



Your Business Matters...



Housekeeping



Please keep your mobiles
on silent during the
presentations



Exits



No planned fire drills



Comfort Break

Today's Event



**Membership, what's new
for 2024**



Updates from HCC



**Business Development, HR
updates and more...**



Agenda



10:00 – Welcome and housekeeping

Provider Voices

Important HR and HSE legal and policy updates with partner Peninsula

Brunch

HCC Monitoring Updates

CQC Update with Partner Ridout Law

Business Development, supporting you with inspections

Cultural Transformation

Break

Staff retention and the Care Professional Academy

HCC updates

The new membership year

Event closes



Sharon Davies OBE

CEO

Hertfordshire Care Providers Association

Care workforce pathway for adult social care

The care workforce pathway outlines the knowledge, skills, values and behaviours people need to work in adult social care.

We can now bring you an update...

Adult Social Care Training and Development Fund

- Eligible adult social care (ASC) employers can claim varying levels of reimbursement from this fund, for spend on upskilling the adult social care workforce
- The new fund is **based on the Workforce Development Fund (WDF)**, administered by Skills for Care, and allows ASC employers to receive **direct reimbursement through a digital online claims service**. The WDF will be scaled down in the financial year 2024 to 2025. However, the new Adult Social Care Training and Development Fund is backed by significantly more funding and will therefore enable the workforce to access more funded training and development places
- **How HCPA will support you through this journey...**



The fund is made up of 2 elements



care skills funding – including the new care certificate L2



revalidation funding (this means general development and is not referring to nurses. Non-regulated staff are not included in this funding)



Claims for reimbursement will be made through a digital online claims service, which will go live in summer 2024.

Care skills funding

Over £50 million of the total fund value is dedicated to supporting up to **37,000 individuals in direct care roles to enrol onto the new Level 2 Adult Social Care Certificate qualification** by March 2025.

Further information on the total funding available under care skills funding will be confirmed later in the year, prior to the digital online claims service going live in summer 2024.

Revalidation funding

As part of this fund the government intends to make contributions to the cost of **continuing professional development for revalidation** for eligible, registered staff. More information about this element of the fund, along with the total funding available, will be confirmed in summer 2024.



How to claim



- The fund is intended to be administered by the NHS Business Services Authority (NHSBSA) on behalf of the Department of Health and Social Care (DHSC).
- While claims will be eligible for learning and development started on, or after, 1 April 2024, there will be a phased approach to onboarding for the initial launch of the digital online claims service in summer 2024. NHSBSA will manage the onboarding and **send invitations to ASC employers** to access the service.
- An updated version of this guidance will be published with further information on how to use the digital claims service to claim reimbursement prior to it going live in summer 2024.



Please be aware that while this new fund is backed by a significant amount of funding the overall funding pot is limited and, once exhausted, claims submitted will not receive reimbursement. Throughout the year the sector will be periodically notified of remaining funding.

Funding eligibility criteria

Funding is available for non-regulated members of the adult social care workforce in England, including deputy and Care Quality Commission registered managers and agency staff.

To qualify, their employer (including local authorities) must meet all of the following criteria:

- provide an adult social care service
- directly employ care staff in England
- have completed the [Adult Social Care Workforce Data Set \(ASC-WDS\)](#).



How the funding can be used

- ASC employers will be able to claim a reimbursement for any of the **quality assured training courses and qualifications identified in Appendix A of the guidance**, including the new Level 2 Adult Social Care Certificate.
- **Please note that any pre-conditions of enrolment for courses and qualifications will be set out by awarding organisations and training providers** and are not contained within this guidance.
- **All courses and qualifications will have a set reimbursement rate** that is a cost **contribution** to the overall course cost.



The payment caps reflect the maximum, not default, reimbursement amount. Where the evidenced spend for a course is lower than the payment cap for that specific course, the reimbursement will be for the evidenced spend only. No employer will be reimbursed more than the value of any legitimate evidenced spend. Repeat courses per employee are not eligible for reimbursement.



Level 2 Adult Social Care Certificate



- The Level 2 Adult Social Care Certificate has been developed from the widely used Care Certificate standards, and is part of the commitment to recognising our care workforce for the professional career it is.
- Currently over 50% of the workforce do not hold an accredited qualification, but the sector is filled with experienced and committed colleagues who deserve to be acknowledged for the skilled care they provide.
- The aim is that the Level 2 Adult Social Care Certificate will provide a route for thousands of staff to gain a recognised qualification, reaffirming care work as a career, and helping to promote recruitment and retain talent.

It is the intention for the sector to work towards a Level 2 qualification for all staff which is why the new Level 2 Adult Social Care Certificate qualification has been introduced.

Having a more recognised and qualified workforce will offer a greater peace of mind to people who draw on care and support, families, loved ones and care providers that people with the right skill set and values are joining the profession. **This new qualification will compliment current Level 2 learning programmes and will be viewed by the Care Quality Commission in line with the existing Level 2 options.**

For this qualification funding is available for non-regulated members in direct care roles, including agency staff. This includes:

- activities workers
- care workers
- personal assistants
- rehabilitation workers
- shared lives carers
- advocacy workers
- any [other roles where staff work with people who need the care and support of the adult social care workforce in England](#)

Qualifying members must be employed by an employer (including local authorities) who meets all of the following criteria:

- provides an adult social care service
- directly employs care staff in England
- **is registered on the ASC-WDS**



How to access the funding

ASC employers will be able to claim reimbursement for the costs of training and development for eligible employees through a digital online claims service, which will be accessed through GOV.UK and launch in summer 2024.



All accounts will need to be verified, therefore employers must also complete the ASC-WDS.

The ASC-WDS is a free online data collection service run by Skills for Care that covers the adult social care workforce in England.



Following verification...



Following account verification, ASC **employers will be able to submit claims on behalf of their employees.** For each claim, employers will be required to:

- confirm the employee is employed in an eligible role and that the information provided is correct to the best of their knowledge
- confirm the employee has started the course or qualification
- confirm that training is eligible
- provide evidence that the training is eligible and has been completed, including:
 - **proof of payment (which should include the payment organisation and recipient organisation)**
 - **what the payment was for**
 - **amount**
 - **VAT number (if not exempt)**
 - **date of payment**
 - **dated certificate of completion**
 - **unique learner number (if applicable)**
 - **candidate registration number (if applicable)**
 - **name of awarding organisation**
 - **name of training provider or learning centre**

Reimbursement will generally be made **following training or course completion.**



Sign a declaration...

- ASC employers will have access to the Secretary of State's grant determination letter for the ASC Training and Development Fund, and will be **required to sign a declaration of adherence to the scheme rules** and grant conditions before claims will be processed.
- Costs paid out in error or for **fraudulent claims will be recovered**, as set out in the grant determination letter. Further action including criminal proceedings may be taken if a fraudulent claim has been made where possible, ASC employers should **retain any evidence** of an employee starting a course as this may be requested as part of post claim assurance processes carried out by the intended service administrator, NHSBSA funding will be capped for each employer.
- For the financial year 2024 to 2025 the cap will be set at **£4.5 million per employer** and will apply to claims submitted across all elements of this scheme:
 - Care Skills Funding and Revalidation Funding inclusively. Where an employer is part of a group of companies (for example, has a parent company and/or subsidiary companies) the £4.5 million cap will apply as the total available to the **whole group of companies**
 - reimbursement is **not available for backfill pay** funding will generally be paid out for instances where courses are failed but completed (for example, failure to pass the final assessment) reimbursement is not available for course repeats

Appendix A: list of eligible training courses and qualifications

All these can be offered as one-off or as a bespoke package by HCPA as we are a Skills for Care Centre of Excellence and are registered with Awarding Bodies.



Should an employer want to go down the route of awarding their own qualifications HCPA will support you with both training and assessing qualifications.

Qualifications: Care Certificate

HCPA will **maintain the induction course (formerly the old Care Certificate training 4-6 day course)** which will act as a pre-cursor to the larger Level 2. A staff member will be contacted 3-6 months after completion of the induction

Level and type	Title	Number	TQT hours	Awarding organisation	Maximum reimbursement amount (£)
Level 2 Certificate	Level 2 Adult Social Care Certificate	To be confirmed	369	To be confirmed	1500

Digital Learning



Name of module	Maximum reimbursement amount (£)
Leading and managing in adult social care	55
Supporting and developing teams	55
Regulation and governance	55
Effective communication	55
Working with partners	55
Leading a person-centred service	55
Safeguarding and mental capacity	55
Making decisions	55
Managing resources	55
Learning and innovating	55
Personal development and wellbeing	55

These provide good **pre-learning to HCPA courses**.

Call us to find out which courses are matched digital/F2F

Also available:

- Digital learning for managers
- Digital learning for CQC inspection preparation
- Creating an inclusive organisation digital learning modules

Name of learning programme	Maximum reimbursement amount (£)
Digital leadership programme	510
Leading change improving care	510
Lead to succeed	510
Moving up	510
New directors	510
Understanding performance management	130
Understanding self-management skills	130
Understanding workplace culture	130
Well-led	510

Longer learning programmes:

- Can take anything from 1-5 days of face to face learning
https://issuu.com/hcupa-publications/docs/leadershipcoursesbrochure_01feb2023_cl_v32?fr=sNGU0MzcyMTY2MjY
- Please note Leading Change Improving Care is exclusively offered to scholars in the Academy
<https://www.careprofessional.co.uk/scholar/>

Mental Health First Aid

Name of module	Maximum reimbursement amount (£)
Mental health first aid	105

Positive Behavioural Support (PBS)

Name of module	Maximum reimbursement amount (£)
First step to foundation	55
PBS foundation level	155
PBS intermediate level	305
PBS advanced level	460

Qualifications – awards, certificates, diplomas

Qualifications:
activity
provision

Qualifications:
advocacy

Qualifications:
assessment

Qualifications:
autism

Qualifications:
dementia

Qualifications:
digital
leadership

Qualifications:
end of life care

Qualifications:
epilepsy

Qualifications:
falls prevention

Qualifications:
food safety and
nutrition

Qualifications:
health and social
care diplomas

Qualifications:
health and social
care diplomas

Qualifications:
health and social
care diplomas

Qualifications:
medication

Qualifications:
Mental Capacity
Act 2005

Qualifications:
mental health

Qualifications:
oral health

Qualifications:
stroke

Qualifications:
train the trainer

Certs belong to people

- Please remember it is poor practice to keep hold of any certificates that your staff member earns. Certificates are the property of the person completing the training course or qualification
- Use the Academy so that both you and your staff member has access to any certificates



Key take-aways

- When you get the letter, please register
- Keep your data up to date
- Watch out for updates from us
- Call us if you need to understand anything at all



New education programmes for 2024



- Advocacy
- Auditing & Quality
- Evidencing & Action Planning
- Observations & Competency Assessments
- Supporting Relationships: Relationship and Sexuality Awareness
- Train the Trainer (funded for 2024)
 - Care induction
 - Medication
 - Care Planning
 - Mental Capacity
 - Safeguarding
 - Older People Positive Behaviour Support
- Care Culture CHAMPION
- Cultural Awareness
- Trainer CPD and networking
- New STAN+ - Mental Health, Older People, Adult Disability



Michelle Airey

Provider Voice

Provider voice

What are the three things worrying you about your business this year?

What would help you provide even better quality care?

What skills do you wish your workforce could attain?

Tabletop Discussion





PENINSULA



Unpacking the latest employment law changes affecting your care staff





Jay Smy
Business Development Manager



Joseph Gill
Peninsula Face2Face – Head of Operations



About Peninsula



Protecting employers for 40 years



Supports over 75,000 businesses worldwide



Working with SMEs and large employers



1M pieces of HR advice given per annum



Advice given 24/7



Handling tribunal cases for employers



Peninsula Face2Face



Disciplinaries

Let an HR consultant manage the complex disciplinary process for you – from start to finish.



Grievance meetings

When a third-party professional handles your employee's complaint, you remove bias and risk.



Capability reviews

Get your employee back on track with expert, in-person support.



Peninsula Face2Face

Appeals

TUPE Transfers

Exit Interviews

Probation reviews

Mediation

Culture reviews

Redundancy
consultations

Welfares & Return To
Works

Training





Did you know...

- April saw **10** employment law changes
- Some were brand new laws; others were updates
- Every one of them required action from employers

Here's what we'll cover

- ✔ Minimum Wage
- ✔ Carer's leave
- ✔ Pregnancy & redundancy
- ✔ Flexible working
- ✔ Paternity leave
- ✔ Holiday entitlement & holiday pay
- ✔ Statutory payments



Minimum wage

- ✓ 21/22-year-olds now caught by National Living Wage: £11.44 per hour
- ✓ Be aware of birthdays and apprenticeship anniversaries
- ✓ 17 employers in care sector recently “named and shamed” for underpaying
- ✓ Unpaid travel time; uniform/worker purchase of clothes to meet dress code; apprentice rate

NMw rates from 1 April 2024

	2023 rate	2024 rate
National Living Wage 21 and over (previously 23 and over)	£10.42	£11.44
18 to 20	£7.49	£8.60
Under 18	£5.28	£6.40
Apprentice	£5.28	£6.40





Carer's leave

- ✓ 6th April 2024
- ✓ One request per 12 months
- ✓ Unpaid
- ✓ “Long term care need”
- ✓ Policy, records, full management system
- ✓ Not to be confused with time off for dependants

Pregnancy and redundancy

Scenario

You're going through a redundancy exercise with your employees, and you've met with them once to inform them that they are at risk of being made redundant.

Then an employee informs you that they are pregnant.

Does this change anything?



Yes.....

- ✓ Rights for employees during a redundancy exercise changed on 6 April 2024
- ✓ You can still make them redundant, but you will need to take extra steps
- ✓ Extra caution will be needed from the moment they tell you they are pregnant, throughout maternity leave and on their return to work until 18 months after the baby is born
- ✓ Also applies to return from adoption leave and shared parental leave
- ✓ Failure to do this will increase your risk of a discrimination claim

Flexible working



New rules from 6 April mean that:

- ✔ You will get more requests – permitted from day one and number of requests employees can make per year will double
- ✔ Your paperwork needs to be reviewed – update your policy and your application forms; info required from employee will change
- ✔ You will need to deal with the request quicker – statutory timeline for dealing with requests will be cut by a third
- ✔ You need to try to find a compromise – must consult with employee before refusing a request

Paternity leave

When expected week of childbirth is after 6 April 2024 or when an employee will be absent

Expected date of adoption placement is on or after 6 April 2024

Much more flexibility to be built into the system

Employees won't lose their entitlement anymore

More uncertainty for you over when they will be taking leave



Holiday entitlement and holiday pay have changed.....

Irregular hours workers e.g. zero hours workers

Permanent irregular hours workers now accrue annual leave on the basis of 12.07% of hours worked.

You can only use from the start of new leave years on or after 1 April 2024.

Will involve a 'change to terms' process for existing employees.

Rolled up holiday pay is now allowed.

Statutory payments ...

Employees on sick leave: £109.40 to £116.75 from 6 April 2024

Also, those on maternity/paternity etc: £172.48 to £184.03 from 7 April 2024

Maximum week's pay for redundancy pay increases to £700 from 6 April 2024



Some interesting cases – constructive dismissal

The claimant started working for the respondent because she was friendly with the manager.

There was a heated argument where the manager shouted at the claimant:
“No wonder you have no friends”.

The claimant resigned and brought a claim for constructive unfair dismissal.

The claimant was successful.

The ET said that no employee should be spoken to like that. It was a personal attack which was a serious breach of the claimant’s employment contract that entitled her to resign.



Some interesting cases – unfair dismissal & discrimination

Following a stroke, the claimant, a Care Home Manager, asked to reduce her working days from 5 to 4 days a week. It was agreed to on a trial basis.

Two weeks after the trial started, she was required to attend a disciplinary hearing because of an alleged administrative error, then dismissed for gross misconduct.

The claimant brought claims of disability discrimination and unfair dismissal.

The ET held that it was a minor error which used as an excuse to dismiss.

The real reason, the ET found, was the flexible working request.

The claimant received £100,840.



Some interesting cases – unfair dismissal

A group of care home employees were dismissed because they failed to comply with the contractual Covid vaccine requirement policy.

They brought unfair dismissal claims.

The ET found that their dismissal was reasonable and proportionate.

They appealed the decision arguing that the ET did not properly assess the infringement on their human rights.

The appeal hearing is expected this year.



Looking forward...

- ✓ New law on TUPE (where a business is bought out or a service provision change takes place – consultation rules are changing in June
- ✓ New statutory code of practice on “fire and re-hire” coming on 18th June 2024
- ✓ New duty to prevent sexual harassment from October 2024
- ✓ Prime Minister announced plans to take responsibility for fit notes away from GPs

Useful Resources



With GLU, we've got every area of business support covered... giving you total peace of mind.

Allow GLU's leading experts to empower you and your teams with **Growth, Learning and Understanding.**

To find out more scan here



Any Questions?



