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**Registered Managers Peer Support Network Meeting**

**Held on: 8th February 2016**

**Venue: The Well, Retford**

**Attendees:**

Sally-Anne Brand (Chair) Ashall Care Home

Jean Kit Ashall Care Home

Helen Atkin Lound Hall

Pritpal Sandhu Glenesk

Lynda Coggan Glenesk

Sally Hampshire Glenesk

C Hallsworth Reach Housing and Enablement Mansfield & Ashfield

Wendy Adamson Reach Housing and Enablement Mansfield & Ashfield

Naomi Goodwin Compassionate Care

Amanda Ashworth Skills for Care

John Stronach Notts Help Yourself – Notts County Council

Claire Poole Optimum

**Welcome**

Sally welcomed everybody to the first Registered Managers’ Peer Review Network and explained that being a ‘Chair’ was new to her, but she was very pleased to support these meetings and help establish a successful group in the Bassetlaw 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 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 holders web page**](http://www.skillsforcare.org.uk/Learning-development/Funding/Workforce-Development-Innovation-Fund/Useful-information-for-grant-holders-2014-2015.aspx).

**Resources for Managers**

**CQC KLOES –** Sally asked for people to share their experiences of the new regime of visits. The comments were that:

* A lot of people turned up
* The visits came very quickly after the Provider Information Return (PIR)
* 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.

**Care Certificate** – Sally asked how managers were coping with the implementation of the Care Certificate. Pritpal shared the benefits they had found of working with ACC TV using their on-line and DVD resources and workbooks. Claire provided a flyer on this service and confirmed that all Premium Members received a 35% discount on any purchases made on this system.

Claire also mentioned the Grey Matters Assessment licenses that provided a method of evidencing competence of knowledge and understanding on a range of subjects, including the Care Certificate. From April, Premium Members will be able to upgrade to access bite-size chunks of e-learning to support any sections where further learning is required.

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

Managers shared how they were managing the assessment by using staff to support each other, where there competence had already been evidenced. They also shared how they were keeping track of progress of staff through the standards some were using a whiteboard to post up completed units and this helped to spur others on towards completion.

Domiciliary providers shared that they were using their Seniors to cascade learning and assess competence in the field. Others were using outside agencies to provide the learning.

**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 mentioned above. 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.

**Provider Corner on Notts Help Yourself Website**

John 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. John 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. He 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.

**Share and learn session**

Sally introduced this session on the agenda and asked what current challenges or issues managers were facing.

There was discussion around the fact that the District Nurse will no longer syringe ears. It was agreed that this was a trend and the proposal was that they should use olive oil and go to the GP. There was discussion as to whether care providers could be trained to do this themselves and whether they could raise a safeguarding. It was agreed that they would look up the most recent NICE guidelines.

Managers were finding that it was difficult managing the borrowing of equipment from the Red Cross. When the 12 week loan period came to an end they wanted to take it back before it was finished with. It was agreed that it should be taken up with Notts County Council.

Problems were also being experienced with Airflow mattress toppers that were not fit for purpose and were leading to people falling out of bed. There was a need for special equipment as residents became end of life and the managers required equipment for them to be able to stay in the home. It was agreed they would contact the District Nurses for assessments.

There was discussion in relation to the Living Wage. Claire referred the managers to the information sheet and agreed to circulate the impact of the Living Wage in Nottinghamshire information sheet provided by Skills for Care.

**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** – Sally and Pritpal raised the fact that the CCG and Optimum were both running meetings for care provide managers and this time they had fallen only a week apart. It was agreed that they were different types of meetings both of which had a benefit to managers. These network meetings were about coming together and making the care sector better by sharing best practice. Pritpal suggested that they all phone round other care providers to let them know the difference and encourage them to attend the next meeting. The next CCG meeting is scheduled for 12th April so it was agreed to organise the Registered manager’s meetings 3 monthly, six weeks apart.
* **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. Naomi Goodwin from Compassionate Care agreed to chair the next meeting and the group further agreed the following:

* Meetings would be every 3 months – six weeks apart from the CCG ones
* Venues would researched and anyone with a suitable room should let Optimum know.
* Agenda items (to be referred to as ‘Hot topics’ suggested were:
	+ Digital working using digital voice recording for observations of clients, meetings etc
	+ Quality assurance
	+ Business planning using the Optimum template
	+ Sharing best practice
	+ Other items should be emailed to 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.
* Attendance certificates were requested with agenda/hot topics items listed.

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