



Wiltshire Care Partnership

Annual Review 2021-2022

WORKING TOGETHER
FOR HIGH
QUALITY CARE



Counting the cost of outside influences

Matthew Airey
Chair

I'm starting this year's Wiltshire Care Partnership Annual Review with some data that gave me a great sense of pride when it was published by the Care Quality Commission just a few weeks ago:

- 83% of adult social care services were rated as good or outstanding
- 96% of GP practices were rated as good or outstanding
- 75% of NHS acute core services were rated as good or outstanding
- 77% of all mental health core services (NHS and independent) were rated as good or outstanding.

Within the State of Care Report for 2022, which these numbers are taken from, CQC has outlined in detail how health and social care services are gridlocked, and that public satisfaction with services, particularly health, has fallen since last year's report was published. I haven't included this data to boast about how well adult care services are doing compared to NHS acute and mental health services, but to congratulate our army of dedicated care workers who, despite all the challenges facing them this year, are continuing to perform to a very high standard, giving care and support to an ever growing number of people who rely on care staff for their daily needs. There's no two ways about it, the adult care sector is groaning under the weight of decades of under investment, and yet the standard of care that you give is overwhelmingly good.

This year has had a real feel of 'just when we thought it couldn't get any worse'. Coming out of the pandemic and still dealing with impact on staffing caused by Brexit, the last thing anyone needed were the tragic scenes in February this year as Russia invaded Ukraine. Alongside the human cost on the ground, around the world it triggered sharp rises in goods and fuel costs, high inflation and the threat of shortages and more price hikes to come. For care providers, the knock-on effects have been huge and, with government seeming to roll back on social care reform and the cost of care exercise, we no doubt face huge challenges in the year ahead.

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“ We all thought the end of the pandemic would bring a period of calm, but events have continued to throw curve balls at care providers and we’re all grappling with forces beyond our control. The Board and Team at WCP are committed to helping care providers through this as a collective, and by offering individual help where it is needed. These are challenging times and we’ve answered the call from providers who’ve asked us to speak on their behalf on a wide range of issues, such as cost of living and cost of care this year, but we’ve also helped individual providers who’ve needed guidance, advice and moral support to face whatever we need to head on, with confidence and kindness. I’m personally amazed at the resilience of all my colleagues in care and I promise WCP will play its part in every aspect of the planning, development and delivery of care in the year ahead.”

Matthew Airey, Chair

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Our tenth year supporting care providers

At WCP we have continued to support providers both collectively and individually in a number of ways.

In August this year we were joined by a third Trusted Assessor, Poppy Noke, who comes to us with a background in home care and all the knowledge and expertise of what those providers require to make needs-based decisions. We are now offering a free, fast and detailed assessment service to all types of provider from any acute, community or home setting. If you need to assess someone coming in (or returning to) your service, our Trusted Assessor team can offer you a service. With a third team member, our resilience and coverage is better than ever.

We've also been joined by Paul De La Haye, who has come on board to project manage support to care providers who want to implement a digital care records system, and benefit from a three year government pot to offer up to 50% match funding to help share the cost.

Both of these work streams provide direct support to providers and will help free up time and money over the coming years.

On the WCP board, we said goodbye to Pete Bates this year, and welcomed David Towells in his stead, representing the LD & Supported Living part of the sector, ensuring our board retains knowledge and expertise across the breadth of services.

Our achievements in 2022

Our tenth full year as a not-for-profit organisation supporting and representing care providers has been a busy year, with lots of outside influences impacting the care sector. In our work to represent the care sector this year we have:

We joined the Integrated Care System at Wiltshire Locality level, representing the sector on the Partnership and Delivery Boards. It is early days for this latest NHS structure and we have successfully lobbied for our place at the table.

There are ongoing discussions about tenders for home care, and short term assessment and therapy beds in Wiltshire, with WCP chairing the Pathway 2 (Discharge to Assess/Therapy beds) project group that developed the commissioning strategy earlier in the year. There is work underway to develop a clearer commissioning strategy for End of Life Care, which WCP is part of, and there are changes to Funded Nursing Care payments that we have commented on and will continue to monitor. It's very clear that significant challenges face both the Local Authority and the NHS in terms of affordability in the coming years, and WCP is committed to ensuring the pressures felt by care providers are taken fully into account as part of the process.

