



# Disabilities Provider Forum Summary and Feedback Newsletter

Quarter 3 2022-23 | Edition 4

## Welcome from Lead Commissioners, Holly Beaman and Karl Gluck

Many thanks to all of you who were able to attend the virtual Provider Forum on Wednesday 5<sup>th</sup> October 2022, and to all our guest speakers for their contribution. We appreciate you taking the time to join us. Your feedback and input throughout the meeting is extremely valuable and we hope the information we have collated will be of use to you and your organisation.

The following document will give the latest update on DoLS Applications, the LeDeR Annual Report, Social Care Reforms, and we will share communication from our standing agenda items, GCPA, Proud to Care, future agenda items, and any other business.

We would like to thank providers for their continued work. We know how challenging the environment is, how hard it is to continue delivering services, and we must recognise the amazing job you all do.

### We asked about your greatest challenges. They were:

- Recruitment
- Retention
- Staffing
- Cost of living
- Having to rely on agencies
- Balancing the budget
- Remaining competitive
- Communication
- Feedback with GCC and Adult Social Care
- Safeguarding issues
- COVID-19

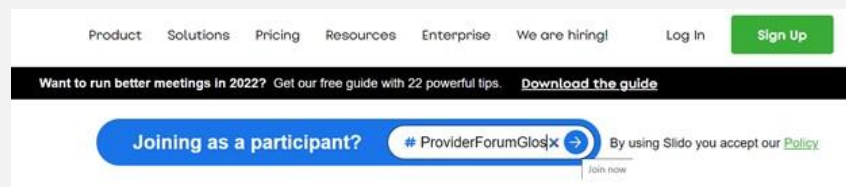
We will endeavor to address these points in this and future Provider Forum Meetings.

## Slido – A Web Based Interaction App

Slido is a Q&A and polling platform which can be used alongside virtual meeting technology such as Microsoft Teams. It helps meeting hosts get more value from their events by enhancing interaction between speakers and the audience. By interacting on Slido, providers will have the opportunity to have a say and give feedback throughout the Provider Forum.

To join, please visit [www.sli.do](https://www.sli.do), enter the code **#ProviderForumGlos**, and click the arrow.

The screenshot below shows an example of this.



## Provider Forum Feedback Newsletter

We will provide a Disabilities Provider Forum Feedback Newsletter after each meeting. This document provides a summary of important information, answers questions you had during the meeting, and will be distributed alongside literature presented at the virtual event.

# Deprivation of Liberty Safeguards

**Sam Lancaster – Safeguarding Adults Administration Manager**  
**Sam Berry – DoLS Specialist Practitioner**

Deprivation of Liberty Safeguards (DoLS) came into force in England and Wales in April 2009 under amendments to the Mental Capacity Act 2005.

## DoLS intends to:

- Protect the person from being detained if it is not in their best interests.
- Prevent arbitrary detention when other possible alternatives have not been fully considered (such as staying at home or at supported accommodation).
- Give the person or their representatives the right to challenge the decision.

If the person is under continuous supervision and control, is not free to leave, and they lack the mental capacity to consent to these arrangements, it is a deprivation of liberty (Cheshire West, 2014). This is regardless of whether they are objecting.

To be eligible for DoLS, the Individual must be 18 years or older, a resident in a care home or hospital, have a mental disorder, lack capacity to consent, and need to be deprived of liberty to protect them from harm.

## DoLS Forms

- Form 1 Standard / Urgent for new applications.
- Form 2 Further for re-authorisations of previous DoLS (for re-authorisations only).
- A standard authorisation gives the Local Authority 21 days to assess the case.
- An urgent authorisation allows a care home or hospital to self-certify for a maximum of 7 days. Urgent cases can be extended by the Local Authority for a maximum of 7 days if it is required.

## Best Practice:

- Apply online via the online form.
- Check the details such as name, spelling, date of birth and funding information.
- Provide detailed and relevant information about the Individual.
- Inform interested parties of the DoLS application.
- Offer a copy of the Relevant Person's Representative Booklet, found via the following link:  
[relevant-persons-representative-workbook-nov-21.pdf \(gloucestershire.gov.uk\)](https://www.gloucestershire.gov.uk/relevant-persons-representative-workbook-nov-21.pdf)

## Avoid:

- Blanket applications. Please consider on a person-by-person basis only.
- Submitting an application if the Individual has mental capacity.
- Submitting applications via email.
- Submitting initial Form 1 applications more than once. Once you have submitted Form 1, all that is required are email updates.

