

North Tabletop Feedback – March 2025

Summary of key themes and participant feedback

Key themes

Provider Forum Feedback Mar 25

Question 1: What is missing from your local forum that you would like to see?	Question 2: What works well with your local forum and what would make it even better?	Question 3: How does the local forum support you in your day-to-day work
• Strengthening system navigation and awareness. • Amplifying provider voice and Lived Experience. • Promoting knowledge exchange and best practice.	• Inclusion of key topics offering direct engagement and clarity on pressing issues. • Quality Information and education; Forums are recognised as a strong source of learning and updates, supporting professional development and service awareness.	• Strengthening peer support and networking. • Deepening knowledge and awareness.

Response Sept 25:

• Provider opportunity at future forums to showcase innovation, share challenges and celebrate success stories across the system. • UCRS will be presenting today, providing an overview on how to support staying at home to increase awareness of the service.	• Trialling more focused agendas with fewer agenda items to allow time for discussion. • Commissioning updates to provide an overview of the Countywide work impacting NEE and NEE specific work on key topics.	• Providers expressed a need for more time to explore topics in depth, particularly around lesser-known services. • Forums will continue to showcase services and include information on the 'Provider Hub' such as available communication tools to support with hearing the voice of service users and community services such as UCRS.
--	---	---

Accessible Resources will be available at future forums such as QR codes on tables to improve access to relevant materials and follow-up actions.

Key themes

‘Winter Learning’ Tabletop Questions Mar 25

1) What works well?

Winter Preparedness & Resilience

- Effective contingency planning and proactive discussions ahead of winter
- Adaptability and resilience across the year; winter pressures well-managed
- No major weather disruptions (e.g. snow), contributing to stability

Workforce & Staffing

- Improved staffing levels and support from Home Office
- Use of short-term contracts and good domiciliary care capacity
- Planning and sourcing of local carers to meet demand

Health & Care Services

- Increase in intermediate care and use of virtual wards
- Strong collaboration on hospital discharges and safeguarding
- GP surgeries and reablement services playing key roles

Partnership Working

- Positive inter-agency collaboration and shared goals
- Working closely with families and other providers
- Cost-effective commissioning through existing care provider relationships

Communication & Information Sharing

- Better referral details and influenza outbreak reporting
- Improved safeguarding response and discharge coordination
- Shared learning post-COVID (e.g. IPC measures)

Person-Centred Focus

- Adult at the centre of care planning
- Addressing distance between staff and clients
- Use of EAP (Vivup) to support staff wellbeing

2) How can we improve?

Workforce Empowerment & Retention

- Retention incentives
- Desire for greater autonomy for domiciliary care providers to act quickly and effectively

Communication & Information Sharing

- Strengthen communication pathways across teams and departments to ensure timely, consistent, and coordinated responses
- Improved information sharing and updates, especially around hospital discharges
- Timely updates on discharges, safeguarding, and referrals

Discharge & Admission Processes

- Better discharge planning and adherence to cut-off times
- Quicker allocation of social workers and OTs
- Addressing issues like incorrect medication and GP changes during discharge

Partnership & Integration

- Stronger collaboration between providers
- Aligning manual handling procedures across health and social care
- Understanding the role of housing providers in the wider care system

Access & Equity

- Improving local access to community health services (e.g. Clacton Community Hospital)
- Ensuring people aren't hospitalised due to lack of heat or hot water
- Enhancing transport and escort support to reduce costs for adults

3) What is needed now?

Funding & Workforce Support

- Funding for training and care packages, especially in light of NI changes
- Need for better recruitment and retention strategies, including clearer job role understanding
- Support for ward-commissioned restarts and frontline staff offers

Communication & Information Systems

- Desire for more openness and feedback in referrals and communication
- Need for better coordination around UCRS and provider hub visibility
- Importance of shared electronic systems to streamline processes

Safeguarding & Social Care Access

- Need for a more robust safeguarding portal
- Requests for allocated social workers and improved access to support services

Partnership & Collaboration

- Emphasis on trust and partnership working across organisations
- Providers want to be actively involved in shaping the provider hub
- Better connections and understanding between services

Equity & Community Access

- Calls for more supported living focus
- Improved access to heat/hot water and transport/escort support
- Recognition of housing providers' roles in the wider care system

Infrastructure & Seasonal Planning

- Importance of road repairs and year-round contingency planning