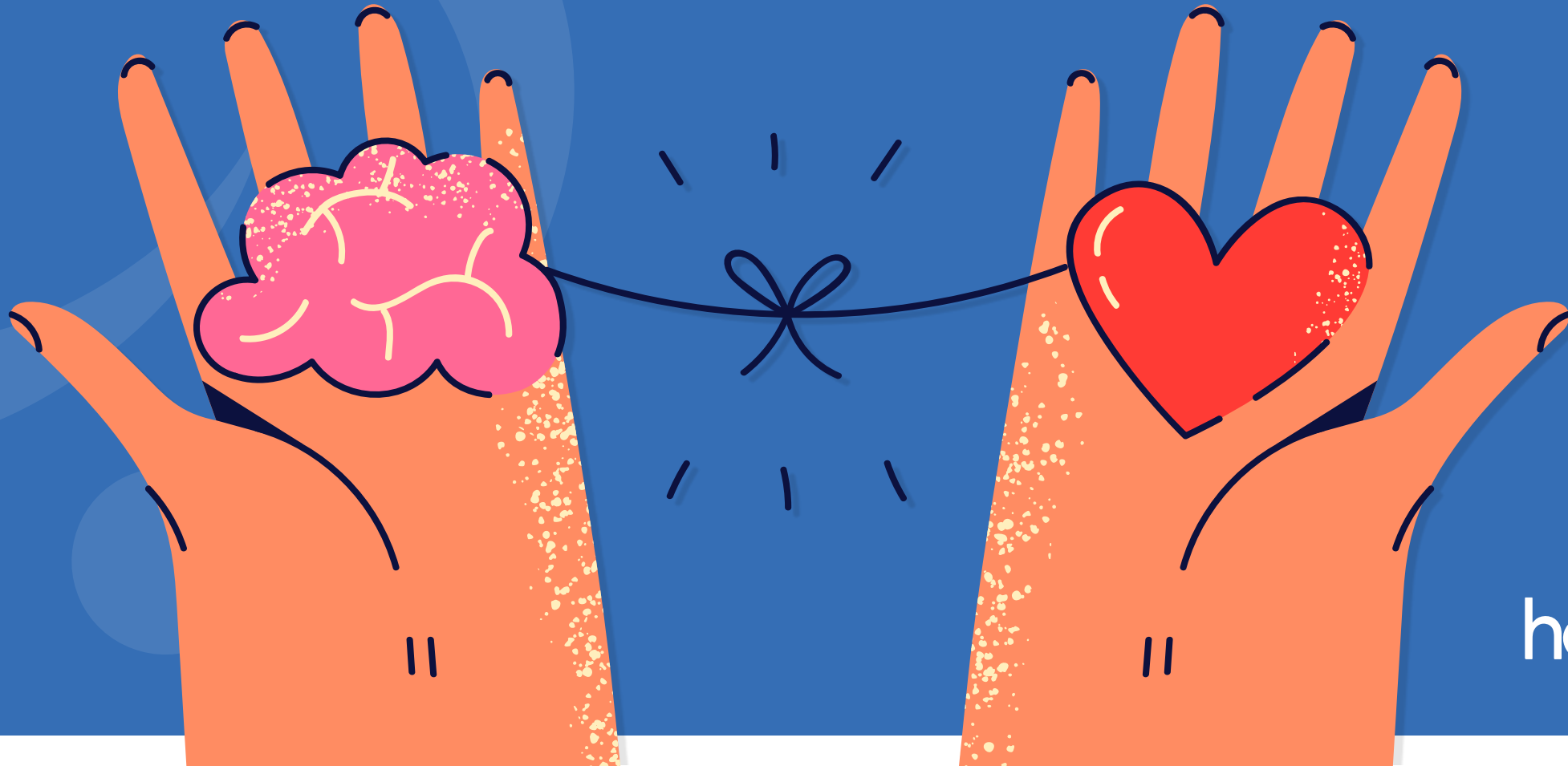


Mental Health Service Forum

For Managers, Team Leaders & Senior Staff –
25/09/2024



Introduction...

Joanna Vlismas

Care Education Team Manager
Hertfordshire Care Providers Association

Peter Bullen

Care Provider Hub / Support
Hertfordshire Care Providers Association



Housekeeping...

- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone
- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned
- **Smooth seas do not make skilful sailors**



Agenda...

- Welcome and housekeeping
- Updates and news
- Skills and training needs
- Optimising completion rates
- HPFT Commissioning update
- Cuckooing
- Break
- Health Protection update
- MHA Reform
- Break out room discussions
- Feedback
- "Set the agenda" - What are your challenges?
- HCPA support services – reminder of fully-funded support



HCPA Education

- Care Induction
- Mental Health training offer
- Care Culture CHAMPION
- Engagement CHAMPION
- Evidencing & Action Planning
- Supporting Relationships: Relationship and Sexuality Awareness Training for Managers
- Trainer CPD and networking

New Topics!



Peter Woolnough

*Deputy Head of Education,
Quality & Integration*

STAN

HCPA Skills Training And Needs **audit**

“**STAN+**”



New STAN+



Maintaining staff skills and ensuring they meet national standards is essential for delivering high-quality care, in line with the CQC guidance.

