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**Registered Managers Peer Support Network**

**Bassetlaw**

**Held on:** Wednesday 1st February 2017

**Time**: 13:45 – 16:15 hrs

**At:** Idle Valley, North Road, Retford, DN22 8SG

**Attendees:**

Naomi Goodwin (Chair) Compassionate Care

Amit Patil Ashley House

Ebin Varghese Ashley House

S. Jose Beech House Care Home

Linda Kelly Blyth County House

Jack Ferguson Interserve Healthcare

Stephen Papp Interserve Healthcare

Daryl Amable Lifetime Homecare

Tori Clarke Ark Complex Care

Alison Pressler Ark Complex Care

Helen Charlesworth Charlesworth Community Care

Isabel Kanyisai Bethel Healthcare

Claire Poole Optimum Workforce Leadership

**Welcome**

Naomi welcomed everyone and noted a good attendance from both residential and homecare providers

**Admissions and Discharges**

Challenges and issues were discussed around admissions and discharges. The root cause was found to be Communication. Other key issues were:

* Timeframes to organise discharges
* Car parking at hospital to carry out assessments ready for discharge
* Medications not ready
* Unrealistic expectations of hospital staff
* Discharge planning should start on day one of admission with regular communication to care setting, because we can cope with delays, not with instant discharge
* Care providers had been contacted over block bookings to ease bed situation in hospital, agreed to reserve 2 to 3 beds and have heard no more
* Delays in ambulance availability (3 hours)

Successes were reported where:

* Care providers built up a relationship with hospital and discharge nurses
* Proactively supported the discharge
* People were kept fully informed from both settings
* Regular reports were received on recovery progress to inform expectations
* People knew who to contact.

Bassetlaw have a good system in place the CCG provide good training. Care providers are able to access training to help get people home – bespoke to the individual’s needs, especially in complex care cases. They also provide support for sign-off of competencies.

**EMAS protocols, including DNACPRS**

* In some areas it was confirmed that the DNACPRS is uploaded on to the electronic system
* The validity of the DNACPR following a change in capacity. There was uncertainty around this point – it was agreed that this should be checked although it was felt that an existing DNACPR made with capacity should be adhered to.

**Skills for Care Resources**

As gave an update of S4C work and resources

* There will be a practical roadshow showcasing Skills for Care resources in East and West Midlands on 30th March 2017
* Use of digital resources in the social care sector project

Workforce Development Fund

* WDF monies will be available for 2017/18.
* Qualifications are being restructured making them job ready
* Apprenticeship levy
* Innovation fund info available post April 2017

Recruitment and Retention

* Personal Assistants
* Rotational roles
* New standards and qualifications e.g. level 4 mgt
* New areas to be looked at are: safeguarding, tissue viability and financial abuse

Care Certificate

* AA reminded providers that the CC was for staff new to health and social care
* It might be a good idea to put returning staff through elements they’ve not done before e.g. basic life support
* Check that your current staff are competent
* CP gave an update on the range of resources provided by Optimum to help care providers implement the Care Certificate:
  + SCILS – On-line resources for social care learning and lesson plans for in-house trainers with accompanying resources
  + ACCTV Care Certificate pack for Optimum Members
  + Grey Matters Care Certificate Assessment licenses

**Optimum Opportunities for the Employers to engage**

CP provided information on how to engage with the different nursing projects:

* Post-graduate qualification for nurses already working in social care
* CPD training for qualified nurses working in social care
* Opportunities for care workers to develop their healthcare skills:
  + Nursing Associate programme – for nursing homes only
  + Foundation Degree, Higher Apprenticeship – for all care workers supported by their employer - contact [istraining@nottscc.gov.uk](mailto:istraining@nottscc.gov.uk) for more information.

The Optimum Annual Conference taking place on 15th March conference – contact [istraining@nottscc.gov.uk](mailto:istraining@nottscc.gov.uk) for more information.

CP encouraged employers to claim for qualifications achieved by employees through the Workforce Development Fund. She reported that there were still funds in excess of £40k to be claimed before the end of March.

**Learning through sharing**

* Representatives from homecare discussed the benefits of involving the individual and their families in the recruitment of their staff in their care needs. This was especially beneficial in relation to complex care
* Several managers present were interested in how to access level 7 qualifications in health and social care management. These programmes are available and there are a range of leadership programmes on the Skills for Care website <http://www.skillsforcare.org.uk/Leadership-management/Leadership-programmes/Leadership-programmes.aspx>

**Any other business**

CP explained that this was the last meeting for the 2016-17 year and asked if they would like the meetings to remain joint residential and homecare or separate. There were discussions for and against. It was agreed that Optimum would link with Bassetlaw CCG to support the residential meetings that they organised and would work with Skills for Care to setup homecare meetings in South Notts, Mid Notts and North Notts.

Everybody thanked Naomi for her Chairing of the meetings and hoped she would continue in the role as it moved towards developing the meetings for homecare managers in the future.