

Dementia Carers Forum

20th November 2019

Stanborough Centre, Watford



1	Present						
	<table><tr><td>Carers</td><td>14</td></tr><tr><td>Speakers</td><td>Sharon Davies, CEO, Hertfordshire Care Providers Association Katie Lake, Commissioning Officer, Hertfordshire County Council Joy Walters, Carer Practitioner, Hertfordshire County Council</td></tr><tr><td>Carers in Herts</td><td>Sally Stratford – Involvement and Development Worker Dementia Paula Campbell – Carer Support Advisor Karen Malone – Involvement and Development Worker</td></tr></table>	Carers	14	Speakers	Sharon Davies , CEO, Hertfordshire Care Providers Association Katie Lake , Commissioning Officer, Hertfordshire County Council Joy Walters , Carer Practitioner, Hertfordshire County Council	Carers in Herts	Sally Stratford – Involvement and Development Worker Dementia Paula Campbell – Carer Support Advisor Karen Malone – Involvement and Development Worker
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2	Welcome						
	All carers and speakers were welcomed to the forum, and informed that it was a very relaxed and informal session so that the carers could participate in the discussion.						
3	Presentation						
	The presentation slide features the Hertfordshire Care Providers Association (HCPA) logo on the left, which includes the text 'hcpa' and 'Hertfordshire Care Providers Association' below it. To the right of the logo is a dark grey rectangular box containing the text 'SHARING BEST PRACTICE IN CARE THROUGH PARTNERSHIP' in white, uppercase letters. An orange horizontal line is positioned above the logo.						

WHAT DO WE DO?

Support Providers to raise their standards

Share good practice

Work in partnership with Herts County Council and the NHS

Work with the public – The Good Care Campaign

The Herts Care Professional Standards Academy

WHO ARE OUR MEMBERS?

495 out of 600 Providers



All types of clients /All types of services



Silver = Leadership



Gold = Impartial Feedback acted on

Support

Training –
Pick and Mix

Toolkits

Opportunity
to join
projects
which teach
staff

WHAT DO MEMBERS GET?

WHY SHOULD I LOOK FOR A CARE PROVIDER WITH A FULLY-TRAINED WORKFORCE?

To provide the best care, staff need to be **knowledgeable, competent and confident**. They also need to know how to use the training they are regularly receiving in practical situations.

Your family member or loved one deserves to be treated with **dignity and respect** at all times and the care that they receive should focus particularly on their **wellbeing**, including **preventative measures** around health-related issues.

CHECKLIST

1. Ask a manager about their staff training programme.
2. Ask to see staff training evidenced in such things as accolades (this may include having Champions and this should be clearly visible to the public via a display board at reception).
3. Watch for staff interaction with residents as you walk around the home.
4. Ask other residents how good the staff are.
5. Ask to see the activities programme, note the day and time of your visit and see if the scheduled activity is actually happening.

CHECKLIST CONTINUED

6. Be on the lookout for compassion. Do staff look as if they really care?
7. Be alert to dignity issues: for example, are people covered up?
8. Do the residents look clean and tidy?
9. Ask to see menus and find out what nutritional training the staff receive. Are they flexible?
10. Ask about falls prevention measures.

CHECKLIST CONTINUED

11. Talk to staff and ask them how they provide 'person-centred care', do they ask you questions about the proposed resident's history, likes and dislikes.
12. Ask if there will be a life-story book made so that staff can get to know the resident.
13. Find out how many staff are on duty at any one time and look for evidence of this.
14. Ask about night staff specifically. Find out how often agency are used (non-regular staff).
15. Ask a manager how long they have been in post, what is the history of management and the culture they expect from staff, and check if it reflects the care you see.

CHECKLIST CONTINUED

16. Does the place look safe? Are there clear walkways and do staff clear them?
17. Do the staff involve residents in normal day-to-day activities such as laying the table?
18. Ask the staff how they manage difficult behaviours.
19. Chat to staff about the particular conditions of your loved one to check their knowledge.
20. And most importantly: do the current residents look happy, engaged and comfortable?

HOMECARE

1. Will the staff team be regular (same people each time)?
2. What is the process if you are unhappy with a particular staff member?
3. How will you be informed if a staff member is going to be late?
4. How will next of kin be involved in the care?
5. How are staff kept informed of any changes in the individuals health and wellbeing?

RECENT FOCUS



- Falls – the STOPFALLS Campaign – including exercise
- Frailty – including Dementia
- Moving people out of hospitals

CONCERNS FOR PROVIDERS

Recruitment

Retention

Nurses

Leadership

Safeguarding

FAMILY QUESTIONS

- What training do the staff have in Dementia Care?

- Care Certificate
- Dementia Training Framework Tier 2 and 3
- Positive Behaviour Support
- Dementia Champions

All available...