CQC emphasises the importance of staff being competent, qualified, and **appropriately trained** to meet the **needs of those they care for**.

STAN+ supports Care providers by identifying **staff training needs**, ensuring they are equipped to deliver high-quality, **personalised** care. It also offers valuable insights into staff confidence in their knowledge and skills within their role, while providing feedback on key areas of the business.

The new **Care Service Specific STAN+** has been designed to **focus on the conditions** of the individuals a service supports to ensure that staff are confident, competent and knowledgeable in the needs of individuals to deliver the best quality care.

There are 4 options available dependent on service type:

- Older People Residential & Nursing
- Older People Homecare
- Adult Disability
- **Mental Health**



New STAN+



STAN+ aims to:

- Identify training needs tailored to the care providers service type
- Ensure individuals receiving care have their care needs met by knowledgeable staff
- Gather staff feedback on key areas of the business
- Provide comprehensive reports with clear recommendations
- Signpost to training and education based on identified needs available locally
- Signpost to relevant sections on the HCPA Resource Library

PLUS is:

- An aide for monitoring visits, significantly supporting the process
- Part of the journey to become an HCPA Gold Member



STAN+

Optimising completion rates

Jason Sadler

Provider Developer and Mental Health Trainer

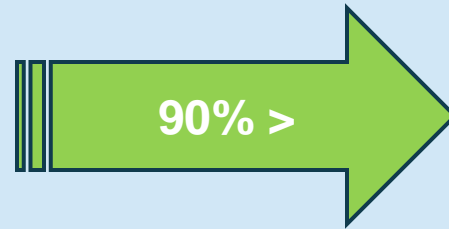
HPFT



Hertfordshire Partnership
University NHS Foundation Trust



STAN+



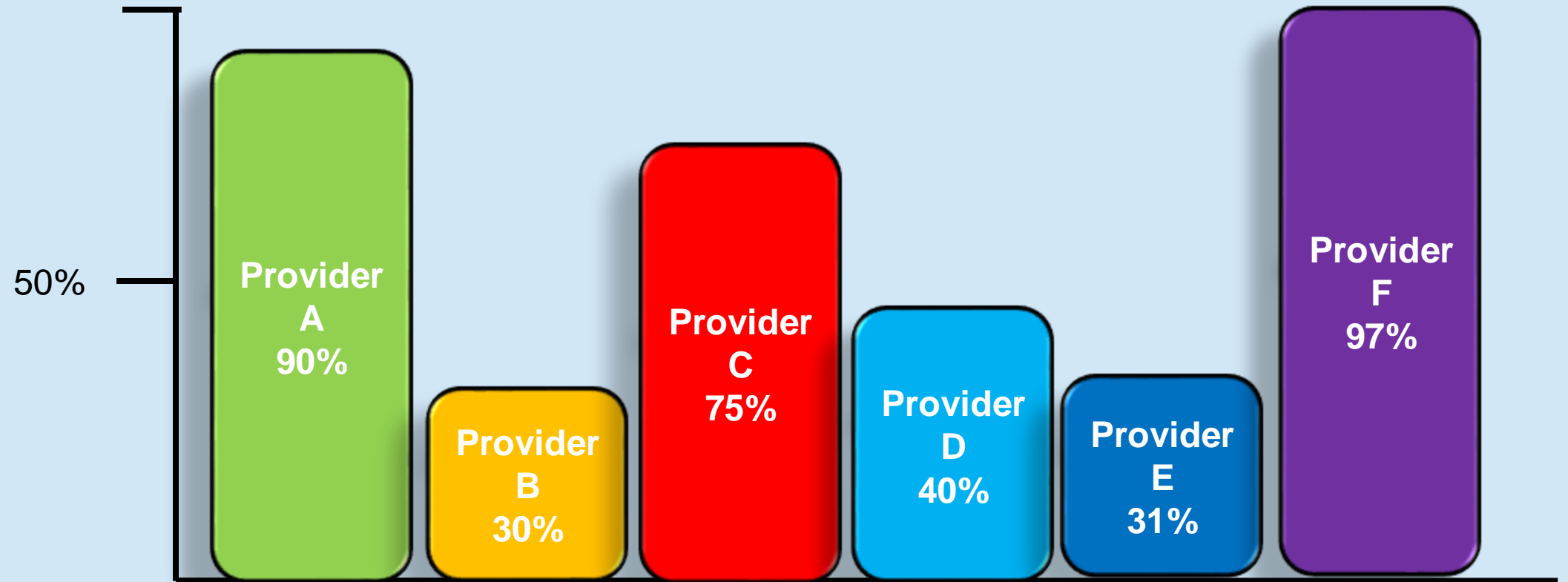
Accurately identify areas of strength and gaps in:

