

CONFIDENTIAL

Newham Dockside,
1000 Dockside Road,
London E16 2QU

STRATEGIC PROVIDER FORUM

Date	Location
18 th January 2017	Stratford Town Hall

Chair	Minute Taker
Elisabeth Hayward – Group Manager Contracts & Brokerage Team (LBN)	Shabana Mushtaq – Contracts Business Support Officer (LBN)

Present

Names	Job Title/Organisation
Elisabeth Hayward (EH)	Group Manager, Contracts & Brokerage Team (LBN)
Sarbjit Rai (SR)	Contracts Manager (LBN)
Shabana Mushtaq (SM)	Contracts Business Support Officer (LBN)
Gerry O’ Kello (GO’K)	Commissioner (LBN)
Sam Schwab (SS)	Head of Commissioning (LBN)
Rukshana Ahmed (RA)	Quality & Workforce Development Assistant (LBN)
William Middleton (WM)	Strategic Commissioning and Intelligence Officer, (LBN)
Michael Scammell (MS)	Commissioner – Mental Health (LBN)
Moira Storrar (MS)	Quality & Workforce Development Officer (LBN)
Mandy Oliver (MO)	Senior Advisor Safeguarding and DoLS (LBN)
Gluten Adiouzel	Managing Advocate (Voiceability)
Proscovia Kiwanuka	Service Manager (Voiceability)
Zodwa Mubaira	Social Work Student (Omega Community Living)
Dhunraz Ramjeawon	Registered Manager (Haven Lodge)
Stan Stanislaus	Proprietor (Haven Lodge)
Dilip Mahadeo	Manager (Folkestone Nursing Home)
Farah Afshari	Director (Care And Support Shop LTD)
Zoran Kuburovic	Operations Manager (Care And Support Shop Ltd)
Taranjit Chara	London Black Women’s Project
Keith Fernet	CEO (Caritas Anchor House)
Gurpal Jandu	Contract Manager (Look Ahead Housing And Care)
Doug Stewart	Bid Coordinator (St Mungos)
Pauline West	CM 2000 Administrator (Care Support)
Lila Yefsah	Care Services Manager (Care Central)
Patrick Otopo	Deputy Manager (Comfort Lodge)
Joanne Turnberville	Deputy Operations Manager (Community Options)
Jackie Butcher	Manager (Care Support)
Hasna Begum	Care Co Ordinator (Supreme Company & Sons)
Paul Souden	Outreach Service Manager (Advance Support)
Angels Woodley	Director of Services (Three C’s Support)
Kulvinder Kaur	Home Manager (Four Seasons Healthcare)
Kelly Corrie	Deputy Manager (Four Seasons Healthcare)
Matthew Cox	Regional Operations Manager (Barchester Healthcare)
Festus Kipkebut	Service Manager (First Choice Homecare)
Halima Khanom	Branch Manager (First Choice Homecare)
Mohan Kotta	LD Supported Manager (Heritage Care)
Mathias Banzi Ndamutsa	Registered Manager (Chosen Care Group)

Apologies

Names	Job Title/Organisation
Grainne Siggins (GS)	Director of Adult Social Care (LBN)
Europa During	Registered Care Manager (Br3akfree)
Ruth Bravery	The Renewal Programme
David Macknight	Manager (Eastway Care)
Laura Brown	Development and Engagement Manager (Royal Deaf)

Welcome, introductions and apologies	Action
<p>EH welcomed all attendees, introductions and the apologies were accepted.</p> <p>This meeting was convened as a means of sharing intelligence and information between representatives of the London Borough of Newham and the commissioned providing service.</p> <p>The minutes are a summary of discussions: <u>NOT A VERBATIM RECORD.</u></p>	
Minutes and matters arising from the last meeting	
<p>The minutes from the previous meeting were agreed and recorded to be accurate and the presentation was circulated.</p> <p>EH mentioned that colleagues from Assessment and Care Management will be attending the July meeting to give feedback in relation to the Adult Social Care Processes and Safeguarding Summary. Action;- SM to invite Sarah Ward and Tiffany Adonis-French to the next meeting</p>	SM
Adult Social Care Survey 2017	WM
<p>WM gave a brief summary about the Adult Social Care Survey 2017 and mentioned it is available in different languages. The survey was distributed to the Providers and customers were asked about the quality of care, the support they receive and the impact that services have on different aspects of their lives.</p> <p>The results of the survey will be used to help Adult Social Care to review services across the board. WM mentioned that in the previous years, carrying out the survey has helped Adult Social Care in the process of Commissioning services, identifying the gaps in the market and where services can be improved. The results will be published on NHS Digital at the following location: http://content.digital.nhs.uk/catalogue/PUB21630 If you have any questions please contact William.Middleton@newham.gov.uk</p>	
Commissioning Update-	SS
<p>SS went through a presentation gave an update on the Commissioning Plan – Headline areas of work 2017, and the services potentially that will be procured in the future.</p> <p>The presentation showed the areas of work, i.e. around April- June 2017, the Commissioning team will be undertaking relating to a five year strategy for Extra Care Housing, a new specification being developed for the Residential and the Nursing service. A new commissioner, Nadia Haque, will be joining the Commissioning Team in March to support the specification development and</p>	

