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**Registered Managers Peer Support Network Meeting**

**Nottingham North and East**

**Held on: 1st February 2016**

**Venue: Gedling Civic Centre**

**Attendees:**

Faye Creed (Chair) Workwise Health Care Ltd

Chris Bailey British Red Cross

Bridget Boggan Eden Futures

Sarah Kelly Eden Lodge

Sue Llwellyn Eden Lodge

Kimberley Cockram Elizabeth Fitzroy Support

Samantha Collingham Elizabeth Fitzroy Support

Angela Edwards Elmbank Care Home

Lorraine Poundall Hazelgrove Care Home

Glenice Tomlinson Milford Care

Candice Lau Nottm North East CCG

Sharon Cooper Mears Mansfield

Catherine Flavill Carlton Care Home

Billie Rai Carlton Care Home

Karen Stavert Creative Paths

Amanda Ashworth Skills for Care

Claire Poole Optimum

**Welcome**

The Chair who had worked with Optimum to organise the meeting had had to send their apologies and in their absence Faye Creed from Workwise agreed to stand in at the last minutes. Faye welcomed everybody to the first Registered Managers’ Peer Review Network and although she had not prepared to be Chair, she was very pleased to support these meetings and keen to establish a successful group in the Nottingham North and East area. She explained that the agenda had been put together from items put forward by local managers and all the topics had resources linked to them that were listed on the resource sheet, which would be made available from the Optimum website.

**Older people: independence and mental wellbeing – NICE guidelines 2015**

Karyn Stavert came to the meeting to discuss the Nice Guidelines 2015 and provided some creative ideas for implementing a meaningful activity programme within a range of care settings. As part of this the Silver line – silver letters was discussed. This is where volunteers write to clients approximately twice a month with the hope of a reply. The volunteer is asked for a commitment of a year, you will provide your own writing materials but you will not pay for postage you will receive a stamped addressed envelope when you receive a letter from you friend. To become a friend you have to be 18years and over.

It was agreed that Optimum would provide links to these guidelines and add them to the resources sheet.

**Information from Skills for Care on the People Management Tool and ‘Quality Leadership’ themes from the Social Care Managers’ Handbook**

Amanda Ashworth, Area Officer from Skills for Care gave a presentation on the People Management Tool and showed where it could be located on the Skills for Care Website.

Claire gave an overview of the [Leadership Qualities Framework (LQF)](http://www.skillsforcare.org.uk/Documents/Leadership-and-management/Leadership-Qualities-Framework/Leadership-Qualities-Framework.pdf) and how the 7 dimensions describe the attitudes and behaviours needed for high quality leadership at all levels across the social care workforce. It focuses on the values and behaviours that provide the foundations for effective leadership in social care.

It can be used:

* by individuals to review and reflect on their performance as a leader
* to support recruitment and selection to leadership and management roles
* to inform the design of staff development and leadership learning programmes
* to review individual, team and organisational development and performance.

The framework describes the key leadership behaviours and attitudes that need to be demonstrated by social care workforce at all levels. Its aim is to support the transformation of adult social care through better leadership.

It's useful because many people working in social care know that good leadership is very important to high quality care provision, but often find it difficult to articulate what it means, either for themselves or their organisations. The [LQF](http://www.skillsforcare.org.uk/Documents/Leadership-and-management/Leadership-Qualities-Framework/Leadership-Qualities-Framework.pdf) describes in a clear way what good leadership looks like and shows the attitudes and behaviours needed for high quality care.

Amanda also mentioned that Skills for Care operate the Workforce Development Innovation fund (WDIF) and encourage employers to access this to support the professional development of adult social care workers, by running projects within their organisation.

Skills for Care have identified key areas of work within adult social care that the fund aims to address and these can be found on the internet in the guidance on how to apply. You can also see how others have used the WDIF on [**Learn from Others**](http://learnfromothers.skillsforcare.org.uk/).

Applications for the fund are accepted on an annual basis, and usually open between January and March. To receive information about future funding opportunities   
[**sign up**](http://www.skillsforcare.org.uk/About/News/enews.aspx) to receive Skills for Care’s e-news, keep an eye on the website, or follow Skills for Care on Twitter and Facebook.  If you successfully applied for a grant in 2015-2016, you can find useful resources on the [**grant holders web page**](http://www.skillsforcare.org.uk/Learning-development/Funding/Workforce-Development-Innovation-Fund/Useful-information-for-grant-holders-2014-2015.aspx).

**CQC Inspections and Key Lines of Enquiry**

There was discussion round the table about experiences of the new CQC inspection system. Some managers had found this a refreshing experience, whilst others had not noticed much difference. Some managers reported being visited very shortly after submitting their Provider Information Return (PIR), whilst others had submitted a couple of PIRs and were still awaiting their first visit. This appears to show that there are still inconsistencies in the process and the training of inspectors.