Skills

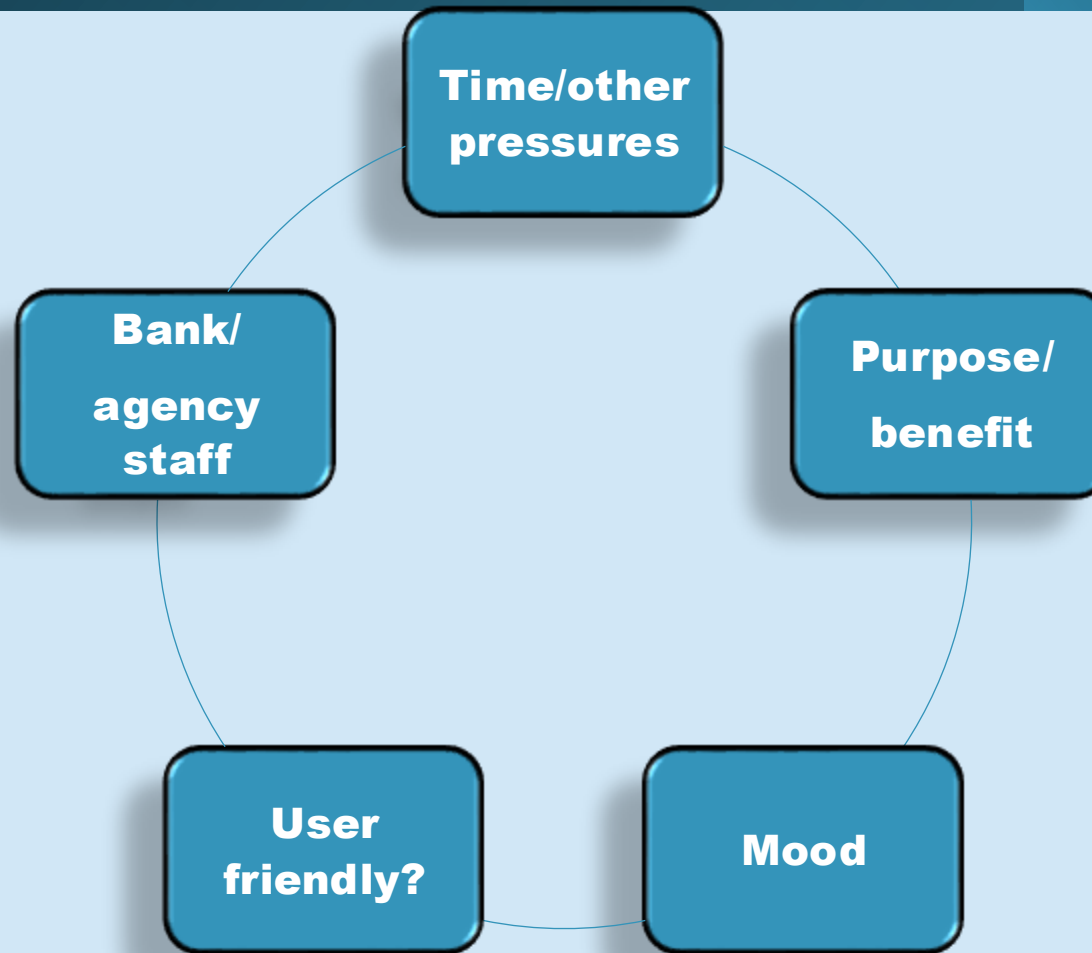
Knowledge

Experience

Return rates



Factors affecting return rates?



What can help?

How STAN is communicated

Use a variety of mediums to raise awareness:

Put it on your team meeting agenda

Email

Supervision

Staff noticeboard

What is communicated

Aim is to improve staff knowledge and service delivery.

Benefits everyone, all tiers and people who use services.

Encourage people to be authentic with scores.

We cant know everything about everything



J.sadler8@nhs.net



HPFT Commissioning Update

Amy Kay

Business Manager

Contracts, Commissioning and Quality

Continuing Care and Placement Service

Hertfordshire Partnership University NHS

Foundation Trust



Commissioning and Contracts Team

- Commissioning
- Contracts
- Accommodation Based Quality Assurance
- Community Provider Quality Assurance
- Service Finder Team
- HCPA HPFT Trainer post



Getting support from HPFT

Contacts you should know

- Care Coordinator
 - On referral paperwork
- Community Team Duty phone number and email
 - Ask care co or service finders if needed
- Placement Coordinator
 - hpft.ccpsreferrals@nhs.net
- Crisis Team 0800 644 101 or NHS 111 option 2



Quality

- PAMMS assessments are going well.
- Last 12 months, increase in Excellent and Good. Reduction in RI. No Poor.
 - **9 Excellent**
 - **29 Good**
 - **13 RI – all in active action planning or complete.**
- Planning to start PAMMS with Community Providers once contracts start July 25.



Service User Need

- LGBTQ+
- Complex behaviour
- Multi diagnosis inc physical needs
- Autism traits without the diagnosis
- Discharge from ward



Provision Need

- Community
 - Challenging behaviour especially with EUPD and Eating Disorders
 - Positive Behaviour Support model
 - Flexi Care support in own home as transition away from placements
 - Rural areas
- Accommodation Based
 - Residential/ Nursing ground floor MH and physical health needs



Contracts Update Community based services

Current Model

Current model

- All SPOT Contracts
 - 79 Providers for approx 330 packages.
 - Vast difference in market share
- No set rates
- No Framework
- No quality assurance

New Model

- In scope:
 - Home Care
 - Community Support in people's own homes
- Model will be quadrant/ locality based
- Framework model
 - Fewer providers
- Agreed rates
- Quality Assurance
- Contract relationship

No changes to contracts until tender completed.



