

# **Cllr Vic Pritchard, Cabinet Member for Adult Social Care & Health Key Issues Briefing Note**

## **Health & Wellbeing Select Committee November 2017**

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### **1. Virgin Care – Patient Safety, Safeguarding and Quality Assurance Reporting, Monitoring and Management**

Following the motion passed at the November meeting of full Council in relation to the reporting and management of any patient safety concerns I have been provided with assurance by the Council's Head of Safeguarding & Quality Assurance and CCG's Director of Nursing & Quality last full Council.

The arrangements in place are as follows:

- Safeguarding, performance and quality reporting and standards are enshrined in the contract with Virgin Care and associated service specifications and contract schedules.
- Specifically, the quality schedule contained within the Virgin Care contract sets out the requirements in relation to reporting any concerns in patient safety. There are requirements for both the internal and external reporting of concerns. There is a requirement to have a whistleblowing policy in place to support staff to report concerns directly to external bodies, including CQC if appropriate.
- The quality schedule also sets out the requirements for the submission of data to support the CCG's robust monitoring of quality issues including patient safety.
- The contract schedule also sets out the requirements for the reporting of safeguarding concerns and complaints and the submission of data to support the monitoring of safeguarding issues and complaints.
- Contract management arrangements including:
  - Monthly Contract Quality and Performance Management Meetings between senior managers and subject matter experts from the Council, CCG and Virgin Care, supported by the Commissioning Support Unit.
  - Monthly Quality Meetings and Social Care and Safeguarding Performance meetings between the CCG, Council and Virgin, which receive and review detailed reports, including a specific agenda item on complaints and significant incidents with the clear expectation that any whistleblowing issues are reported.

- Monthly Finance & Performance Meetings, which receive detailed finance and performance reports.

Specifically, in relation to the concerns expressed by some members of staff in Virgin Care and reported in the local media, the Director of Nursing & Quality and Head of Safeguarding & Quality Assurance did seek and receive assurance that all appropriate policies, procedures, systems and support to staff are in place to ensure they are able to raise any concerns that they may have, both internally and also, directly to external bodies, including CQC, the Council and the CCG.

The Health & Wellbeing Select Committee receives regular updates on the Virgin Care Contract and I have requested that future updates include feedback on performance, quality, safeguarding concerns, complaints and any serious incidents. These reports will be signed-off by the CCG's Director of Nursing and Quality and the Council's Head of Safeguarding & Quality Assurance. I am advised, however, that the information publicly reported cannot provide a level of detail that includes any personal data and/or might enable the individual making the complaint or raising a concern to be identified. In advance of signing-off on the reports to the Health & Wellbeing Committee, the Director of Nursing & Quality and the Head of Safeguarding & Quality Assurance, will assure themselves that the appropriate people within the Council, CCG and any other external bodies have received the required level of detail.

