

Specifically designed for care providers, with recognisable scenarios.

End to End Data Security & Protection training.

First of its kind!!

Four modules

Module 1: Data protection rights & responsibilities.

Module 2: Keeping data secure.

Module 3: Threats to data security.

Module 4: Data breaches.

Assessment quiz:
- 20 questions across all 4 modules
- 80% pass mark
- downloadable certificate.

First free elearning resource on data protection for care staff launched - Digital Care Hub

Clear Responsibilities & Roles

Staff Data Protection Contract Clause

1. Confidentiality

During or after your employment with us, you must not disclose any trade secrets or any information of a confidential or sensitive nature about:

1. *insert organisation name here*; or

2. any of our service users; or

3. any of our employees.

There is an exception if you need to share this information as part of your job or if you are made to by law.

It is the responsibility of all staff to ensure data security. You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work.

You must adhere to our Data Protection Policy and associated policies, which will all be made available to you. Failure to adhere to these policies may result in disciplinary action.

Contract Clause
Staff Data Security Contract Clause - Template - Digital Care Hub

Data Breaches Think CIA

- **Confidentiality**

Personal Information must not be shared (paper, digital or verbal) unless there is a **Lawful Basis** for doing so.

Breach example - Talking about a resident's health diagnosis in a communal area or leaving a care plan on a table in a communal lounge.

- **Integrity**

Personal Information must be fit for purpose, accurate, complete and up to date, so that errors are minimised.

Breach example - Changes or incidents not logged correctly. Updates to medication or care needs not recorded.

- **Availability**

Personal Information must be available. Whilst personal information must be held securely, it must also be available when required by authorised persons.

Breach example - Lost key to care plan cabinet or Phishing email locks systems

Policies

- **Privacy Notice -** a document that outlines how you collect information, its purpose, use and agreement that only necessary information will be collected. It should be available to the people you support, their families and any 3rd party whose information you hold or has a legitimate interest in the data you hold.

- **Data Protection Policies -** For internal purposes, the main goal of these policies are to protect and secure all data collected, managed, and stored by the organisation, they can become the processes to operate by.

- **Information Retention Policy -** sets out the time period for storing and managing data, it should detail all types of data you hold and the period of retention for each.

- **Bring Your Own Device Policy** – An agreement between the organisation and staff, if they are using their devides for work purposes, that they will do everything possible to keep work information safe and secure. Not allowing access to anyone outside the organisation

Templates can be found at   Template Policies and Resources - Digital Care Hub

Data Mapping

What data do you hold?

Where do you hold that data?

Who are you sharing data with?

Do you know?

If you don't, you cannot be confident that data is being managed securely or lawfully within your organisation.

Data Mapping – What do you need?

Two documents will satisfy CQC that you know
What, **Where** & **Who**

- **Information Asset Register (IAR)**
  A record of all the places you hold information and how you keep it secure

- **Record of Processing Activities (ROPA)**
  A record of all the organisations and people you share data which, and the specific data you share

IAR & ROPA Template - How to Document Your Data Processing - Digital Care Hub

Where to start - Keep it simple

The IAR & ROPA templates can look a bit scary. So, **start simple**.

1st, list all the data you hold (Paper & Digital)

To one side record all the places you hold that data.

To the other, record all the people/organisations you share that data with. Then note the Legal Basis for sharing

Legal Basis - Article 6 Provision	
6(1)(a)	Consent
6(1)(b)	Contract
6(1)(c)	Legal Obligation
6(1)(d)	Vital Interests
6(1)(e)	Public Task
6(1)(f)	Legitimate Interests

	Where Do We Hold This Data?		Data Name	Who Do We Share Data With?			
Location 3	Location 2	Location 1		Shared with 1	Legal Basis	Shared with 2	Legal Basis
	Cloud	SAGE	Payslip	External HR	Legititmate Activities	Accountant	Contract/Legititmate Activities
	Cloud	Care plan system	care plan			Social Services	Contract/Legititmate Activities
Cloud	Office Computer	Training Folder	Training Records				
Cloud	Office Computer	Staff files	Staff Contract	External HR			
		Staff files	Staff Bank details	Accountant	Contract/Legititmate Activities		
			Medication records	GP	Contract/Legititmate Activities	Pharmacy	Contract/Legititmate Activities

IT Systems & Devices

What you need…

- Robust systems with up-to-date software

- Up to date antivirus/antimalware

- Ability remove or change access profile quickly

- Good password practice – recommend 3 Random Words

- Tested Business Continuity Plan

- Accessible backups

- Systems in place to prevent unauthorised access

- Ability to provide appropriate, individual system access

Data Security & Protection Toolkit (DSPT)