Current community market share



- 79 Listed Providers
- 6 providers have 67% of all SU
- 27 less than 3 SU
- 37 0 SU

Blue lines No of SU
Orange line Market share



Community Contracts Tender

- Anticipated timeline
 - Engagement and Planning September 24 – February 25
 - Tender support to providers November 24 – January 25
 - Tender live March 25
 - Contract Award July 25
- Engagement events to be held Q3 and Q4
 - Service User
 - Carer
 - Provider
 - Consultation on process and model
 - Support with tender readiness



Networking

- Currently have
 - HCPA Networking events
 - MH Managers Forum
- What else do you want?
- How can we help?



Contacts

Amy Kay Commissioning, Contract, Quality lead
amy.kay2@nhs.net

Team email
hpft.commissioning@nhs.net

Service Finding Team (community placements)
hpft.servicefinder@nhs.net

Placement Team (accommodation based placements)
hpft.ccpsreferrals@nhs.net



Cuckooing



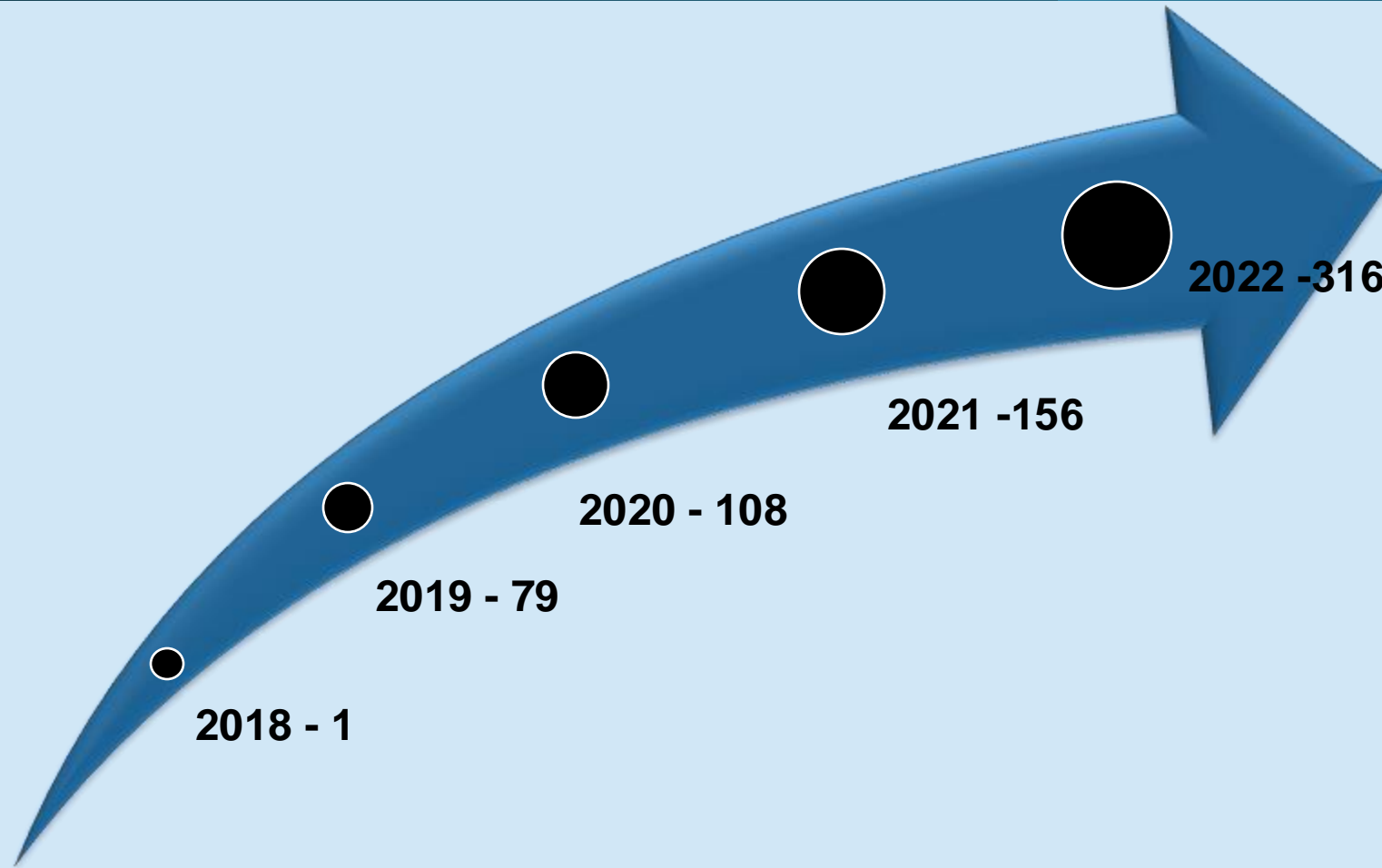
Metropolitan police definition

“Cuckooing is a process whereby criminals target the homes of vulnerable adults, resulting in them losing control of their property.