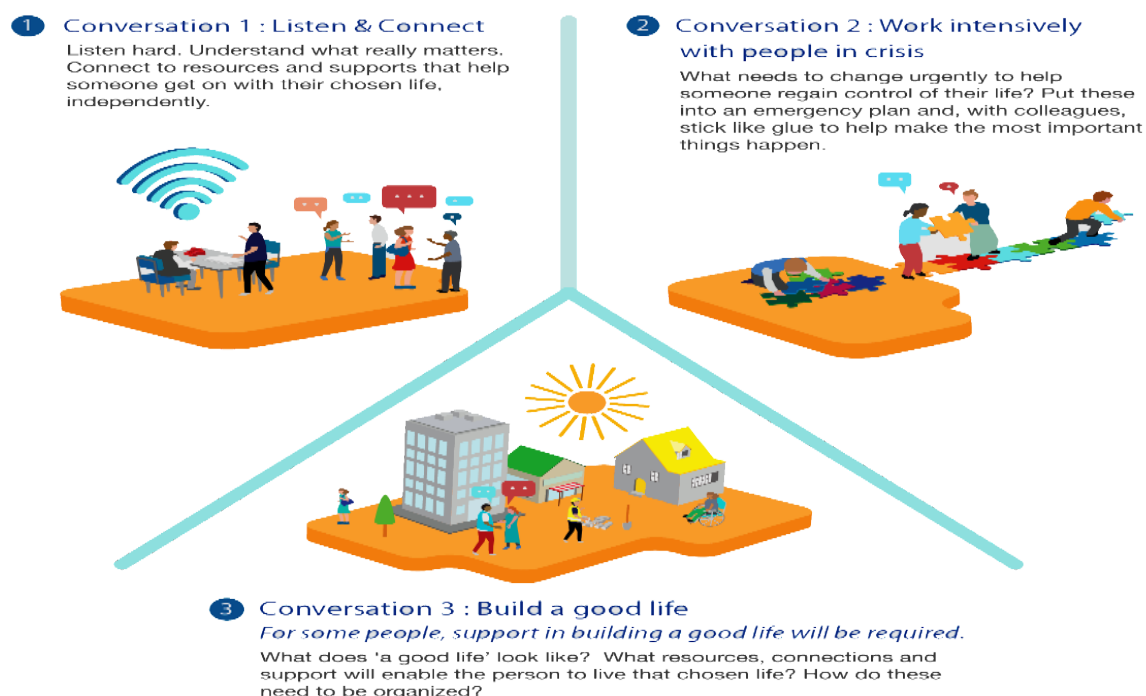
## **2. "Three Conversations"**

Taking a personalised approach in adult social care has been a long held aspiration. However, supporting processes, including how assessments are undertaken, determining eligibility, putting in place support plans and arranging services remains largely unchanged.

But now some local authorities are exploring a radically different approach. The "three-conversations" model aims to create a new relationship between professionals and people who need support, providing a graded process of conversations aimed at helping people lead independent lives, with traditional (funded) support packages offered only when other options have been exhausted.

Early evaluations are showing some remarkable results – improved outcomes for individuals, more fulfilled staff and a significant reduction in the number of people needing to receive long-term support packages funded by the Local Authority.

The three conversations are:



The Chief Architect of the three conversations model is Sam Newman, Director of Consultants [Partners for Change](#), which has worked with 13 councils over the past six years to put the model into practice. Other councils are now looking to follow suit and Bath & North East Somerset Council is one of those councils starting to try this very different approach. Sam Newman is also currently working with the Chief Social Worker for Adults and that Department of Health to establish a new framework for adult social care incorporating the “three conversations” approach.

The three-conversation model draws on the individual’s own resources and encourages professionals to forge stronger links with the wider community – especially the voluntary sector, in order to support individuals to make best use of all the support available in their community.

Newman believes we need to break the assumption that the offer is an assessment of services or that people automatically need services. *“Instead, we should be asking: how can I make your life work and, if you are in crisis, work out what things need to change.”*

### **3. Proud to Care South West Update**

Proud to Care South West is part of the national Proud to Care initiative, aimed at raising the profile and appeal of a career in social care and health. In the South West, it is a partnership of 16 local authorities along with Health Education England working together at a regional level to deliver on these aims.

It is publically well documented that the social care workforce across the UK is under significant pressure. With that workforce spread across variety of large and small organisations, a regional support structure to attract talent and help underpin future sustainability in the sector is a welcome and necessary development.

Proud to Care South West went live in July 2017 and has its own dedicated website: [www.proudtocaresw.org.uk](http://www.proudtocaresw.org.uk). Each Partner Council also has its own local website tailored to the local offer and opportunities. The B&NES Proud to Care pages can be found under the 'Skills and Local Employment' section of the Council's site: <http://www.bathnes.gov.uk/services/skills-and-local-employment/proud-care>.

The Council's investment in Proud to Care South West supports a coordinated approach across the region on a range of activities aimed at tackling the current issues and longer term initiatives aimed at the workforce of tomorrow. For example:

- a) Press editorials & adverts
- b) A Health Education England pilot programme for schools to help teachers talk to children about the benefits of care and health careers
- c) Online and social media accounts promoting the initiative and relaying real life stories of workers across the sector to highlight the rewards of a career in care and health

<https://www.youtube.com/playlist?list=PLQc9Le2m2W6t77KpBq1jxCwQl5h22yDiY>

### **Current developments & Priorities**

A key priority is developing B&NES' local online content to better reflect the specific requirements of our local market. One way we intend to do this is to set up a recruitment and volunteering portal where local providers can advertise vacancies.

We will raise the profile of Proud to Care South West across B&NES communities and partner agencies as part of a holistic online commissioning resource on the Council's website (currently in development).

Links to interactive forums, social media will improve communication and support the Council's overall market facilitation responsibilities – of which workforce development plays a key part. The commissioning site will also host the Council's market position statement (MPS) for adult social care and offer a range of useful information and support to providers and citizens.

## **Other workforce development initiatives**

Proud to Care South West is one of a number of workforce development vehicles that commissioners are actively engaged in, including:

- At regional level, through the Association of Directors of Adult Social Services (ADASS)
- Through the Sustainability and Transformation Partnership (STP) with health and social care partners in Swindon and Wiltshire
- Bath College Care Academy

Following a successful implementation, the Proud to Care South West partners are currently reviewing the programme to ensure its continued effectiveness and agree future priorities.