

Provider Forum

Minutes of meeting held on Tuesday 30 May 2023 Via TEAMS

Item No	Item	Action
1.	Welcome and Introduction <p>It was noted that due to the meeting taking place during half term and bank holiday there are less attendees than normal.</p> <p><i>For documents referenced in the minutes please contact</i> ASC.Commissioning@slough.gov.uk</p>	
2.	Royal Berks Fire and Rescue Service: ARP and safe and well visits <p>Neil Whiteman (NW) from RBFRS joined the meeting to discuss provisions in place from the fire service. There has been a decline in requests for the Adults at Risk Programme in the area with no known explanation for this trend. This is a cause for concern. Providers can book ARP training via prevention@rbfrs.co.uk.</p> <p>Threats of arson has increased. A Threat/Risk of Arson Safe and Well Visit can be requested by completing the RBFRS Threat/Risk of Arson referral form and emailing it to safeguarding@rbfrs.co.uk , warrene@rbfrs.co.uk (Liz Warren – Safeguarding Manager) and hellendd@rbfrs.co.uk</p> <p>Safe and well visits – can send a male or female officer based on preference. Ideally would prefer the individual to already be in their own home when this visit takes place. Providers can book here: https://www.rbfrs.co.uk/your-safety/safety-at-home/book-a-safe-and-well-visit/</p> <p>Action – NW to connect with a colleague to do a myth busting item and a case study for ASC provider newsletter. NW to send to Chrystelle Hatch</p>	NW
3.	Herbert protocol <p>Fiona Didcock (FD) joined from Thames Valley Police (TVP) to discuss missing persons. Research shows that between 60-80% of people diagnosed with Alzheimer's will be reported missing at some point.</p> <p>The Herbert protocol is easily accessible via Vulnerable people at risk of going missing Thames Valley Police. The individual or their family/carer can complete it about their routine and history to identify where they may have gone to. This can be emailed across to the Police if the individual then goes missing.</p> <p>Michelle Crouch from Frimley flagged that any current wounds should be included in the Herbert protocol form as an infected wound can make an individual more confused.</p> <p>If providers have any questions, they can contact Fiona directly on fiona.didcock@thamesvalley.police.uk</p>	
4.	Voluntary sector organisation update and demo of website	VA

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	<p>Vicki Atherton (VA) provided an overview of the new voluntary service contract. Presentation available on request via ASC.Commissioning@slough.gov.uk</p> <p>The contract focuses on 6 key areas:</p> <ul style="list-style-type: none"> - Integrated front door - Volunteer development and training - Directory of services - Networking - Slough Community Fund - Infrastructure and capacity building <p>Lorna Allen (LA) provided a demo on the Slough Community Directory of services where providers can access local resources in and around the local area.</p> <p>Action - VA to send across the Slough Directory business cards with QR code to Chrystelle Hatch at Observatory House so QA officers can hand out the cards on visits to providers.</p>	
5.	<p>Skills for care update</p> <p>Rachel Reid provided a Skills for Care update. Presentation available on request via ASC.Commissioning@slough.gov.uk</p> <p>Skills for Care is the strategic workforce development and planning body for adult social care in England.</p> <p>The below networks are available for providers to join:</p> <ul style="list-style-type: none"> - Registered managers - Deputy managers - Nominated Individuals - Berkshire recruiters - Infection prevention and control leads <p>Email Rachel.Reid@skillsforcare.org.uk if you would like to join,</p> <p>The following is also available to providers:</p> <ul style="list-style-type: none"> - Registered manager networks - Berkshire registered managers - New LGBTQ+ learning framework - New webinars - Good and outstanding care online modules <p>There is an account demo taking place on Teams on Weds 12th July 10.00-10:45am to have a live guided tour of the ASC-WDS, find out about the benefits and ask any questions. The session will be hosted by Rachel Reid. For the Teams invite contact Rachel.reid@skillsforcare.org.uk.</p>	
6.	<p>Safeguarding</p> <p>John Binding, Safeguarding lead at SBC joined the forum to provide an update. A high number of safeguarding referrals are currently being received by the team which aren't safeguarding referrals. It was found that the care package needed a review, or the provider needed additional signposting to another</p>	

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	<p>service. JB is currently looking into this further. However, if in doubt, providers are encouraged to make a referral. There is a need to work with partners to identify gaps and encourage further partnership working.</p>	
<p>7.</p>	<p>Health update</p> <p>Michelle Crouch, Tissue Viability Nurse Clinical Lead BHFT, joined the meeting to provide an update on pressure sores. The tissue viability referral form is available on request via ASC.Commissioning@slough.gov.uk</p> <p>A recent audit flagged that pressure sores are not always flagged via the correct pathway.</p> <p>Pressure ulcers develop slowly over time. In a care/nursing home, they should be assessed upon admission to identify any pressure ulcers. There should be a body map as to their skin condition. Any areas of concern need to be flagged asap. Any leg ulcers which aren't improving need to be flagged to district nurse (for care homes) or via the hub for nursing homes. Care home support team are a useful resource available to providers: EastBerksCareHomeTeam@berkshire.nhs.uk.</p> <p>Providers are to be aware that the service is available Monday-Friday (9-5pm) and not available on bank holidays. Therefore, if a referral needs to be handled as a matter of urgency, providers need to mark it as 'urgent'.</p> <p>Useful resources:</p> <ul style="list-style-type: none"> The BHFT Care Home Support team for all East Berkshire CQC registered Care homes. Email EastBerksCareHomeTeam@berkshire.nhs.uk for a referral form. For assessment of individual resident: Refer by phoning the Berkshire Healthcare Foundation Trust HUB on TEL: 03003651234. Physical and community healthcare Berkshire Healthcare NHS Foundation Trust 	
<p>8.</p>	<p>AOB/Questions from providers</p> <p>AOB</p> <ul style="list-style-type: none"> Insurance documents – CH has contacted some providers in relation to a requirement to submit their insurance documents. All providers are reminded to follow up on this request within a timely manner to adhere to compliance purposes. ASC provider webpage launch – CH has developed a webpage on the SBC website aimed at providers to signpost them to useful resources. Providers are encouraged to view the website and provide feedback and suggestions for further items on the page: Adult Social Care providers – Slough Borough Council Home office webinar on sponsorship to take place on Thursday 21 June: Overview of The Points Based & Sponsorship System Tickets, Thu 22 Jun 2023 at 14:00 Eventbrite <p>Items for future meetings:</p> <ul style="list-style-type: none"> Self-neglect protocol Healthwatch enter and view visits Front door model 	

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9.	Date of next meeting Next provider forum is currently on Tuesday 29 August but will be moved to September due to summer holidays and bank holiday. Revised invite to be sent out soon.	