Connect with us



Brunch





Bryony Morris





Safety and Improvement Process

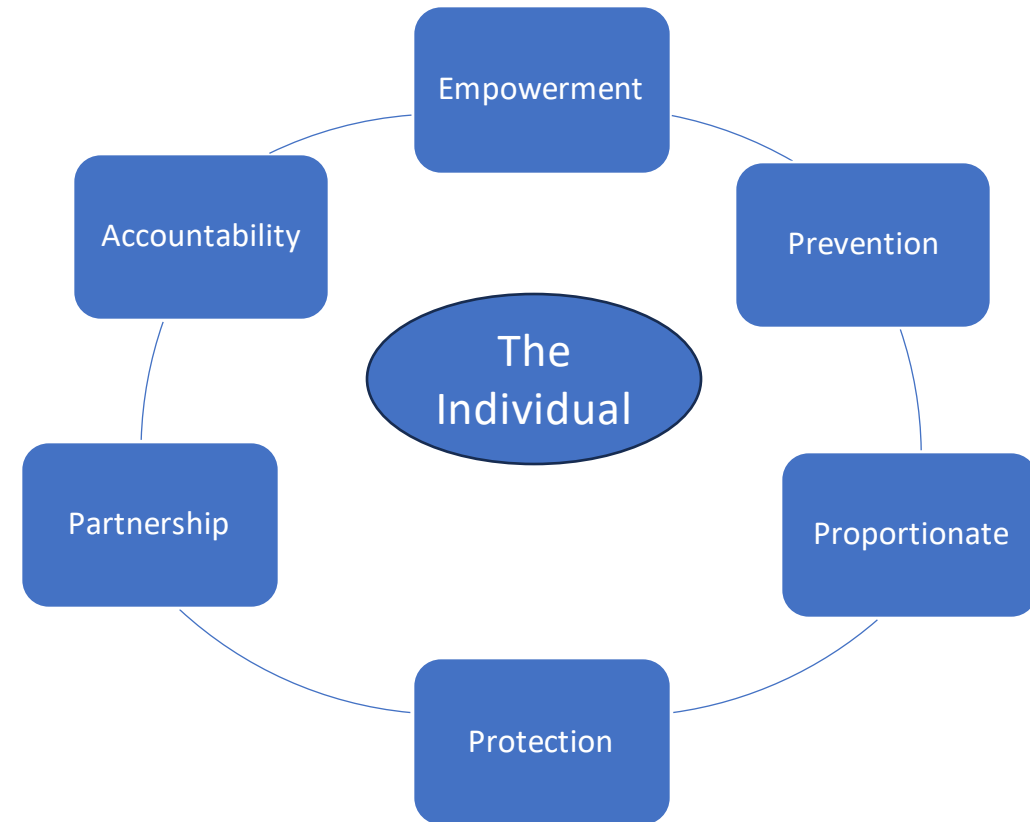
Bryony Morris

Head of Provider Monitoring and Assurance



Safety and Improvement Process Policy

- The Safety and Improvement Process was established in 2017
- Provides a formal multi-agency approach to ensuring safe and effective care across all Adult Care services in Hertfordshire
- The process ensures quality and contractual compliance is continuously assessed and reviewed while providing a mechanism for addressing and improving non-compliance and ineffective or unsafe service provision.



Who was involved?

- Several working groups made up of partners across Health and social care, including OP and ADS operational teams, commissioners, HPFT and ICB.
- Providers across a range of service types
- Review with an Expert by Experience across the whole policy
- Engagement and involvement from other key partners including HCPA, Healthwatch, Hertfordshire Fire and Rescue, CLCH and HCT.

Proposed Outcome

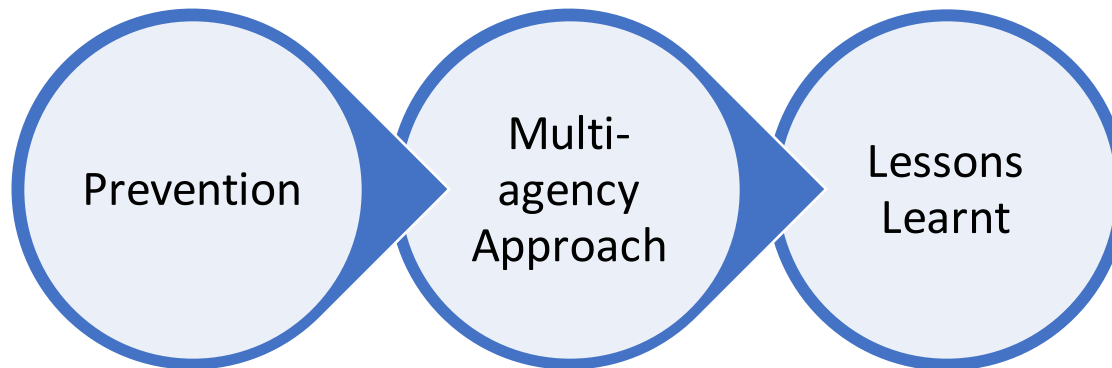
The outcome from the review of the SIP process will be to provide a co-produced multiagency policy and process for ensuring that care provision across Hertfordshire delivers safe and effective care for those who require it with clear mechanisms for addressing and supporting improvement through a multi-agency approach.

The revisions will ensure a system wide approach to ensuring the right mechanisms are agreed in relation to reviewing, escalating and addressing areas relating to safe and effective care, contractual compliance and continuous improvement for individuals receiving a care service in Hertfordshire which all agencies take responsibility for.

Prevention, reflection and identifying and embedding lessons learnt will be key to ensuring continuous improvement.

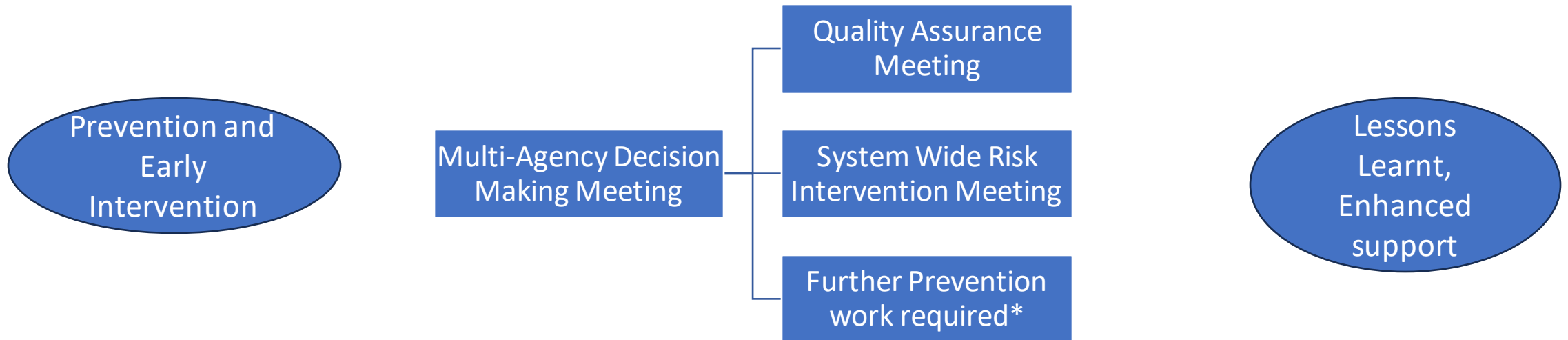
Key Changes

- Strengthening the **prevention** element of the policy
- Strengthening the **lessons learnt** and **continuous improvement** following a SIP to minimise providers falling back into the process.
- Improving the **reporting of SIPs at SQIG** (service quality improvement group) to focus on themes and triggers for clear actions across the partners attending this meeting.



Key Changes

- Changing the name of the 'SIP' meetings to a **System Wide Risk Intervention Meeting (SWIM)** so that the MDMM, QAM and SWIM sit under the umbrella term of SIP
- Changing the focus of QAMs to be more preventative to ensure there are **clearer distinctions** with the serious interventions and actions required at a SWIM
- A greater emphasis on the **individuals voice** influencing the process at every stage



Changes to Thresholds

The thresholds for meeting the requirement to be escalated into the Safety and Improvement Process should be triangulated to assess the impact on individuals. These include but are not limited to the following:

- Concerns arising reported, where the concern or pattern of concerns indicate a wider risk to individuals.
- Ineffective or concerns in relation to leadership, management, and oversight.
- Lack of quality and oversight of governance procedures.
- Concerns in relation to technical and clinical care which indicate an overarching risk.
- A significant injury or death, or a near-miss event, or potential for significant injury or death resulting from poor care or service delivery.
- Patterns or trends in care delivery, which can include ineffective infection, prevention and control measures, where remedial action is not taken or has had no impact and there are indications that adults are at risk of abuse or neglect.
- Notification from CQC of concern, enforcement action and/or expected Inadequate rating or local PAMMs rating of Poor.

Other Changes

- Ensuring Providers that are taken through the SIP service are based on **clear evidence against the thresholds**
- **Amendments to quoracy** to allow for senior health representatives to be included
- Expectation that **reports are shared in advance** and shared with the membership
- **Ability to take a Provider through the process** as opposed to multiple services for the same provider, at chairs discretion
- Clearly **outlining consequences** of SIP meetings, including embargo and termination of contracts
- Clearer **guidance** around Providers where there is **not a contractual relationship**.

Access to Policy

The revised policy can be found on the Hertfordshire Safeguarding Adults Board internet pages here:

[safety-and-improvement-process-2024.docx \(live.com\)](#)



Creating a cleaner, greener,
healthier Hertfordshire



RIDOUTS

CQC's New Regulatory Regime

Paul Ridout, Managing Director

30 April 2024



CQC's New Regulatory Regime

WHAT IS CHANGING?



WHAT IS CHANGING?

Provider Portal

- All your interactions with the CQC
- Faster, easier and more streamlined way to share information with the CQC
- March 2024 all Providers invited
- [CQC Guidance](#)



WHAT IS CHANGING?

CQC Teams

- Operations manager
- Assessors
- Inspectors
- Regulatory Co-ordinators
- Regulatory Officers
- Specialist Advisors
- Experts by Experience



WHAT IS CHANGING?

CQC Teams

Operations Managers

- Have oversight of the whole assessment team across all sector
- Have oversight of risk and systems in a local area
- Take some decisions around enforcement



WHAT IS CHANGING?

CQC Teams

Assessors

- Sector specialists
- Review data, information and notifications about your service
- Decide when to assess your service
- Collect and consider evidence



WHAT IS CHANGING?

CQC Teams

Inspectors

- Sector specialists
- Plan and carry out on-site assessment and enforcement action
- Involved in monitoring risk, scoring, writing reports and factual accuracy



WHAT IS CHANGING?

CQC Teams

Regulatory Co-ordinators

- Work across sectors
- Main point of contact for any enquiries for assessment teams
- Triage information and collect evidence



WHAT IS CHANGING?

CQC Teams

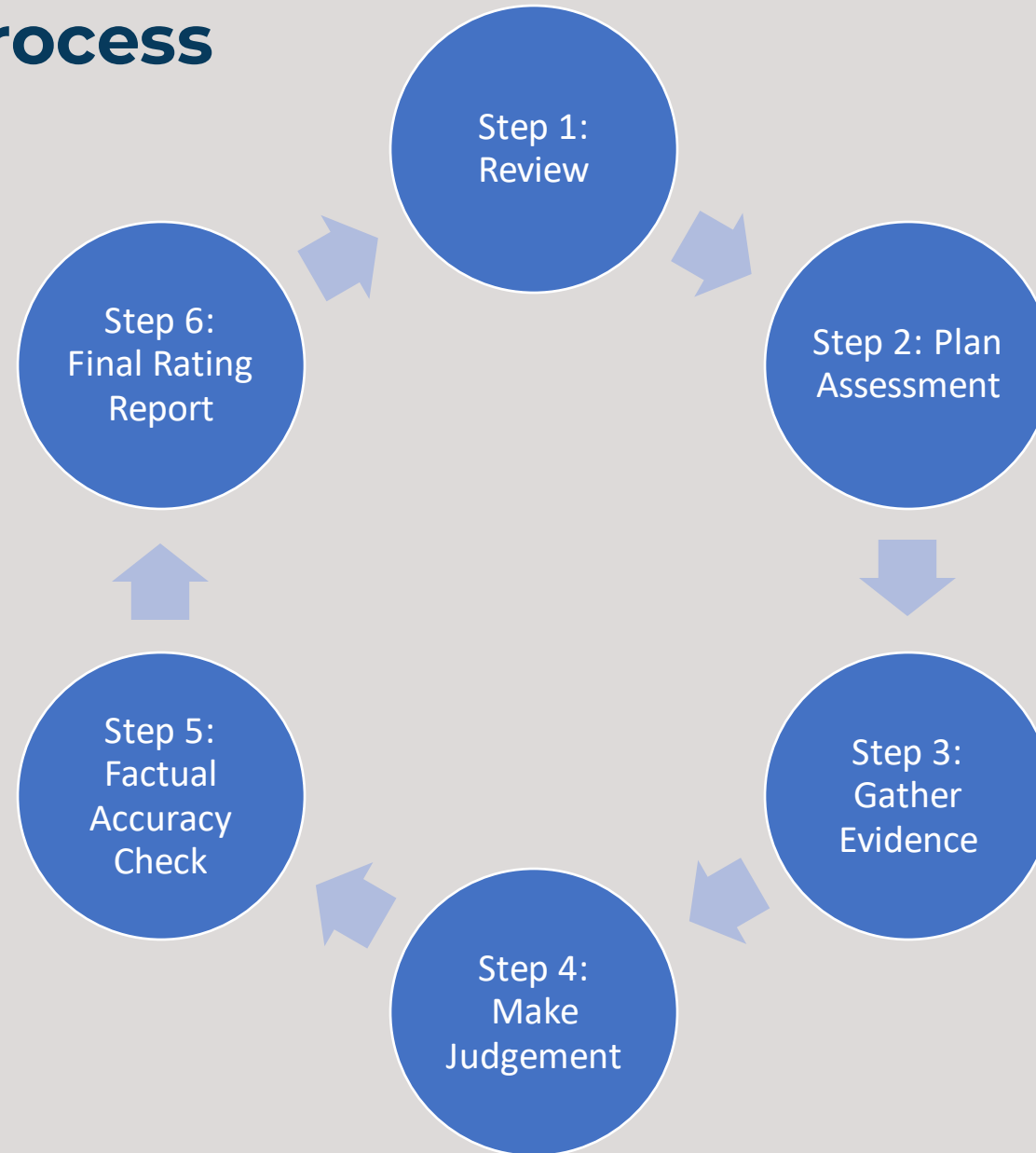
Regulatory Officers

- Support administrative duties
- For example, inspection planning and gathering the experiences of people using services.



WHAT IS CHANGING?

Assessment Process



WHAT IS CHANGING?

CQC's Single Assessment Framework

Our framework will assess providers, local authorities and integrated care systems with a consistent set of key questions, from registration through to ongoing assessment

Aligned with "I" statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as "We" statements; the standards against which we hold providers, LAs and ICSs to account


People's experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



WHAT IS CHANGING?

Quality Statements

- <https://www.cqc.org.uk/about-us/how-we-will-regulate/five-key-questions-and-quality-statements>
 - Replace KLOES, prompts and rating characteristics
 - ‘We’ and ‘I’ statements fall under each Quality Statement
 - Link to Regulations
 - The Health and Social care Act 2008 (Regulated Activities) Regulations 2014
 - Care Quality Commission (Registration) Regulations 2009
- 

WHAT IS CHANGING?

Quality Statements Example:

Assessing needs

'We' statement

- 'We' maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them

'I' statements

- I can get information and advice about my health, care ...
- I have care and support that is co-ordinated...
- I have care and support that enables me to live as I want to...



WHAT IS CHANGING?

Priority Quality Statements

- Set of quality statements that are given priority
- Move towards being proactive rather than reactionary
- Priority Quality statements will represent the minimum scope to a routine assessment over a period of 1-2 years



WHAT IS CHANGING?

Evidence Categories - under each Quality Statement:

1. People's experience of health and care services
2. Feedback from staff and leaders
3. Feedback from partners (stakeholders)
4. Observation
5. Processes
6. Outcomes



WHAT IS CHANGING?

No 'Outcomes' Quality Statements for adult social care

Outcomes

Are

Outcomes with a 'capital O' - referring to nationally available data sets

Not

outcomes with a 'small o' - seen through the People's Experiences quality statement and data on levels of satisfaction



CQC's NEW REGULATORY REGIME

- What is changing (continued)
 - Scoring and Rating
 - Reports
- Timelines
- Preparing for change
 - Assessment
 - Evidence
 - First Scores
 - FAC



WHAT IS CHANGING?

Ratings



WHAT IS CHANGING?

Ratings

Evidence Score

- 4 - Exceptional Standard
- 3 - Good Standard
- 2 - Some Shortfalls
- 1 - Significant Shortfalls

Quality Score

- Combine Evidence Scores to reach a total Quality Statement Score
- 25-38% = 1:Inadequate
- 39-62% = 2:Requires Improvement
- 63-87% = 3:Good
- 87%+ = 4:Outstanding

Key Question Score

- 25-38% = 1:Inadequate
- 39-62% = 2:Requires Improvement
- 63-87% = 3:Good
- 87%+ = 4:Outstanding



WHAT IS CHANGING?