CARE CERTIFICATE – 15 STANDARDS

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Understand your role 2. Your personal development 3. Duty of care 4. Equality and diversity 5. Work in a person centred way 6. Communication 7. Privacy and dignity 8. Fluids and nutrition | <ol style="list-style-type: none"> 9. Awareness of mental health, dementia and learning disability 10. Safeguarding adults 11. Safeguarding Children 12. Basic Life Support 13. Health and Safety 14. Handling information 15. Infection prevention and control |
|---|--|

HEE Tier	Matched social care workforce group
Tier 1: dementia awareness raising, in terms of knowledge, skills and attitudes for all those working in health and care settings	Group 1: all of the social care workforce – dementia awareness
Tier 2: knowledge, skills and attitudes for roles that have regular contact with people living with dementia	Group 2: people working in social care who are providing personalised direct care and support to people with dementia
Tier 3: enhancing the knowledge, skills and attitudes for key staff (experts) working with people living with dementia designed to support them to play leadership roles	Group 3: registered managers and other social care leaders who are managing care and support services for people with dementia Group 4: social care practice leaders and managers who are managing care and support services and interventions with people with dementia which includes social workers, and occupational therapists working in social care

FAMILY QUESTIONS

- Can I be involved in the care plan?
 - You can and you should
 - You know the person best
 - Consider capacity – can the person make their own decisions
 - You can ask for a best interests meeting
 - Provide as much life history as you can

FAMILY QUESTIONS

- What are my rights if they give the person I care for notice from the home?
 - Is it the right place for the person
 - If they need extensive nursing care they will need to be in a nursing home
 - If there is a breakdown in communication, would it be better for all to move?

A GOOD PLACE TO LOOK – CARE CHOICES

- The directory includes information on paying for care in Hertfordshire, support for carers and checklists to use when looking at Hertfordshire care homes.
- <https://www.carechoices.co.uk/for/care-in-hertfordshire/>



Clarification/Questions/Comments on the Presentation

4

Questions

Do all carers have to have training?

Care Quality Commission (CQC) complete inspections of providers who provide personal care and would look at staff training as part of this inspection.

Who pays for the training?

HCPA pay for the training for those companies that become members, but some companies don't pay staff to attend training which means that they would not attend. Please let us know if anyone is doing this and we can encourage them to pay staff to train.

Is a CQC inspection once a year?

Good or outstanding providers would have an inspection every couple of years; if the provider has a poor CQC then they would be visited once a year as a priority. Homes in most need would be

	<p>prioritised. If Hertfordshire County Council or the NHS has a contract with the provider then they would complete their own inspection. Recommendations for the provider are produced following an inspection, the CQC provide an action plan to follow to ensure there are improvements for inadequate providers.</p> <p>How can you find out who is a member of HCPA?</p> <p>They are included in the Hertfordshire Care Services Directory, as mentioned in the presentation. This is available on line at:</p> <p>https://www.carechoices.co.uk/publication/hertfordshire-care-services-directory/</p> <p>Why are they not all members?</p> <p>It is their choice, please encourage homes to join though and pass on the information to them.</p> <p>Who monitors homes?</p> <p>CQC (Care Quality Commission) regularly inspects and monitors homes, as well as Hertfordshire County Council and NHS if they have a contract with the home. Hertfordshire County Council would be involved in any safeguarding issues even if the council did not have contract with the home.</p> <p>The activity co-ordinator is constantly pulled away to cover shortages in staff, then there are no activities.</p> <p>This is not good practise but it does happen, mainly because there is not enough staff. We would encourage homes not to do this.</p> <p>What are the rules about numbers of staff to residents?</p> <p>There are no set rules just guidelines which are 1:8 non Dementia and 1:5 Dementia. These are guidelines so might be different with each provider.</p> <p>Do you do walk in visits/inspections?</p> <p>Ourselves and Hertfordshire County Council do unannounced visits.</p> <p>Can an individual join HCPA?</p> <p>Yes they can but only if they are providing support for an individual including personal care. A carer working in a home can join the academy.</p>
5	<p>Carers Practitioners – Joy Walters, Hertfordshire County Council</p> <p>Carer practitioners work with carers giving them support, advice and guidance. They provide carers assessments to look at what support can support the carer in their caring role, including a contingency plan which is an emergency plan in case you, the carer are taken ill or suddenly unavailable to care.</p>

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	<p>For more information and to request an assessment then please look on Hertfordshire County Council's website: https://www.hertfordshire.gov.uk/services/adult-social-services/care-and-carers/arranging-and-paying-for-care/adult-care-how-to-get-care-and-support-from-us.aspx</p>
6	<p>Katie Lake, Commissioner, Hertfordshire County Council was available at the end to talk to carers and take forward any issues they have with homes, or services from the council.</p>
7	<p>Closing comments and information</p> <p>Carers and the speakers were thanked for attending and invited to stay for lunch.</p> <p>If there are any issues that carers would like to look at in future forums then please let Sally Stratford know on 01992 586969 or sally.stratford@carersinherts.org.uk</p> <p>Next forums Tuesday 21st January 2020 at Fairlands Valley Park, Stevenage. A light lunch is provided following the Forum. Please call 01992 586969 to book a place.</p>

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