

**CONFIDENTIAL**

Newham Dockside,  
1000 Dockside Road,  
London E16 2QU

**STRATEGIC PROVIDER FORUM**

|                                                               |                                                                 |
|---------------------------------------------------------------|-----------------------------------------------------------------|
| <b>Date</b>                                                   | <b>Location</b>                                                 |
| 19 <sup>th</sup> April 2017                                   | Stratford Town Hall                                             |
| <b>Chair</b>                                                  | <b>Minute Taker</b>                                             |
| Sarbjit Rai (SR) – Contracts Manager,<br>Contracts Team (LBN) | Irin Chowdhury (IC) –<br>Contracts & Brokerage Assistance (LBN) |

**Present**

| <b>Names</b>           | <b>Job Title/Organisation</b>                                      |
|------------------------|--------------------------------------------------------------------|
| Karl Henson (KH)       | Senior Commissioner, Adults and Health (LBN)                       |
| Shabana Mushtaq (SM)   | Contracts Business Support Officer (LBN)                           |
| Cathy Newcombe (CN)    | Practice Manager, Mental Capacity Act/Deprivation of Liberty (LBN) |
| Moira Storrar (MS)     | Quality & Workforce Development Officer (LBN)                      |
| Nadia Haque (NH)       | Commissioner, Adults and Health (LBN)                              |
| Ruth Bravery           | The Renewal Programme                                              |
| Kulvinder Kaur         | Home Manager, Four Seasons Healthcare                              |
| Halima Khanom          | Branch Manager, First Choice Homecare                              |
| Ian Gedge              | Branch Manager, London Care                                        |
| Kelly Corrie           | Deputy Manager, Summerdale, Four Seasons Healthcare                |
| Linda Famuditimi       | Registered Manager, Supreme Care Services                          |
| Adeyinka Ewedemi       | Field Supervisor, Goldsmith Personnel                              |
| Sylvia Lee             | Manager, S & E Housing                                             |
| Isabel Nyirenda        | Home Manager, Manor Farm Care Home                                 |
| Gloria Awosilca        | Service Manager, Omega Community Living                            |
| Gulten Adiguzel        | Managing Advocate, VoiceAbility                                    |
| Nazma Bhajjee          | Service Coordinator, Genesis Housing Association                   |
| Dilip Mahadeo          | Manager, Folkestone Nursing Home                                   |
| Shamera Begum          | Care Coordinator, Metro Home Care                                  |
| Sunday Awoleye         | Team Leader, Look Ahead                                            |
| Lila Yefsah            | Care Services Manager, Care Central                                |
| Emma Andrade           | Registered Manager, Aquaflo Care LTD                               |
| Joanne Turnberville    | Deputy Operations Manager, Community Options                       |
| Peter Kangema          | Office Manager, Culture Care Agency                                |
| Mathias Banzi Ndamutsa | Registered Manager, Chosen Care Group                              |
| Annette Hill           | Resident Experience Manager, Mornington Hall, Bupa                 |
| Sidra Mahmood          | Care Manager, Alters Recruitment Ltd                               |
| Lydia Shoko            | Manager, Stroke Supported Living Ltd                               |
| Cosmin Balasa          | Team Manager (on behalf of Moham Kotta), Heritage Care             |

| <b>Apologise</b>                |                                                                      |
|---------------------------------|----------------------------------------------------------------------|
| <b>Names</b>                    | <b>Job Title/Organisation</b>                                        |
| Grainne Siggins (GS)            | Director of Adult Social Care (LBN)                                  |
| Elisabeth Hayward (EH)          | Group Manager, Contracts & Brokerage Team (LBN)                      |
| Nicola Larson (NL)              | Brokerage Manager, Brokerage Team (LBN)                              |
| Fatima Seedat                   | Senior Officer Floating Support, London Black Women's Project        |
| Angela Woodley                  | Director Of Services, Three C's Support                              |
| Rebecca Stannett                | Service Manager, SHP East London Floating Support, MAPPA & HAWK Team |
| George Collison                 | Director, Floron Residential Home                                    |
| Peter Turner                    | CCG                                                                  |
| Patrick Zola                    | CCG                                                                  |
| Simon Griffiths                 | Director of Operations, Precious Homes Ltd                           |
| Jackie Butcher                  | Registered Manager, Care Support                                     |
| Deborah Hayes                   | Director of Care & Services Development, Age UK                      |
| Vastiampillai Joseph Stanislaus | Proprietor, Haven Lodge                                              |
| Anoop Sekhon                    | Manager, Bluebird                                                    |
| Sally Wheeler                   | Reginal Manager, City & County Healthcare Group                      |