They may use property for any criminal purpose, including drug dealing, sexual crimes and firearms.

The vulnerable adult can be exploited and coerced to participate in criminal acts. Young people vulnerable to criminal exploitation can also be associated with these properties.”

Statistics



How it starts

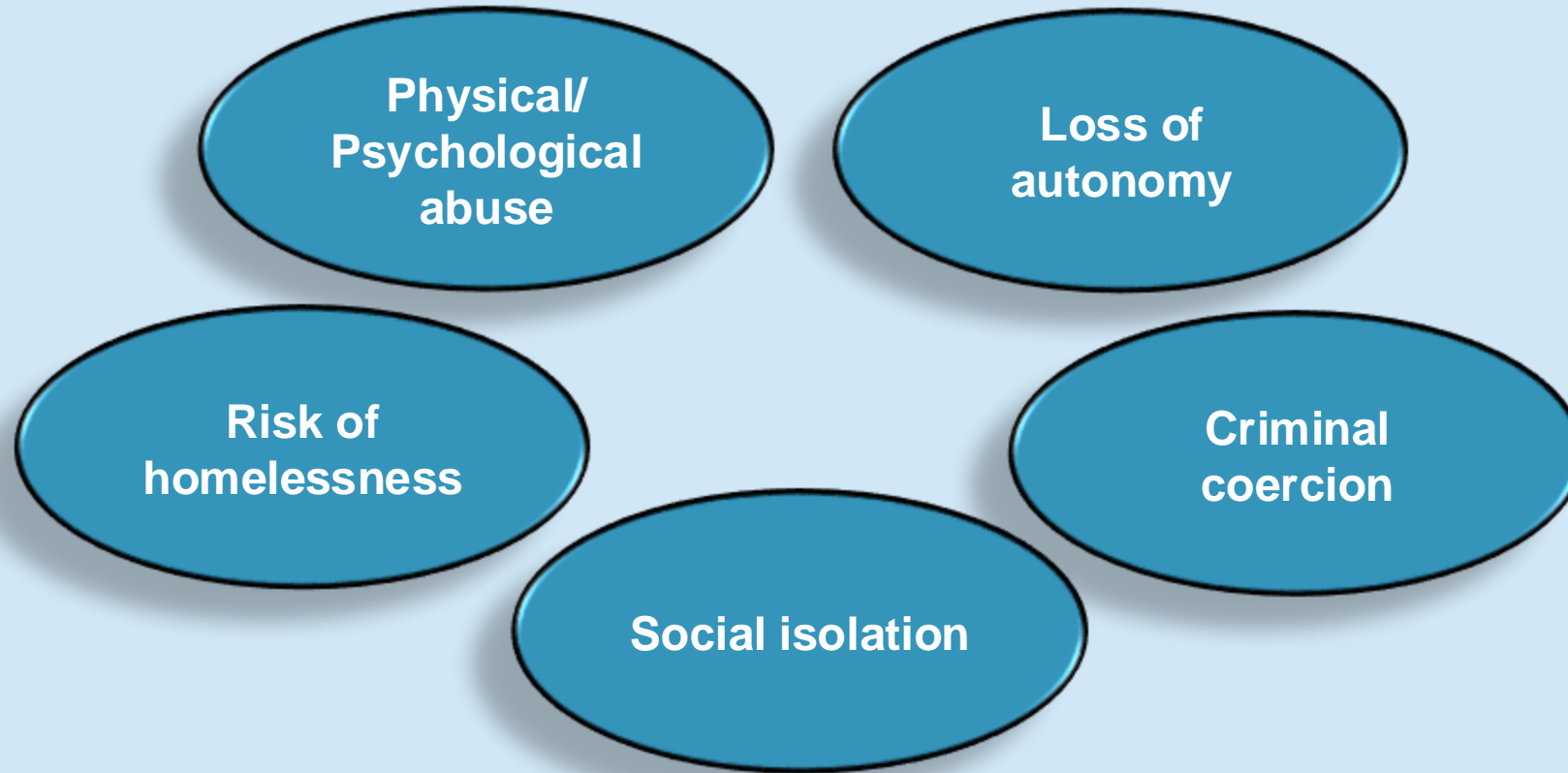
Befriending

Gain access to property

Threat/violence



Affect on its victims



Spotting the signs

The property

- Increase in number of people/vehicles throughout day/night often for short periods
- Occupier has new associates staying with bags of clothing/extra bedding
- Evidence of drug paraphernalia – foil/syringes. Evidence of drug dealing – scales/deal bags.
- Increase in local crime and anti social behaviour in and around the property/area

The Person

- Changes to emotional wellbeing
- Disengagement from support services/unwillingness to discuss what is happening with the property.
- Leaving care placement without explanation.
- Suspicion of physical assault/unexplained injuries.
- Excessive receipt of texts/phone calls.
- Unexplained gifts/money/increase to substance misuse.

If you suspect?