We've also tried to talk about topics other than Covid-19 and costs, hosting webinars on fire safety, CQC's new inspection regime and the new ReSPECT form process. We plan to run monthly webinars on themed topics throughout the next year and we're delighted we've attracted so many different faces to our online events this autumn.

As mentioned, we've got a new digital string to our bow with our work on digital care records, which sits nicely alongside our support offer to complete the Data Security & Protection Toolkit that we'll continue to provide until at least the end of March 2023.

Other major achievements include...

The Net to Gross payment project has finally started to roll out, with the first providers going 'live' in October 2022. We campaigned for this Care Act duty to be implemented by Wiltshire Council for years, so it's wonderful to see it finally happening after a long project working with the council.

We work hard to represent care providers at all levels, with seats on the following groups:

- Wiltshire Safeguarding Vulnerable People Partnership
- Wiltshire Integrated Care Partnership Board
- Wiltshire Integrated Care Delivery Board
- Wiltshire Health Protection Board
- BANES, Swindon & Wiltshire (BSW) Ageing Well Board (until July 2022, disbanded)
- Wiltshire Ageing Well Board
- BSW Older Adults Mental Health Project Board
- BSW Domiciliary Care Workforce Group
- Care Association Alliance and regional South West CAA group
- South West ADASS Stakeholder Group
- Net to Gross Project Board
- Pathway 2 Project Board
- Wiltshire Care Provider Forum
- Help to Live at Home Alliance
- Wiltshire Good Lives Alliance
- Digital Social Care Transformation
- Better Security, Better Care
- Enhanced Health in Care Homes.

Our other big project this year has been on recruitment and retention, with Wiltshire Council providing funding for us to run a county wide recruitment campaign that will last 18 months, from July 2022 to December 2023. There are now radio ads, social media campaigns, print media ads, articles and billboards, all featuring recognisable and distinctive branding, with stories from real people working in care in Wiltshire. All the material can also be found on our [website](#), and we've recently added a job board that is free for providers to use and will be retained for use after the lifetime of the current campaign. Our aim is to create a brand, an impetus and a buzz around working in care in Wiltshire, using our best asset – care staff – to create that narrative.



“Thank you so much for all your hard work in the past year in trying to keep everybody up to date with this deadly virus. I know this has meant an enormous amount of work and very few days of good news. Without your enthusiasm and good humour it would have been difficult for us to navigate our way through 2021.”

WCP member

Looking ahead

During 2023 we are working hard with providers and partners at the Council and NHS to really look at what care is needed, what it costs and how to pay for it, and how to make sure the right services are being commissioned.

We'll continue our focus on recruitment and retention, with our jobs site and campaign running until December 2023, and other options like our menopause awareness resources to support people to stay in their roles.

We'll also be looking at a range of ways to help providers, including our long-running and successful digital projects that encourage safe, secure and supported adoption of digital systems to help deliver care. We expect this to extend to cover sensor based falls monitoring this year and we'll be bringing updates about this in due course.

We are continuing with our monthly themed webinars, our newsletters and information sharing and our one-to-one support for you all and developing our popular Trusted Assessor service.

Thank you to all our members and partners for helping us to learn and grow so we can offer you the best support possible.

“What I have really struggled with is interpreting the guidance. In fact, if it was not for your regular updates and translation I would be lost. Just wanted to take the opportunity to thank you and the team for continued support and guidance. It has made a difference!”

WCP member

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People

Staff

Jo Howes, CEO
Becky Clark, Office Manager
Sharon Such, Trusted Assessor
Sharon Payne, Trusted Assessor
Poppy Noke, Trusted Assessor
Paul De La Haye, Digital Implementation Lead

Officers

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

Board

Darren Fowler
David Towells
Erica Pryce
Kerry Dearden
Leslie Williams
Mark Allworth
Matthew Airey
Stephen Trowbridge
Helen Jones, representing Wiltshire Council
Clare O'Farrell, representing BSW ICB
Isabel De La Haye, independent advisor to the Board

Accountants

PPS Chartered Accountants



Wiltshire Care Partnership

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 [WCP_Tweets](#)

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Grateful thanks to all our funders and partners in 2021-22...

