

## **Accommodation with Care Provider Forum Q&As-27/3/17**

### **Q-Can we have copies of the See, Hear and Act checklist?**

A-Yes, they can be e-mailed with the slides. There is also a link to this checklist on the website.

### **Q-Is there an intention that providers should eventually be able to see their own dashboards?**

A-Yes, we are working with IT on security issues that currently exist when trying to share them externally. We are currently working on sharing the dashboard with colleagues in health, then, later, providers. However, providers may not always see absolutely everything that has been submitted about them due to the fact that some feedback may have been submitted confidentially.

### **Q-Jayne and Olivia talked about sharing good practice. How do we do this?**

A-QAOs and peer reviewers will be able to discuss this with you. Some good practice can be easily shared, for example, practical ideas such as coloured menus for people with dementia. Alternatively, e-mail your good practice to [Oliviacooper@warwickshire.gov.uk](mailto:Oliviacooper@warwickshire.gov.uk). She can then pass the details of this good practice onto the relevant quality assurance officer.

### **Q-How long is it expected that we wait for a Continuing Healthcare decision?**

A-The national framework states that decisions should be made within 28 days. However, this is a challenge. The teams are working hard to get as close to 28 days as they can and are currently trying to get a clear idea of how far behind the target they are. We have been working to clear backlogs and expect this to be cleared by the end of April. CCG will be monitoring the CHC team to try and ensure they meet their 28 day targets.

### **Q-There is an issue around social workers and assessors from CHC teams not agreeing on decisions regarding CHC assessments. What are you going to do about this?**

A-A process is being worked out that will resolve these situations. CHC teams will have support from their team leads in making this decision. If they still can't make a decision, information will be escalated to resolve the dispute.

### **Feedback regarding future Provider Forums (format, frequency etc)**

There may be an issue with e-mails going to people who are too senior within provider organisations and information not being cascaded to more junior staff who might want to attend the forums. WCC will review their contact lists.

Forums are to remain quarterly in response to provider feedback.

It was suggested that, in a future forum, a workshop around outcomes could be held. There are issues with measuring and evidencing outcomes that could be addressed within a workshop setting.

CCG colleagues are planning on coming to each forum and can continue to answer questions.

### **Accommodation with Care Provider Forum Q&As- 31/3/17**

**HRMC have strongly indicated that staff working a sleep in should be paid the living wage as they are available for work. What plans do WCC have relating to this? (obviously we are looking at Assistive Technology etc- massive cost implication)**

This issue is being looked at by WCC right now- our response is likely to follow next week in a letter (w/c 3.4.17)

**Can you consider information sharing when carrying out quality assurance processes- to avoid duplication for providers?**

We are looking at how to reduce duplication for providers in terms of sending the same information multiple times. The new Quality Assurance model will take this into account and try to coordinate and streamline as much as possible. If this is not happening, please contact us and let us know.

**Is it fair that there is information on your dashboard about us that we can't see?**

We plan to give providers access to relevant information in the dashboard in approx 6 to 12 months- there are technical issues that need to be ironed out but we are working on them. Regardless, there shouldn't be anything on the dashboard of which you are not aware.

**What if providers have dashboard access, and a staff member sees something that might worry them (e.g. credit rating)?**

There will be no information provided on the dashboard without context. It's just one part of the jigsaw. There will also be work in terms of defining which elements of the dashboard a provider gets to see.

**Can you tell us where in Warwickshire capacity issues are being experienced?**

The Market Position Statement will respond to this; it is overdue but should be ready by the next forum and can be part of the agenda.

**Feedback regarding Provider Forums (format, frequency etc)**

Frequency- is about right

North & South forums- keep this as it allows providers choice in which one to attend

Subject areas-

There could be many issues or ideas that could come from providers themselves.  
Therefore suggested that providers have their own agenda item on an ongoing basis  
(Mike Leyland to facilitate)

Mike Withers to contribute at the next forum re: CHC funding issues (for now there is  
a FAQ which will be circulated soon)