A FREE annual online self-assessment of care providers' data management policies, processes and procedures

42 questions, split into 4 sections
Staffing & Roles   Policies & Procedures
Data Security   IT Systems & Devices

Demonstrates compliance with

- GDPR
- Data Protection Legislation
- 10 National Data Guardian Standards (DHSC)
- Good Practice

Register for DSPT at Registration (dsptoolkit.nhs.uk)
Access Guidance & Templates for everything you will need

CQC will expect a compliant DSPT

BE DATA WISE

hcpa
Hertfordshire Care Providers Association

Where To Get Help & Other Info

HCPA Data Protection Team

Call:　　01707 708018

Email:　　DataProtection@HCPA.co.uk

Website Data Security & Protection Toolkit (DSPT) | HCPA

| Home Page | Book a workshop | Guidance | NHS Mail | Partner Sites | Proxy Meds | Social Media | Templates | Help Packs | Digital Transformation |

Data Security & Protection (DSPT)

Better Security Better Care

BE DATA WISE®

Data Protection Roles And Responsibilities For Managers And Proprietors

Complete your DSPT – Use the links to guidance and templates

IMPARTIAL assessor service

hcpa

- Experts with social care management backgrounds and nursing experience available to you at no cost – Located in hospitals around the county (inc Lister, Princess Alexandra, Watford general)

- Your impartial ambassador – **working for you, not the hospitals**.

- The team can advise and support, or give updates for residents whist they are patients at the hospitals

Hertfordshire Care Home Impartial Assessors

Impartial Assessors:

Belinda Gouws
07833 097195

Laura Hummerston
07762 985555

hcpaassessorlister.enh-tr@nhs.net
Monday-Friday 8am-4pm

H
Lister Hospital, Stevenage

Impartial Assessor
Service Manager:
Samantha Lynch
samanthalynch@hcpa.co.uk
07881226013

Princess Alexandra Hospital, Harlow

Impartial Assessors:

Sheila Gatonye
07549 022016

Laura Hummerston
07762 985555

impartialassessorwatford@hcpa.co.uk
Monday-Friday 8am-4pm

H
Watford General, Watford

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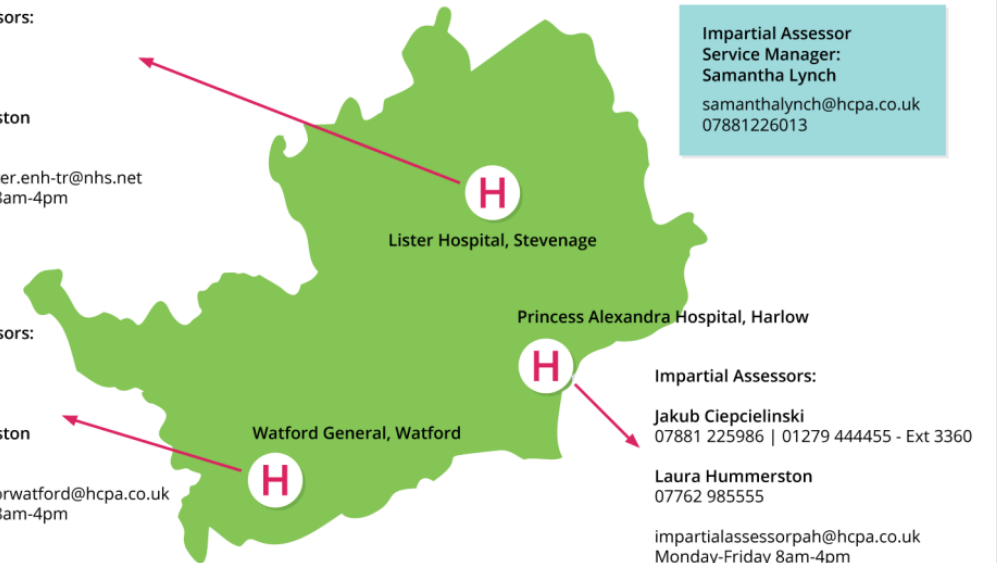
Impartial Assessors:

Jakub Ciepcielinski
07881 225986 | 01279 444455 - Ext 3360

Laura Hummerston
07762 985555

impartialassessorpah@hcpa.co.uk
Monday-Friday 8am-4pm

The HCPA Impartial Assessor works within the Lister, Watford and Princess Alexandra hospitals, and provides Hertfordshire homes with a service which is designed to ease the discharge process to residential and nursing homes.

IMPARTIAL assessor service

What are the benefits?