101/999

**HCC ACS:
03001234042**

**For people with mental
health needs receiving
services from HPFT:
08006444101**



Resources

For more information visit:

www.hertfordshire.gov.uk/HertfordshireAdultSafeguardingBoard

www.herts.police.uk/cuckooing



J.sadler8@nhs.net



Hertfordshire Partnership
University NHS Foundation Trust





Health Protection Update: September 2024

Geraldine Bruce Head of Health Protection and Tanya Brady
Senior IPC Nurse



Overview

This update will provide information on the main vaccination campaigns this Winter, including:

- Respiratory Syncytial Virus
- Influenza vaccination
- Covid-19 vaccination

In addition, an update will be provided on:

- Mpox clade1
- IPC Guidance updates

Respiratory Syncytial Virus (RSV) Vaccination

A new Respiratory Syncytial Virus (RSV) Vaccination Programme will commence from September 2024

What is Respiratory Syncytial Virus (RSV)?

- Respiratory Syncytial Virus (RSV) is a common respiratory virus that can cause serious lung infections. While RSV infection can occur at any age, the risk and severity of RSV and its complications are increased in older adults and infants.
- RSV has a considerable impact on individuals and NHS services during the winter months.
- RSV accounts for around 30,000 hospitalisations in children aged under 5 and is responsible for 20 to 30 infant deaths. It also causes around 9,000 hospital admissions in those aged over 75 causing severe illness and mortality.

RSV Vaccination Programme 2024-25: Who is eligible?

Programme for older adults aged 75-79 years.

- All adults turning 75 years old on or after 1 September 2024 will be offered a single dose of the free RSV vaccine.
- Those eligible can get the vaccine up to the day before they turn 80
- For the first year of the programme, the vaccine will also be offered to those who are already aged 75 to 79 years old on 1 September 2024 as part of a catch -up programme.

Programme for pregnant women to protect the infant.

- All women who are at least 28 weeks pregnant on 1 September 2024 will be offered a single dose of the RSV vaccine to protect their baby.
- After that, pregnant women will become eligible as they reach 28 weeks' gestation and remain eligible up to birth.

Influenza Vaccination

- Flu vaccination remains a critically important public health intervention to reduce morbidity and mortality in those most at risk including older people, pregnant women and those in clinical risk groups.
- Flu vaccination helps the health and social care system manage winter pressures by helping to reduce demand for GP consultations and likelihood of hospitalisation. Getting vaccinated will help to prevent transmission of flu.

Influenza Vaccination: Who is eligible?

From September 1st 2024:

- Pregnant women
- All children aged 2 or 3 years on 31 August 2024
- Primary school aged children (from Reception to Year 6)
- Secondary school aged children (from Year 7 to Year 11)
- All children in clinical risk groups aged from 6 months to less than 18 years.

From 3 October 2024:

- People aged 65 years and over
- People aged 18 years to under 65 years in clinical risk groups
- Those in long-stay residential care homes
- Carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person.
- Close contacts of immunocompromised individuals
- Frontline workers in a social care setting without an employer led occupational health scheme
- All frontline health care workers

Covid-19 Vaccination

The primary aim of the COVID-19 vaccination programme remains the prevention of severe illness, hospitalisation and death arising from COVID-19. The focus is to offer vaccination to those most likely to directly benefit from vaccination, such as those with underlying health conditions that increase their risk of hospitalisation.

The groups to be offered a COVID-19 vaccine in autumn/winter 2024/25 are:

- Residents in a care home for older adults
- All adults aged 65 years and over
- Persons aged 6 months to 64 years in a clinical risk group, as defined (as defined in tables 3 or 4 in the COVID-19 chapter of the Green Book)
- Pregnant women
- Frontline health and social care workers and staff working in care homes for older adults

Campaign Timing

Care homes and housebound

- Primary care networks are to prioritise vaccinations of residents in older adult care homes and those who are housebound as soon as vaccination is available.

National Booking Service (NBS)

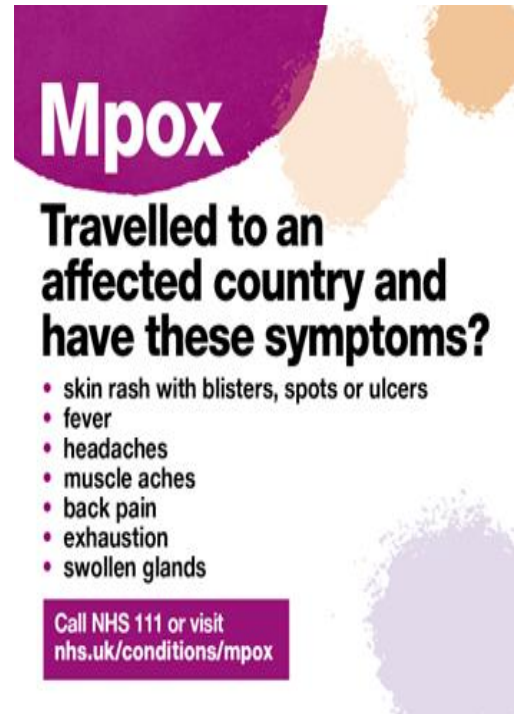
- The NBS will be opened for participating sites to post COVID-19 and flu appointments from Monday 16 September 2024.
- It will be open for bookings from the public from Monday 23 September 2024. The last available appointment date on NBS will be Friday 20 December 2024 for both flu and COVID-19.