Evidence Score - Caring Key Question Example

Kindness, compassion & Dignity	
Evidence category	Rating
People's experience	4
Feedback from staff and leaders	4
Feedback from partners	2
Observation	3
Processes	3
Outcomes	4
TOTAL	
%	
Rating	

Treating, people as individuals	
Evidence category	Rating
People's experience	3
Feedback from staff and leaders	2
Feedback from partners	2
Observation	1
Processes	3
Outcomes	3
TOTAL	
%	
Rating	

Independence, choice and control	
Evidence category	Rating
People's experience	2
Feedback from staff and leaders	4
Feedback from partners	3
Observation	3
Processes	3
Outcomes	3
TOTAL	
%	
Rating	

Responding to people's immediate needs	
Evidence category	Rating
People's experience	4
Feedback from staff and leaders	4
Feedback from partners	3
Observation	2
Processes	2
Outcomes	2
TOTAL	
%	
Rating	

Workforce wellbeing and enablement	
Evidence category	Rating
People's experience	3
Feedback from staff and leaders	3
Feedback from partners	4
Observation	4
Processes	3
Outcomes	3
TOTAL	
%	
Rating	

WHAT IS CHANGING?

Ratings

Evidence Score

- 4 - Exceptional Standard
- 3 - Good Standard
- 2 - Some Shortfalls
- 1 - Significant Shortfalls

Quality Score

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WHAT IS CHANGING?

Quality Score - Caring Key Question Example

Kindness, compassion & Dignity	
Evidence category	Rating
People's experience	4
Feedback from staff and leaders	4
Feedback from partners	2
Observation	3
Processes	3
Outcomes	4
TOTAL	20/24
%	83%
Rating	Good (3)

Treating, people as individuals	
Evidence category	Rating
People's experience	3
Feedback from staff and leaders	2
Feedback from partners	2
Observation	1
Processes	3
Outcomes	3
TOTAL	14/24
%	58%
Rating	RI (2)

Independence, choice and control	
Evidence category	Rating
People's experience	2
Feedback from staff and leaders	4
Feedback from partners	3
Observation	3
Processes	3
Outcomes	3
TOTAL	16/24
%	66%
Rating	Good (3)

Responding to people's immediate needs	
Evidence category	Rating
People's experience	4
Feedback from staff and leaders	4
Feedback from partners	3
Observation	2
Processes	2
Outcomes	2
TOTAL	17/24
%	71%
Rating	Good (3)

Workforce wellbeing and enablement	
Evidence category	Rating
People's experience	3
Feedback from staff and leaders	3
Feedback from partners	4
Observation	4
Processes	3
Outcomes	3
TOTAL	20/24
%	83%
Rating	Good (3)

WHAT IS CHANGING?

Ratings

Evidence Score

- 4 - Exceptional Standard
- 3 - Good Standard
- 2 - Some Shortfalls
- 1 - Significant Shortfalls

Quality Score

- Combine Evidence Scores to reach a total Quality Statement Score
- **25-38% = 1 :Inadequate**
- **39-62% = 2 :Requires Improvement**
- **63-87% = 3 :Good**
- **87%+ = 4 :Outstanding**

Key Question Score

- 25-38% = 1 :Inadequate
- 39-62% = 2 :Requires Improvement
- 63-87% = 3 :Good
- 87%+ = 4 :Outstanding



WHAT IS CHANGING?

Ratings

Evidence Score

- 4 - Exceptional Standard
- 3 - Good Standard
- 2 - Some Shortfalls
- 1 - Significant Shortfalls

Quality Score

- Combine Evidence Scores to reach a total Quality Statement Score
- 25-38% = 1:Inadequate
- 39-62% = 2:Requires Improvement
- 63-87% = 3:Good
- 87%+ = 4:Outstanding

Key Question Score

- **25-38% = 1:Inadequate**
- **39-62% = 2:Requires Improvement**
- **63-87% = 3:Good**
- **87%+ = 4:Outstanding**



WHAT IS CHANGING?

Key Question Score - Caring Key Question Example

Quality Statement	Score
Kindness, compassion & Dignity	3
Treating, people as individuals	2
Independence, choice and control	3
Responding to people's immediate needs	3
Workforce wellbeing and enablement	3
Total score	14/20
%	70%
Rating	Good

The CQC calculate a percentage score by dividing the total (in this case 14) by the maximum possible score. For the Care key question, this is 5 quality statements multiplied by the highest score for each statement which is 4. So the maximum possible score is 20.

Here, the percentage score is 70% (14 divided by 20)

Using the thresholds, this key question falls within 63 % and 87%.

The Caring key question is rated Good

WHAT IS CHANGING?

Rating Limiters

- New [Guidance](#) states:

“If the key question score is within the:

Good range, but there is a score of 1 for one or more quality statement scores, the rating is limited to **requires improvement**;

Outstanding range, but there is a score of 1 or 2 for one or more quality statement scores, the rating is limited to **Good.**”

- Old rating limiters related to Well-Led and also overall to RI if there was a breach of regulations in any domain.



WHAT IS CHANGING?

Ratings

- Scores will indicate upper and lower threshold of rating
- Percentage scores used as benchmarking
- CQC can update evidence and quality statement scores at any time
- CQC can update ratings at any time



WHAT IS CHANGING?

Reports

- Shorter inspection reports
- Collection of summaries
- Include benchmarking information
- Standard template text remains
- Written for the public, not the Provider



WHAT IS CHANGING?

Reports

[Abigail Court \(Domicillary Care\)](#)

“We looked at 5 quality statements; Safeguarding; Involving people to manage risks; Safe and effective staffing; Independence, choice and control and Equity in experiences and outcomes.”



WHAT IS CHANGING?

Reports

[Abigail Court \(Domicillary Care\)](#)

Safeguarding (in Safe Key Question)

“There were effective systems, processes and practices to ensure people were safe from the risk of harm and abuse.

Staff understood their responsibilities to keep people safe. One staff member said, “I would always raise any concerns and speak up if I had a problem.” Leaders notified the local authority and CQC of any safeguarding concerns where required.

People told us they felt safe and confident to raise any concerns they might have.”



TIMELINES

End of transition period – June/July 2024

Until end June 2024

- Regularly review the new SAF

Start July 2024

- Decide new frequencies of assessment
- Publish Priority Quality Statements
- Publish detailed schedule for planned assessments



PREPARING FOR CHANGE

Guidance and toolkits

- **CQC** guidance '[Our New Approach to Assessment](#)' cover quality statements and evidence categories
- **Skills for Care** toolkits '[Good and Outstanding \(GO\) online inspection toolkit](#)' cover the current CQC Assessment Framework and new SAF
- Helpful for providers if they want to prepare for CQC's new monitoring & inspection regime.



PREPARING FOR CHANGE

Assessment - Thresholds

- **Outstanding** – terms like ‘Creative/innovative/going the extra mile/good levels of person-centred care
- **Good** – The Quality Statements are pinned at ‘Good’ level
- **Requires Improvement** – Sometimes/not always/possible regulation breaches
- **Inadequate** – Level of care ‘not happening’/regulation breaches



PREPARING FOR CHANGE

Feedback

- People's experience
- Feedback from staff and leaders
- Feedback from partners



PREPARING FOR CHANGE

Feedback - People's experience

- Phone calls
- Emails
- Complaints
- Compliments
- Survey results
- “Give feedback on care” forms
- Interviews with residents and relatives
- Focus groups



PREPARING FOR CHANGE

Feedback - Feedback from partners

- Interviews
- Engagement events



PREPARING FOR CHANGE

Observation - On-site assessments / inspections

- How staff interact with people
- The environment
- Equipment and premises



PREPARING FOR CHANGE

Off-site activity

- Annual PIR using existing collection method
- Online reviews of clinical records
- Direct requests for evidence
- Online interviews with staff
- *“Providers do not need to submit evidence to us proactively. We will ask you for anything we need.”*



PREPARING FOR CHANGE

Processes - Governance

- Systems and processes
- Policies and procedures
- Visions and strategy and SOP
- Financial viability and Business Continuity
- Quality assurance and Auditing
- Quality initiatives
- Improvement plans
- Training and competency assessments
- Risk management
- Equality and Diversity
- Incidents investigations



PREPARING FOR CHANGE

First Score

“For each of the quality statement we look at, we will collect evidence and score all the relevant evidence categories. This means the scores for those quality statements will be entirely based on our new assessment.”



PREPARING FOR CHANGE

First Score – Old rating converted to a score

First Score	Current Key Question Rating
4	Outstanding
3	Good
2	Requires Improvement
1	Inadequate



PREPARING FOR CHANGE

First Score – Tweaks

- ‘Workforce wellbeing and enablement’ quality statement uses your old Well Led rating
- ‘Care provision, integration and continuity’ quality statement uses your old Well Led rating
- Providing information quality statement uses your old Effective rating
- No score is given for the quality statement ‘Environmental Sustainability’, as it is not something you have been expected to look at so far.



PREPARING FOR CHANGE

Factual Accuracy Comments

- **CQC's aim:**

“Providers will be able to review our draft inspection judgements through an improved process for checking the factual accuracy of draft reports”

- **Reality:**

- Shorter, more succinct reports
- But is the on-going Assessment an Inspection?
- But if CQC does carry out an inspection it HAS to produce an inspection report



WHAT IS CHANGING?

Factual Accuracy Comments - Example

- Title - *Care Quality draft assessment for [xxx]*
- Summary - *The service is not performing as well as it should and we have told the service how it must improve*
- Section – *‘Overall People’s Experience’*
- Key Question summary – *This service was not always [safe]*
- Scoring – *Quality statements 3 (Good), Key Question RI, Overall RI*



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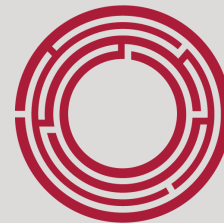
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Ridouts Professional Services Ltd



Jackie Taylor

Head of Business Development

and

René Rogers

Business Development Coaching Manager

Services We Offer



Business Development Business Coaching

- Executive Coaching
- New:
- Supervision for Managers
- Grow Your Business



Business Development Inspection & Monitoring Support

- Pre-Inspection**
- New:
- CQC Single Assessment Evidence Categories Tool
- Post-Inspection**
- Action Planning Support
- Governance & Quality Assurance
- Coming Soon:**
- PAMMs Monitoring Tool



Business Development Business Continuity Planning

- ACE



Business Development Impartial Feedback Service

- Stakeholder Feedback on service



Business Development Culture

- 6 C's Culture Check
- Swell
- New:
- Cultural Values in Care Survey



Business
Development
Business Coaching

René Rogers

Business Development
Coaching Manager

Business Coaching has 3 main services within the offer:

- Executive Coaching

New

- Supervision for Managers / Nominated Individuals

- Grow Your Business

Executive Coaching

HCPA offer Executive Coaching to help providers reach their chosen goals.

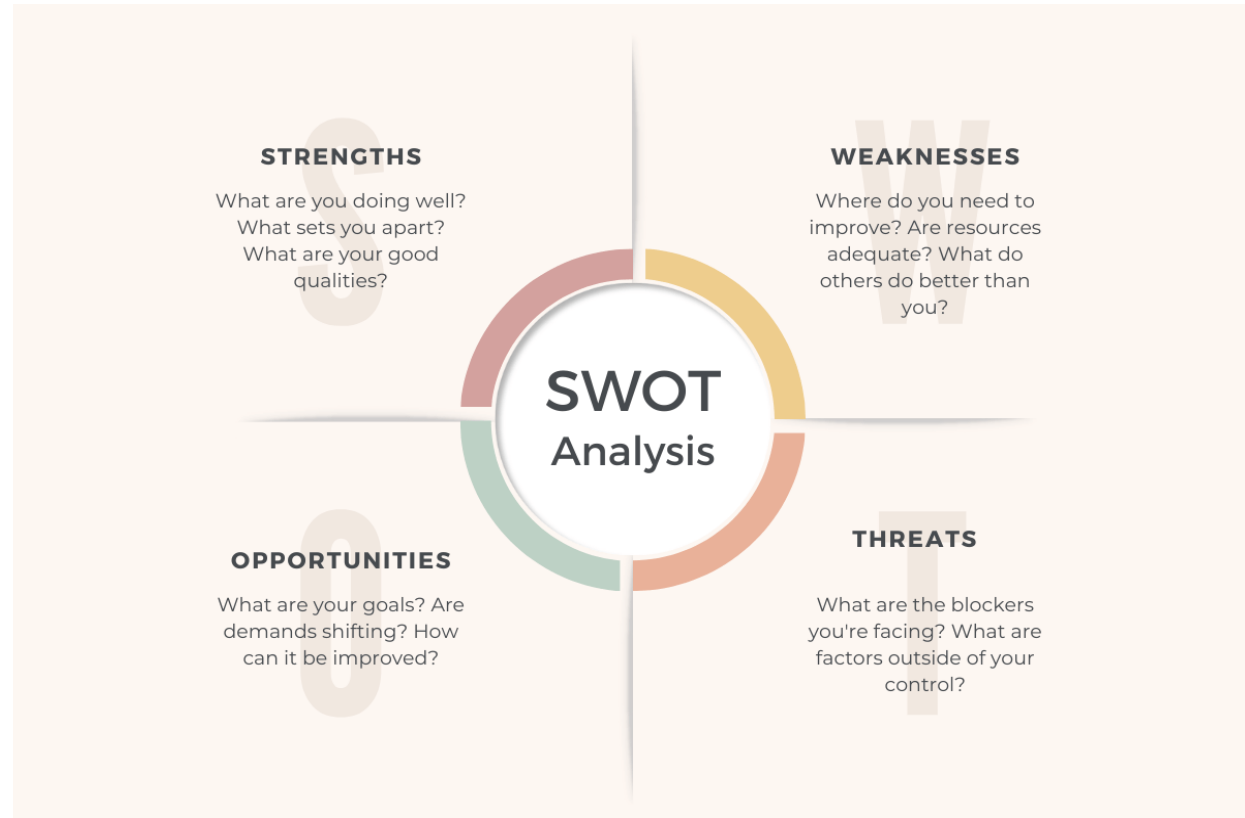
The sessions are designed to improve workplace performance by focusing on the specific goals set, and the competencies and skills required to achieve them.

There are currently 5 x 60 min sessions on offer (funded), and it is suggested intervals of between 1-4 weeks between sessions works best.



During a typical coaching session we may use the following tools:

- GROW Model
- SWOT Analysis
- Wheel of Work



Supervision for Registered Managers/Nominated Individuals

HCPA are now offering Supervision for Registered Managers who are also the Nominated Individuals.

Our offer includes 5 x supervisions a year, to have bi-monthly, and an annual appraisal at the end of the year.

By actively engaging in HCPA's Supervision for Managers programme, you are demonstrating that you take your own professional development seriously and can demonstrate on-going CPD.



**Personal
Wellbeing**

**Objectives
and KPI's**

**Business
Focus**

**Leadership
Focus**



Grow Your Business

Starting or managing a care business is an exciting and rewarding venture, however it also needs careful planning. It is important to know where to begin and where to find the right information to ensure the success of the business.

HCPA are offering this service to support the provider with the following areas:

- **PHASE 1:** Business Start Up – signposting only
- **PHASE 2:** Governance Health Check
- **PHASE 3:** Review of Business Plan, Marketing Plan, Financial Forecasting, Staffing, Recruitment & Retention | SWOT Analysis
- **PHASE 4:** Business Growth Ideas Generation | Short/Long Term Action Planning | Support Network/Partnerships

5 sessions in total with pick and mix options for some phases





Business
Development
Inspection & Monitoring
Support

- Pre & Post Inspection Support
- Governance & Quality Assurance

New

- CQC Single Assessment Framework Evidence Categories
- Coming soon: PAMM's Inspection Tool



Pre-Inspection

- 5x 2 hr sessions (trial) working through the new CQC single Assessment Framework Evidence Categories Tool we have developed that maps out which of the 6 evidence categories are required for each quality statement based on your service type.



The image shows a hand holding a magnifying glass over a tablet. The tablet displays a table titled "Evidence categories" with several columns and rows. The magnifying glass is focused on the first row of the table, which is highlighted in yellow. The text in the magnified area includes "People's experience of health and care services", "In place Y/N", "Feedback from people collected by CQC, the provider, local community groups and other stakeholders", and "Give feedback on care".