- Speeds up the discharge process for your residents

- Improves communication between the hospital and the care home thanks to a dedicated point of contact

- Ensures that your care home is confident that they can provide appropriate care for the resident

- **Care Home staff can spend their time looking after residents rather than making the journey to and from hospital, inc time spent parking, paying for parking, finding patients, etc**

Full details of this free service are available here: www.hcpa.info/impartialassessor

I thought the process and communication were very good and our resident's discharge went well. I certainly think this process will benefit us at Honister because most of my staff live locally and do not drive, so cannot pick this task up if I am not around. Lister Hospital is a 30 mile round trip from here, so there is sometimes a time issue on busy days. We look forward to working with Heather again in future.
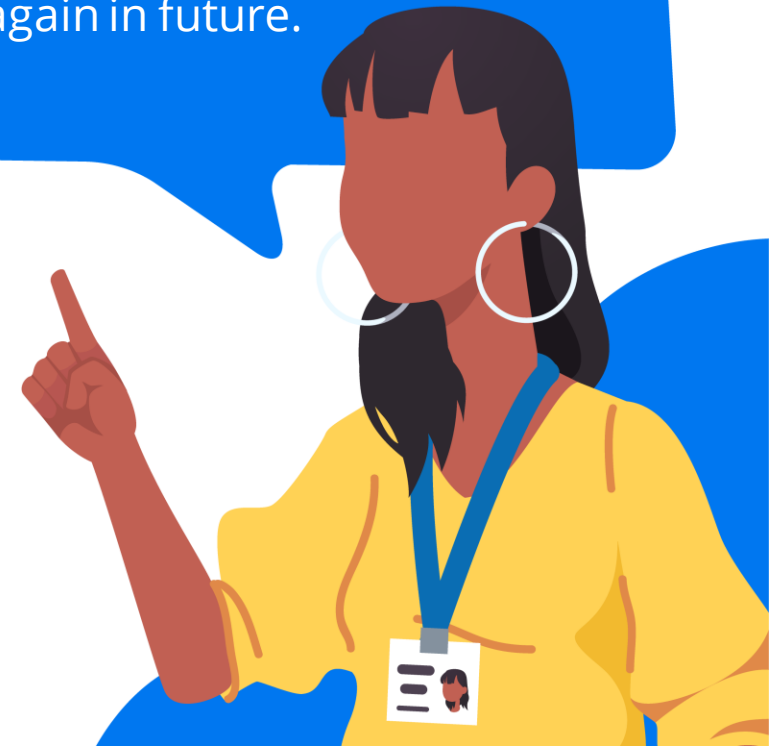
Prevention and Enablement team at HCPA

Support and educate providers to deliver preventative and enabling care, to prevent ill health, hospital admissions and falls.

What are the benefits?

- Be able to evidence prevention and enablement by improving outcomes for individuals receiving care and reducing deterioration.

- Embed the Hertfordshire ConnectedLives ethos by creating an 'Enabling Care Culture'

- Maximise independence for your clients using a standardised strengths-based approach

- Access the Self-assessment toolkit for culture

Prevention and Enablement team at HCPA

Reasons that providers like to work with us:

- Falls analysis and documentation such as risk assessments.
- Enabling care and creating an enabling culture within the service.
- Bed Care prevention and engagement activity support.

We also have a number of Prevention and Enablement courses These can be accessed by clicking here.

For more information click here: **hcpastopfalls.info**

To request a chat please complete the **following form**

Or for anything else email **jazminstravens@hcpa.co.uk**

TUE 14

14 May - 09:30 - 16:00

Chair Based Exercise Instructor (Accredited) – Cohort 01

HCPA, Mundells Campus, Mundells, Welwyn Garden City, AL7 1FT

Course fee: Standard: £300 | Associate Member: £232 | ACE Member: £204 | HCPA Member: Fully funded* Four day course at HCPA Campus All sessions must be attended and coursework completed within agreed timeframes (T&C's apply), and upon successful completion, delegates will receive an accredited certificate in this subject. Day 1: 14/05/2024 Day 2: 15/05/2024 [...]

RSVP Now

TUE 28

28 May - 09:30 - 16:00

Prevention & Enablement – Cohort 02

HCPA, Mundells Campus, Mundells, Welwyn Garden City, AL7 1FT

Course fee: Non-member: £75 | Associate Member: £56 | ACE Member: £51 | HCPA Member: Fully funded* One day course at HCPA Campus This course focuses on falls prevention and Enabling Care. Recent guidance on the physical and mental health benefits of being more: active, empowered, and independent, now emphasises what has been known in [...]

