



# Provider Support

July Update

# Well Led: Leadership Programme for Registered Care Home & Home Care Managers in Stockton on Tees

## A Collaborate Approach



Creative partnership with Stockton-on-Tees Borough Council, NHS North-East and Yorkshire Leadership Academy, CQC and Care Providers themselves to develop the Well Led Programme



Action learning sets used for managers and aspiring managers to understand themselves and use real life examples to support leadership skills



Leadership as opposed to “management”



Underpin leadership network across Stockton-on-Tees



# Recruitment and Retention

## Support to the sector

Supporting Providers with:

- **Recruiting staff**
- **Staff Retention and Workforce planning**
- **Maintaining staff wellbeing**

### The Pilot

- 8 Providers currently signed up to the pilot- **White House, Allington House, Ashwood Lodge, Mandale House (Care Homes), Green Square Accord, Dale Care, Five Lamps (Care at Home), Parkside Court (Extra Care)**
- Utilise newly developed and sourced resources as well as coordinating exiting resource.

# Recruiting Staff

## Pilot



### National Careers Service (NCS)

Delivering workshops to people seeking employment / training in the Borough with an interest in Care, supported by Job centre Plus

### Employment and training Hub

Hosting recruitment events/ training sessions for Providers and candidates/ Provide information and advice about the sector to those accessing the service.

### Learning and Skills

Developed a Sector Based work Academy Programme (SWAP) with our pilot Providers. Programme booked in until the end of the financial year running every 6 weeks over a 2 week period. Guaranteed interviews from Providers.

### Teesside University

Nursing, Dietetic and Physio placements offered to the sector -£122 pw from September

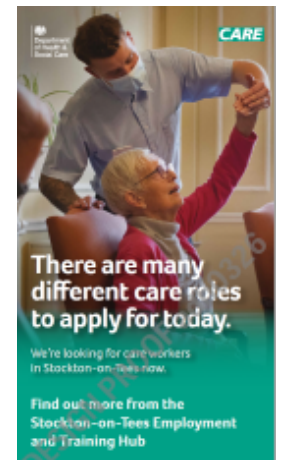
### Promotion

### Media

Utilise SBC Media Team and National workforce campaigns to raise the profile of care.

### We Care ambassadors

To be recruited from existing Providers and staff to share their experiences in various forums of working in Adult Social Care.



# Retention

## Pilot



## Existing & New Provision

**Leadership and Peer support network** and **Activity Coordinators network**

**North Tees and Hartlepool Education Alliance** – Education for Older persons  
Care Home staff

Continuation of **Well Led Programme** (Recently completed Cohort)

**NEW – Management Skills Development Programme** (Pilot Providers initially)

**NEW- Values Based Recruitment Training/ webinars** (all providers)

# Maintaining Staff Wellbeing

## Pilot

### **Better Health at Work Award Programme**

To be offered to all commissioned Providers with support from Public Health.

### **Wellbeing Resources**

Coordination of existing wellbeing resources to continue via Social Care Protection Operational Group/ Newsletter. Work with Intensive Community Liaison Service for targeted peer group/ one to one support.

### **Celebration Events**

To celebrate those graduating from the Sector Based Work Academy and for good practice of those working in the sector-Social media/ Stockton News



**Stockton-on-Tees**  
BOROUGH COUNCIL



**Tees, Esk and Wear Valleys**  
NHS Foundation Trust



**North Tees  
and  
Hartlepool**  
NHS Foundation Trust



# Social Care Protection Operational Group

Coordinated Support for  
Adult Social Care providers  
from all partners

Prevent and Control COVID-  
19 through IPC provision

Distribution of accurate and  
timely Information

# Social Care Operational Group

New branding, new directions



Expanding to provide holistic support to all providers, residents/ friends and Family across Stockton on Tees:

New Terms of reference

- Continuation of COVID-19 Support/ Winter illness support/ health promotion within care settings
- Coordinate projects to support service delivery and safety within the sector eg Heatwave response, Delirium, Nutrition and hydration, recruitment and retention, IPC.
- Streamline information into the sector- newsletter, Provider forums.
- Gather Provider feedback to shape the work of the group.
- Gather feedback from service users , friends and family- with support from the Carers Service.
- Develop resources to support with staff, resident, family and friends eg Education.



# Provider Forums

## Information sharing



Provider forums have been critical in sharing important information throughout the Pandemic and as an opportunity for Providers to share any issues/ concerns.



At the height of the pandemic Provider Forums were held Monthly moving this year to 5 sessions over the course of the year



Forums are supported by partners and the Voluntary sector



Opportunity for Providers to share best practice and showcase their work with wider partners



Winter and Summer dates – Preparation for seasonal challenges.

# Future Planning

## Winter Resilience



- Continued Public Health Prevention support (including messaging through Social Care Operational Group, Provider Forums and Newsletters)
- Continued multi-agency support to the NHS-led Covid and Flu vaccination programmes, including ongoing walk-in clinics with focus on reducing inequalities.
- Ensuring continued availability of IPC support for care sector
- Local retained capacity to support future Covid / Winter illness response as required, including:
  - Capacity within Public Health and multi-agency working
  - Established community relationships and assets (Covid Champions retained and continuing as Wellbeing Champions)

# Quality Assurance & Compliance

## PAMMS

SBC are utilising the Provider Assessment and Market Management Solutions (PAMMS) in the quality assurance process. PAMMS is an online assessment tool developed in collaboration with Directors of Adult Social Services (ADASS) East and regional Local Authorities. It is designed to assist us assess the quality of care delivered by providers. The PAMMS assessment consists of a series of questions over a number of domains and quality standards that forms a risk-based scoring system to ensure equality of approach.



**There are six sections in which to assess the provider’s quality – Standards are assessed in all appropriate areas in order to ‘Triangulate’ the evidence:**

1. Assessment, Care Planning & Reviews
2. Service User’s Experience
3. Care Worker Knowledge & Understanding
4. Staff Training & Recruitment
5. Environment, Equipment & General Safety
6. Leadership, Quality Assurance & Management

### Our Assessment Criteria

- ★★★★★ Excellent**  
The service is performing exceptionally well and in certain key areas is exceeding the regional standards.
- ★★★★☆ Good**  
The service is performing well and is meeting the regional standards.
- ★★★☆☆ Requires Improvement**  
The service isn't performing as well as it should and has failed to meet the regional standards in some key areas.
- ★☆☆☆☆ Poor**  
The service is performing poorly and has failed to meet the regional standards in a number of key areas.

# Quality Assurance & Compliance

- Reintroduced provider PAMMS Quality Assurance Assessments and contract management meetings following the easing of Covid restrictions. This allowed us to work with and support providers to benchmark the quality of their service delivery and implement identified areas of improvement.
- All Contracted Older persons Care Homes will receive a PAMMS inspection and assessment in 2022/23.
- We have commenced collaborative working with NECS Medicines Optimisation Team who will contribute to the medication management element of the PAMMS assessment, providing their clinical knowledge and experience to the PAMMS process and provider support.
- Continue to gather provider intel on operational status and risk. This is compiled to form our Quality Assurance Dashboard (QuAD) which helps to make informed decisions regarding risk management and where more intensive quality monitoring and improvement work should be focused to ensure good levels of service delivery.
- Support providers through various forums and meetings mainly the Social Care Protection Operational Group and provider forums.