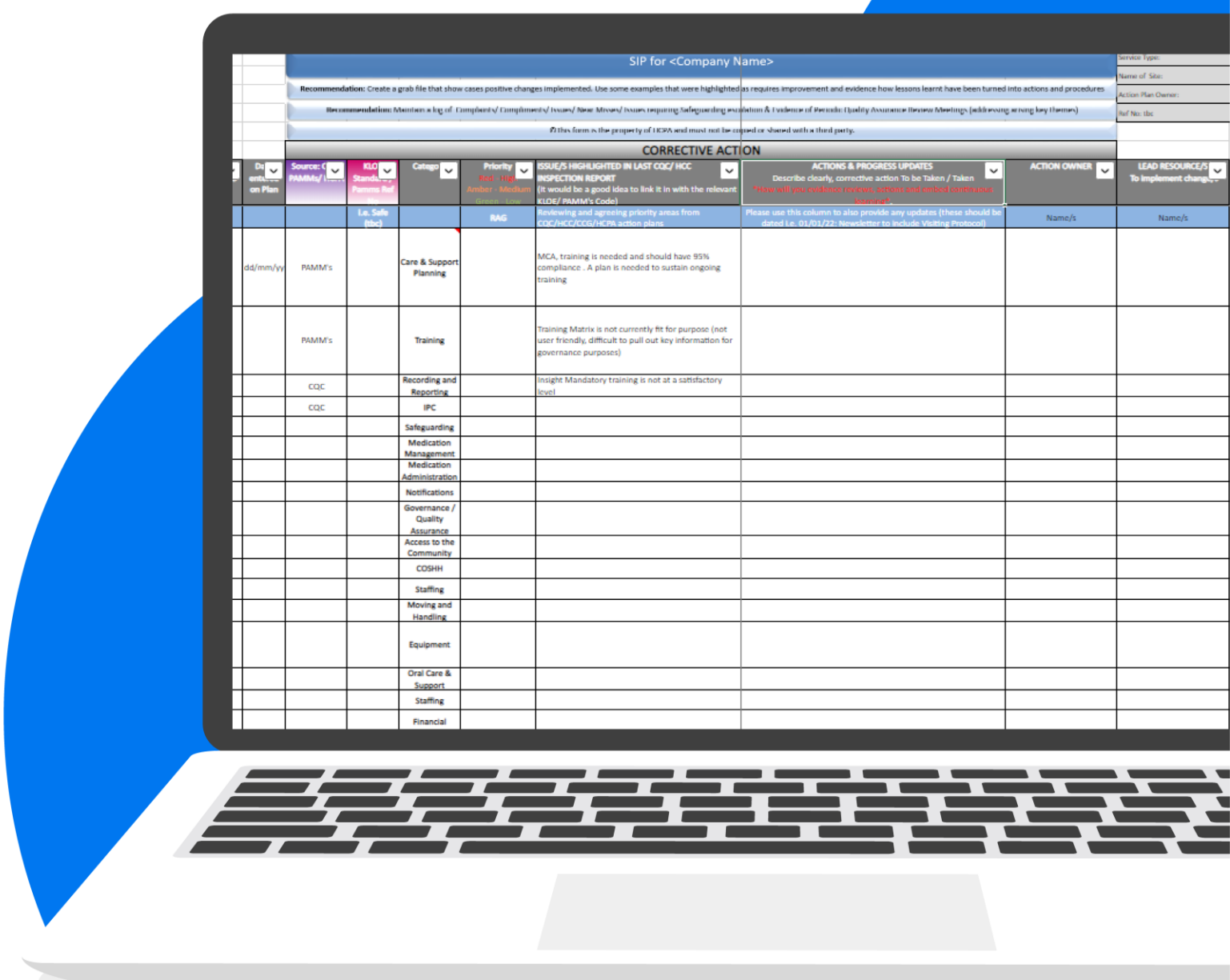
	Feedback from Staff and Leaders	In place Y/N	Where can this evidence be found?	Which staff are aware of this and how?
People's experience of health and care services				
Feedback from people collected by CQC, the provider, local community groups and other stakeholders	Feedback from staff collected by CQC and the provider			
	Feedback from leaders			
	Whistleblowing			
Give feedback on care	Feedback from staff collected by CQC and the provider			
	Feedback from leaders			
	Whistleblowing			
	Feedback from staff collected by CQC and the provider			
Give feedback on care	Feedback from leaders			
	Whistleblowing			
Feedback from people collected by CQC, the provider, local community groups and other stakeholders	Feedback from staff collected by CQC and the provider			
Give feedback on care	Feedback from leaders			
	Whistleblowing			



Post-Inspection

- 3 x 2 hr sessions

- Action Planning/ Service Improvement Planning for PAMMS and CQC





Business
Development
Business Continuity
Planning



- BCP consists of 8x 1hour weekly sessions
- BCP Tool was developed as a result of a HCC led steering group
- Good feedback from regulators for Providers who have completed the support / developed robust BCPs



Business Continuity Plan Toolkit

for Care Providers

DOCUMENT CONTROL INFORMATION

Name of service	<Enter company name>
Author/ Lead	<Enter full name>
Version Number	<Enter version number>
Date of Last Review/ Update	<Enter date and state if it was just reviewed or if it was updated>
Date of Next Review	<Enter date>
Review Frequency	<This should be annual and as and when. Best practice would be every quarter to ensure key information is updated>
Testing Exercises	<p>List 4 planned testing exercises for potential BCP threats that could occur in the year</p> <p><Be specific: Provide a timeline for when your BCP will be tested and how i.e. desktop as well as real life i.e. periodic fire drills (specify frequency)></p> <p>e.g. January: Fire Drill - Full Mock evacuation, residents and staff.</p> <p>e.g. October: Test adverse weather threat, this will be tested within a monthly team meeting as a desktop exercise</p> <p>Note: be strategic, test scenarios based on the time that they are likely to occur</p>

Grab Bag Checklist

BCP Master

Testing/Incident Log

Action Cards



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CONTENT PAGE

Section	Page No
Document Control	
Business Continuity Plan (BCP) Response Team - Key Contacts	
Escalation Process Workflow Chart	
Other Useful Contacts	
Service User One Page Profile (& NOK, POA) Contact & Info	
Staff One Page Profile/ Contact Details	
Business Priorities - Business Impact Analysis	
Risk Priority Key	
Critical Level Key	
Business Continuity Threats and Mitigations	
Critical Business Functions that must be operational	
Business functions /areas can be temporarily postponed during emergencies	
Business functions /areas can be temporarily postponed during emergencies	





BUSINESS CONTINUITY PLAN (BCP) RESPONSE TEAM - KEY CONTACTS

Name	Surname	Role	Contact Number (Office and Mobile)	Threat Lead For	Can They Invoke The BCP	Who will deputise in their absence?
<Enter Name>	<Enter Surname>	<Enter Role >	Number & state if work phone>	<Enter Threat i.e. Fire drill>	<Enter Either Yes or No>	<Enter Name >
				All Threats		
Notification Procedure	<Enter details of who, what, how and why for example: Contact Manager in the first instance by phone or in person, informing them of incident. Manager will then notify the Director by phone or in person and a decision is made to invoke the BCP and signpost to the relevant threat lead who refers to the relevant threat based action cards for detailed guidance, Logs the issue and arranges a debrief to capture lessons learnt which they then share with the wider team.>					

Be sure to consider shift patterns





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OTHER USEFUL CONTACTS

Organisation - Be specific, include their name here	Primary Contact Name (if known)	Contact Number (Office and Mobile)	Policy/ Reference Number	How often is the arrangement reviewed
Insurance Company - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Transportation - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Alternate Accommodation - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Catering - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Alternate Catering - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
PPE Supplies - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Alternate PPE Supplies - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Equipment Supplies and Servicing - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Temporary/ Staffing Agency - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Pharmacy & Alternate Pharmacy if needed - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
IT Support - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Gas Supplier - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Electricity Supplier - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	
Internet Supplier - <Enter company name>	<Enter Full Name or Customers Service >	<Enter Number>	<Enter details>	





BUSINESS PRIORITIES

Risk Probability:

High: Means, expected to occur in most circumstances

Medium: Means, fairly likely to occur at some time

Low: Means, unlikely to occur but could do so at some time

Business Impact:

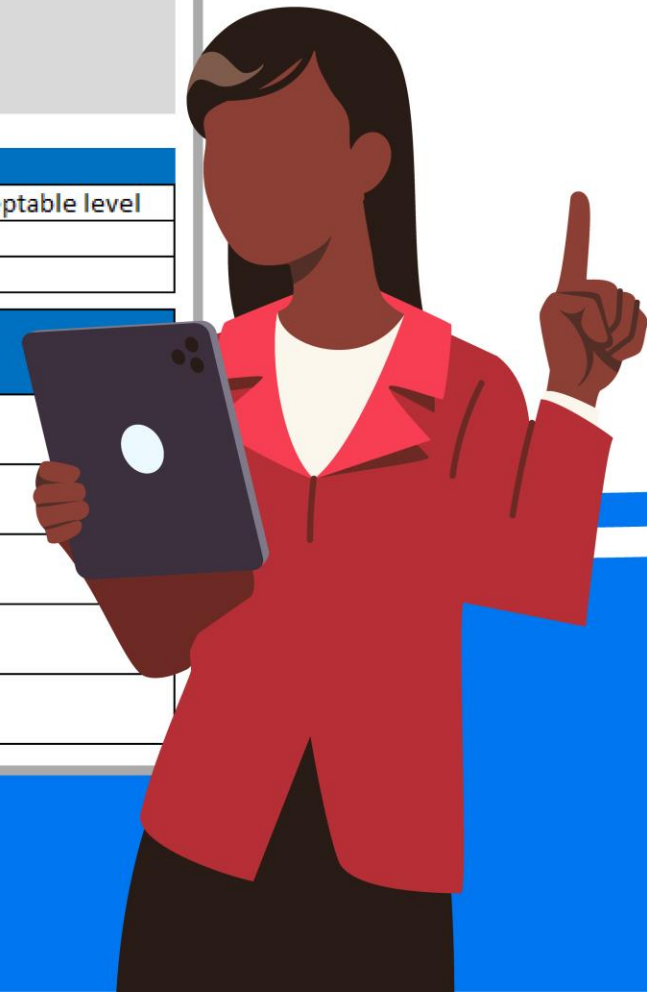
High: Would cause a major disruption to the service, would affect clients

Medium: Would cause noticeable disruption, may affect clients

Low: Would cause insignificant disruption, may not affect clients

Risk Priority Key	Measures Required
1-High/ High & Med/ High & Low/ High	Requires active management and control to manage the risk down and maintain exposure to the risk at an acceptable level
2-High/ Med & Med/ Med & Low/ Med	Requires contingency planning with early warning mechanisms and risk mitigation
3- High/ Low & Med/ Low & Low/ Low	Requires periodic review and assessment of risk

Critical Level Key	Maximum Allowable Down Time (Include time it would take to restore the function to full operation)	This is Optional
1	Activity to be restored within 1 hour	functions that need to be restored in this time frame
2	Activity to be restored within 24 hours	functions that need to be restored in this time frame
3	Activity to be restored within 3 working days	functions that need to be restored in this time frame
4	Activity to be restored within 7 working days	functions that need to be restored in this time frame
5	Activity to be restored post 7 working day	functions that need to be restored in this time frame



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BUSINESS CONTINUITY THREATS

Threat	Business Issue (if the threat becomes a reality)	Risk Probability	Business Impact	Risk Priority	Critical Level	Controls Required	Who is the Threat owner / who will deputise in their absence?	Notes
Threat/ Category	What is the Potential Issue	High Medium Low	High Medium Low	Please use dropdown list	Select from section above	List all mitigating actions	<Enter Name >	Be sure to demonstrate proactive mitigation to minimise the impact of the treat occurring
Access to building Prohibited due to flood		Medium	Low	3- Med/ Low	2- 24 hrs			
Access to building Prohibited due to fire		Medium	High	1. Med/ High	2- 24 hrs			
Access to building Prohibited due to lost keys		Medium	High	1. Med/ High	2- 24 hrs			

Action Card Gas Leak		
Triger/s	<State triggers e.g. smell gas>	
	Weekdays 9am-2pm Maintenance Person To Take Control of Incident	
Step	Procedure if you smell gas:	
Step 1	If you smell gas	
Step 2	Do not turn on/off light switches or anything else that may cause a spark	
Step 3	Check the gas isn't left on in the kitchen. If it is, turn off and open windows	
Step 4	If cause is unknown, turn main gas supply off. This is located in the cupboard under the staircase	
Step 5	Open windows, close fire doors and move residents in the vicinity to the fire zones which is : <enter detail of where that is, which should be away from the affected area>	
Step 6	The heating will stop working. Follow the Power supply failure plan to ensure residents are kept warm- do not use electric heaters in the zones where the gas is (boiler room, kitchen, laundry room and the rooms directly above these as an example)	
Step 7	If the above has not rectified the issue, Call the Gas Emergency Number <enter the number i.e. 0800 111 999> and advise them that there is a gas leak	
Step 8	Do Not smoke or use any flames within the home	
Step 9	Inform the oncall manager of the situation <enter their name and contact details>	
Step 10	Procedure for restarting the boiler: once the gas company has advised that it save to do so, restart the boiler -Flashing blue light indicates that the boiler has cut out -Step1 - Pull down the front flap -Step 2 - turn the dial anti-clockwise (until it clicks) to reset position for 10 seconds -Step 3 - Wait till the boiler restarts, a blue light should be on continuously along with a small green light. The boiler should now be reset, if it is not, repeat step 1-3.	
Step 11	Incident close down procedure: BCP lead ensures that the incident has been logged, conducts a debrief and discusses lessons learnt and reviews the BCP if required	Generic
Step 12	Communication: Thank the team that have helped, learning shared with wider team including service users and their families or friends	Generic





**Business
Development**
Business Continuity
Planning

The Consequences of not having a business continuity plan can include some or all of the following:

- Business interruption
- Supply chain failure
- Injury or death
- Financial loss
- Employee productivity
- Business reputation

What are our providers saying?

Business Continuity Planning

We have a brand new BCP in place, which is much more user friendly and detailed than what we had in place previously.

- NOUVITA





Business
Development
Business Continuity
Planning

- ACE – This service compliments our BCP offer



Business
Development
Impartial Feedback
Service

Stakeholder Feedback



Business
Development
Culture

6 C's Culture Check

Swell

New:
Cultural Values in Care
Survey

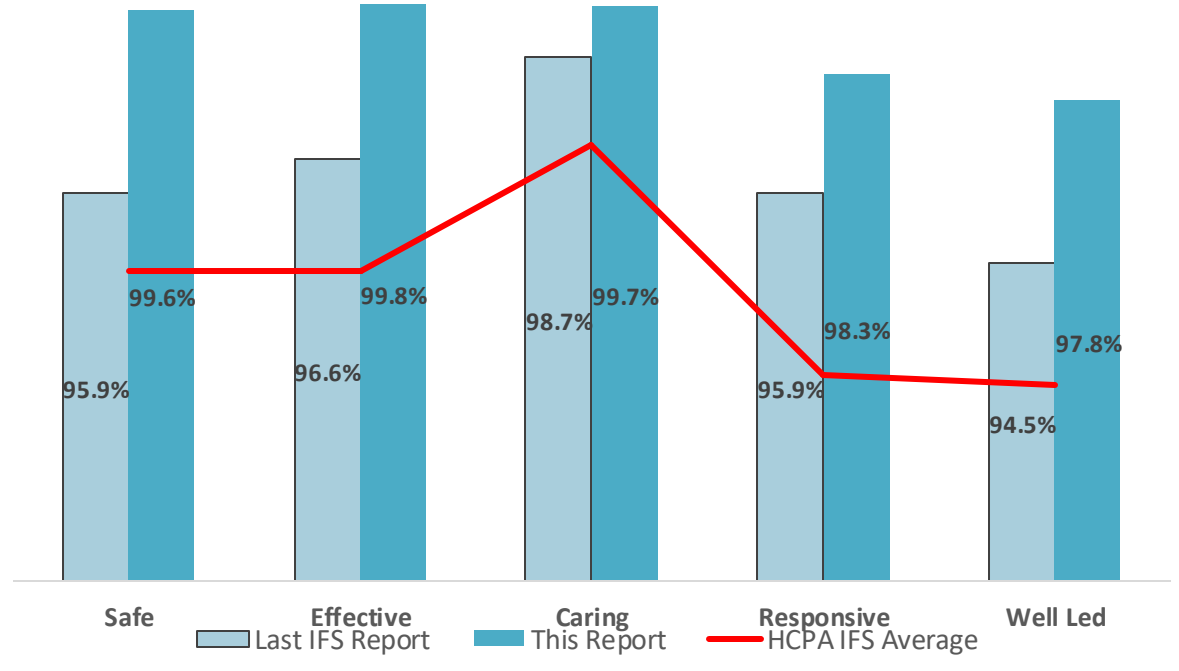
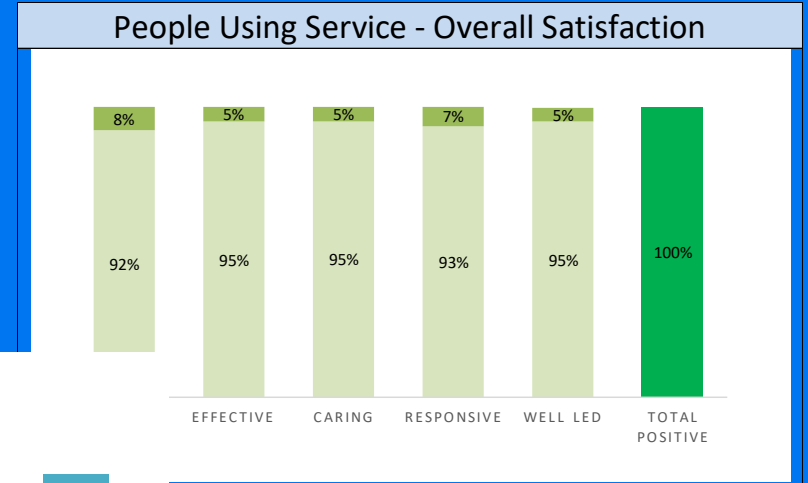
Impartial Feedback Service



Action	Links
Utilise NICE assessment tools to help your organisation with the actions that have been identified from the survey:- Safe 3. The service may be understaffed, in which case it is recommended that you utilise the HCPA Recruitment Service - it is currently free to members and the team will support you in all aspects of recruitment. If you are currently using the service and have any feedback on the service, please do get in touch.	https://www.nice.org.uk/guidance/published?type=sc https://www.hcpa.info/herts-good-care/

Safe 3. To support the provision when staffing is short, it is suggested that you set up agreements with recruitment agency in readiness for any error we have set up our Agency Charter of Excellence where we have identified agencies that will not meet standards. follow the link to see agencies not meeting standards.

