



Wiltshire Care Partnership



PULLING **TOGETHER** IN CARE

ANNUAL REVIEW
2019-20

A year of two halves



Jo Howes
Chief Executive Officer



Matthew Airey
Chair

Wiltshire Care Partnership is entering its eighth year and looking back on twelve months like no other.

Like everyone else, when we started planning our Membership year in October, we thought things were going to look a little different and we were about to launch our project to test the use of Alexa technology in care settings as part of the national Digital Social Care programme. Luckily we finished that and our findings formed part of the report that will be used to help shape technology in care, an area of business that has become even more important with coronavirus.

We also had some changes on the personnel front: In January Sharon Such joined us to work as part of the Trusted Assessor pilot project and is based in Salisbury Hospital linking with care homes and home care providers to help the discharge process run smoothly. In March we bid a fond farewell to Tracy Nash after six years as our Office Manager shared with BSW Care Skills Partnership. In April, at the height of the pandemic, Becky Clark joined us as our new Office Manager and despite it being the strangest start to a new job, has settled in and is providing support to WCP and BANES, Swindon & Wiltshire Care Skills Partnership. The membership of the voting members WCP Board has remained the same, although Ted Wilson of the CCG retired in March 2020.

We did manage to squeeze in a few more of our planned activities before March 2020:



- In November we ran **workshop sessions in the North and South of the country introducing the Alexa project** and handing out the devices, and outlining how we could support providers achieve better digital security.
- Also in November **we ran a workshop session with Nourish** looking at how use of digital care systems can help to achieve an 'Outstanding' CQC inspection rating.
- In January, after a detailed consultation and development phase, **we launched our Trusted Assessor project** with Sharon Such joining us to work out of Salisbury Hospital supporting with improved discharges to care homes in the South.
- Our monthly **E-Bulletin** to Members continues, summarizing social care news, both local and national.
- In February **we ran four workshops with a qualified Oral Hygiene nurse** from Great Western Hospital which gave practical and helpful training to care staff in how to maximise oral hygiene in all care settings.
- We worked closely with **Wiltshire CCG Funded Nursing Care project group** prior to the lockdown as it went through a process to review and assess all outstanding clients for CHC or FNC contributions.
- To robustly represent providers, the **Chair and CEO meet quarterly with the Chair of the Wiltshire Safeguarding Adults Board** to discuss matters of practice and policy, and also with **Wiltshire Council's Directors for Commissioning and Operations**, discussing working relationships between the council and providers, development of services, contract tenders and other areas having a material impact on our members.
- Finally, we continued to respond to individual members concerns and queries. We are always able to offer advice and support to our members.

“ A huge thank you for all the great support that you have given us. You have been a godsend during these challenging times.”

WCP member

“ The Covid19 pandemic has been a huge challenge to everyone, especially the care sector. Despite everything, we've seen care providers pull together to support each other, large and small, across all the different types of provider and for all client groups. It's shown the importance of acting together as one voice. Wiltshire Care Partnership has been at the heart of this unified approach, communicating, facilitating and promoting ways for care providers to find out what they need to know and keep delivering the best care possible. WCP has been proud to be part of Wiltshire's response to coronavirus and we're looking forward to doing everything we can to help the sector get back on track in the coming year.”

Matthew Airey, Chair

During the Covid19 pandemic we naturally turned all of our activity towards helping providers by:

- Producing over 60 **Covid editions of the E-Bulletin**, ensuring providers had all the latest guidance, including updates from government and all relevant information.
- Running **themed provider calls** on a range of topics, including employment law implications, infection control, finances and general Covid discussions.
- Responding quickly to the **hundreds of emails from providers** we received as they sought to navigate the dramatically changing landscape in care.
- Giving **advice to Wiltshire Council regarding how Covid funding should be best used** to support providers.
- Participating in Wiltshire Council led **provider calls**.
- Sitting on the **Care Home Advisory Group**, advising how the NHS and Council could provide specific support to Care Homes affected by Covid19.
- **Communicating all information as quickly and responsively as possible**.
- Managing a **dedicated page on our website where all Covid19 guidance and information is kept up-to-date and stored in an easily accessible format**.
- **Surveyed members** to find out how to best support them in the coming months.
- Helped to develop and implement **hospital discharge support units** in the north and south of the county.

Looking ahead

We are anticipating an intense few months through the winter where we may see a second wave of Covid19, and we are preparing now to support our members with a series of virtual seminars and workshops on themes we'll identify through the results of our survey. We will focus on doing what we need to do to make sure providers in Wiltshire have the tools and information they need to stay on top of the situation.

We're planning for our next joint conference with BSWCSP to be a virtual event, with a return to our popular face-to-face events as soon as we are able.

What our members said...

“ I'm finding your email updates most useful, please do let me know if there is more I can do to support or contribute.”

“ I've been meaning to compliment you on your bulletins. They seem really comprehensive and well-organised. It's nice to see a bit of order amidst all the chaos!”

“ Thank you Jo for the excellent updates and support you are giving to us all.”

“ Thanks for your daily updates they are very useful.”

“ Thank you, once again, Jo for your incredible work.”

People

Staff

- Jo Howes, Chief Executive Officer (part time)
- Lesley Hilton, Operational Development Lead (part time)
- Tracy Nash, Office Manager (part time) – to March 2020
- Becky Clark (part time) – From April 2020
- Sharon Such, Trusted Assessor (Salisbury)

Officers

- Chair: Matthew Airey
- Vice-chair: Kerry Dearden
- Treasurer: Mark Allworth
- Company Secretary and CEO: Jo Howes

Board

- Darren Fowler
- Isabel De La Haye
- Kerry Dearden
- Leslie Williams
- Lucy Wilcox
- Mark Allworth
- Matthew Airey
- Pete Bates
- Stephen Trowbridge
- Helen Jones, Wiltshire Council
- Ted Wilson, Wiltshire CCG

Accountants

- PPS Chartered Accountants

Thanks

With grateful thanks to all our funders and partners in 2018-19:



Wiltshire Care Partnership

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