

Integrated Residential and Nursing Framework (IRN) update

Care Home providers

South Provider Forum
11 July 2024

Overview of IRN Market Engagement 2024

Engagement activity completed to seek views on what is working well and what could be improved with the IRN Framework approach

1. Care home provider survey end of 2023 sent to all care homes in Essex. 26 responses, covering 50 care homes
2. Meetings throughout the year with the ECA and IRN Reference Group, includes provider representatives from a range of care homes across Essex
3. Provider Workshop April 2024, 27 care home representatives attended, 3 workshop sessions held

Further engagement plans / next steps

- Continue to engage with IRN Reference Group around plans for IRN 2025
- Feedback findings at Provider Forums during June and July 2024
- Internal governance for IRN 2025 to begin later this year, tender launch end of October 2025

IRN Market Engagement 2024 summary of feedback

Contract and service specification

- Formal process and timescales required for 1-2-1 and higher and exceptional needs payments
- More funding required for community based / external trips and gender specific activities within the care home
- Referral response and placement times need to be more realistic and in the best interest for adults
- Improved information, communication and streamlined process is required for referrals and assessments, particularly D2A referrals
- Delays in support from external services such as mental health, dementia support services and district nurses, impacts ability to meet need
- Confusion over Hospital Escorts process and contractual obligations. A clearer process and payment definition required
- Funding and provision of equipment for D2A placements is an issue that needs to be resolved

Preferred Supplier Rank List (PSRL)

- Mixed responses to whether a matrix of rates is desired or a single locality / district / countywide rate.
- KPI'S, PAMMS, CQC to all be used to assess quality ranking. Not just CQC rating due to time taken to re-inspect.
- Homes want to be informed where they are on the rank list – a more transparent approach.

Social value and climate

- Retrospective reporting on social value. Differing opinions on reporting time scales
- Mixed views on the benefit of reporting on social value from a care home. Some feedback that already do as much 'added value' activity as able to do within funding and time constraints.
- Not all care homes hold a valid Energy Performance Certificate or have a current carbon reduction plan.

Live at Home (LAH) update

Domiciliary Care

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LAH Market Engagement 2024 – small group workshops and survey

Sourcing Approach



- Joint referral panel, ranked list, rotational sourcing, ward clustering and fastest responder options considered
- Fastest responder excluded
- Further analysis and modelling undertaken to work through benefits and risks of each option
- The medium-term ambition is to move to a more collaborative approach over time by district

Complex Care



- Recognised additional training is often required e.g. PEG feeding or behaviour management
- Acknowledged that continuity and retention of people with specialist skills can be hard at NLW
- A needs-based tiering system was suggested where a fixed rate by tier / type of complexity is established (clear spec on the needs included in each tier). Further work is underway to consider all options
- Need better quality info on ISPs

Price



- Impact of strategic partner approach (high volumes) on price – agreed potential cost reductions
- One price per district which accounts for travel time and socio-economic factors considered
- Annual indexation supported

Next steps

- Consult with providers on our uplift approach for the future LAH service
- Continue to engage with providers and ECA around plans for the future of LAH
- Further consider how we can support providers to drive quality of service and integrate further into the local health and social care system (may present test and learn opportunities)
- Internal governance for LAH 2025 begins later this year

Dementia Update

Listening to the Workforce

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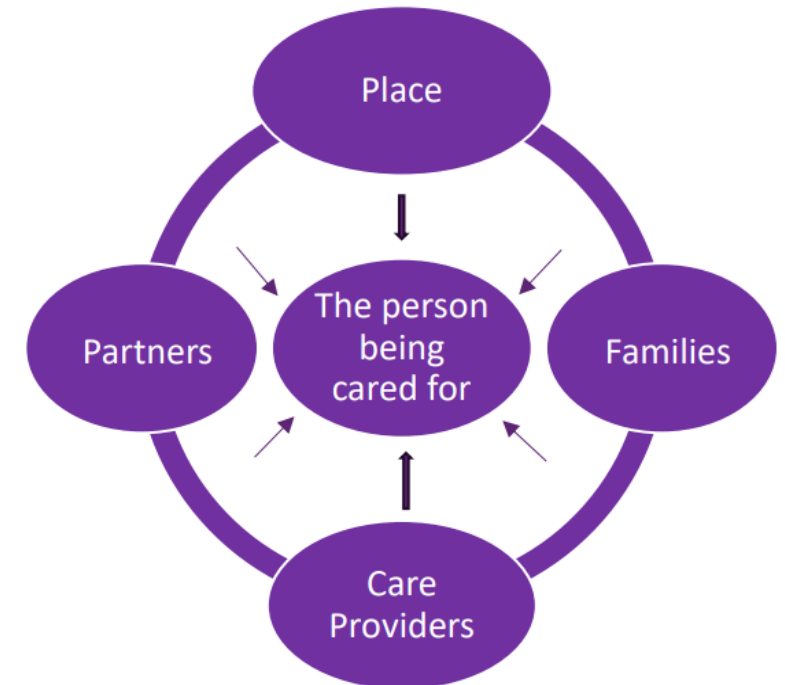
What we did...

- We launched a 'Caring for someone with Dementia' survey in January 2023 - with a particular focus on complexity around distressed behaviours.
- We also undertook wider engagement through Focus & Reference Groups throughout 2023.
- We analysed the findings and have published a Key Insight Report titled 'Dementia & Complexity... Listening to the Workforce' in February 2024. – the report can be found [here](#)
- We have published a 'You-Said We-Did' – this can be found [here](#)

Key Themes...

The findings identify a common thread around_key areas of focus:

- **Support**
- **Information**
- **Training**
- **Environment**
- We also identified need for continued focus on the - **Integration of Health and Social Care pathways**



What we heard...

- There is a need to receive an accurate assessment and clear information about residents from professionals and families.
- The biggest challenge for care homes is understanding how to manage distressed behaviours.
- More dementia-friendly homes would reduce distressed behaviour.
- There is a need to improve support from external partners, such as Mental Health services, GP's, wider NHS including Dementia Intensive Support Teams.
- There is a need to improve support internally within the care setting; appropriate funding, and training to support staff recruitment and retention.
- A need for increasingly join up care to meet needs, increased benefits for residents and decreased frustrations for staff.

What we are doing...

- A focussed understanding of the findings is continuing to inform future activity around market shaping, workforce development and future commissioning to support people living with dementia, and their carers/families.
- A refresh of the Needs Assessment Tool, to support take-up of funds through a simplified process.
- A new Dementia workforce page that has been launched on the [Essex Provider Hub](#) to offer a wider range of supportive information on caring for someone with Dementia.
- A new pilot training offer is being explored that would focus on Dementia and complex presentations including distressed behaviours, alongside ongoing training offers through the Virtual Dementia Tour (VDT) & Montessori for Dementia and Ageing and Namaste Care.
- A Market Support Improvement Fund (MSIF) has come into place to support easier access and take-up of training.
- A continued focus on Essex Dementia-Friendly activity in localities to promote ongoing awareness around inclusive communities and enabling environments.

This information is issued by:
Essex County Council

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