RSVP Now

June 2024

MON 3

3 June - 09:30 - 16:00

Prevention & Enablement – Cohort 01

HCPA, Mundells Campus, Mundells, Welwyn Garden City, AL7 1FT

Course fee: Non-member: £75 | Associate Member: £56 | ACE Member: £51 | HCPA Member: Fully funded* One day course at HCPA Campus This course focuses on falls prevention and Enabling Care. Recent guidance on the physical and mental health benefits of being more: active, empowered, and independent, now emphasises what has been known in [...]

Your Academy, your passport to progress

Care Professional Academy

Your staff - Affiliates

- One place to store all certificates
- Training passports – portable, 1:1's & PDP's
- Rewarded for training
- More certificates - more points - more discounts
- Tiers 1- 5 - discounts, savings & cash back
- News and updates
- Social Media

@SocialCareAcad

Organisation - Provider Portal

- All staff certificates in one place
- Training Matrix to support your governance & compliance
  - Monitoring Officers/CQC evidence
- Attraction - Recruitment Adverts
- Support retention
- Support development of your culture & valuing your team
- Supporting staff with financial wellbeing
- Webinars - monthly to find out more
- Induction sessions available for administrators

FREE - fully funded by HCC

Leadership Education

INSPIRE Bespoke leadership course to suit your organisation needs. Can include options such as:

- **Lead to Succeed** or **Well Led**
- Understanding Self-Management Skills
- Understanding Performance Management Skills

Minimum numbers apply. Duration depends on content selected. Charges apply.

Open Courses

A range of fully-funded leadership courses are available to book on our website, including **Succession Planning**:

- 5 day **fully funded** leadership programme
- **Two stages** – suitable for all staff with people management responsibilities from **new and aspiring leaders, seniors, deputies, registered managers, directors and owners**

Email leadership@hcpa.co.uk for more information!

Leadership Education

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TEAMology TOOL

Build stronger, more effective teams

Our revolutionary profiling tool that goes beyond traditional personality types!

- Understand you & your team - build a solid framework for effective team management

- Understand how we interact with each other - appreciate individual strengths, opportunities and key drivers

- Gain insight into what drives others and balancing **intent verses perception** – key to a **positive culture** where communication is open and conflict is reduced

Half day and 1 day options available.
Open course or just for your organisation (minimum numbers apply). Charges apply

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CULTURAL TRANSFORMATION PROGRAMME
COMMITTED TO CULTURE

Unlock outstanding care with our Cultural Transformation Programme!

A positive workplace culture drives engagement, performance & retention in care settings. Investing in culture meets the **CQC Single Assessment Framework**.

- Built on Macleod's Four Pillars

- Empowers staff, creating a committed workforce essential for outstanding care

What's included?

- Consultation - tailor to your needs and define your strategic narrative

- **TEAMology Tool & Cultural Transformation**

- **"Committed to Culture"** support

- We **create** your own **Behaviours Framework** based on **your values**

- Embedding your Behaviours Framework

Annual reminders demonstrate our year-long support ensuring your continued success.
Minimum numbers apply. Price on application.

Email leadership@hcpa.co.uk for more information!

Flyer 1

![Business Development Services logo]

Business Development Services

SERVICES TO SUPPORT YOUR BUSINESS...

- **Business Continuity Planning (BCP):** Ensure that your BCP defines and outlines mitigations for all the threats and risks that your organisation may face.

- **Business Coaching:** Support and guidance to organise your workload and be able to reach your goals.

- **Inspection & Monitoring Support Service:** Support to ensure you have robust governance and quality assurance tools in place, and effective audits to ensure you are ready for an inspection.

Scan the QR code or visit hcpa.info/business-development to find out more...

Flyer 2

![Business Development Services logo]

Business Development Services

SERVICES TO SUPPORT YOUR BUSINESS...

- **Impartial Feedback Service (IFS):** Gather open and honest feedback from the people who use your service.

- **Culture Surveys (6C's):** Collect feedback from your team on the workplace culture; (CVC) Gather feedback from people who use the service on how their beliefs, values, lifestyles and customs are respected and recognised integral to the support they receive.

- **Agency Charter of Excellence (ACE):** Find a staffing agency that has high standards and is suitable for your needs.