Safe 3, If you are struggling to retain staff, please review the culture within the organisation, to help areas that can be improved. The 6C's culture can help you with this. For more information follow the link to our website and contact the Business Development team.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	8%	92%	0%	0%	0%	100%
Effective	5%	95%	0%	0%	0%	100%
Caring	5%	95%	0%	0%	0%	100%
Responsive	7%	93%	0%	0%	0%	100%
Well Led	5%	95%	0%	0%	0%	100%
TOTAL	100%					

The chart above represents the overall level of satisfaction recorded by People Using Service. The 'TOTAL' column represents all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Loyalty Matrix

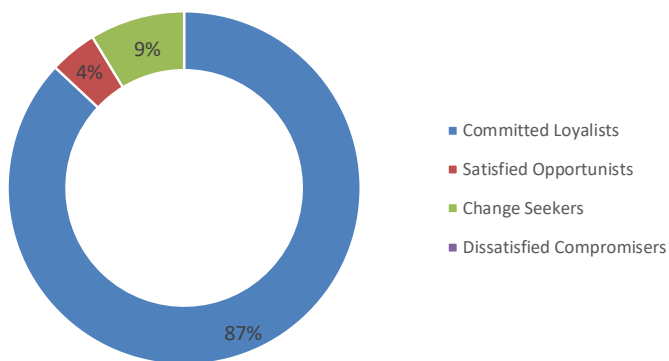
By combining overall job satisfaction and an employee's anticipated tenure (that is, how long they believe they will stay at that organisation) we can calculate a Loyalty Matrix which gives an even stronger sense of how employees feel about their jobs.

WHAT DO THE GROUPS IN THE LOYALTY MATRIX MEAN?

Committed Loyalists	These are the employees who are highly satisfied with their jobs and have a long-term intention to stay with their organisation. Through the positive contributions they make to productivity, customer satisfaction, the morale of their co-workers and ultimately, to their organisation's financial performance and overall success, they are the foundation of their organisation's human capital.
Satisfied Opportunists	These employees are satisfied with their jobs but are not deeply committed to the organisation in the long-run. As a result, they are both an asset and a liability. They are happy and productive workers, but they represent a risk of employee turnover. Their lack of commitment to their organisations means that they can be lured away by other employers.
Change Seekers	These employees are actively on their way out of their organisations, lacking both commitment and intention to stay. They are apt to be less productive than their more committed colleagues and may also be a drag on the morale of those around them.
Dissatisfied Compromisers	These are the employees who, due to high turnover costs, they may seek to leave by lowering the morale of others.
	Care Staff
Committed Loyalists	16
Satisfied Opportunists	1
Change Seekers	2
Dissatisfied Compromisers	

Example

March 2024



Loyalty Assessment

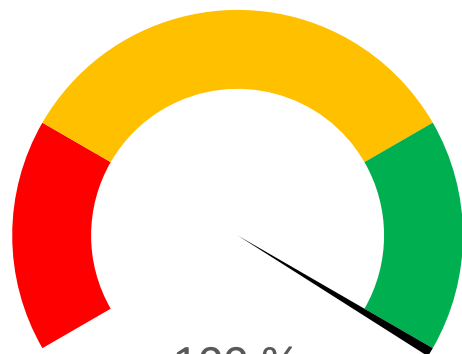
Care Continued



Comments Regarding Care

From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> Care is important for mental and physical health of a person. The care we give, in my opinion, we go above and beyond our duties. 	<ul style="list-style-type: none"> The organisation strongly promotes training, and this includes the values and standards that is expected when completing the complete face to face care of Health and Safety. In addition, we do practical things like PPE is being used. We give certificates, we tell the staff what they have done when they are with their families. 	

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



Positivity Assessment

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

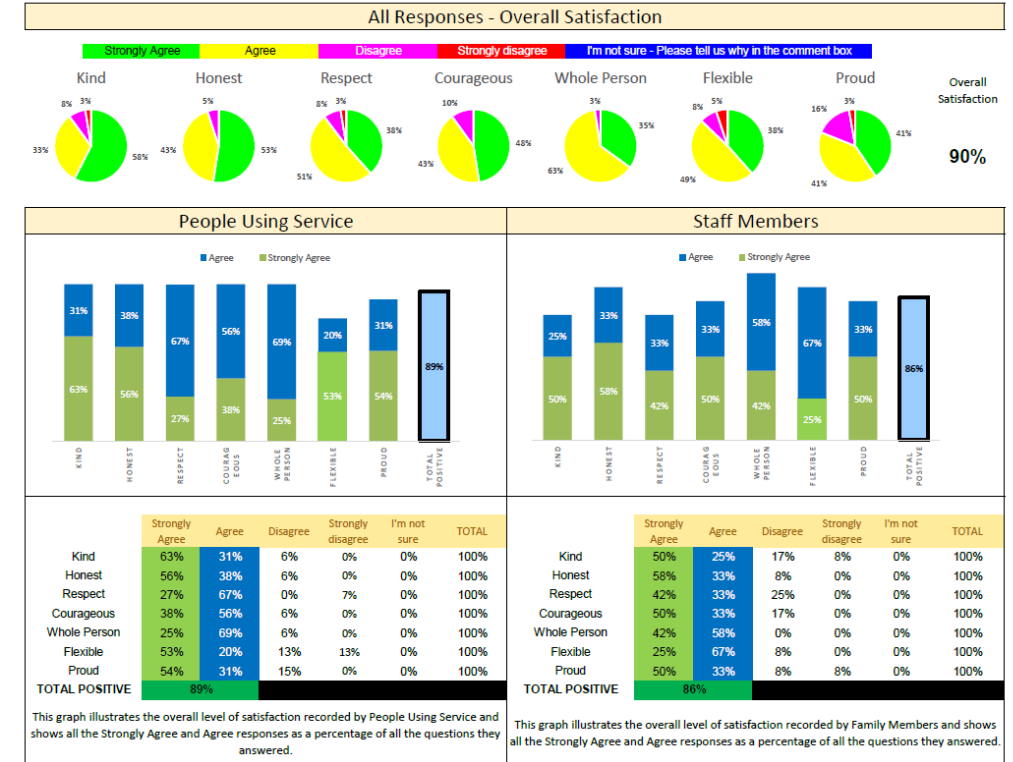


Cultural Values in Care



This table will help you quickly identify where your staff and people who use your service most agree that you deliver excellent culturally appropriate care and the areas where you may want to investigate opportunities to improve. Please refer to the questions on the next three pages.

		Person using the service		Staff Member		Manager		All		Overall Satisfaction
		Strongly Agree	Agree	Strongly Agree	Agree	Strongly Agree	Agree	Strongly Agree	Agree	
KIND	K1	75%	25%	67%	33%	67%	33%	57%	33%	90%
	K2	50%	50%	33%	67%	67%	33%			
	K3	50%	25%	33%	0%	67%	33%			
	K4	75%	25%	67%	0%	33%	67%			
	All Kind	63%	31%	50%	25%	58%	42%			
HONEST	H1	50%	50%	67%	33%	33%	67%	52%	43%	95%
	H2	75%	25%	33%	33%	33%	67%			
	H3	50%	50%	67%	33%	33%	67%			
	H4	50%	25%	67%	33%	67%	33%			
	All Honest	56%	38%	58%	33%	42%	58%			
RESPECT	R1	33%	67%	33%	33%	67%	33%	40%	50%	90%
	R2	25%	75%	67%	33%	67%	33%			
	R3	25%	50%	33%	67%	33%	67%			
	R4	25%	75%	33%	0%	33%	67%			
	All Respect	27%	67%	42%	33%	50%	50%			



Governance Training That Compliments This Offer

Champion Training

- ADS Positive Behaviour Support
- Falls & Frailty
- Enabling & Mobility
- Medication
- Safeguarding
- Mental Capacity
- Dementia Person-centred
- Dementia Positive Behaviour Support
- Care Culture
- IPC

To Support Governance/ Manager Responsibilities

- Governance: Caring, Effective, Responsive, Safe, Well-led
- Dementia
- Medication
- Moving & Assisting
- Safeguarding
- Mental Capacity



Full listing of available training can be found on our HCPA website under the Education pages

Contact Us!

 HCPA Business Development Team

 businessdevelopment@hcpa.co.uk

 01707 536020



Davyd Strahan-Hughes

Leadership Education Manager

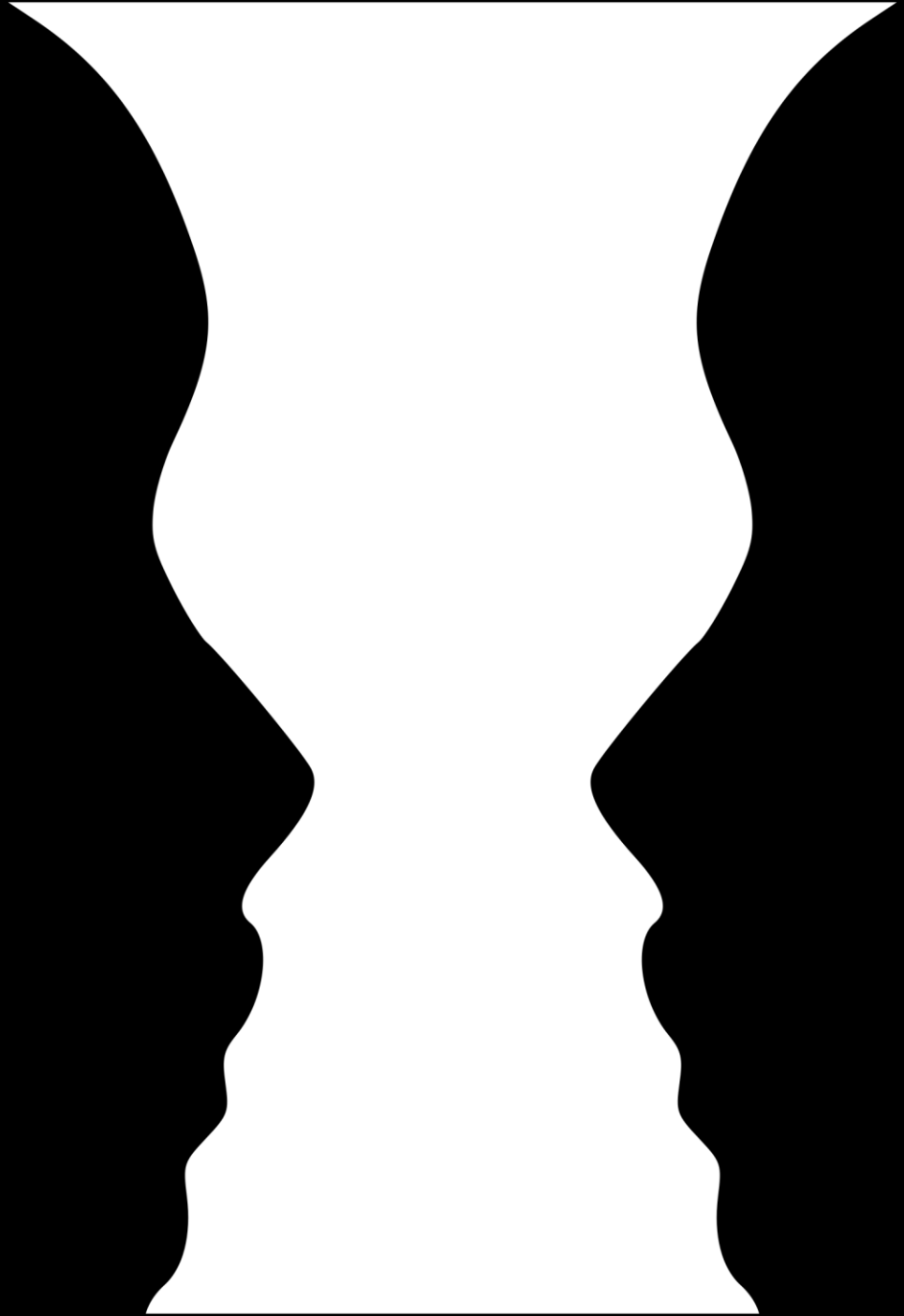
TEAMology



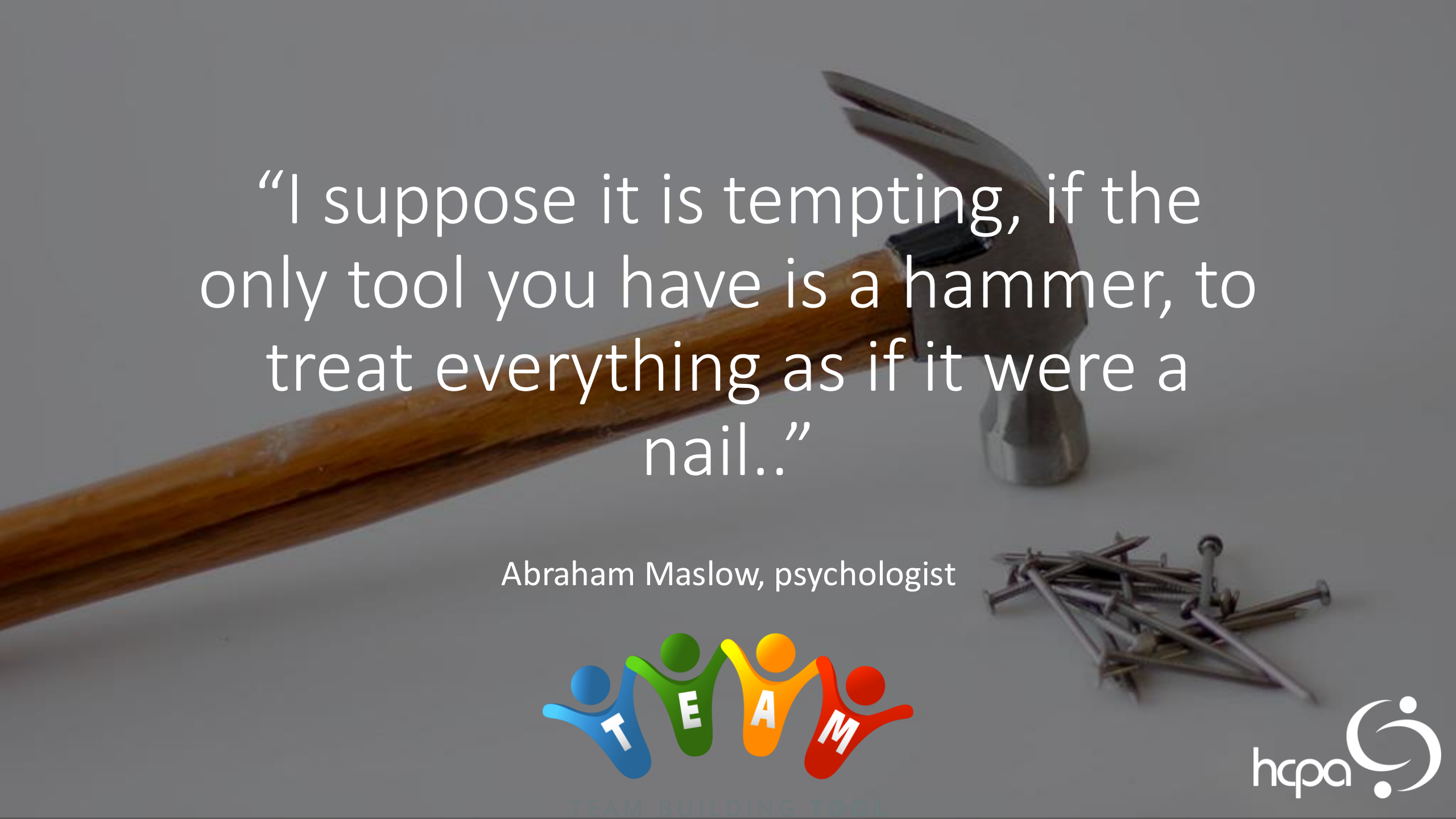
TEAM BUILDING TOOL

Leading Cultural Transformation

Intent



Perception



“I suppose it is tempting, if the only tool you have is a hammer, to treat everything as if it were a nail..”

