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**Registered Managers Peer Support Network Meeting**

**Held on:** 16th February 2016

**Venue:** Hazelford Care Home, Boat Lane, Bleasby, Nottingham, NG14 7FT

**Date**: 16th February 2016

**Time**: 9:45-12:00 hrs

**Attendees:** Lesley Jeffery (Chair) Hazelford Care Home

Karen Leatherland The Firs

Ellie Prince EBS Instant Care

Annette Anderson West Wolds Care Centre

Diane Keogh Roselea Care Home

Amanda Ashworth Skills for Care

Karen Stavert Creative Care

Claire Poole Optimum Workforce Leadership

**Welcome**

Lesley welcomed everybody to the first Registered Managers’ Peer Review Network for Newark and Sherwood. She explained that being a ‘Chair’ was new to her, but she had been enthused by the sharing and learning that had taken place at the Awareness raising event in October and would like to establish a successful group in the Newark 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 was in their packs, but would also be made available from the Optimum website.

**Information sharing**

There was an informal discussion about some theatre production and participation groups that the managers wanted to share. Managers shared positive reports on groups that came into care homes or local venues to perform based on the needs of the audience. Two groups that managers had felt were very good were:

North West Productions

Noisy Neighbours [www.noisyneighboursband.co.uk](http://www.noisyneighboursband.co.uk)

Managers reported that Public Health were carrying out Infection Control inspections and one of the Inspectors was Steve Keeling, who was not only thorough but very helpful. Another manager who had also been visited confirmed that resources, tips and standard infection control policies were available from Public Health. Claire agreed to look into providing links to these resources.

There was also discussion around HEP B vaccinations. Managers agreed that they carried out risk assessments to see whether staff required the injection and if so the company paid for it. They all maintained records of staff who had already had it, those that haven’t and those that don’t want it.

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

Amanda Ashworth, Area Officer from Skills for Care gave an overview of the new Skills for Care website that had been merged with the National Skills Academy website. She showed managers how to navigate the site and locate information relating to the Registered Manager’s scheme, the People Management Tool and the [**Leadership Qualities Framework (LQF)**](http://www.skillsforcare.org.uk/Documents/Leadership-and-management/Leadership-Qualities-Framework/Leadership-Qualities-Framework.pdf)**.**

Claire gave an overview of the LQF 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 holder’s web page**](http://www.skillsforcare.org.uk/Learning-development/Funding/Workforce-Development-Innovation-Fund/Useful-information-for-grant-holders-2014-2015.aspx).

**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. She explained that the Guidelines covered all professional services, promoting principles of good practice for group and individual activities. The main drivers for the Guidelines were to counteract loneliness and isolation, which is linked to Alzheimers. The main suggestions for activities were:

* Multi-component activity, visual and sensory
* Singing - Professionally led community choir
* Intergenerational
* Apps for people with dementia to use
* Volunteer bureaux
* Promoting Peer support with residents
* Silver Line – developed by Esther Rantzen - someone to talk to
* Silver Letters – Pen pals
* Paint Pals – paint postcards

Karen referred to the Guidelines as the quality standard for people living in care homes.

There was positive discussion about the Dementia Outreach Team in the County and managers were encouraged to contact them for positive ideas on activities in care settings.

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

**MCA/DOLs –** Key Messages

Claire informed the group that Optimum had been successful in obtaining funding for a Mental Capacity Act and DoLs project. The project had taken 2 people from 12 care settings and they had participated in10 sessions of action based learning. All of them had progressed through the MCA Code of Practice by reading the chapters and reflecting on and sharing how this information was applied in the workplace. One of the participants had used their learning from the course and developed a PowerPoint presentation that she would have presented today, but was unable to attend. CP handed out copies of the presentation and confirmed that this would be added to the resources sheet, along with a MCA Assessment Form that had been developed by the workshops and could now be used by any care setting that found it useful.

The managers present discussed the handout and found the information very useful. They agreed it would be useful to be able to access this information asked CP to make it available through the Optimum website at [www.optimumwl.co.uk](http://www.optimumwl.co.uk).

**Provider Corner on Notts Help Yourself Website**

Claire introduced the Notts Help Yourself website. There will be a new provider corner on the site which you can sign up to [www.nottshelpyourself](http://www.nottshelpyourself).org.uk. Claire explained the benefits of the site for care providers, in that they could post up courses that they were running for their own staff and offer out places to other organisations. They would also be able to sign up to receive stats on what people are looking for and not been able to find, which would help them identify areas of need for the development of their businesses. She circulated diagrams of the planned design for the Notts Help Yourself website and asked for feedback on the look and the content of the new site. If care providers are interested in learning more, they should visit the site and/or contact John on [john.stronach@nottscc.gov.uk](mailto:john.stronach@nottscc.gov.uk).

**NCC Audits and CQC Inspections and Key Lines of Enquiry**

Lesley asked for people to share their experiences of the new regime of visits. The comments were that:

For the NCC Audit:

* A lot of information was now asked for in advance
* Problems had been experienced in sending off the information due to the size of the documents being attached. It was suggested that these folders were zipped to compress the space required.
* This information sent in advance was very important because it contributes to a big chunk of the marks in the overall score

For the CQC inspections:

* A lot of people turned up
* Managers found the Provider Information Return (PIR) a very useful process
* The questions were very similar, but the reporting system very different
* Several homes had been let down by ‘Responsiveness’ due to care planning issues and ‘Safety’ due to levels of staffing.
* There were questions around the qualification of the ‘Experts by Experience’
* Too many staff were taken off duty to answer questions

Claire referred the managers to the resource sheet that provided links to resources to meet the KLOEs that were offered by a range of organisations working in partnership with CQC, including SCIE and Skills for Care.

Amanda suggested Managers sign up to the Skills for Care E-News to keep up to date with the support and resources provided to support with inspections. She also mentioned the workshops that Skills for Care are running to help care organisations meet the KLOES. Currently there are no dates available locally. Optimum will advise when this changes and one becomes available locally.

**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** – There were no CCG events communicated to Optimum
* **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**

Those present confirmed that they would like the meetings to continue and for Optimum to apply for funding on behalf of the group. Lesley agreed to continue as chair for the next meeting. The group further agreed the following:

* Meetings would be every 3 months
* Venues would researched and anyone with a suitable room should let Optimum know.
* Agenda items suggested were:
  + Quality assurance
  + Business planning using the Optimum template
  + Sharing best practice
  + Other 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.
* It was confirmed that attendance certificates would be produced with agenda items listed.