## Prioritisation / Triage of Applications

**Red** – covert medication, 1:1 supervision to manage behaviour, attempting to leave, challenging behaviour, un-befriended, signs of distress or objection, psychotropic medication, differing views in family, mental health hospitals.

**Amber** – Asking to leave, packing, occasional challenging behaviour.

**Green** – Generally settled, not asking to leave, no significant restrictions.

## Managing Authority Duties

It is your responsibility to ascertain whether the person has capacity to consent to their place of residence. If they do have capacity, there is no need to make an application. It is good practice to record this decision.

The DoLS team are not responsible for Care Plans and Risk Assessments. They must be assessed by providers themselves.

Providers must submit Form 1 or Form 2 to the Local Authority.

The provider must inform family members of this application.

Once the DoLS has been authorised, please read the paperwork, specifically any conditions that need to be met.

You must inform the person of their rights under DoLS.

## LPS Update

Consultation on the draft Code of Practice ended in July and is with the Department of Health and Social Care. The final Code is not expected until the end of 2022 or early 2023.

There is no date for implementation yet, this will be announced when the Code of Practice is published.

The proposal that care home managers arranged the assessments needed for LPS has been dropped.

## Useful Information and Links:

### DoLS Section 21 Appeal:

<https://www.youtube.com/watch?v=H1v6gLJgeNo>

### Website Address:

<https://www.gloucestershire.gov.uk/gsab/i-am-a-professional/deprivation-of-liberty-safeguards-dols/>

### Email address:

[dolsservice@gloucestershire.gov.uk](mailto:dolsservice@gloucestershire.gov.uk)

**Applications to the DoLS Team should be made using this online form:**

<https://forms.gloucestershire.gov.uk/dols>

**Email address for Learning Disability Teams (For Supported Living DoLS Applications):**

[EnquiryAdult-LD@gloucestershire.gov.uk](mailto:EnquiryAdult-LD@gloucestershire.gov.uk)

# Gloucestershire's Learning Disability and Autism LeDeR Programme

## Learning from lives and deaths of people living with a learning disability and autistic adults in Gloucestershire. A service improvement programme.

**The aims of the programme are to:**

- Improve care for people with a learning disability and for autistic people.
- Reduce health inequalities.
- Prevent people from dying prematurely.

## The process:

1. A review to find out what happened during someone's life and death.
2. Talk to someone who knows or knew the person well, including family, carers and the doctor.
3. The review is checked by the Quality Assurance panel, which includes doctors, pharmacists, nurses, and experts by experience. If needed, the case will have a focused review.
4. We learn from each review and share the findings. A learning on a page document will be introduced in due course. This document will share best practice findings and information.

To **report a death**, please use the following link: [LeDeR - Home](#). **Anyone** can tell us about a death.

**How information is shared:**

1. We publish an Annual Report (including an easy-read document).
2. Newsletters are produced bi-monthly.
3. Other easy-read resources are available online.
4. Presentations and conferences.
5. To sign up to the LeDeR newsletter, please email [paul.tyrrell@inclusion-glos.org](mailto:paul.tyrrell@inclusion-glos.org)

**Please visit the following links to access this information:**

- LeDeR: [LeDeR - Inclusion Gloucestershire](#)
- Annual Report (2021): [Learning from Lives and Deaths - people with a learning disability and autistic people \(LeDeR\) \(kcl.ac.uk\)](#)
- Action Learning Reports: [LeDeR - Action from learning reports](#)





Last year, there were 40 deaths reported to the LeDeR Programme. 90% of these people were deemed to have good or excellent care. Care fell short of current best practice standards in 3 of these reviews. Of the deaths reported last year, 60% died in hospital which compares to 46% of deaths in the general population being in hospital. This indicates a health inequality; however, this data did not consider comorbidities and whether this was the right place for the person to die.

The main cause of death was respiratory (25%), but there were only 5 deaths due to COVID, in comparison to 14 the year before.

67% of people who died had an active Advance Care Plan, in comparison to 57% last year. The national percentage is 46%.

## Learning Disability Register

If you care for someone with a Learning Disability, ensuring they are on the Learning Disability Register means they will get extra support such as reasonable adjustments and it will make sure they are invited for annual health checks. Speak to your GP about the Learning Disability Register to find out more.

## Annual Health Check

A health check is an appointment with a doctor or nurse every year. Anyone with a Learning Disability aged 14 or over can have a health check. More information on annual health checks is available via: [Supercharged Me | Get your Health Check!](#)

This video, produced by Misfits Theatre Company, explains what to expect from an annual health check: [Introduction to Annual Health Checks for people with a Learning Disability - YouTube](#)

## My Health Passport (Hospital Passport)

A health passport helps doctors and healthcare workers to find out important information, such as what medication you take and what reasonable adjustments you require.