Scan the QR code to express your interest or email us at businessdevelopment@hcpa.co.uk

Themes from the Business Development Team

- Digital Care Planning- need to set up robust systems to ensure key information is regularly recorded digitally, audited and acted upon and to make the evidence very accessible as Inspectors and monitoring officers will need to have the capability to review evidence from the systems

- IT Skills- significant gaps in staff members at all levels IT skills which in turn effects quality of digital care records

- Mental Capacity- Some gaps being found in reviews with regards to consent signatures being in place in care plans and gaps in legal paperwork not being in place for LPA's

To support:
- New HCPA Care and Support Planning Zone coming in May 2024
- New Education on Auditing and quality
- New Digital and Data Champion for 2024

HCPA Education

■ **Advocacy at the Heart of Person-centred Care: Development for Leaders**

■ **Auditing & Quality**

■ **Care Certificate - Manager/Leader Governance & Competency**

■ **Train the Trainer**

   ■ Care induction
   ■ Medication
   ■ Care Planning
   ■ Mental Capacity
   ■ Safeguarding
   ■ Positive Behaviour Support

New Topics!

HCPA Education

- **Care Culture CHAMPION**
- **Engagement CHAMPION**
- **Evidencing & Action Planning**
- **Observations & Competency Assessments**
- **Supporting Relationships: Relationship and Sexuality Awareness Training for Managers**
- **Trainer CPD and networking**

New Topics!

STAN
HCPA Skills Training And Needs **audit**

STAN+ helps Care providers gather insightful feedback about their service and highlights the training needs of staff by offering an in-depth look into how staff feel about their confidence, competence and knowledge within their role plus feedback from staff on key business areas.

STAN+ provides:

- Insight into the knowledge, skills and confidence of care teams

- Reports both on an individual and overview level

- Opportunity to identify areas of training required to deliver person-centred care

- An aide for monitoring visits, significantly supporting the process

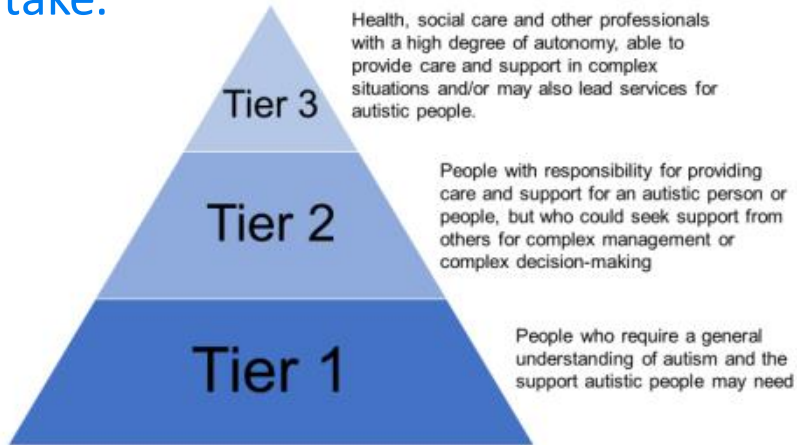- Part of the journey to become an HCPA Gold Member

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New Structure:
- Mental Health STAN
- Older People residential STAN
- Older People Homecare STAN
- Adult Disability STAN