Abraham Maslow, psychologist

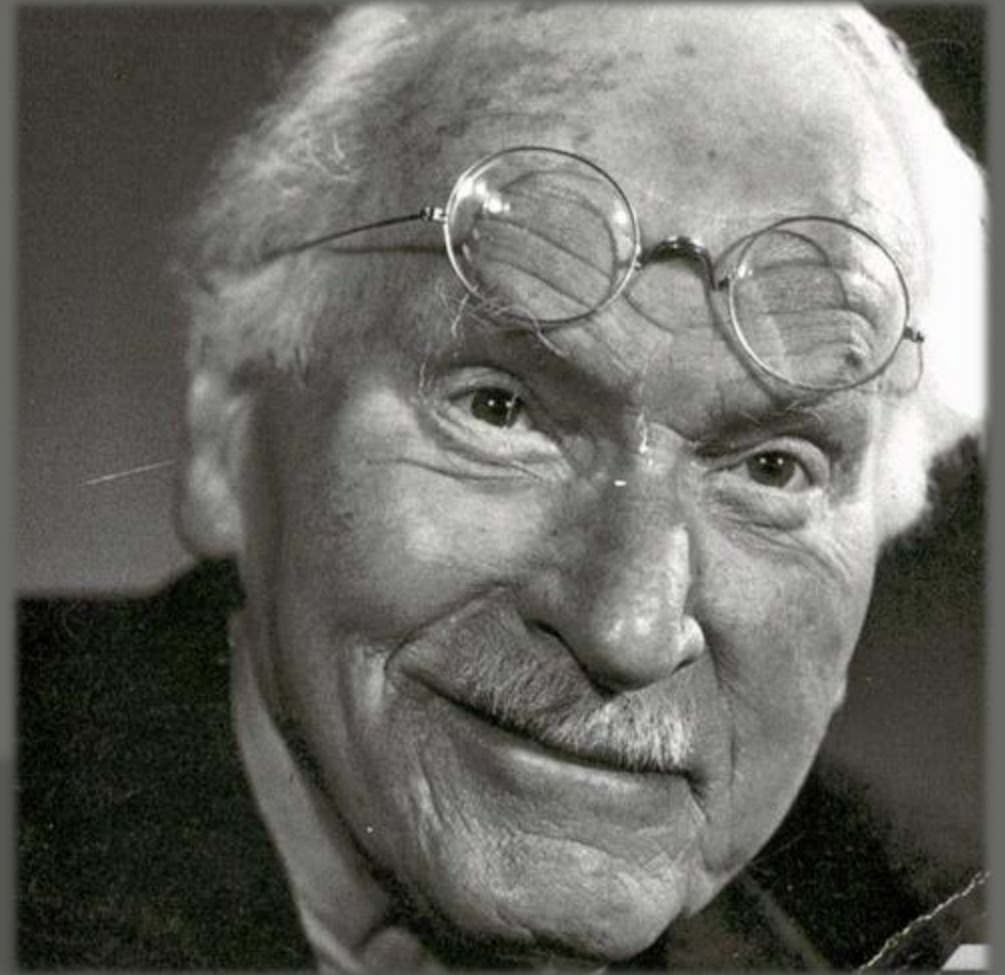


TEAM BUILDING TOOL

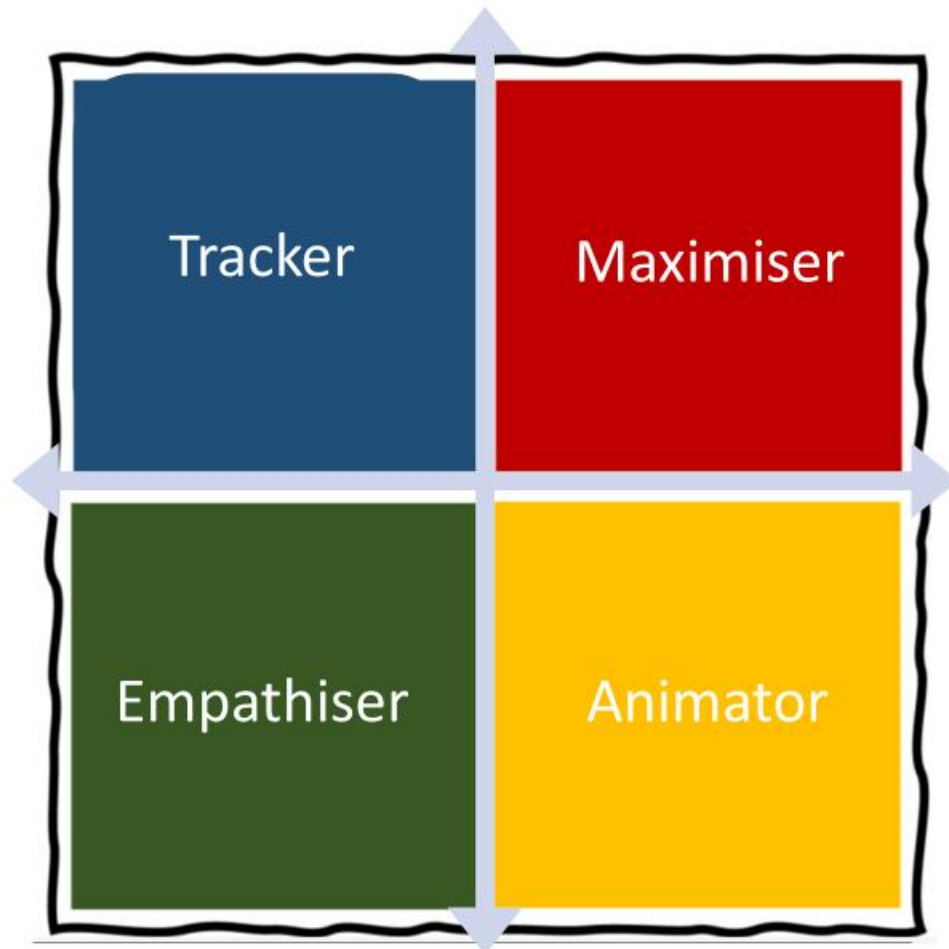
Carl Gustav Jung

(1875 – 1961)

- Established an arm of psychology known as *'Analytical Psychiatry'*
- First featured in his 1921 publication *'Psychological Types'*



Leading Cultural Transformation



ENGAGING FOR SUCCESS

BIS published **Engaging for Success** (more commonly known as the MacLeod Report), a study by **David MacLeod** and **Nita Clarke** of over 300 organisations across the UK demonstrating high **employee engagement** and high performance.

They concluded that the common factors in all these organisations were the **Four Enablers** of engagement.

Average sick days per year:

Engaged Staff

2.7

Disengaged Staff

6.2

Increased Employee Engagement – Gallup

Engaging for Success:

enhancing performance through employee engagement



Retention

Highly engaged employees were **87% less likely to leave** their companies than their disengaged counterparts.

(Source: Driving performance and retention through employee engagement. Corporate Leadership Council.)

A report to Government by
David MacLeod and Nita Clarke



Cultural Transformation Programme



The 4 Pillars of Employee Engagement (The Macleod Report)

Strategic Narrative	Engaging Managers	Employee Voice	Organisational Integrity
<p>Shared direction and culture We have a shared vision, strategy and culture. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities in order to meet these.</p>	<p>Capable, compassionate and inclusive leaders We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively. They do so with integrity, openness and honesty.</p>	<p>Freedom to speak up We foster a positive culture where people feel that they can speak up and that their voice will be heard.</p>	<p>Workforce equality, diversity and inclusion We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.</p>



Additional services include:

- Enhanced Leadership Skills
- Customer Service Skills
- Wellbeing Support
- Continued Cultural Support

TRAIN the TRAINER



Having an HCPA Culture Champion in your service will help to embed best practice, support the Cultural Change Programme to achieve the best outcomes and ensure that Culture is improved with a positive impact on your service

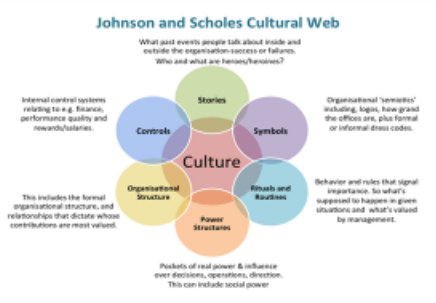
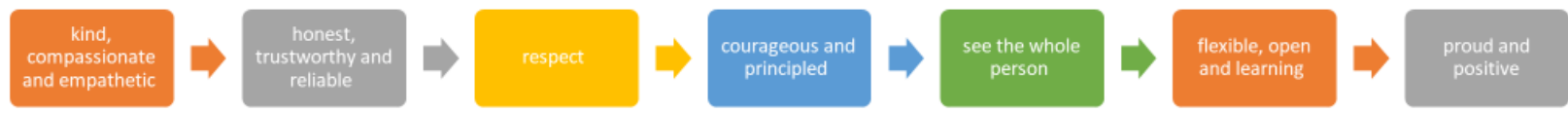


Well-led: quality statements used to assess care

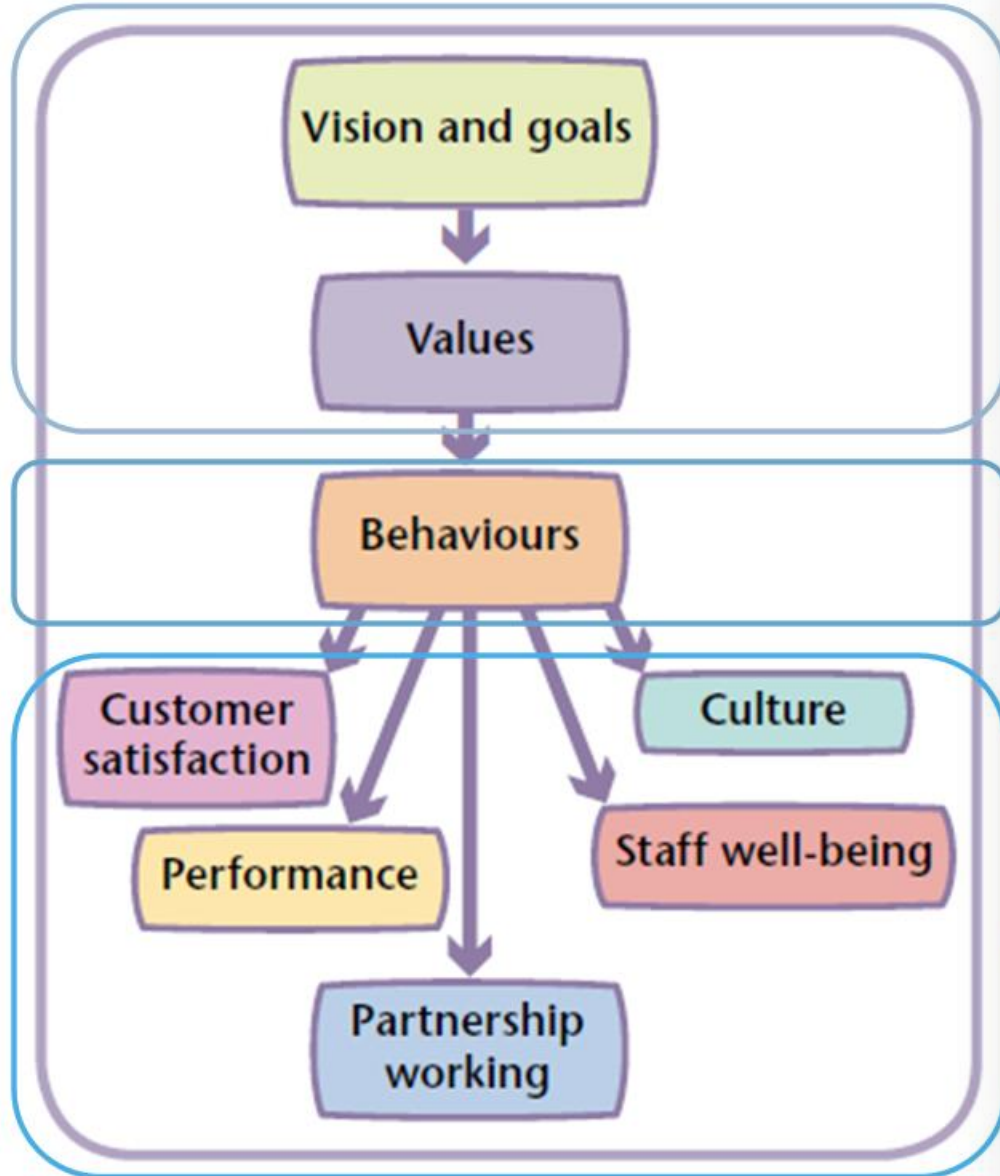


Universal Sector Values

Tools, Models, services and resources utilised throughout the sessions



Behaviours Framework



● **INPUTS**

● **OUTPUTS**

● **OUTCOMES**

Outcomes need to be distinguished from inputs and outputs

Leading Cultural Transformation

Company Logo Placeholder

Behaviours Framework

It's about how we work

Developed in partnership with

Why do we need a behaviours framework?

[Company Name] should be a fulfilling and enjoyable place to work; we know this enthusiasm rubs off on our residents and customers, and we also recognise the crucial role each and every one of us plays in helping to achieve our goals.

By demonstrating the attitudes and behaviours, [Company Name] will be an effective, positive and collaborative place to work.

What is the behaviours framework?

The behaviours framework is a set of core behaviours which define 'how' we are expected to approach our work and sits alongside 'what' we do, as outlined in each of our job descriptions.

The framework details the behaviours and attitudes required by all employees and it supports the delivery of our business plan, values and culture.

Vision and Goals
↓
Values
↓
Behaviours

Customer Culture
↓
Performance Staff well-being
↓
Partnership working

Central to this framework is our corporate vision and values...

Our vision inspires us to turn-on and not just turn-up

Our vision is to create stronger and more resilient communities

Our values make us unique

We embrace change, treat everyone fairly, value diversity and we:

- ?????
- ?????
- ?????
- ?????

Appendix 1: Mapping the values and behaviours framework to CQC five key questions



	CQC Key Lines of Enquiry		
Dignity and respect			
treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability	Caring		
accept and respect people's individuality	Responsive		
take time to listen to people; think about what needs to be known about the person to provide care to them	Responsive		
communicate in an open, accurate and straightforward way using appropriate language	Effective		
allow people to maintain their dignity and feel comfortable, particularly when receiving personal care	Caring		
protect and respect people's confidential personal information	Caring	Safe	
check with people about how they want to be addressed and use humour appropriately	Caring		
respect people's right to make their own decisions and choices about how they want to be cared for	Responsive	Caring	
respect people's homes, family relationships and facilities	Caring		
respect the position of trust they have with people who need care and support and customers	Caring	Safe	
deal sensitively and appropriately with behaviour that challenges	Effective	Safe	Caring

	CQC Key Lines of Enquiry		
Learning and Reflection			
commit to learning and developing themselves in their work	Effective		
are self-aware and regularly reflect on the work that they do, how they do it and the impact they have on those being supported	Effective	Caring	Safe
are honest and transparent and not afraid to say when they have done something wrong	Safe		
support, coach and mentor people who need care and support and/or other staff to enable them to learn new skills and increase their self-esteem	Responsive	Effective	Safe
seek, reflect on and learn from feedback from colleagues, people who use services and their families	Effective	Safe	Caring
are open to learning from others and willing to share knowledge and best practice	Effective	Safe	Caring
know their own limits and know when to seek support and advice	Safe	Effective	
think innovatively about how to best use limited resources to come up with new ways to support people who need care and support	Effective		

	CQC Key Lines of Enquiry		
Working together			
empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions	Responsive	Effective	
communicate options and offer realistic choices to people who need care and support	Responsive	Effective	
build two-way relationships of trust with colleagues, people who use services and other stakeholders	Effective	Caring	
commit to working with and supporting others as part of a team	Effective		
communicate effectively with others, using detailed and appropriate communication, including handover tools	Safe	Effective	Well-led
understand and respect other people's priorities	Responsive	Caring	
adapt their approach according to the individual, situation and context	Responsive	Caring	
develop local networks and involve other professionals when needed for additional information and support	Effective	Safe	

	CQC Key Lines of Enquiry		
Commitment to quality care and support			
are committed and passionate about doing anything they can in their work to make people who need care and support's lives easier	Effective	Well-led	
contribute to delivering person centred care, putting the service user or customer at the heart of everything they do and helping them when the need it	Responsive	Caring	
give people who need care and support their full attention	Responsive	Caring	
are authentically warm, kind, empathetic, reliable and compassionate in their actions	Caring		
are professional and act with integrity at all times	Caring		
are flexible and proactive – responding calmly to what goes on in the day	Responsive	Well-led	
have clear boundaries with customers and people who need care and support and follow procedures and guidelines in their work	Caring	Effective	
are prepared to take positive risks, clearly explaining the consequences of risks to others	Well-led	Safe	Caring
take personal responsibility for ensuring they contribute to the provision of excellent, safe, high quality care and support to others	Safe	Caring	
have the courage to speak up and challenge others where they have concerns about the quality or safety of care being provided	Safe		

INTRODUCING...



