



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

Many thanks to those of you who were able to attend the Provider Forum on Thursday the 26<sup>th</sup> of January 2023, and to all our guest speakers for their contribution. We appreciate you taking the time out of your day to join us, especially as we know many of you had to take extra time to travel. We hope the information we have collated, and the information presented by the guest speakers will be of use to you and your organisation.

The following document will give the latest update on the Health and Social Care Framework Engagement, provide information on the Local Supported Employment Programme, Safe Use of Belts, MCA Best Practice, End-of-Life Training Programme, and Proud to Care.

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

### Gloucestershire's Cost of Care Exercise

Results of Gloucestershire's Cost of Care exercise, 2022, can be found by [clicking this link](#).

### Safe Use of Belts

Please find a guide about the safe use of belts attached with this newsletter.

### GCPA Upcoming Events

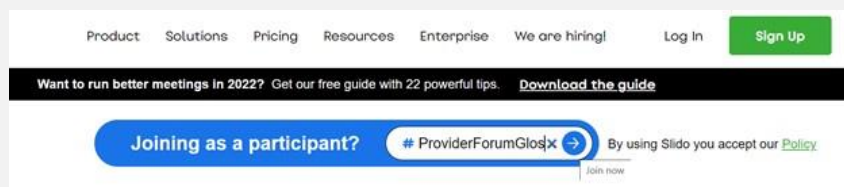
GCPA have a range of events coming up, including their Registered Managers and Aspiring Managers network, and Annual Conference. Find out more by [clicking this link](#). GCPA's contact details are shown on page 7.

### Slido – A Web Based Interaction App

Slido is a Q&A and polling platform. 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](http://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 event.

# Recommissioning the Gloucestershire Health and Social Care Frameworks: Survey Outcomes and Focus Groups

**Amie Wilson – Senior Commissioning Manager**

As you know, the next financial year will be the final year of the 2020-24 Health and Social Care Framework. In recent months we have started to consider how the new contract will look from 2024 onwards.

At the end of 2022, we published a survey for providers, giving them the opportunity to give feedback about our existing Health and Social Care Framework and make recommendations regarding how processes can be improved for 2024 and beyond.

Firstly, we would like to thank everyone who took the time to submit their feedback. We had a good response rate, and it has been positive to read through your comments and factor it into our work going forwards.

At our Provider Forum in January, we shared some of our key findings with you. We have summarised this information below.

- 89.47% of respondents felt supported to understand the framework contract and tender process after attending our virtual events.
- 64.52% of respondents felt 8 weeks for completion of a tender was realistic.
- 51.61% of respondents felt the tender instructions and documents are easy to understand and complete.
- 90.32% of respondents felt the Q&A process was helpful.
- 93.55% of respondents felt the Lots under the framework were clear to understand.
- Most respondents felt answering questions, providing policies, and responding to scenarios were the best method to evaluate providers. Less than quarter of respondents felt presentations or interviews would be an appropriate method to evaluating a tender.
- 74.19% of respondents felt the duration of the framework should be longer than 4 years.
- 67.74% of respondents felt the framework opening once a year was sufficient.
- 74.19% of respondents said they receive and regularly respond to requests from the Council for packages of care.
- 80.65% of respondents felt the process for commissioning individual packages of care is well described within the tender documents.

For more information, or to view the feedback, which was presented alongside the information above, please view the slide deck which accompanies this newsletter.

## Our Next Steps

Our next steps including reviewing the current specifications and framework agreements, rates, mandatory core training, and reviewing the tender pack documentation. We are working with ICT to improve the process, which we recognise is challenging for most providers.

We are also considering the most effective ways to improve our communication with you.

## Questions from Providers

You asked if we would be reviewing the information by specific framework and Lot, which we will be doing going forwards.

You asked how rigid the procurement rules and legislation were, and whether they all had to be followed. We confirmed we do have to follow all procurement legislation.

It is our aim for the tender to be live by early September, however we recognise providers and partners have made recommendations about it opening sooner. We will bear this in mind when reviewing feedback and timelines.