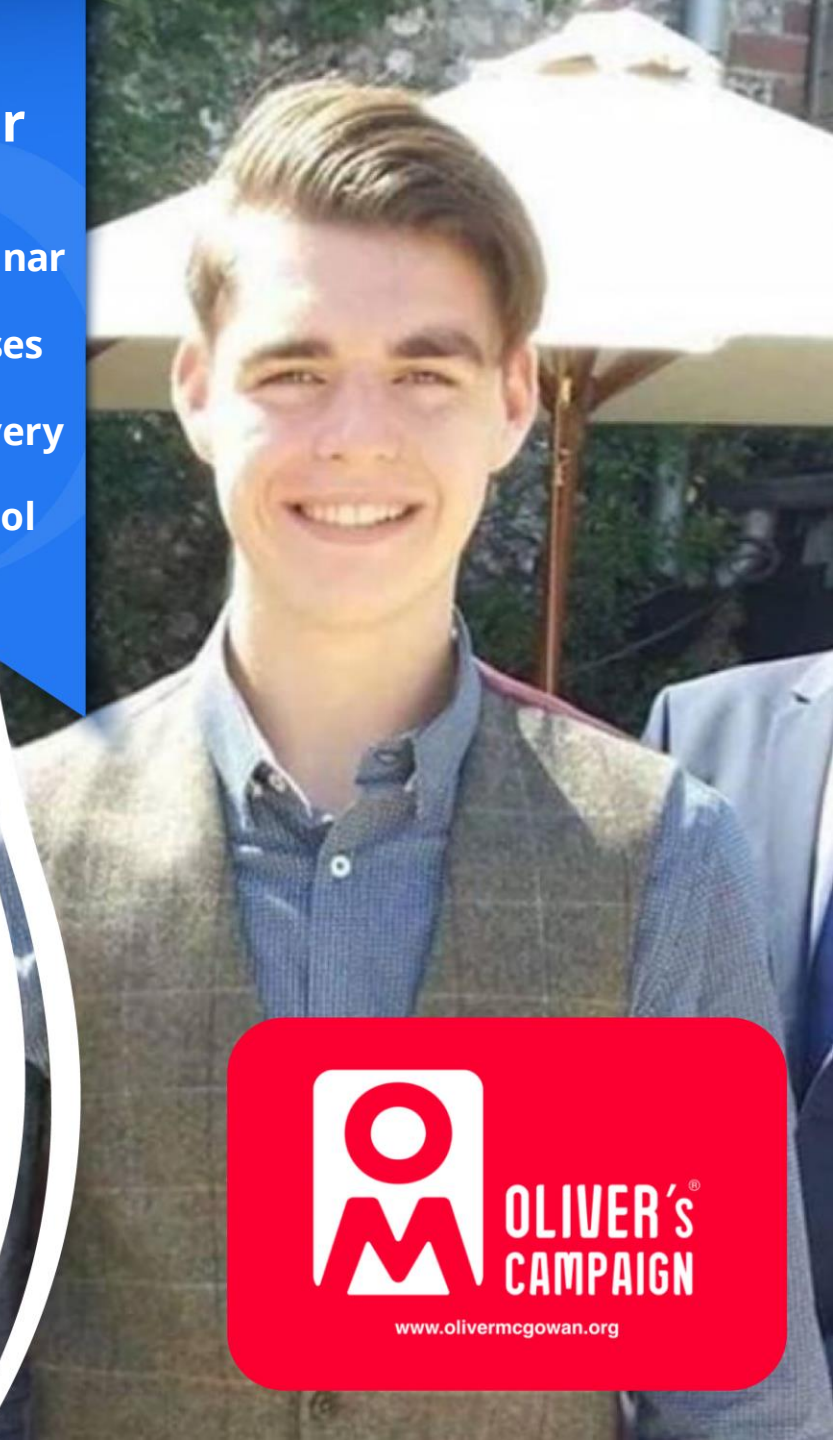Contact us on **stan@hcpa.co.uk**

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.
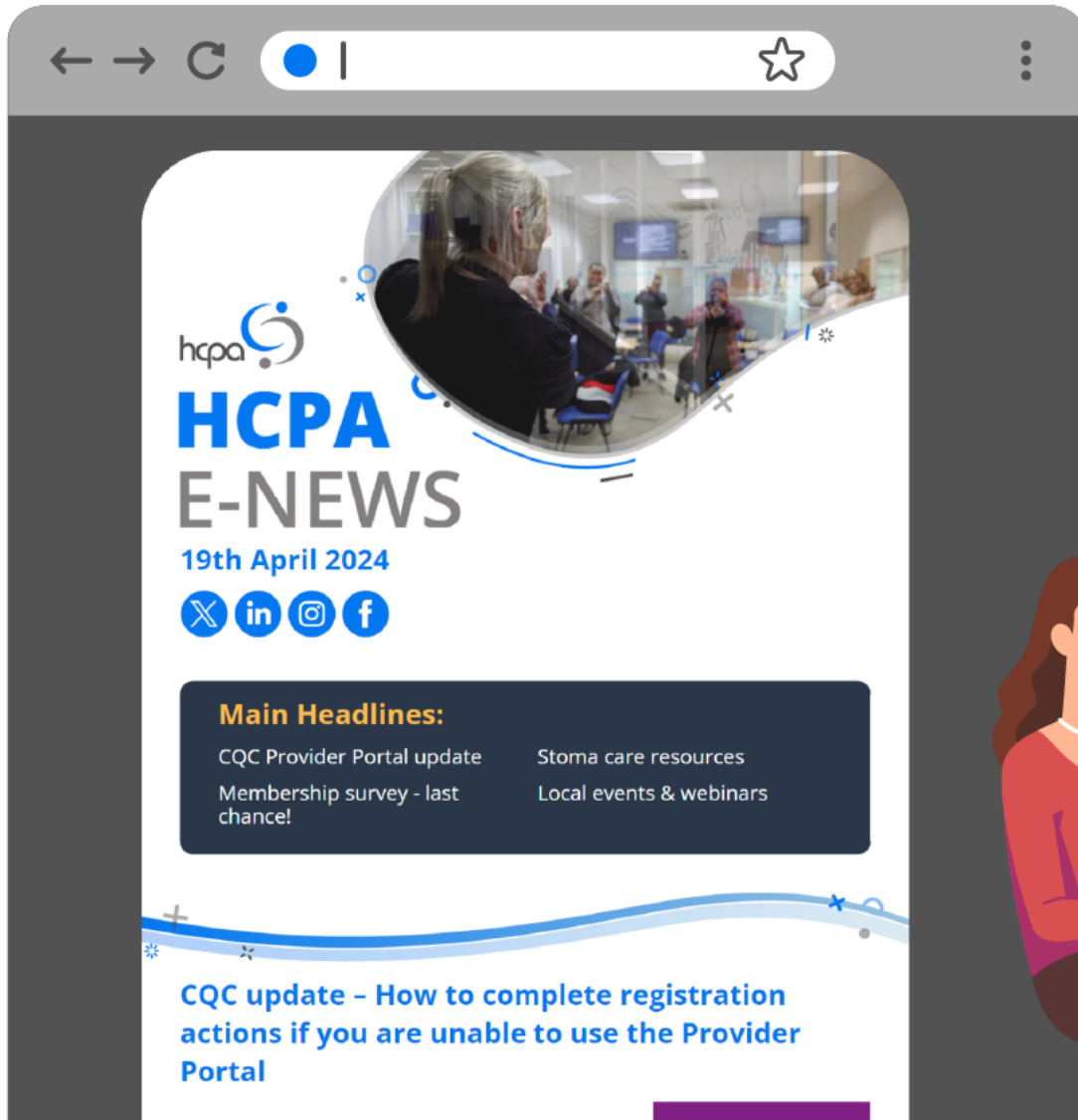
HCPA Offer