CULTURAL

TRANSFORMATION

PROGRAMME



CULTURAL TRANSFORMATION PROGRAMME

Unlock Outstanding Care with our Cultural Transformation Programme!

A positive workplace culture drives engagement, performance, and retention in care settings. Investing in culture not only meets the CQC Single Assessment Framework but also empowers staff, creating a committed workforce essential for outstanding care.

Built on Macleod's Four Pillars:

Our approach is rooted in the Macleod Report's findings, highlighting the connection between **employee engagement and performance**, ensuring that your organisation thrives on all fronts.



Tailored to Providers' Needs:

The programme begins with a consultation to define your **Strategic Narrative**, our programme focuses on creating a culture where organisational Values are the foundation for managing behaviours to deliver truly Person-Centred care.



Understanding you and your TEAM:

Teams will complete our **Exclusive TEAMology Tool** to help appreciate individual strengths, opportunities and key drivers while gaining insight into what is driving others and balancing INTENT versus PERCEPTION. This ensures that an **Employee Voice** contributes to creating the framework.

Seamless Integration with CQC Framework:

By creating a behaviours Framework our programme seamlessly aligns with the CQC single assessment framework, ensuring compliance, **Organisational Integrity** and surpassing regulatory standards, setting a new benchmark for care excellence.



Guidance
Care workforce pathway for adult social care: overview



Committed to Culture:

Our commitment to you sets us apart. Our annual reminders demonstrate our **year-long support** ensuring your continued success. With unparalleled dedication we work with you to ensure a culture of continued improvement. Experience the difference with our comprehensive **Cultural Transformation Programme** – the ultimate support for your journey towards gaining and maintaining **outstanding care**.

Continued Support:

We will continue to support you on your Cultural transformation journey by reaching out 6 months after you start the programme to see what is going well and where we can support further to ensure a successful culture is realised that will set your organisation up to **thrive and deliver an Outstanding service**.

Leadership Support:

Once created we will revisit to support leaders to embed the Framework into the organisation and understand how to use the tool to set expectations around and address behaviours. We will also explore how **Engaging Managers** can utilise knowledge from TEAMology to understand their own leadership styles by undertaking our **Exclusive TEAMology Leadership Tool**

Once enrolled on the programme everyone will have access to the Community Zone of the **TEAMology website** to continue building their understanding of the psychological types.



Introducing the new CQC Single Assessment Framework

The Care Quality Commission and moving forward with the Single Assessment Framework



Empowerment Through a Behaviours Framework:

We support providers to define values and set clear behavioural expectations. We utilise the **Skills for Care example framework** and include both the **CQC Quality Statements** and the **DHSC Universal Sector Values**

Additional Services Available:

Consider some of following to further support teams to enrich your culture

- **Enhanced leadership skills:** Continuing to develop TEAMology knowledge around improving team performance and learning the power of coaching for success
- **Customer service skills:** By utilising TEAMology further, teams learn about the different types of customers, how to communicate effectively with each type and what matters to people when they complain to reduce escalation and improve the quality of your service
- **Wellbeing support:** TEAMology helps us to recognise signs of stress and how to support more effectively based on our psychological preferences.



For more information about this programme please contact:
info@teamologytool.co.uk
Or call 01707 536020

Camille Leavold

Managing Director: Abbots Care

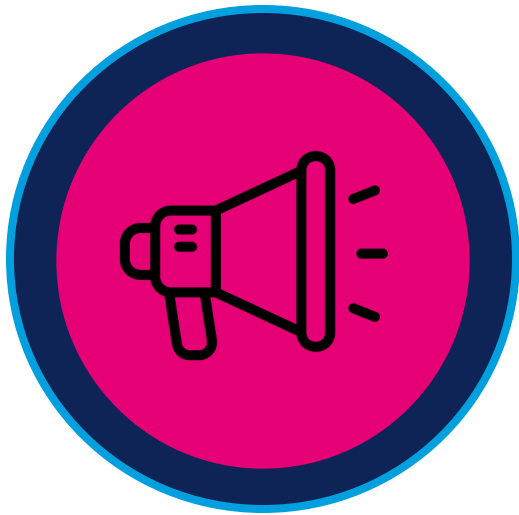
Cultural Transformation Training

Abbots Care Ltd

CAMILLE LEAVOLD
MANAGING DIRECTOR AND CO-FOUNDER

www.abbotscare.com

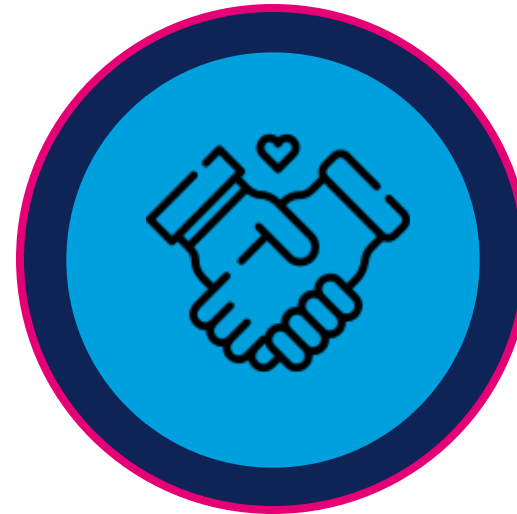
Why we got involved



To help promote our culture and values and to remind employees why they are so important



To help engage all employees on how we embed our values through the work we do everyday



To help build better working relationships with colleagues and customers

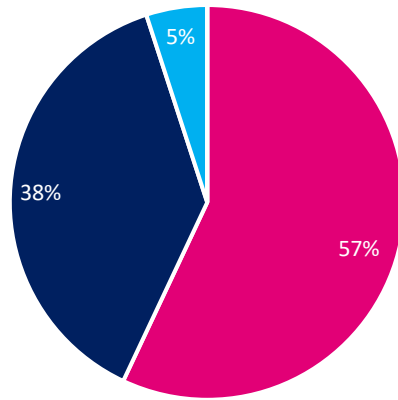


To help employees understand their psychological type and working styles

Our Experience

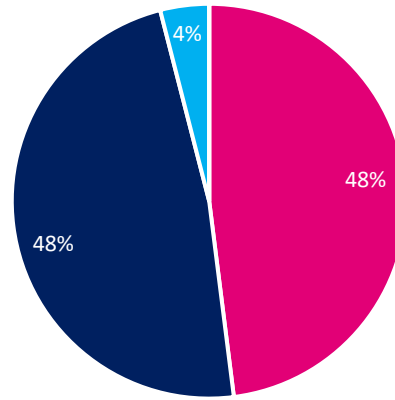


Results from our feedback survey stated:



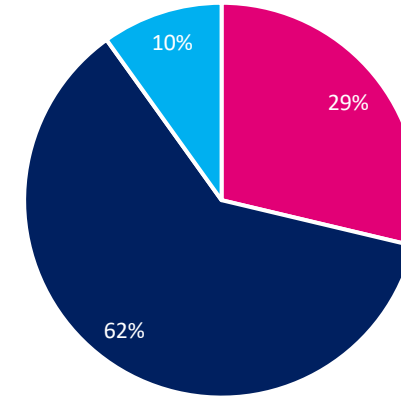
■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

95% of employees agreed that the course has helped them understand their psychological type.



■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

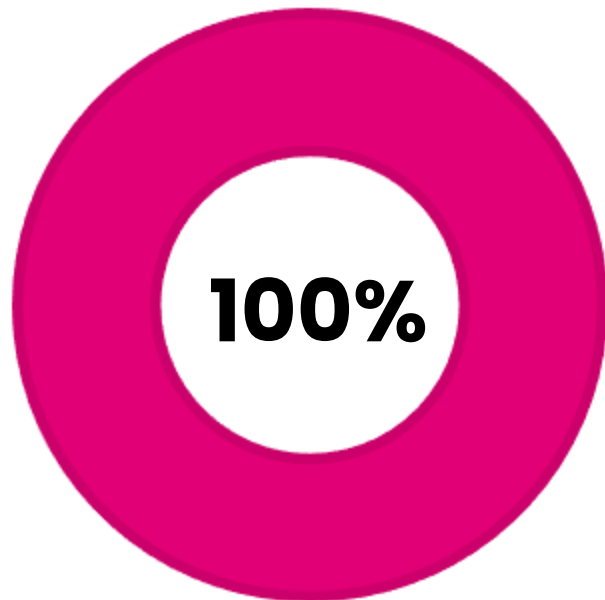
96% of employees agreed that the course has helped them interact and engage more productively with colleagues.



■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

91% of employees agreed that the course enabled them to appreciate qualities of their colleagues and work more effectively together to embed our values into their work.

Our Feedback



■ Yes ■ No

Agreed the course was beneficial to them.

Employee comments



"The course has helped me understand my own working style and to be more confident in my approach to others"



"I was able to see how different people operate working in a team, it's really beneficial to see how people work and feel individually."



"A better understanding all round of different people's perspectives on how they see things and how they deal with things as well as using different approaches to situations"



"I found it really interesting, and I feel more positive that being more of an introvert is a very positive attribute to have in life."



"Good team building experience, encouraged staff to engage with each other and discuss the course. Got to attend with other departments and understand their working styles and approaches."



"It was a great training programme, very informative and great fun too."

Benefits and Impact



Using different approaches in different situations for better outcomes

Better understanding of our culture and company values

Positive impact

Improvement in working relationships

Seeing things from different perspectives

Building confidence within

Better understanding of working styles

Encouraging and supporting each other more

Better communication within teams

Communicating and sharing values more

Appreciation for colleagues and customers

Understanding that we are all working towards the same outcome – to provide high-quality care



Embedding our Values

We recently had our Business planning event for all Managers and Team leaders to present their KPI's for 2024/2025.

Each Manager/Team leader weaved our values into their KPI's and set clear measurable targets for us to meet.

This will impact how our culture and values are filtered across all departments, ensuring everyone is working together to achieve the set targets with the same purpose and outcome in mind.



THANK YOU

Camille Leavold

Email: Camille@abbotscare.com

Website: abbotscare.com



Abbots Care

EST. 1995



CULTURAL
TRANSFORMATION
PROGRAMME

— — — —
COMMITTED TO CULTURE

Survey

Natasha Bartley

Senior Care Leadership Educator

Care Culture Champion

For Managers and Leaders

NEW Course –
released today!



"The culture of an organisation is its personality and character"



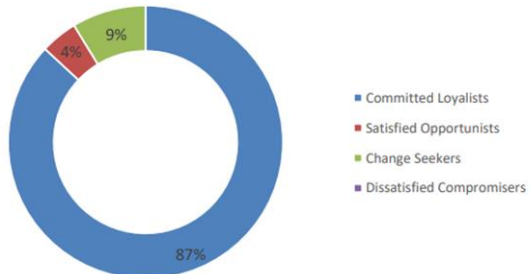
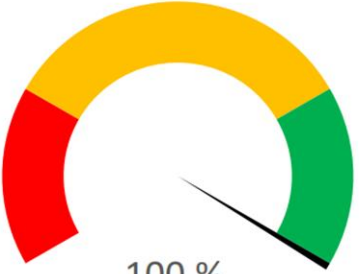
The role of the Care Culture Champion is to action and promote Organisational Culture

Who can be a
Care Culture Champion?



6C's Culture Check

Example March 2024	Total Staff Employed	25
	Total Responses Received	23
	Care Staff Responses	19
	Manager Responses	3
	Non Care Staff Responses	1

 <p>Loyalty Assessment</p> <ul style="list-style-type: none"> Committed Loyalists Satisfied Opportunists Change Seekers Dissatisfied Compromisers 	 <p>Positivity Assessment</p>
---	--

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



Supporting Relationships:



Relationship and Sexuality Awareness training for Managers



Learning Objectives:

1. Communication Skills
2. Understanding Diverse Needs
3. Consent and Boundaries
4. Cultural Sensitivity
5. Support for Individuals
6. Legal and Ethical Considerations



Gill Forward

Academy Manager & Leadership Trainer

Staff retention and the Care Professional Academy



How can Care Professional Academy support you with retention?

- Free employee benefit scheme with rewards discounts & cash back
- Training passports for your staff
- Access to online profile – certificates stored in one place
- Plus, as a provider you can access online provider portal for governance, compliance & evidence for inspections



Academy Tiers



Tier 1

The employee benefits programme: Discounts and savings available at over 800 UK retailers - food shopping, holidays, DIY, insurance, cinema, days out. All achieved by attending just 6 hours of training!

Tier 2

The Academy Affiliate travel club: Take advantage of great value travel discounts on local bus travel, 10% off car and van rentals, low price car leasing deals, and more!

Tier 3

The Student Zone: Free student discounts and the opportunity to purchase NUS student card.

Tier 4

Preferential rates only for Care Professionals: Receive preferential rates on essential workwear, household items and equipment, and massive savings on day experiences and gifts.

Tier 5

Special luxury deals and time-limited offers: All year-round including spa days, spa breaks, treatments, hotel stays and online retailers for lifestyle products including make-up, skincare, gym wear and cosmetics



Your feedback

“It would be great to access everything on the go”

“Having one login would be great”

“The Academy is brilliant, but I want everything in one place”

We have listened

Let me introduce CPA APP to you



Email Address

hcpatestuser@test.com

Password

.....

Remember Me

Sign In



App Plan



- V1 tested within HCPA
- V2 tested a few providers and their staff
- V3 release to Care Professionals will include:-
 - Everything you have seen today
 - Care Professional registration
 - SSO to rewards
 - Notifications
 - Training zone links
 - Directory for support

Retention



- Critical for continuity of care, your developing culture, reducing your costs and your succession planning to grow & stabilise your organisation
- Supporting your staff with their financial well-being & personal development is key to you retaining them
 - 71% said it was key to their decision to stay at the company
 - 76% of employees said they feel more motivated when their organisation is supporting them



Chris Badger

Executive Director, Adult Care Services
Hertfordshire County Council



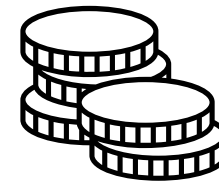
National context

- Care Quality Commission
- Winter
- Conservative Party
 - Care cap
- Labour Party
 - National Care Service
 - New deal for care workers
 - Funding??