Vaccination of health and social care workers

- For frontline health and social care workers and staff working in care homes for older adults' employers will be asked to signpost these staff to the most convenient vaccination offer.
- This may be through NBS, where staff can self-declare their eligibility and receive a free vaccination through the NHS.

Mpox clade 1 situation

- Mpox is a viral infection that spreads through close, person-to-person contact. Like many diseases caused by a virus, mpox has different types or 'clades'. There are two major clades of mpox, known as clade 1 and clade 2.
- Clade 2 mpox has been present in the UK since 2022. Clade 1 mpox has previously only been reported in five countries in Central Africa but there is now increasing transmission of Clade 1 mpox in several countries in the Africa Region.
- Anyone can catch either clade of mpox, as it spreads through close contact (including intimate or sexual contact) with someone who has the mpox virus, and through contact with contaminated materials. Mpox does not spread easily between people unless there is close contact.
- No cases of mpox clade 1 in the UK
- Risk to UK population and the social care sector remains low
- UKHSA is actively monitoring the situation and supporting preparedness including advice relating to travel.
- [Mpox - NHS \(www.nhs.uk\)](https://www.nhs.uk)



Mpox

Travelled to an affected country and have these symptoms?

- skin rash with blisters, spots or ulcers
- fever
- headaches
- muscle aches
- back pain
- exhaustion
- swollen glands

Call NHS 111 or visit [nhs.uk/conditions/mpox](https://www.nhs.uk/conditions/mpox)

ASC IPC Guidance

It is essential that providers continue to follow ongoing infection prevention and control (IPC) guidance:

[Infection prevention and control in adult social care settings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/infection-prevention-and-control-in-adult-social-care-settings)

[Infection prevention and control in adult social care: acute respiratory infection - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/infection-prevention-and-control-in-adult-social-care-acute-respiratory-infection)



Creating a cleaner, greener,
healthier Hertfordshire



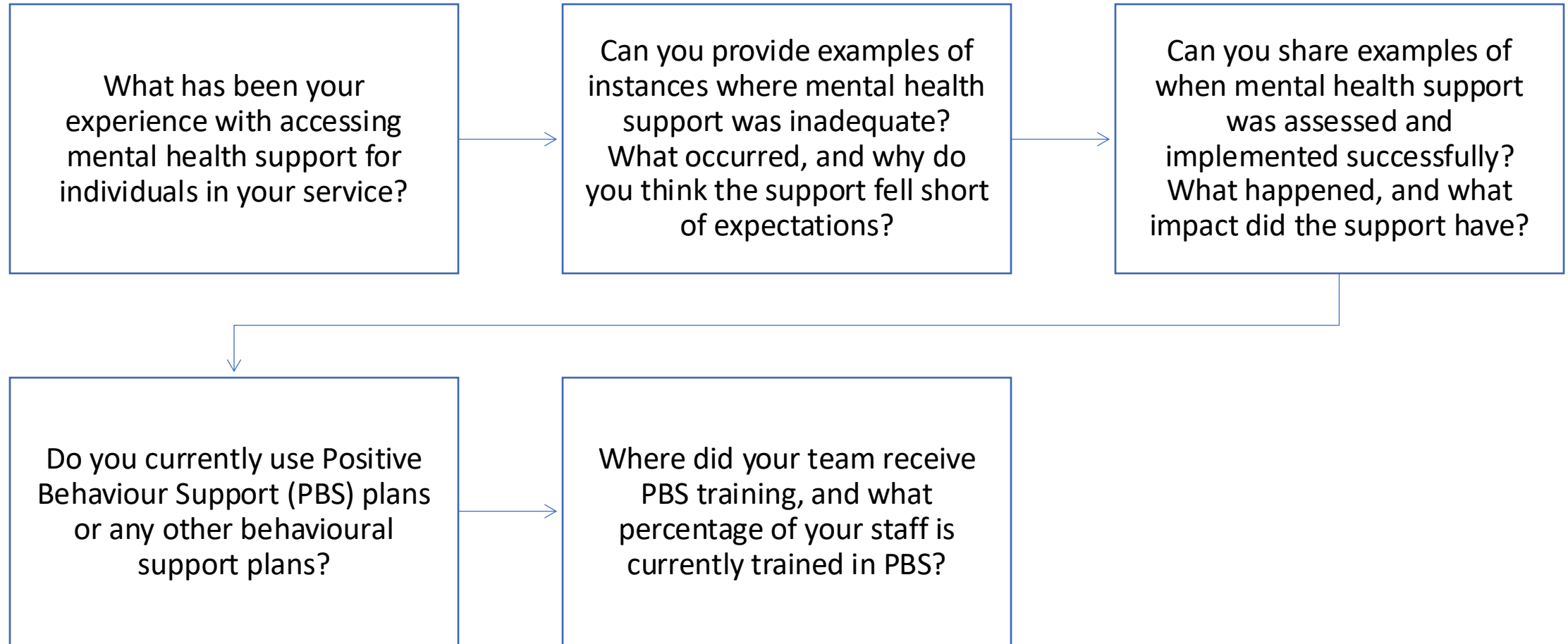
Mental Health Act Reform Guidance 2023

- Ensure that detentions and treatment made under the MHA are necessary
- Strengthen the voice of patients
- Improve and expand the roles and powers of people who represent detained patients
- Limit the detention of people with a learning disability and/or autistic people under the MHA to 28 days where there is no co-occurring mental health condition
- Introduce duties on commissioners to improve understanding of the risk of crisis amongst people with a learning disability and/or autistic people in their local area
- Revise the criteria for the use of Community Treatment Orders (CTOs), and enhance the professional oversight required for any CTO
- Introduce a new 28-day time limit for transfers from prison to hospital
- Introduce a new form of supervised community detention