The Lots are still being reviewed, but they are likely to remain similar to the existing framework, with the addition of Extra Care.

## Focus Groups

ECM will remain part of this contract. Providers at the Forum informed us of their challenges, including the compatibility of CM2000 with their own Workforce Management Systems. We intended on offering a focus group to allow providers to feed into the work being done to review the specification for recommissioning, but since then we have a further update, which follows:

*The Council is looking to extend the existing arrangements and run the procurement later than anticipated so colleagues in the ECM Team have advised that a workshop/focus group will be better timed during summer 2023.*

We will still be holding Focus Groups in March 2023. We would like to invite interested providers to join us in a discussion about the issues below. In order to have a useful discussion we are limiting numbers so one representative per organisation please. We would ask that providers come along with suggestions and ideas on the individual commissioning process for disability packages as we are keen to hear how you think we can improve it. We also want to hear from providers about how we can give clarity on the issue of complex vs non-complex. If you wish to attend, please email Christine Slade (email below) so that we can make sure we can accommodate numbers. If you cannot make the meeting but have a view, please feel free to email that to us – we want your feedback.

We are considering a potential new Lot under the Framework that would allow us to commission specifically transition type services for the 16-25 age group and would like to hear from providers with experience in this area. We would like to have an open discussion about what the benefits or pitfalls could be and how we might commission under this Lot. Please let Christine Slade know if you would be interested to come and give your views.

### The focus groups are as follows:

Topic	Date	Time	Venue
Individual Commissioning Process – for Disability Packages	Wednesday 8 <sup>th</sup> March	12 noon - 2pm	Shire Hall (address below)
16-25 Children and Young Adult Transition Service	Wednesday 22 <sup>nd</sup> March	12 noon - 2pm	Shire Hall (address below)
Complex and Non-Complex Supported Living Care	Tuesday 28 <sup>th</sup> March	12 noon - 2pm	Shire Hall (address below)

These sessions will be run from **Shire Hall, Gloucester, GL1 2TG**. If you have any further questions, or would like more information, please email [christine.slade@gloucestershire.gov.uk](mailto:christine.slade@gloucestershire.gov.uk).

## Gloucestershire Employment and Skills Hub

**Kirsten Lloyd – Assistant Manager, Gloucestershire Employment and Skills Hub**

The front door for residents and employers who would like information, advice, guidance and support. Wherever you are in Gloucestershire, whether in work, education, unemployed or economically inactive to find or retain employment.

We work with individuals, communities, employers and partner organisations to deliver bespoke and inclusive employment and skills support. Creating robust, sustainable pathways into employment and/or skills provision including Adult Education and Apprenticeships.

**Our mission:** To empower every resident regardless of age, background or culture to live a meaningful life through the achievement of their employment aspirations.

The Forwards Employment Service is now delivering Department for Work and Pensions Local Supported Employment initiative contract across Gloucestershire. The Local Supported Employment Initiative is a voluntary support programme for all Gloucestershire residents who are 18+ years old and for those with a learning disability and/or autism.

Amanda Eady is the LSE Job Broker and has a background in education as a qualified teacher for adults with learning difficulties and autism. She also specialises in supporting people with their mental health and disabilities.

Her understanding of people's capabilities and person centric approach is tailored to the needs of her customers allowing them to move at their own pace. The LSE programme will provide countywide coverage, working one-to-one with people to find sustainable fulfilled employment.

**If you would like to find out more or make a referral you can contact us by:**

**Telephone:** 01452 425776

**Email:** [Employmentandskillshub@gloucestershire.gov.uk](mailto:Employmentandskillshub@gloucestershire.gov.uk)

**Online:** <https://forms.gloucestershire.gov.uk/EmploymentAndSkillsHub>



# End of Life Care Home Programme Training

Kathleen Keogh and Rob Tuttle

In Gloucestershire, we are committed to ensuring staff feel confident to deliver high-quality palliative and end-of-life care. To support this aim the NHS in Gloucestershire has worked in partnership with two of the county's hospice providers to develop this Palliative and End-of-Life Care Training Programme. The focus of the programme is on the delivery of responsive, person-centred care, focusing on the needs of the individual, their families and care staff.