| <b>1. Welcome, introductions and apologies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Action</b>       |
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| <p>As SR had been delayed, KH presenting on SR's behalf</p> <p>KH welcomed all attendees, introductions given 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><b>The minutes are a summary of discussions: <u>NOT A VERBATIM RECORD.</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |
| <b>2. Minutes and matters arising from the last meeting</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |
| <p>The minutes from the previous meeting were agreed and recorded to be accurate and the presentation was circulated.</p> <p>KH went though the actions from the last Forums minutes held on 18/01/2017,</p> <ul style="list-style-type: none"> <li>• From Assessment and Care Management, Tiffany Adonis-French (TAF)/ Sarah Ward to be present at the next forum on 12/07/2017 to give overview in relation to the Adult Social Care Processes and Safeguarding Summary. To be therefore included in the next Agenda</li> <li>• William Middleton (WM) to feedback on the Adult Social Survey 2017 as expecting it to be published around Autumn, to be therefore included in the Agenda for October 2017 Forum</li> <li>• As PZ from CCG has sent apologies, to be present for July Forum, send invitation</li> </ul> <p><b>Actions;</b></p> <ul style="list-style-type: none"> <li>• <b><u>IC to invite TAF &amp; CCG to the next Strategy Provider Forum, July 12<sup>th</sup> 2017</u></b></li> <li>• <b><u>IC to add WM to the forward plan &amp; to be invited to the October</u></b></li> </ul> | <p>IC</p> <p>IC</p> |

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| <p><b>forum.</b><br/>All other actions completed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |
| <p><b>3. Mental Capacity Act/Deprivation of Liberty (MCA/ DOLS)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>CN</b></p> |
| <p><b>CN</b> went through her presentation of the Law Commission draft Bill proposed by Liberty Protection Safeguards</p> <p><b>CN</b> explained the new bill was forwarded as a result of a report from the Law Commissioner who found the existing DOLS scheme to be too complex, leading to backlogs, breaching statutory timescales and as a consequence failing to improve outcomes for people. Therefore, concluded that ‘DOLS’ to be replaced as a matter of urgency.</p> <p><b>CN</b> continued to explain about the new bill, which proposed to apply to a wider range of schemes; such as, Supported Living, Shared Lives, and to also apply to younger people between 16 to 18 and over. The new scheme also proposes to makes it easier for those moving from placements to placements, as previously this proved to be problematic under the old scheme.</p> <p>The new bill replaces the ‘supervisory body’ with the ‘responsible body’, which depends on the place this is requested, i.e. at a hospital the hospital manager is the responsible body, anywhere else it would be the responsible local authority.</p> <p><b>CN</b> went through the conditions for an authorisation; for example, a medical assessment being completed, where the person lacks capacity, or to prevent the person from harming themselves and/ or another.</p> <p>After which, an independent review is carried out by the responsible body to determine that the conditions of authorisation have been met.</p> <p><b>CN</b> introduced the new Approved Mental Capacity Professional (AMCP) role. The Liberty Protection Safeguards requires a referral to be made to an AMCP. The new role is an individual person, who is required to meet the person and will then need to formally approve the authorisation made by the responsible body.</p> <p><b>CN</b> informed of the appeals that can be arranged to challenge the deprivation of liberty. However, no concluding decision had been made whether to utilise the Tribunal system which is not as formal as court procedures</p> <p><b>CN</b> also stated the following wider reforms of the Mental Capacity Act;</p> <ul style="list-style-type: none"> <li>• Section 4 of the act amended to require greater weight to ascertain wishes and feelings for individuals</li> <li>• Section 5, the defence for professionals will not be available unless a written record of the decision has been prepared and confirmed a number of subjects</li> </ul> <p>In the interim of emergency, the new bill can allow a temporarily placed deprivation of liberty but only under special circumstances</p> <p><b>CN</b> acknowledged the current gap under DOLS for people being provided care through private means. Therefore, the new bill will request care homes and/ or private hospitals to ensure that their local authority complete the required assessment.</p> <p><b>CN</b> enlightened the group of the next steps for the Department of Health is to either respond by accepting the Law Commissioners recommendations,</p> |                  |