MHA Reforms and Implications for the All Age Dynamic Support Register and Care (E)Treatment Reviews (Adult focus)



Feedback questions



Smooth seas do not make skilful sailors

Challenges & Solutions



<https://forms.office.com/e/JbTzQjgRsg>

"Set the agenda"

- *What are your challenges?*
- *How can we help?*



Smooth seas do not make skilful sailors

Challenges & Solutions



<https://forms.office.com/e/JbTzQjgRsg>

From last forum:

- *Staffing – Herts Good Care is free to members – Get involved!*
- *International staffing – we want specifics*
- *CQC – We have met with some of the local teams and asked for involvement*
- *Mental Health networking and support – Today's forum*
- *Clarity over safeguarding – Theme of our Members Network Event*

The HCPA Resource Library

Everything you need, all in one place.

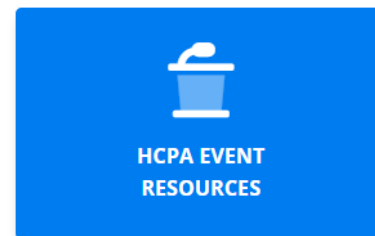
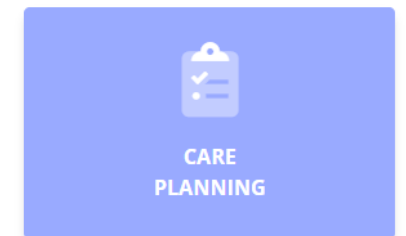
Visit: hcpa.info/members-zone

- Available to everyone
- No login or password required
 - 24/7 access
- Includes local and national resources, tools, guides, guidance, policies, and contacts in a wide variety of areas
- Perfect tool to support your business



The Resource Library

The Resource Library (formerly known as the Members Zone) is here to help all HCPA Members access local and national resources, tools, guides, and contacts in a wide variety of areas.



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.
- All infection control
- Liaison with Herts County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.
- HR, Staffing and Recruitment.
- Training and education.
- Business continuity.
- Data protection.
- Monitoring.
- Equipment.
- Insurance.

Your hub, your support service...

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

HCPA: 'Sharing best practice in care through partnership'



Support Service Directory

All the contacts you need, all in one place

Up to date contact details for all the support services you need

Hertfordshire Care Provider Support Service Directory

HCPA Provider Hub

HCPA Members Zone

Download our Care Home Directory poster which displays key contact information for services [East & North](#) [South & West](#)

Below you can search our Support Services Directory by viewing all services, filtering by criteria, or searching for a keyword.

[View all services](#)

Filter By



Search services

Search

Hertfordshire Care Home Support Services Directory

All the contacts you need **IN ONE PLACE!**

Use this QR code or link to access contact details for services available to Care Homes including admission avoidance, mental health, end of life and much more.

www.hcpa.info/supportservicesdirectory

YOU SHOULD CALL 999 IN A LIFE-THREATENING EMERGENCY

Admission Avoidance Response Care
7 Days a week 06:30-23:00
01 552

Urgent Community Response
7 Days a week 08:00-20:00
03000 200 656

Contact details out of date?
Contact the HCPA Care Provider Hub:
hcpa.co.uk

East and West Hertfordshire Homes
number 23

Hertfordshire Care Home Support Services Directory

All the contacts you need **IN ONE PLACE!**

Use this QR code or link to access contact details for services available to Care Homes including admission avoidance, mental health, end of life and much more.

www.hcpa.info/supportservicesdirectory

YOU SHOULD CALL 999 IN A LIFE-THREATENING EMERGENCY

Early Intervention Vehicle
7 Days a week 08:00-20:00
0300 123 7571
(option 3 then option 2)

Hospital at Home
7 Days a week 08:00-20:00
0300 123 7571
(option 2)

Any questions? Contact details out of date?
Contact the HCPA Care Provider Hub:
01707 708108 / assistance



Provider Support

- One to one support
- Education & development inc Training needs assessment
- **Action planning**
- Connected Lives
- Commercial opportunities
- **Support at Improvement Process meetings**
- Evaluations (Feedback, Culture Check)
- Pre and post inspection support & coaching
- Business continuity planning
- **Managing and growing your care business**
- **Whatever it takes...**



[Click here](#)

This form now activates referrals to all HCPA services, including Business development and growth, Prevention and enablement, Membership evaluations, Leadership support plus all Education & Quality Improvement.

Q&A...

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

Email: assistance@hcpa.co.uk

Visit: hcpa.info/provider-hub

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hcpa.info/news



Thanks for joining us.

