

CSS Provider Forum

26<sup>th</sup> April 2017

10:00 – 12:00

City Hall – The Writing Room

Attendees:

Chris Morton – ALFA CC,

David Smallcombe – Care and Support West,

Simon Smith – 3 Trees,

Philip Parry – Brandon Trust,

Matt Britt – Freeways,

Deian Glynn – Manor Community Care,

Matt Moore – Silvacare,

Chris Brooks – Pauls Place,

Marie Reynolds – Age UK,

Simon David – Haven Day Centre,

Annabel Williams – Studio Upstairs,

Laura Oliver – Brunelcare,

Deon Davis – National Care Group,

Matt Vann – Harvard Homes,

Rod Correia - Holmleigh Care,

Tina Slade – Headway,

Yvonne Kin – Alexandra Homes,

Zehra Haq – Dhek Bahl,

Megan Wilson-Janis – Your Lifestyle,

Justin Rodway – SiLS,

Tracey Dowling – Bristol Charities,

Andy Mennell – Second Step,

Catherine Twine – Supported Independence,

Lucia Dorrington – BCC,

Catherine Martin – BCC

Stephen Beet – BCC

1. Plan for reviews for existing service users – Stephen Beet, Head of Service, Care Management

Stephen Beet went over the plan for the CSS reviews. Reviews will take place by practitioners in the maximising independence teams. Each team has a CSS Champion, the champion's role is to have additional knowledge/information on CSS than other practitioners in their teams, and it is not to complete the CSS reviews. Each practitioner will complete 2 reviews each per month. There are approx. 25 practitioners in each team.

Stephen shared the priority of the reviews, which are

- Urgent cases needing a review
- Providers that are not on the Framework
- Providers that are on the Framework (Support to Access the Community and Day Services)
- Supported Living providers

Providers asked commissioning for

- A list of scenarios for the reviews so they can anticipate the likely outcome.
- Names of CSS Champions
- Estimated timescale of when these reviews will take place
- Being notified prior to a review taking place
- Providers engagement in the review process
- Proforma that providers can complete prior to the review
- Reviews to consider accessibility

Providers commented that reviews need to consider when support packages are interlinks with other services, such as residential placements.

Commissioning to provide this information before the next provider meeting.

Providers also commented on whether BCC can commit to an average timescale from reassessment to a support plan being advertised on the DPS. Commissioning to consider this with a view of providing a timescale.

## 2. Update on CSS Framework and use of DPS for new packages

Commissioning shared information on the use of the DPS since February.

At future meetings, commissioning to provider greater detail on:

- Number of providers per lot
- Demand per lot
- Outcome of DPS further competitions
- Number of times further competitions have gone out on the lot

Commissioning shared feedback received so far from providers on the use of the DPS which included:

- Inconsistency with title of competitions
- Lack of information on support plans (such as whether the individual requires male/female carer, the outcomes that they wish to achieve in the service)

Providers added that there does not seem to be a consistent timescale between when a provider submits a competition and when they receive a communication from BCC. Commissioning aware of this and are currently working with the brokerage team to resolve.

Providers commented that the quality of the support plans varies.

## 3. Update on recent core support review and day services provider meetings and outcomes

Commissioning provided an update on the core support review and day services provider meeting. Further information can be found on the power point and on the CSS webpage.

## 4. Review of Care and Support West letter about CSS commissioning and BCC's response

Care and Support West and a range of CSS providers wrote a letter to the Mayor regarding a number of issues. Netta Meadows, Service Director for Strategic Commissioning and Commercial Relations responded to the letter addressing a number of the concerns raised. This letter to be shared with all members that attend the provider forum.

5. Communication for service users and families about potential changes to their packages

Commissioning confirmed that a communication to service users informing them about the reviews has not yet been sent. The communications will be sent over the next two weeks. Providers suggested that commissioning send any communications to them and they will disseminate the communication to the service user in the format that is most preferable. Providers commented that the communications must be accessible, sensitive and honest.