Faye provided an insight into the Duty of Candour and Parity of Esteem. The CQC guidance states:

**What must an organisation do to meet the requirements of the duty of candour?**

Once a notifiable safety incident has been identified which meets the requirements of Regulation 20, a registered provider must:

* Make sure it acts in an open and transparent way with relevant persons in relation to care and treatment provided to people who use services in carrying on a regulated activity.
* Tell the relevant person in person as soon as reasonably practicable after becoming aware that a notifiable safety incident has occurred, and provide support to them in relation to the incident, including when giving the notification.
* Provide an account of the incident which, to the best of the health service body’s knowledge, is true of all the facts the body knows about the incident as at the date of the notification.
* Advise the relevant person what further enquiries the provider believes are appropriate.
* Offer an apology.
* Follow this up by giving the same information in writing, and providing an update on the enquiries.
* Keep a written record of all communication with the relevant person.

**Parity of esteem** - is the principle by which mental health must be given equal priority to physical health. It was enshrined in law by the Health and Social Care Act 2012.

Claire raised awareness of the resources available to help managers prepare for CQC inspections and meeting the requirements of the Key Lines of Enquiry. The CQC website has developed links with partners including SCIE and Skills for Care and resources can be accessed to meet the areas of need.

**Resources for Managers**

**Care Certificate** – Amanda shared the links to the care certificate resources on the Skills for Care Website and the newly published Care Certificate Assessor’s document

**Evidencing competence** – Claire provided information on the competence tools that helped put Managers in the driving seat in respect of workforce competence. The key tools are the Grey Matters assessment licenses available from Optimum for a range of subjects including all the standards of the Care Certificate. Two other competence frameworks have been developed by Optimum using Skills for Care Innovation fund monies: One for Moving and Handling and the other for Medicines Management. These enable employers to train their own trainer and assessors so that they can train and evidence competence of the different areas of competence in these subjects.

**Business Planning** – Claire provided templates for managers to produce their own Business plans to showcase how they run their businesses around their clients. Claire agreed to add this to the resource sheet and send out to all managers in attendance.

**Share and Learn session**

Faye raised the awareness of MHRA alerts, which she said she found very useful and suggested others may like to sign up for them at:

<https://www.gov.uk/government/organisations/medicines-and-healthcare-products-regulatory-agency/email-signup>

Faye also spoke about the Health and Social Care (Safety and Quality )Act 2015 which addresses the subject of information sharing across the professions involved in Health and Social Care and having consistent identifiers to identify Clients and the rationale for sharing information across Health and Social Care and emphasis on Client Consent. This is to promote safety as providers cannot safely care for someone if they are not in possession of crucial background information such as past medical history and current conditions.

In her organisation Faye informed the group that they had addressed the sharing of information in a policy on Duty of Candour by extending it to cover the new act and they had also included the parity of esteem in their equality and diversity policy. Different organisations may decide to disseminate the information a different way or in different policies. It was felt that the most important thing was to research the topics and apply them to individual organisations to ensure they were fit for purpose. It is the legal basis for sharing information that needs to be understood and applied.

**Upcoming events**

**Local authorities** – There are no NCC provider forums organised at the present time. NCC are keen for care providers to watch the newly produced Care Act films and these can be accessed from the Optimum Website and the Notts Help Yourself website.

**CCGs** – Candice from Nottingham North and East CCG updated care providers on initiatives being led by her CCG. These news items were only of relevance to residential and nursing homes based in this CCG area, but similar projects may be taking place elsewhere and this information could be useful to all to find out what is happening in your areas.

* Progress is being made to 1 care home 1 GP practice
* Systm 1 for access to patient records is being rolled out
* Training for inhalers, diabetes and dementia is being provided on 9th and 23rd Feb 09:30 – 12:30. Specialist Nurse Educators will also come out to residential and nursing homes in Nottingham N&E by arrangement.

Glenys stated that care workers in her organisation had been trained in phlebotomy, catheterisation and yet nobody will sign these workers off as competent. They have tried the GP practice, but they will not do this. It was suggested that the care provider set their own knowledge test and observation, but there were questions as to whether this was sufficient. Claire agreed to enquire at the next meeting of the Local Education and Training Council, led by Health Education England.

**Optimum** – Events being led by Optimum include:

* The annual Optimum conference is taking place on the 26th February 2016 at the Notts County Football Ground 9:00am -15:30.
* Specialist training and CPD for Nurses development project
* Dysphagia project

**Planning for next meeting**

**Chair –** Everybody thanked Faye for chairing the meeting and she agreed to chair the next one, even though her place of work is situated within Mansfield area.

**Date** – It was agreed that they would run every 3 months, preferably on a Tuesday morning, and that they would like Optimum to investigate drawing down funding to support the meetings

**Venue** – Several suggestions for venues were made, including Supermarkets that may have meeting rooms. People with suggestions are asked to confirm these to Optimum.

**Future Agenda items:**

* How to access the Workforce Development Innovation Fund
* The Accolades – celebrating your own best practice and how to nominate people who work for the service.
* Other agenda items should be emailed to [istraining@nottscc.gov.uk](mailto:istraining@nottscc.gov.uk)
* Optimum will set up a Registered Managers’ Meeting page on the Optimum website at [www.optimumwl.co.uk](http://www.optimumwl.co.uk) for all agenda, notes, sharing of learning and resources to be posted.