Feedback shows the training sessions have been well received:

<b>Evaluation &amp; Feedback</b>	Very Good	Quite Good	Neither Good or Poor	Quite Poor	Very Poor
How would rate today's workshop overall?	88%	12%	-	-	-
How would you rate the teaching methods?	87%	13%	-	-	-
How would you rate the course content?	86%	14%	-	-	-
How would you rate the trainers' skills & knowledge?	93%	7%	-	-	-
Overall level of skills & knowledge (pre-course)	28%	42%	21%	8%	1%
Overall level of skills & knowledge (post-course)	76%	24%	-	-	-

Between January and May 2023, there are a further 43 workshops planned. These workshops are accessible for staff working within Domiciliary Care and they can also be delivered in Adult Social Care settings to staff groups.

The minimum number of people to run the group is 6, and the free training sessions can be booked through Eventbrite.

If you are interested in the team coming into your workplace to deliver this training to your staff team, please email [education@longfield.org.uk](mailto:education@longfield.org.uk) or call 01453 886868.

# MCA Best Practice

**Simon Thomason – Mental Capacity Act Governance Manager**  
**Elisha Goodman - Quality Review Officer**

We are pleased to share our new Best Practice MCA prompt sheet with you all. Please find the sheet attached with this newsletter. Providers can use the template going forwards to complete MCA forms.

If you have any feedback about the form, or want to recommend any changes to be considered, please can you send us your comments by the 30<sup>th</sup> of April. Please send any feedback to [elisha.pitarella@gloucestershire.gov.uk](mailto:elisha.pitarella@gloucestershire.gov.uk).

We are now developing a new Best Interest Form, which we will update you on in due course.

## Proud to Care

**GLOUCESTERSHIRE**

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

After a successful pilot in the Forest of Dean, Proud to Care have launched a new Jobs Board countywide!

### Search Jobs



You can view the website by [clicking this link](#).

On the website, each locality will have its own section, which shows jobs in that area. A link to the Forest of Dean iframe can be found by [clicking this link](#).

We have partnered with Glos Jobs, so as well as our website, your advert will now feature on the main Glos Jobs Page.

This fully funded service makes the process easier for job seekers, who can now view and find roles all in one place.

If you want to advertise your opportunities with Proud to Care, you can fill out our online form [here](#) to register, or email the team for support. The team will upload, repost, and amend your vacancies. For more information, please email [ptc@gloucestershire.gov.uk](mailto:ptc@gloucestershire.gov.uk).



## Riki Moody – Chief Operations Officer

### Registered & Aspiring Managers Networks:

On 28<sup>th</sup> February we will welcome both registered managers and aspiring managers to Churchdown Community Centre. We will be hearing from The Wellbeing Line, The Employee Assistance Programme, Occupational Health, Gloucestershire Healthy Lifestyles and Skills for Care. This will enable all attendees to access support for themselves and their teams as well as learning about all the various free offers and training available in Gloucestershire. This will also be a great opportunity for current and future managers to meet and share their own thoughts and ideas over a networking lunch. This is a free event open to all providers in Gloucestershire, regardless of membership of GCPA.

You can register for the RMN & AMN on the [GCPA website](#).

### GCPA Conference:

The GCPA Annual Conference has also been confirmed for Wednesday 3<sup>rd</sup> May at Hatherley Manor for 'Social Care in an ICS world - are we fit for the future?' The day will include a range of guest speakers, a social care marketplace and a networking lunch. **FREE for GCPA members.**

More information and tickets for the conference can be found on the [GCPA website](#).

### International Recruitment:

We have also increased our long-term focus on International Recruitment and will begin with baseline data collection. Data collected will range from accommodation costs per recruit, employees hired per provider and recruitment targets for 2023. The survey will be sent out in due course, collecting data from the South West. We will then arrange welcome packs for new recruits to ensure their comfortable transition to work. For providers looking to recruit internationally, we will be making comprehensive guides for the provider to aid their recruitment protocol.

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)