

**Minutes of Domiciliary Provider Meeting**  
**Held on Monday 28<sup>th</sup> November 2016, 9.30am – 12.30pm**  
**Council Chamber, County Hall, Dorchester**

**Present:** 16 care providers attended.

**Feedback from discussions;**

- Rates must be realistic to include travelling time
- In Poole supermarkets provide a shopper so that the carer does not need to go in with the service user.
- Carers have a list with them of activities out in the community so they can provide this information to service users
- Nurses in hospitals undertaking assessments to relieve some of the pressure
- Improve the rate so no need to spot purchase
- Why undertake the tender process if we are all registered with the Care Quality Commission?  
*CQC registration in itself does not guarantee the quality of the service provider. We are looking to implement a framework that allows providers to be removed where quality becomes an issue. We would then hope to work with providers to address the quality issues with a view to re-joining the framework at an appropriate time.*
- If not successful, will you still contact provider for package of care  
*We are wanting to maximise our utilisation of our framework. Any off-framework spot purchasing will be done by exception and in most cases time limited.*
- Begin quality process earlier, so if provider fails first time they can try and access the process later on as it will be opened up every six months
- Some outside help will be needed to support the framework in difficult areas
- Will service users move over to the new rate once they have received a review?  
*At present we are looking at a phased approach whereby the new rates would apply from service user review/assessment.*
- No incentive to join new contract and have previously brought in staff but have had to let them go
- Spot providers on a higher rate than framework providers
- Is there a time limit on a spot purchase?  
*We are looking at implementing restrictions on how and when we spot purchase 'off-framework'. Where we are forced to spot purchase we would consider this in the majority of cases to be a temporary arrangement and would be looking to work with framework providers to bring the package back onto the framework.*

**Feedback on feeling safe discussion :**

- Care providers always do their best to make service users feel safe
- Service users feel safer when they go into residential care
- If service users are asked if they feel safe at the end of a care visit this could raise their anxieties

**A.O.B**

- None

	<b>Actions</b>	<b>Initials</b>
<b>1</b>	Talk to IT about the size of the text boxes on the Social Workers Assessments ( <i>Outstanding from previous meeting</i> )	AC
<b>2</b>	Providers to feedback any ideas on how to help people feel safer	Providers
<b>3</b>	Feedback from the 1:1 meetings with Helen Coombes and Nigel Harvey-Whitten to be communicated out to providers (Ongoing)	NH-W

**Date for the next meeting:**

*TBC*