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

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

Care Quality Commission

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

OM OLIVER'S CAMPAIGN
www.olivermcgowan.org

A catalogue of designed brochures and toolkits
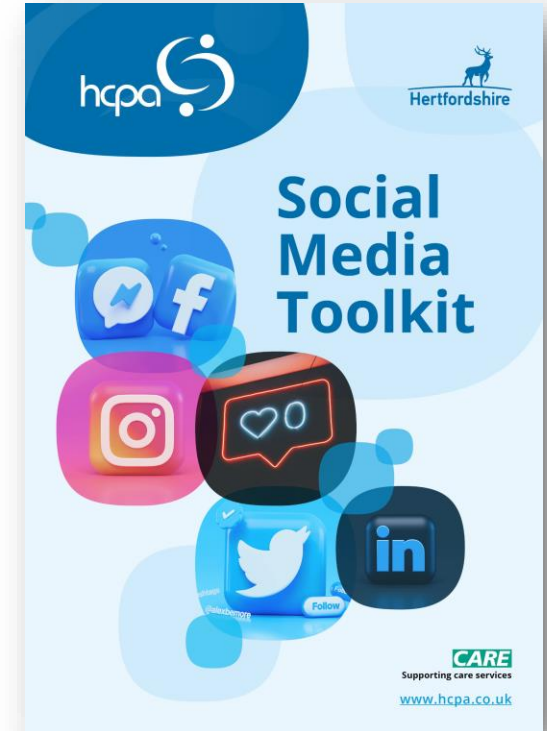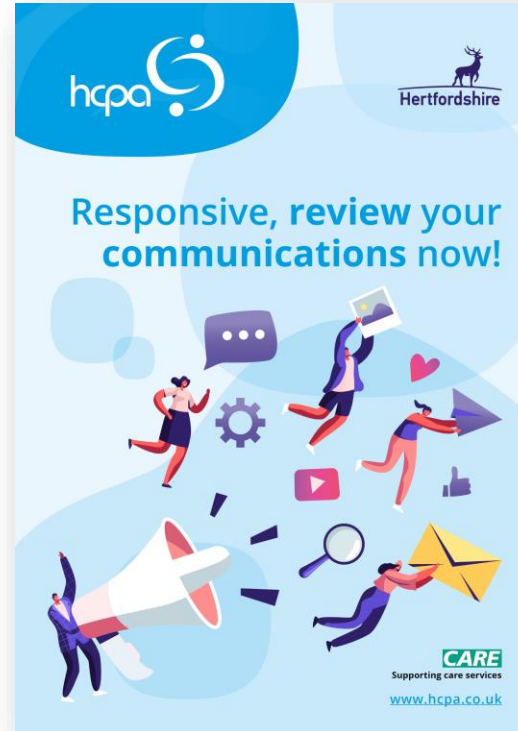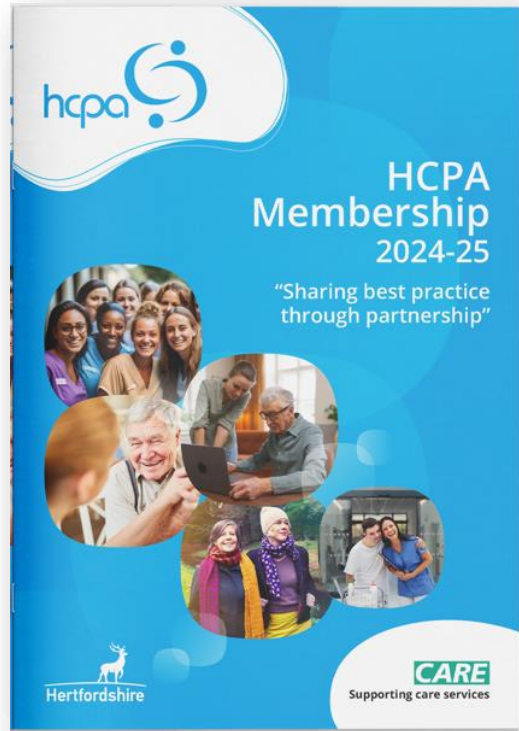
Resource Library (Formally Member Zone) – Quick Links

