

Newham 'Provider Quality Handbook' launch event

Wednesday 15th May 2024

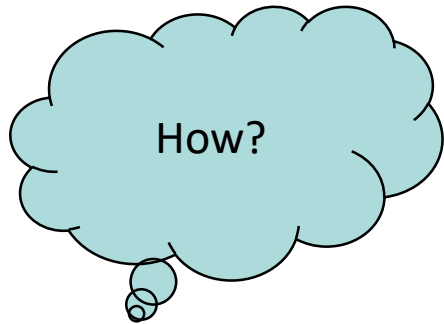
Agenda

Item	Lead	Time
Welcome, introductions & strategic overview	Claire Solley, Director of Quality Assurance, Safeguarding & Workforce Development	10.00 – 10.15
Lunching the new 'Provider Quality Handbook'	Hannah Leask, Senior Commissioner	10.15 – 10.30
Case Study: Redspot Care Ltd	Evans Kureya, Managing Director	10.30 – 10.40
Launching our new 'Provider Voice' survey	Hannah Leask & Mike Armstrong	10.40 – 10.50
CQC Assurance & ADASS Peer Review	Claire Solley	10.50 – 11.05
The Care Provider Voice & Grey Matter Learning offer in Newham	Mike Armstrong, Care Providers Voice	11.05 - 11.15
Questions & feedback	All	11.15 – 11.30

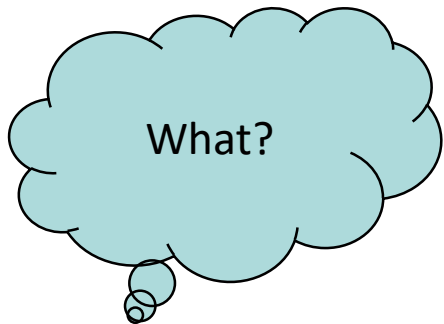
Newham's Provider Quality Handbook



Providers told us that our quality monitoring processes were not always clear and joined up. We wanted to streamline and strengthen our approach to improve clarity, consistency and set the conditions to maximise service quality.



We integrated our Commissioning & Quality Assurance functions in January 2023, and used this as an opportunity to review and update our monitoring approach. We based this on feedback from providers about what worked (and didn't work!) for them. We ran sessions to co-produce key elements of our new approach with Providers in October 2023.



All of the work we have undertaken is set out in our new 'Provider Quality Handbook'. This single document sets out our approach to working in partnership with providers to maximise quality.

Newham's Provider Quality Handbook



There are 6 key sections within the Handbook:

Section	Detail
'Our core principles'	The 'HEART' values of Honesty, Equality, Ambition, Respect and Together underpin our whole approach
'How do we define quality in Newham?'	Key details on the regulatory / legislative framework in which we operate
Our approach to quality improvement	The information and data that we use to establish a holistic picture of provider quality
'Working together to achieve excellence'	Our local support offer for providers – information, resources and useful contacts
'Adopting a holistic picture of quality'	Further, practical detail on the data that we use to monitor providers
'Newham provider quality thresholds'	The 4 provider quality thresholds that determine the way we work with providers

Appendix 1: Newham provider Safeguarding & Quality Notification process

Appendix 2: Provider monitoring template (high level)

The approach in action: 'Redspot' Case study

Newham 'Provider Voice Survey'

Mike Armstrong – Director, Care Providers Voice
Hannah Leask – Senior Commissioner, Newham

CQC Assurance & ADASS Peer Review

Claire Solley, Director of Quality Assurance, Safeguarding & Workforce

CQC Assurance Overview



- The Care Quality Commission (CQC) from April 2023 has powers to assure itself how a local authority is discharging their responsibilities under the Care Act Part 1.
- The CQC assessment framework has four themes and multiple quality statements, these are set out on the next slide
- In preparation for CQC assurance, we completed a self-assessment to understand our areas of strength and areas for development
- We do not have a timeline for when CQC will come to Newham for our assurance visit
- CQC will want to speak to residents, carers, staff, providers, partners and other organisations during as part of their assessment framework – we will keep you updated and there is more information to come in relation to this
- As part of our preparation, we have invited a Peer Review Team (critical friends who work in other London Boroughs) to visit us from 11th-13th June.
- We recognise the critical role Providers have in supporting residents and optimising their independence, safety and wellbeing and with meeting their desired outcomes. We would like to invite you to be part of our Peer Review and will be in touch soon.