A copy of a Health Passport can be found at: [My-Health-Passport-EasyRead-v2-April-2021 Editable-Version.pdf \(ghc.nhs.uk\)](#)

**Advanced Care Planning using the ReSPECT Form** - The ReSPECT easy-read leaflet can be found at: [Easy read ReSPECT-3 leaflet 1- Introduction.pdf \(glos.nhs.uk\)](#)

**Keeping Your Mouth Clean** - Keeping your mouth clean can help stop infections such as sepsis or aspiration pneumonia. Information on different types of toothbrushes is attached with this newsletter.

**Bowel Care** - It is important to see the doctor if you or the person you care for is constipated a lot. Easy read information about constipation can be found at: [PowerPoint Presentation \(england.nhs.uk\)](#)

**Dysphagia** - This is the medical word for having trouble swallowing. People who have trouble swallowing are at risk of pneumonia and aspiration pneumonia. Ask your GP for a referral to the speech and language therapist for a dysphagia assessment if you or the person you care for has difficulties swallowing.

## Plan for the coming year 2022-2023



# Cost of Care Exercise - 2022

**Jenny Cooper – Head of Integrated Commissioning for Older People Services**

## Background

Last year, the government published the 'People at the Heart of Care' White Paper, which set out a 10-year vision for Adult Social Care reform.

The government also launched the Market Sustainability and Fair Cost of Care Fund, which is designed to help the Council prepare the local market for reform and move towards paying a fair cost of care.

In terms of the older people's market, some of this work is to reduce cross-subsidy from self-funders, which means the government wanting councils to pay a 'fair' cost of care. It is recognised that in some instances, self-funder fees are subsidising council fees. The reforms aim to narrow the gap between these costs.

## Cost of Care Exercise

Implementing this exercise was a requirement of the Department of Health and Social Care. The scope of the project was people aged 18+ in receipt of Domiciliary Care Services and people aged 65+ in Care Homes. Supported Living and under 65's living in Care Homes were out of the scope of this exercise.

The aim was to develop a shared understanding of the actual costs of running a quality and sustainable care provision in Gloucestershire. This meant that the exercise reflected local circumstances as far as possible.

The results obtained from this exercise were the median actual operating costs, the range of costs and return on operations and capital.

We undertook the Cost of Care Exercise between May and August 2022 and between September and October, we will be developing a provisional Market Sustainability Plan and submitting our findings. The Department of Health and Social Care plan to publish cost of care data by February 2023 and the final Market Sustainability Plan will be submitted and published by February 2023.

To support us to deliver this project, we employed an independent consultant. This allowed us to offer an independent arrangement where providers did not need to submit sensitive commercial information to the Council. The data returned to us from the consultant is pseudonymised.

We used a Homecare Data Tool to collect data, which was an excel document to collect costs, overheads and return on operations. This calculated a unit cost per hour and gave a median cost of care.

An online Care Home Data Tool was used to determine a unit cost per week for care home providers. The tool collects costs, overheads and return on capital, and gave a median cost of care.

## Benefits of the Cost of Care Exercise

- This was a unique opportunity to inform central government of the true cost of care.
- It gave a valuable insight into current costs and pressures.
- It will ensure we get a share of the local government settlement for the next two years.
- It will mitigate some of the effects of s.18(3) of the Care Act and the Care Cap.



## Riki Moody – Chief Operations Officer

**Data Security and Protection Toolkit** – The free support to complete the Data Security and Protection Toolkit is still available for all providers. This is a self-assessment which enables you to be cyber secure. For more information, please visit: <https://gcpa.co.uk/home/better-security-better-care/> or contact Dani (Digital Support Officer) on **07436 033514** or [digital@gcpa.co.uk](mailto:digital@gcpa.co.uk).

**Supported Living Providers Meeting** – The next meeting is on the 23<sup>rd</sup> of November 2022, from 1-3pm at Highnam Community Centre. All Supported Living Providers are welcome to attend this meeting, regardless of GCPA membership. The link to register to join the meeting is: <https://www.eventbrite.co.uk/e/supported-living-providers-meeting-tickets-395760429097>.

**GCPA Influence** – GCPA currently sit on the Integrated Care Partnership Board, Chair the South West Care Association Alliance, and work closely with the national Care Association Alliance.

**Free Mental Health and Wellbeing Offer to all Providers** – [The Wellbeing Line](#) helps anyone working in Adult Social Care and Healthcare, supporting them to access confidential mental health and wellbeing support. You can refer team members to this service (with their permission), or your staff can self-refer. Additionally, the Employee Assistance Programme can support team members who are facing difficulties and challenges in their lives and there is a free Occupational Health offer. Please contact GCPA for more information about this.