HCC - Council Budget Position

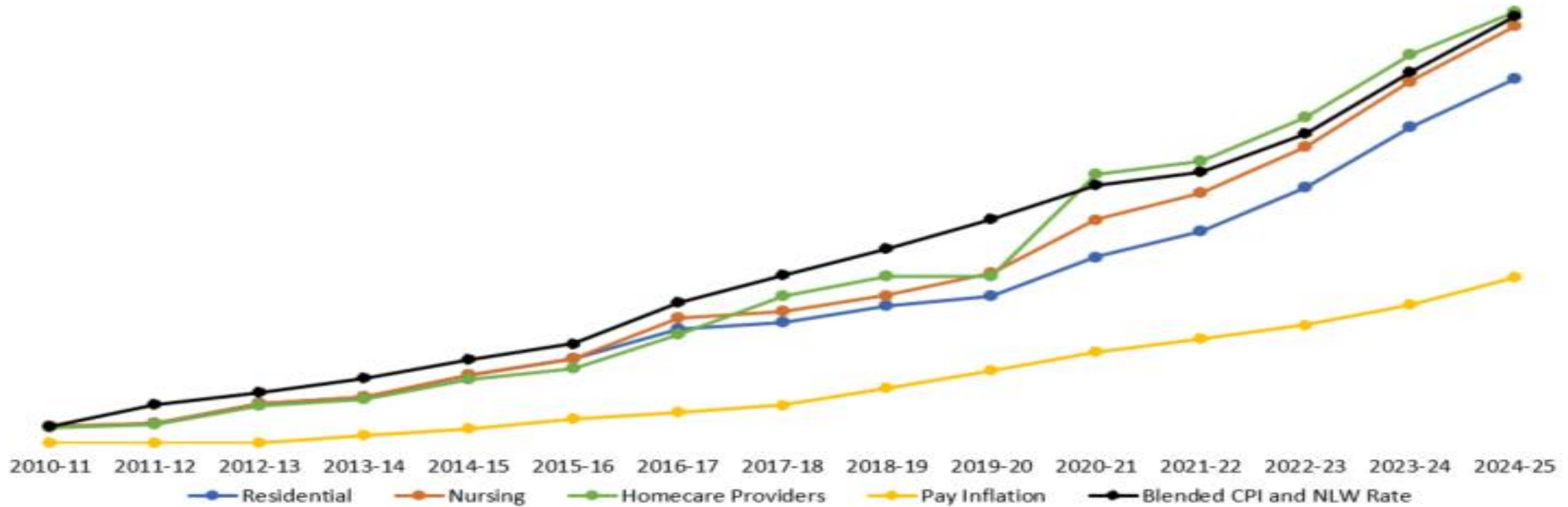
- HCC forecast to overspend by £5.7m which will be funded from reserves
- As part of the recently agreed integrated plan a (£1.1bn) balanced budget position for 24/25. This has been achieved through:
 - Plans to deliver £46m of savings in 24/25
 - Using £13m of reserves, totalling £38m over 23/24 and 24/25
 - Increasing council tax by 4.99%
- Budget gap of £21.9m in 25/26



Care Worker Pay in our model

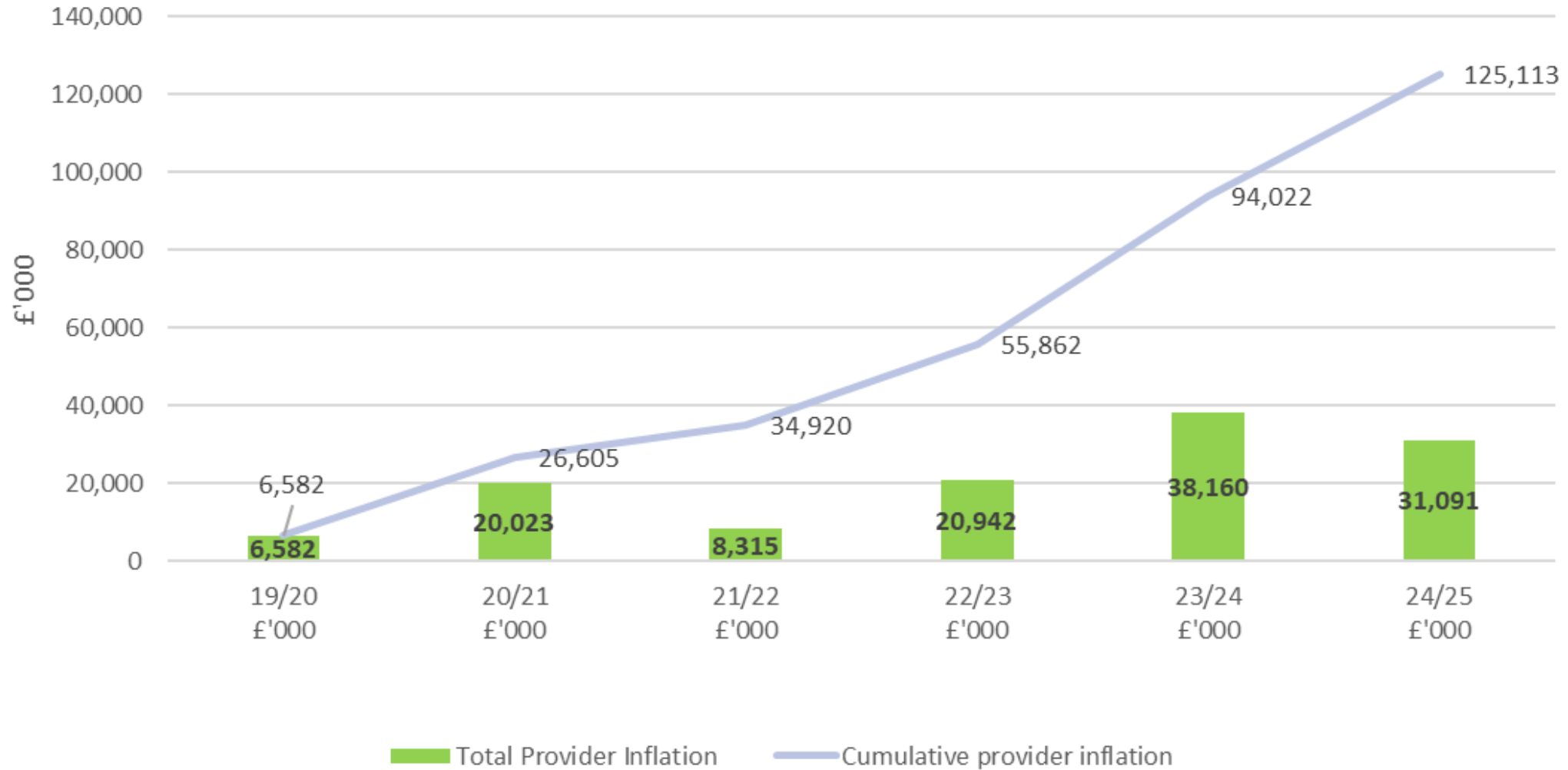


Adult Social Care - Care Worker Wages



Provider inflation - historic

HCC Care provider inflation 2019/20 - 2024/25



Adult Care Summary

- Budget set to increase by £49.9m (£35.5 net) in 2024/25
 - £31.1m for fee uplifts
 - £17.2m Demography
 - £1.1m Supported Living
- Savings of £14.4m
 - Connect and Prevent (£3.9m rising to £23m in 2027/28)
 - Number of Commissioning Strategies (£1.3m)
 - Utilisation of grants and one-off funding (£3.3m)
 - Adult Disability Accommodation (£1m)
 - Other Efficiencies
- Protected investment in the Voluntary Sector (over £16m), Domestic Abuse (£1m), Adults with multiple Disadvantage (£4.9m)

Residential / nursing care for people with frailty or dementia

Pilot for care home service for people with non-cognitive symptoms of dementia underway (finishing in September 24’):

- MDT approach with strength based, psycho-social intervention as first line approach.
- Improvements to both community step up pathways and step down from mental health inpatients services.
- Commissioners to bring forward learning for procurement and care home workforce development later this year.

Discharge To Assess 2 successfully tendered in 2023.

- Special focus on training for care home staff this year.
- Will update partnership at a future HCPA network events.

Commissioners working on 5-year strategy on care homes for people with high frailty and dementia.

- Unpinned by evaluation of care model within direct input from people with lived experience, care providers and partners.
- Steering group in place with partners (including HCPA).
- Due to be agreed by September 24’

Community Support Commissioning for Older People

- Tender opportunity this summer for **Extra Care contracts**. New contracts to start from April 2025. Details will be shared via HCPA and Supply Hertfordshire.
- **Watford inclusivity project**. Working with partners at Watford Borough Council and HealthWatch to explore accessibility issues for Support at Home services and identify any challenges experienced by people from minority backgrounds.
- **Market Sustainability and Improvement Fund**
 - 2024/25 communications coming out imminently requesting data on recruitment figures and capacity.
 - Submission deadline with DHSC 22nd May - really important as this sets out case for funding for the sector!

Mental Health Commissioning

- **HPFT Community Support and Homecare** contracts remodelling work is underway. **Market engagement expected to be in Q1 and Q2 24/25** with a tender process later in the year.
- Positive feedback from providers on the new style of HPFT/Provider meetings. Provider partners feedback noting appreciation to have an avenue to discuss their issues with HPFT and secondary services.
- **Mental Health Provider Forum on the 8th May**, focus areas on Safeguarding and Market Shaping. Contact HCPA to attend if you are a provider of Mental Health services in Herts.
- **Counselling Services** – current framework contract is ending, and options are being reviewed for the replacement contracting framework, including implications of the Provider Selection Regime.



Disabled Adults' Commissioning

- **Supported Living Framework tender process** well underway. Submission deadline was 29 April, evaluation process has started. Very good level of interest and engagement.
- **Co-production and service development work** on Short Breaks and known gaps relating to services for **autistic adults**. Watch this space – exciting opportunities coming
- New **Supported Accommodation design specification and standards** agreed – will be shared to inform conversations with housing providers and developers
- Dedicated work starting on mapping and addressing **voids/vacancies across Hertfordshire's Supported Living and Disabled Adults residential care services**.
- **Improvements and updates being made** to the system the Council and providers use (e-brokerage) to share and respond to referrals



Adult Safeguarding 2023/24

- Thank you for your continued use of the safeguarding portal. In March 2024 we reach the 30,000 milestone of contacts via the portal
- Adult safeguarding Overall activity has increased in 23/24 with 15% more concerns (+1127) and 24.2% more Enquiries (+880) during the year
- We are soon to make a change to the recorded outcomes of a safeguarding enquiry to be more in line with the Care Act. The outcomes will focus on risk and personalised outcomes expressed by the adult. We will no longer record substantiated/unsubstantiated abuse as an outcome of the enquiry.



63% Of concerns were for adults aged 65+. 37% were for Adults aged 18-64.



40% Of concerns raised were for adults with physical support needs. 20% were for those with mental health support needs. 11% were for those with support needs related to learning disability.

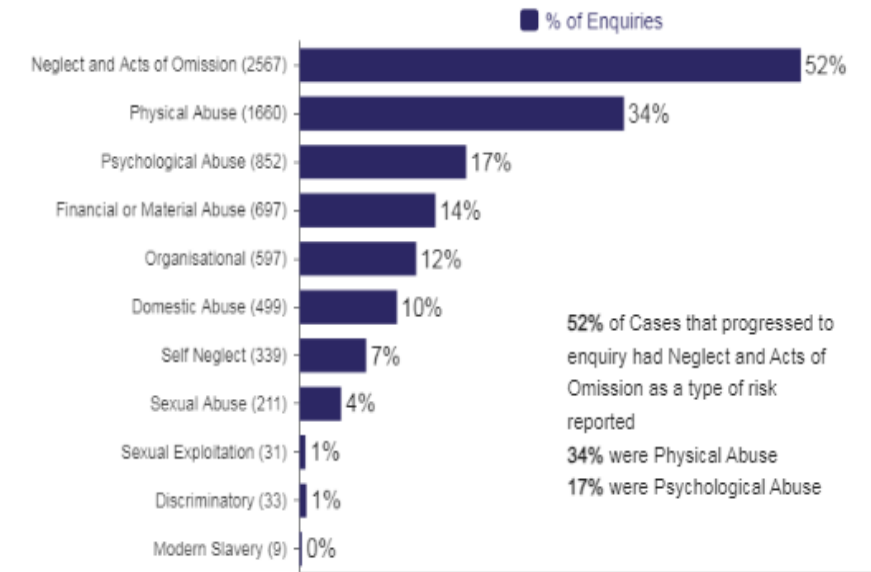


60% Of concerns were for female adults with 40% for male.

Covid Wave 1 & introduction of professional portal. Change to recording of medication errors



Type of Risk - as a proportion of all enquiries concluded





Creating a cleaner, greener,
healthier Hertfordshire



Q&A



Sarah Scott-Foster

Marketing, Events and Membership Manager
Hertfordshire Care Providers Association

“

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

”



2024 - 2025

The New Membership Year. What's New 2024 - 2025

- The new look website
- The Manager Portal
- Updated benefits to Silver and Gold
- New and improved membership brochure
- New fully funded projects and initiatives
- New services within HCPA Business Development which can assist further with inspections
- 'Ask Us Anything'!

Make the most of your 2024 HCPA Member Benefits

With Exclusive access to...

- Manager mentoring and coaching including support in a crisis
- 24/7 access to the government recognised Provider Hub support line
- Free access to our nationally recognised recruitment service
- Toolkits and checklists to help quality assure your business
- Bespoke fully funded Care Sector training
- Invitation to member networking events



As a membership organisation we partner with leading businesses to support you in all your business needs. As a member you have exclusive access to...



- Legal advice - 15% off Ridouts headline prices
- 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

Visit their stands TODAY!

SILVER ELIGIBILITY

Evidence that you are actively promoting the Care Professional Academy to your staff...

2 x people who have each attended 12 hours of designated leadership courses.

Silver Benefit

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



GOLD ELIGIBILITY

Must have reached silver status
Engaged with and completed IFS
Have an overall good rating with PAMMS, CQC
Engaged with and completed two other HCPA services, such as 6C's, CVC, etc

Gold Benefit

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



A catalogue of designed brochures and toolkits



Resource Library (Formally Member Zone) – [Quick Links](#)



Newsletters

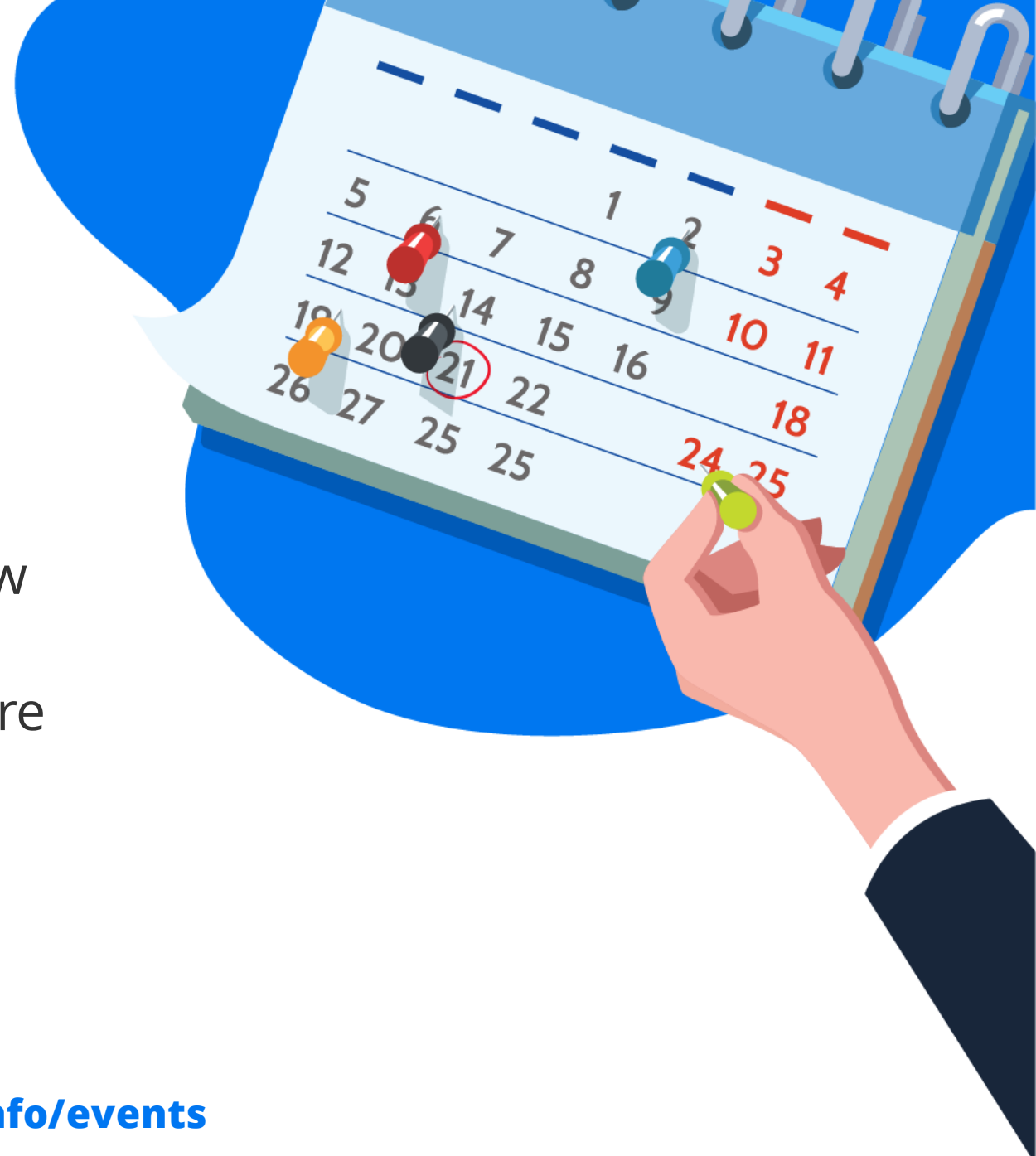
Stay up to date with sector news!
Ensure you and your leadership team are signed up to receive HCPA's newsletters.

Subscribe to our mailing list



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



How entering awards can raise your profile



By nominating and being successful, entering awards can:

- Enhance your company / organisations image, shaping client attitudes
- Create positive publicity and heighten visibility to staff and to current and potential clients
- Promote your company as being successful
- Differentiate your company from its competitors
- Promote and showcase good community relations and responsibility
- Provide entertainment opportunities for your clients and staff
- Produce positive coverage in a cost-effective way

Launch date: 20th May 2024

Awards date 28th November 2024

Visit: www.hcpa.info/careawards



The
Hertfordshire
**Care
Awards**



Team Awards

- Most Innovative Residential Care Team
- Most Innovative Homecare Team
- Most Innovative Adult Disability or Mental Health Team

Individual Awards

- The Compassion Award for Residential Care
- Outstanding Achievement In Homecare Award
- Outstanding Achievement in Adult Disability or Mental Health Support
- The Care Leadership Award
- The Care Contribution Award

Organisation Award

- The Care Culture Award

New for 2024

- The Judges' Award

Recognising best practice in Care since 2011

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 Hertfordshire 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.co.uk (Mon to Fri - 9am to 5pm). www.hcpa.info/hub

HCPA: 'Sharing best practice in care through partnership'