CQC assurance themes

Working with People: assessing needs (including unpaid carers), supporting people to live healthier lives, prevention, well-being, information and advice			Providing Support: market shaping, commissioning, workforce equality, integration and partnership working	
Assessing Needs	Supporting people to live healthier lives	Equity in peoples experience and outcomes	Care provision, integration and continuity	Partnerships and communities
<p>We maximise the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.</p>	<p>We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their future needs for care and support.</p>	<p>We actively seek out and listen to information about people who are most likely to experience inequalities in experience or outcomes. We tailor the care, support and treatment in response to this. We provide appropriate, accurate and up-to-date information in formats that we tailor to individual needs</p>	<p>We understand the diverse health and care needs of people and local communities, so care is joined-up, flexible and supports choice and continuity.</p>	<p>We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement</p>
Ensuring Safety: safeguarding, safe systems and continuity of care			Leadership: capable and compassionate leaders, learning, improvement, innovation and governance	
Safe systems, pathways and transitions	Safeguarding		Governance	Learning, improvement and innovation
<p>We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.</p>	<p>We work with people to understand what being safe means to them and work with them as well as our partners on the best way to achieve this. We concentrate on improving people’s lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, and we make sure we share concerns quickly and appropriately.</p>		<p>We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.</p>	<p>We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research</p>

‘Care Providers’ Voice’ and ‘Grey Matter Learning’ offer in Newham

Mike Armstrong, Director – Care Providers’ Voice



CARE PROVIDERS' VOICE

cpvlondon.co.uk

Michael Armstrong
Co-Chair



OBJECTIVES

We are a **publicly funded network** connecting all care providers across London.

Most of our activities are currently in Northeast London.

Care Providers' Voice is a free platform created by providers, for providers, to:

- (1) Collate and provide RESOURCES for care providers
- (2) Ensure care providers are REPRESENTED
- (3) Support care RECRUITMENT



CPV TEAM

■ In-house ■ Outsourced




CPV DIRECTORS




John Timbs, Pooja Barot,
Tayvanie Nagendran,
Michael Armstrong
(L-R)

CPV BOROUGH LEADS



Averil Pooten-Watan
Waltham Forest Lead

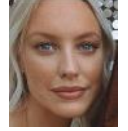



Alvaro de la Camara
Operations Manager




Sabbir Ahmed
Business Administrator

DIGITAL TEAM




Peter Brennan and Tilly Kiff
IW Team (Website & App)


