



## OPEN FORUM

### ARMC

<b>DATE/TIME OF MEETING:</b>	<b>13<sup>th</sup> September 2017</b>
<b>VENUE:</b>	<b>The George &amp; Dragon PH, Thurton.</b>
<b>ATTENDEES:</b>	<b>Robina Clarke* Emma Cliffe*, Mandy Davy (Iceni Care), Rachael Dittrich (Training and Assessment in Healthcare), Sandra Luckhurst (Iceni Care), Jane Matheron (Oliver Court), Michael Millage* (Chairman), Bob Pritchard*, Bernadine Pritchett*, Fi Routledge (Independence Matters), Mark Talbot*, Tobias Talbot (Talbot Care Services Ltd.)</b>
<b>APOLOGIES:</b>	<b>Sarah Cropley,</b>
<b>MINUTE TAKER:</b>	<b>Caroline Payne</b>

\*Management Council Members

ITEM NO.	KEY POINTS DISCUSSED / ACTION TO BE TAKEN	NAME	ACTION COMPLETION DATE
1	<p>Michael Millage welcomed everyone to the open forum. MM said that although there was an agenda this was an opportunity for Providers to raise any areas of concern they may have.</p> <p><b><u>Notes from previous Open Forum</u></b> Agreed as a correct record.</p> <p>Matters arising:- <b><u>Sleep-ins</u></b> – The issue with sleep-ins continues to be a problem with Providers. JM said she had previously paid for legal advice from her Solicitor and they had decided that to avoid any problems with HMRC they would pay sleep-in staff minimum wage.</p> <p>The issue as to whether this should be included in contracts issued by NCC was discussed. NCC are currently paying a standard fee for sleep-ins which does not cover the true cost.</p> <p>BP said there was a very useful flow-chart issued by HMRC. BP agreed to forward to CP for circulation to committee members.</p>	BP/CP	

	<p><b><u>Care Home Referrals/Placement Issues</u></b> – MM said it was important to obtain examples of issues experienced by Providers. MM said that everyone is aware that NCC ensure that NORSECare beds are filled first.</p> <p>MM said that he was attending a meeting the following day with a member of the EDP present. There would be representatives from Dom Care, Older Peoples Services and others to ensure that all problems being experienced by the sector as a whole could be shared with the Press.</p>		
2	<p><b><u>Cost of Care – WAA</u></b></p> <p>MM reported that no further information had been acquired from the last meeting. Members of the group had asked for information to be circulated prior to the meeting and a system of payments used by Plymouth had been circulated the night before but Norfolk won't be using this system.</p> <p>BP said that NCC are fully aware of the pre-banding issue and MM had sent an extract from the contract referring to the relevant sections. SH had said that the pre-banding issue would be addressed by the end of the calendar year. There is a possibility of back payments.</p> <p>BP said that SH was looking at different descriptors within the contracts where there are variable costs. It was agreed that members should also look at this. All agreed that NCC need to pay the correct rate for appropriate services.</p> <p>BP asked if Providers had received a letter from Donna Sinclair, NCC Procurement inviting Providers to register to continue with contracts with the Council.</p> <p>It was felt that NCC were looking at certain provision models that they wouldn't continue contracting with. NCC controlling the whole sector. Some Dom Care Providers had gone out of business and others handing back contracts.</p> <p>However, MM said that NCC was investing £2m in their own NORSE Care provision. NORSE is wholly owned by NCC.</p> <p>JM felt this issue had been going on for too long and suggested that ARMC involve local MP's for support.</p> <p>All agreed and three MP's will be contacted as follows:- Brandon Lewis, Norman Lamb and Chloe Smith. James Bullion will be copied in to the correspondence.</p> <p>MM will forward CP the relevant clauses from the contract to be quoted in the letter. CP will draft a letter for approval from the Chairman.</p>		

MM/CP

3	<p><b>Safeguarding /Training</b></p> <p>MM had met with Gary Page, Chairman of the Norfolk and Suffolk NHS Foundation Trust who is keen to incorporate training opportunities into the sector. The Trust need more capacity and would like to link in with the independent sector and undertake some transitional work. They would be prepared to share training opportunities with the independent sector. The Trust is also looking to secure short term beds. It was agreed to email all MH providers explaining the work being undertaken by ARMC/Trust and ask if they could offer any short term places. CP will do this and collate the responses.</p>	CP	
4	<p><b>Outreach Services</b></p> <p>ARMC has learned that a number of home-care providers have been advised that they will lose their NCC funded service users in March 2018 and they are expected to hand over their staff to a new employer via a TUPE transfer. A letter had been sent to Steve Holland outlining the concerns. This was followed by a meeting and further correspondence. SH had sent an email to MM on 8<sup>th</sup> September to inform MM that he would need more time to answer the points raised and would respond as soon as possible.</p> <p>Discussion took place and those present felt that this process did not give the service user the choice they are entitled to under the Care Act. It was felt that service users should be given the opportunity to receive direct payments and purchase the care from their preferred Provider/carer.</p> <p>Everyone present felt that the process that NCC are now following is unethical and if this can be proven a case could be brought against them. MT said he felt it was also a breach of the monopolies association.</p>		
5	<p><b>Recruitment Portal – NCC</b></p> <p>MM said it was important to use the portal and Providers should be encouraged to advertise their vacancies on the portal. CP will circulate the link again in Welcome to the Week.</p>	CP	

<b>NEXT MEETING</b>
DATE: 6 <sup>th</sup> December
TIME: 1.15 pm
VENUE: Independence Matters, Ipswich Road, Norwich.

Signed.....

Date.....