Events

- HCPA Network Events

- HCPA Service Specific Manager Forums (Online)

- Topic Specific Webinars

- HCPA Topic Specific Study Days (New for 2024)

- Partner Study Sessions including, Fire Safety, Tender Bid sessions, HR

- The Hertfordshire Care Awards (Launching May 2024)

Visit www.hcpa.info/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

- 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

- Large savings on Utility bills via Business Saving Experts

- Access to lower cost business support, consultancy, policy writing, PR, food solutions and IT via our partner services

- apetito, Underwoods Consulting, Fos.net, Overseas Immigration, Specsavers Home Services

Strategic partners: www.hcpa.info/in-partnership

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HPCA Resource Library

SAFEGUARDING & CAPACITY

The Hertfordshire Safeguarding Adults Board (HSAB) is responsible for the safeguarding of adults with support and care needs in the County.

MEDICATION

Utilise the HCPA Medication page for Care Homes and Community Services in Hertfordshire.

ADULT DISABILITY & MENTAL HEALTH

Utilise the Adult Disability and Mental Health members zone area to tap in to a wide variety of resources and guidance to help you to best care for the individuals you support.

INFECTION PREVENTION & CONTROL

Find information on all things IPC including links to up-to-date guidance, posters for your organisation and audits and competencies to use.

SUPPORT PLANNING & RECORDING

Involving people in decisions about their care is intrinsic to the principles of the MCA and should be evident in every care and support plan.

HEALTH & WELLBEING

Utilise the HCPA Health and Wellbeing page to tap into a wide variety of resources and guidance to help you to best care for the individuals you support.

RUNNING YOUR CARE BUSINESS

At HCPA, as well as supporting you with the care elements of your business, we are also here to support you with the operational, financial and safety elements of your organisation.

TECHNOLOGY & EQUIPMENT

Up to date information on data protection & electronic care planning including apps & devices.

REGULATION & INSPECTIONS

From 1st August 2016 onwards, all organisations that provide NHS care and / or publicly-funded adult social care are legally required to follow the Accessible Information Standard.

EVENT RESOURCES

Each year at HCPA, we run a series of informative events for our members. These include Networking Events, Forums, Study Days and more. Please utilise this section to find resources from previous events such as recordings and presentation slides.

PREVENTION AND ENABLEMENT

Our Stopfalls website shares the most effective methods to help reduce falls. Beginning with a multi-factorial risk assessment and common risk factors such as medication, to the importance of exercise, what to do in the event of a fall and a selection of other

TRAIN THE TRAINER/CHAMPIONS

Coming soon!

Hertfordshire and West Essex Integrated Care System

The HCPA Care Provider Hub providing Peace of Mind...

ASK US ANYTHING!
We are your support service, here to answer your questions on all topics Adult Social Care related.

- Govt guidance, laws, standards and expectation.
- Covid: PPE, vaccinations and infection control.
- Liaison with Herts County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.

- HR, Staffing and Recruitment.
- Training and education.
- Business continuity.
- Data protection.
- Monitoring.
- Equipment.
- Insurance.

Your hub, your support service...

01707 708108 | assistance@hcpa.couk
Mon - Friday, 9am - 5pm www.hcpa.info/hub

HCPA: 'Sharing best practice in care through partnership'

Hertfordshire

hcpa

Q&A...

Call: 01707 708 108 (9am - 5pm | Mon - Fri)

Email: assistance@hcpa.co.uk

Visit: hcpa.info/provider-hub

HCPA | Hertfordshire Care Providers Association

Webinar evaluation form

Thanks for joining us.

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