RECRUITMENT TEAM



Michaela Gordon
Senior Job Brokerage Officer




Eniola Otoki
Job Brokerage Officer



Samuel Akintokun
Job Brokerage Officer

New starter expected April 24
Job Brokerage Officer

TRAINING & DEVELOPMENT TEAM



Charlotte Stanford-Gibbs
Training & Placements Lead

Currently Recruiting for
Training & Placements Officer

OUTREACH TEAM

Currently Recruiting for
Provider Relationship Manager

Currently Recruiting for
Provider Relationship Manager

FREE OFFER FOR PROVIDERS

Website access

Influence ICS spending & pilots

Co-developing solutions with LA and support Partnership boards

Training and Development for new entrants to managers

Provider Events

WhatsApp group and peer support

Grey Matter Learning Access

Job Broker & Recruitment Support

Courses

Spectrum Benefits

CPV NEL Care Awards

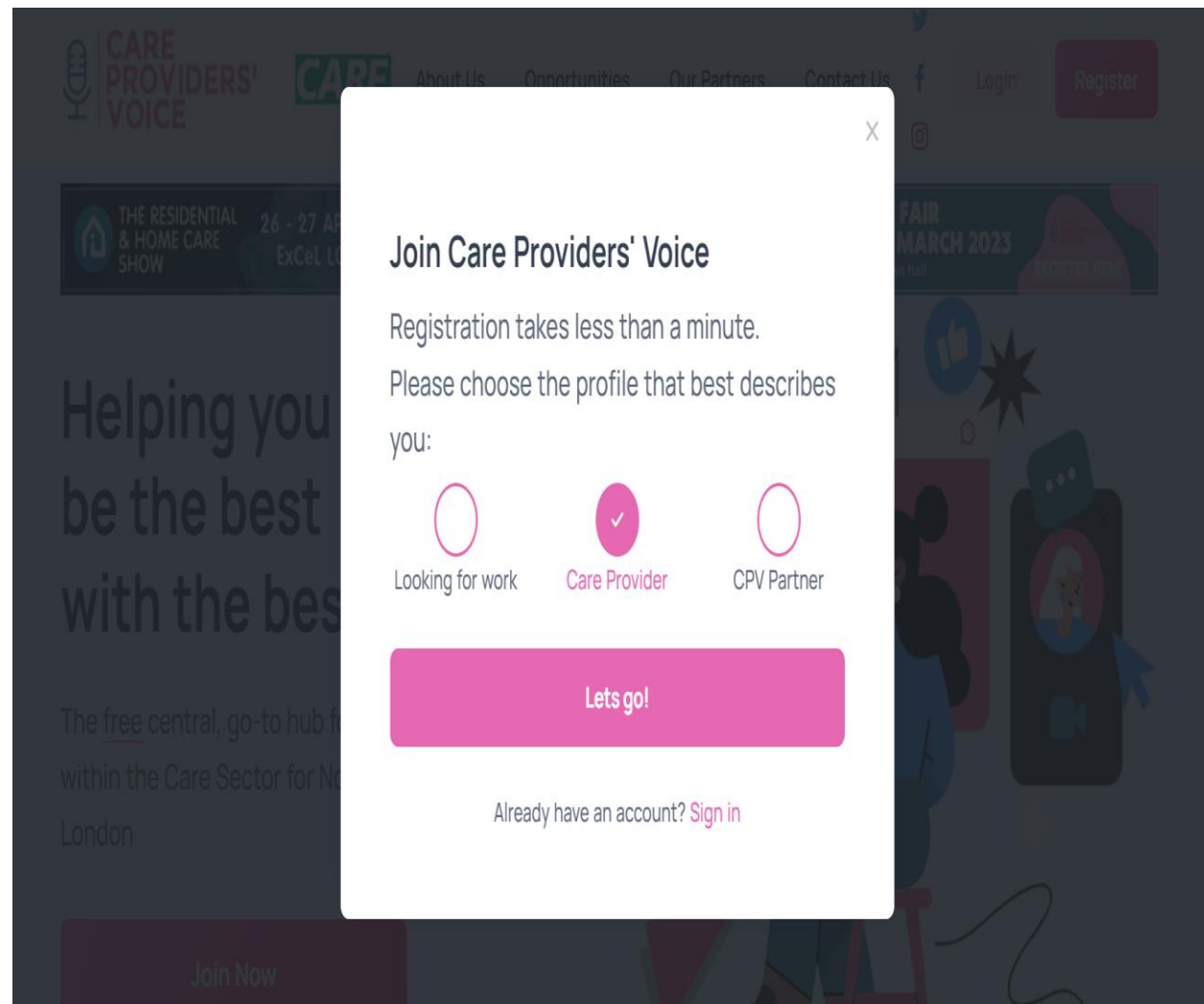


WEBSITE REGISTRATION

 www.cpvnel.co.uk

 hello@cpvnel.co.uk

Scan & register!



Join Care Providers' Voice

Registration takes less than a minute.
Please choose the profile that best describes you:

Looking for work Care Provider CPV Partner

Lets go!

Already have an account? [Sign in](#)

Click

- Over 120 social care related courses

- We save care providers time and money

- We help with inspections

- Over 110,000 learners have used Click to take

- CPD Certified courses

- Skills for Care Centre of Excellence

- 224 Registered Providers

- 7133 active users

- 80774 Courses completed April 2023 –

- March 2024

- Over 120 social care related courses

- We save care providers time and money

- We help with inspections

- CPD Certified courses

- Skills for Care Centre of Excellence

Questions?

Peter Humphreys

Head of Customer Engagement

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T: 01635 936836

newham.gov.uk



WE ARE NEWHAM.

Any questions or feedback?

