

Minutes of Domiciliary Provider Meeting
Held on Monday 28th 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

	Actions	Initials
1	Talk to IT about the size of the text boxes on the Social Workers Assessments (<i>Outstanding from previous meeting</i>)	AC
2	Providers to feedback any ideas on how to help people feel safer	Providers
3	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