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| <p>proposing further changes, or rejecting the draft bill</p> <p><b>CN</b> addressed that as the proposals are new, just coming out this year in March, therefore this may not be the final version of the bill and that when the Code of Practise is released it should make it clearer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                  |
| <p><b>4. Commissioning Update</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>KH</b></p> |
| <p><b>KH</b> introduced himself as the Senior Commissioner, and the Commissioning team being managed by Sam Schwab (SS)</p> <p><b>KH</b> went through a presentation on the Commissioning Plan for this Quarter and updated each headline of work and the leading team member</p> <p>Residential and Nursing Care – looking at needs and gaps in market, the local demand, to potentially develop in the hopes to complete a new framework. <b>KH</b> updated that this will now be lead by Nadia Haque (NH), new member of the team and aim to finalise a strategy by end of this year. <b>NH</b> will ensure this that this work will be undertaken in partnership with current providers and the wider market.</p> <p>Self Directed Support Services - <b>KH</b> explained how the team are developing the support offer for people who receive Direct Payments. This will include Employer, Employee and Peer support. Commissioners will also shortly be tendering to develop a list of approved Payroll services for individuals to be able choose from . All of these areas are being lead by Faruk Ahmed (FA) and currently on track.</p> <p>Bereavement Support Services - developing a new service aiming to provide information, advises and offer guidance. Currently being managed by Cat Everett (CE) and currently on track.</p> <p>Small Scale Community Equipment also lead by <b>CE</b>, currently on hold to focus on the Bereavement Support Services.</p> <p>Day Opportunities – being managed by <b>NH</b>. This will involve looking at the whole current day opportunities offer provided to LBN residents to develop future commissioning intentions.. Currently intending to finalise the project plan by May, which will require engagement with providers.</p> <p>Extra Care Housing – currently being lead by <b>KH</b>, which offers more support than a traditional sheltered housing to individuals with on-site staff. <b>KH</b> identified how in Newham, most support is predominately delivered by the individual’s Care Package, which is not a flexible or efficient model of care provision. <b>KH</b> therefore will develop a 3-year plan to ensure that all existing and new Extra care service adhere to the nationally recognised definition. KH reinforced that he will work closely with Local Providers and the wider Market to develop appropriate models.</p> <p><b>KH</b> reinforced that Commissioners are clear that the market needs to be aware of the borough’s Commissioning Intentions at an early stage. Commissioners will therefore upload their Marketing Position Statement (MPS). On the Newham website, this offers organisations the opportunity to find updated statements on</p> |                  |

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| all areas of services which is maintained by the Commissioning team.<br><br>Link to web page;<br><a href="https://adultsocialcare.newham.gov.uk/Pages/Market_position_statement.aspx">https://adultsocialcare.newham.gov.uk/Pages/Market_position_statement.aspx</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |
| <b>5. Workforce Development</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>MS</b>  |
| <p><b>MS</b> referred the group to the new edition of the quarterly newsletter.</p> <p><b>MS</b> explained that the council's ORACLE on line booking system is still not able to take bookings form external partners so electronic copies of application forms by email still remain.</p> <p><b>MS</b> explained that the 2017/18 programme will commence late May/June with course information sent out by email through the contracts team contact list &amp; also on the provider portal.</p> <p><b>MS</b> explained that there is some confusion about whether LBN training will continue to be offered for free to our providers and will update on this issue as soon as she can. Regardless of this there is much less money available therefore any training opportunities need to be maximised.</p> <p><b>MS</b> referred to work that Skills for Care are doing and drew people's attention to an event that will happen locally on June 6<sup>th</sup> to share information about the new apprenticeship schemes, the new qualification's and provide an opportunity to meet training suppliers. Details of this event will be sent out shortly.</p> <p><b>Action: MS to sent out invites for the event as soon as it has been confirmed.</b></p> | <b>MS</b>  |
| <b>6. AOB</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>All</b> |
| <p><b>SR</b> noted providers facing difficulty identifying the distinction between administration and prompting medication</p> <p><b>Action: to invite Agnes Olagunju (Commissioner Adults and Health, LBN) July 12<sup>th</sup> Forum to provide distinction</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>IC</b>  |