<p>there will be a new framework developed in the Day Opportunities Service.</p> <p>In terms of Dementia Community Service and Stroke Support Service, the contracts will be coming to an end and will looking to engage with providers and undertaking procurement processes.</p> <p>There was a discussion around Adult Social Care working in partnership with the CCG colleagues, in terms of integrating services and the future engagement plan. Action: SM to invite CCG to the next meeting. Any questions-Providers have been asked to contact Sam.Schwab@newham.gov.uk</p> <p>Action:-SM to circulate the presentation with the minutes.</p>	<p>SM</p> <p>SM</p>
<p>Employment Support Update-</p>	<p>G O’Kello</p>
<p>Employment - who provides support? GO’K outlined the aims and achievements of the employment support initiative that had been run through Workplace.</p> <ul style="list-style-type: none"> • The government aims to increase the percentage of disabled people in employment. • The government is also keen to hear from those providing support what initiatives they have in place - link to Green paper: https://www.gov.uk/government/consultations/work-health-and-disability-improving-lives • The team within Workplace have achieved great success and won the “Team of the Year” award. Now the plan is to expand the model to include people with mental health issues. • There was a discussion around -How can providers help? It has been known that some providers give employment support and there was an opportunity for LBN and providers to share expertise, ideas and potentially resources so as to improve results. GO’K has already met with some providers, but encouraged more providers to get in touch and get involved. The contact details are Gerry.OKello@newham.gov.uk <p>GO’K will update providers on further government initiatives as they are published.</p> <p>Action:-SM to circulate the presentation with the minutes.</p>	<p>GO’K</p> <p>SM</p>
<p>Workforce Development Update-</p>	
<p>RA reminded all attendees to complete the survey that was circulated in the meeting. RA discussed a partnership of work with Tower Hamlets, Waltham Forest and Barts NHS to develop a web page for Health and Social Care careers.</p> <p>The benefit will be to help people to gain access to information, useful links and career opportunities in areas of Health and Social Care.</p> <p>If Providers have any further queries relating to this contact: Rukshana.Ahmed@newham.gov.uk</p>	

Safeguarding Update/LeDeR Learning Disability Mortality Review	
<p>MO informed that Cathy Newcombe (Practice Manager Mental Capacity Act/Deprivation of Liberty) was unable to attend the meeting today, however she supplied the following update:</p> <ul style="list-style-type: none"> The Law Commission is now expected to publish its final report on the Deprivation of Liberty Safeguards (DoLS) with recommendations and a draft Bill in March 2017. <p>Cathy Newcombe will attend the next provider forum to give an update.</p> <p>MO updated that the Safeguarding Team will be focussing on the Personalisation agenda of Safeguarding, which involves empowering self-determination for people and achieving the outcomes of what they want. The Providers are required to support that individual and to challenge the Social Workers and Professionals if the outcomes are not being met.</p> <p>MO mentioned that the Safeguarding team is continuing to work with CQC in connection with improving the outcomes of the services for the customers.</p> <p>MO encouraged Providers to engage with the Safeguarding Team Safeguarding.AdultsAdmin@newham.gov.uk should Providers require any further information.</p> <p>There was discussion around a number of training companies who are recruiting staff with false documents and certificates. MO asked Providers to be vigilant when recruiting staff and to ensure all of the appropriate checks have been made in relation their documents and certificates.</p> <p>MS explained that there are many training companies that offer the Care Certificate, which is an induction into a person’s workplace. MS outlined that training needs to be signed off and completed in the workplace though an appropriate training company can be used to deliver knowledge. It is the registered manager who makes a judgement about competence.</p> <p>The Care Certificate can be transferred if a staff member decides to change jobs, however the new manager would still be required to assess and sign off the worker’s competences in the new workplace. This will be done by completion of a worker self-assessment form which will identify whether the worker has any additional training needs or a need to be reassessed in any particular area.</p> <p>It is very important that the new manger evidences their decision.</p>	<p>CN</p>
AOB	
None	