**Save the Dates** – The GCPA Conference will be hosted in May 2023, members can attend for free. The GCPA Care Awards will take place on the 29 September 2023. You do not have to be a member to nominate, and nominations will open in late spring 2023.

To find out more about Gloucestershire Care Providers Association, including annual membership fees, please contact Riki Moody on **01452 767664** or email [riki.moody@gcpa.co.uk](mailto:riki.moody@gcpa.co.uk)

# Proud to Care

## GLOUCESTERSHIRE

### **Samantha Metcalfe– Integrated Commissioning Manager, Proud to Care**

Proud to Care supports independent care providers and the care community to recruit and retain staff, by promoting care as a career. The team connect people wishing to work in care with providers, and support development of new opportunities.

#### **Piloting a targeted recruitment campaign in the Forest of Dean**

Alongside Forest of Dean care providers, the team have been working on the pilot since June 2022, with the launch of the campaign in October 2022. The pilot includes promotion of care in the Forest of Dean on social media, piloting a new jobs board, posters, leaflets, newspaper and tv promotion. A [Proud to Care - Forest of Dean Video](#) promoting a career in care has been produced.

The team will also be attending community venues in the Forest of Dean, supporting people looking to work in care to connect with providers.

This pilot will be rolled out in other localities in the future.

#### **Proud to Care Promoting Careers in Care**

**This quarter, the team have been promoting a career in care by:**

- Attending DWP Events (Department for Work and Pensions)
- Sector based work academy with Gloucestershire College
- Attended the Health and Social Care Support Worker Recruitment Event in Cheltenham
- Attended an online Indeed event
- Linked with Adult Education to explore how digital deprivation can be overcome

#### **New Jobs Board – Shaped by Provider Feedback**

The jobs board has been developed in partnership with GlosJobs. It is fully funded, and the Proud to Care Team will upload the job opportunities for you. This will streamline the recruitment process. This jobs board is being rolled out countywide for all care providers.

To view the Proud to Care jobs boards (currently showing Forest of Dean vacancies) , please visit: [Proud to Care jobs Forest of Dean](#).

To create a profile and begin advertising your jobs with us, please contact the team at [ptc@gloucestershire.gov.uk](mailto:ptc@gloucestershire.gov.uk) and send your organisational trading name, contract address, telephone number, website, email address and the localities you cover.

We welcome any feedback that you may have and will continue to use this feedback to improve our offer.

Proud to Care Team (Laura, Ann, Leda & Sam)

[Ptc@gloucestershire.gov.uk](mailto:Ptc@gloucestershire.gov.uk)



# Future Provider Forums

Thank you to everyone who attended and presented at October's Provider Forum.

The next date has been provisionally planned for **Thursday 26<sup>th</sup> January**. All being well, we will arrange for this to be an in-person meeting at a venue in Gloucestershire. More details will be shared on this meeting in due course.

This feedback document, and historic documents will be uploaded to the following website: <https://www.gloucestershire.gov.uk/health-and-social-care/provider-information/>.

Thank you for continuing to provide vital services to people in Gloucestershire.

## Any Other Business

### Use of Masks

GCPA have been discussing this issue with the Department of Health and Social Care and Health Security Agency. The use of masks is government guided, and it is unlikely that current guidance will be reconsidered at this stage.

### Community Mental Health Transformation

This is how community services for adults with a mental illness will be commissioned and organised going forwards. There will be a pilot running in the Forest of Dean, so in future meetings we will bring back findings from this.

### Mental Health Act Bill

We anticipate this being put before parliament next year. If this becomes legislation, it will require a new Code of Practice. This could lead to changes to Learning Disability and Autism criteria within the Act. This could potentially lead to a change in the way community services provide support to people.

### COVID and Flu Winter Vaccination

Please follow this link to find out more: [Vaccinations – Covid-19 Portal | NHS Gloucestershire CCG : Covid-19 Portal | NHS Gloucestershire CCG \(glos.nhs.uk\)](#)

### Hate Crime Posters

Information is attached with this newsletter.

### What would you like to see or discuss at future Provider Forums?

- Updates on Community Mental Health Transformation
- Mental Health Act Reforms
- PAMMS quality platform update
- Positive case studies from providers
- Face to face meetings
- More two-way communication
- Wellbeing and inclusion ideas
- Wellbeing for staff
- Opportunities to talk to Brokerage
- Updated lists of contact details for GCC staff
- COVID updates
- Addressing an unhelpful social media culture