

# Lancashire Forum of UKHCA Members

## NOTES FROM THE MEETING HELD AT THE NEW HOLLY, FORTON. TUESDAY 10 JUNE 2008

**Present:** Carol Smith (Priory Homecare)  
Ian Newby (Carewatch)  
Julie Evans (Biju)  
Tracy Bean (C.V.C. Services)  
Diane Smillie (C.V.C Services)  
Jan Jacob (Watch Home Care)  
Pam Hooghkirk (Alston Lodge)

**Apologies:** Richard Walker (Claimar)  
Maureen Hartley (Prime Care)

### Notes Of Last Meeting

Everybody agreed that they had received the notes from the last meeting and that they were accurate

### Matters Arising

These were deferred to the agenda items.

### Secretary's Report

Our forum's application for a seat on the LWDP Board has been deferred whilst LWDP's current board members analyse the current make up of the Board and our application is to be considered at their next meeting in early July 2008.

Carol confirmed the response to a request sent out to all our members asking for their requirements on short training courses was very good. This information had been handed over to the training sub-group of the LWDP.

Carol Smith confirmed that the notes from SCP meetings which have been approved are now published, not only on LCC and LCA websites, but also via a UKHCA link on the LWDP website.

Carol also advised all members that it is good practice, albeit very time consuming, to look for information from LCC, LWDP, Skills For Care, as well as other organisations, who are advertising news or information **just** on their websites and not by letter or newsletter.

### Skills For Care

Julie Evans feedback that she was still in communication with Chris Mullen organising her replacement, Jan Jacobs as the UKHCA Lancashire Forum representative on the Skills for Care Regional Committee. Further discussion took place around the importance of keeping the UKHCA seat on the Skills For Care board.

It was also brought to our attention that new trainer/teacher requirements were being introduced that will affect care providers if they have "In House" trainers. Colleges and HE's are already expected to meet the new training standards everyone else has until 2010 to comply. Anyone that delivers training in addition to being competent in the subject that they are delivering ie: Moving and Handling (now known as "load management") CIS, Medication Awareness, Principles in Care etc will also be required to have a "teaching" qualification. Further information can be found by visiting the Institute for Life Long Learning (ILF) website (via Google.) This site also has the facility to input existing qualifications held so that the level of further new qualifications that a trainer may need can be assessed. Julie will research the implications of the new rules and try to clarify the process for the next forum meeting.

CSCI is aware of the changes to trainer qualifications and will ultimately look to care providers to substantiate the abilities of any in-house training and will expect course to be accredited.

LWDP are already looking into funding the relevant training courses for care providers with “in house” trainers that train their own staff only.

It was confirmed that LWDP have increased funding up to £150 for Common Induction Standards.

City & Guilds will be replacing the A1 (which used to be the D32) with a new award - more news soon. However, the A1 certificate, like the D32 is still acceptable for all work-based assessors. However assessors who also deliver training will be expected to complete the new award.

### **Report From Working Group Members**

Ian Newby feedback that at the latest meeting

- Skills For Care are working with LCC looking at outcome based care as per the white paper and initiating training for the ‘new type of care worker’.

- Dignity In Care Launch – this was a big success and was hosted by LCA. Predominantly this was for residential establishments with a second launch for domiciliary care providers to be held on 1/7/08.

Members around the table had not had any notification from LCC about this second launch and so Carol Smith agreed to email Contracts Dept to get the invite circulated ASAP as our diaries are all getting booked up.

Members had a discussion concerning the Dignity In Care Charter and were reminded that the fees increase for April 2008 included a percentage which was payable only to providers signed up to the Charter. Suggestions were made as to how each company was going to demonstrate their commitment to the charter and how they could evaluate service users’ benefit from the charter.

Julie Evans told us about an Individual Budgets seminar taking place at Clayton Park Business Centre. Again, not everybody had received the invite to this event and were advised to look into it.

- Fair Price for Home Care – Ian Newby has been nominated from the SCP to rescue the Laing & Buisson exercise. Proposals have been made for either Laing & Buisson to check out information submitted from a selection of the participating companies and try to come up with a true cost of care, or, a different accountant will be chosen to analyse the data that Ian Newby will request from each individual company.
- Tighten Up Communications – Ian discussed with all members the importance of ensuring that communications and policies and procedures were water tight within each company due to a service user making a serious complaint to LCC which was still under investigation.
- Voucher Scheme – Ian confirmed that service users on the voucher scheme did not have the same contract restraints as service users on mainstream domiciliary care with reference to the cancellation period. Voucher users are only subject to a two day cancellation notice period.
- It was confirmed that LCC are reopening the PP list in 2010.
- Proposed facility for E Learning – Julie Evans proposed to the Working Group to use up the training money not spent from last years budget by providing a free computer, training software and guidelines on how to use it for each preferred provider company. This was welcomed as a good idea and will be confirmed by LCC.
- VAT – Ian Newby has met with Andrew Wilson from UKHCA and although lobbying for domiciliary care to be zero-rated as opposed to exempt from VAT. It would appear that the stumbling block is a EU directive which Andrew Wilson is working on.

### **Personalised Care Draft Document**

Carol Smith advised people that there was lots of LCC information on their website and this particular document detailed the government's proposals of how social care must adapt over the next few years to meet the white paper.

### **Travel Costs for Social Care Workers**

Members discussed that whatever increase in rates of pay were awarded to care workers, this had been eaten up by the rising cost of living and in particular the cost of fuel. It was suggested that each company should write to their local MPs asking for concessionary fuel prices for social care workers.

### **Any Other Business**

A discussion was held concerning web based commissioning and the possibility of the web being a brokerage system for any person or authority wanting to purchase care. It was discussed that PCTs may soon too be purchasing care via the web and each company must be ready and aware to ensure that PCT didn't feel that Continued Care could be supplied at the same price as social care.

It was also discussed that service users who had been awarded individual budgets would also be able to access the web to buy care. It was predicted that by 2010, 50% of individuals receiving care would be on individual budgets.

Diane Smillie enquired as to how each company was managing the issue of corporate manslaughter. It was confirmed that there is an article in this month's UKHCA Homecare magazine. Carol Smith agreed to find out as much as she could before the next meeting. Other suggestions of good practice from around the table included regular checking of care workers' MOTs, motor insurance, statement of tyres, wipers, brakes and lights meeting legal requirements.

Jan Jacob is preparing information regarding the changes to CRBs and POVAs and will feedback at the next meeting.

One of our members had heard that Blackpool Borough Council were operating a passport/ID/loyalty card for social care workers. This is to be investigated further.

**Meeting Closed** – next meeting Tuesday 12 August – 13.00 hours