



Wiltshire Care Partnership



**Together
we're
improving
care in
Wiltshire**

Annual Review | 2014/15

“ This year **the climate in social care has continued to be challenging**, with ongoing funding pressures and national concerns about quality of care, staff wages and recruitment making headlines.”



Matthew Airey
Chair



Lesley Frazer
Chief Executive Officer

Bigger impact and broader scope



In our second year as a fully-fledged organisation, we are pleased with the way we have been able to grow the Wiltshire Care Partnership (WCP) and extend our membership across other parts of the county's adult social care sector. We were particularly glad to welcome providers of domiciliary care and disabilities services as new members. The input of representatives from both these disciplines on our Board has broadened the scope of our work and given us greater impact with commissioners and providers across health and social care.

Since our last Annual Review, Lesley Frazer, our Chief Executive Officer, and Tracy Nash, our part-time Office Manager, have been joined by Jo Howes as part-time Operational Development Lead. This strengthening of the team has enabled us to do a lot more to support our members and address their issues and concerns.

This year the climate in social care has continued to be challenging, with ongoing funding pressures and national concerns about

“ It has been extremely satisfying to see our **reputation and impact grow** in line with our hard work.”

quality of care, staff wages and recruitment making headlines, but we have firmly established WCP as a major player in the development of policies and practices that directly affect people receiving care in Wiltshire. Collectively our members, and in particular our Board, represent the Partnership on a number of local, regional and national bodies that make direct representation to decision makers. Now, more than at any other time, we feel it is important to work together to make sure our voice is heard.

We have maintained close links with Wiltshire Council and NHS Wiltshire CCG this year, and this has increased our ability to positively influence decisions made by the commissioners, and to ensure providers' views are taken account of in the development of service specifications at an early stage. One example of this was in the case of Intermediate Care, where a number of nursing care providers are now commissioned to deliver these services across the county. We were also able to effect improvements in operational areas such as the provision of continence services in care homes.

It has been extremely satisfying to see our reputation and impact grow in line with our hard work. If you are already a member of WCP, we look forward to working for you again in 2015/16; and if you aren't yet a member, please do join us and add your voice to ours so that, collectively, we can build WCP's influence on the issues that matter to care providers across Wiltshire.

“ This year **WCP opened its membership to providers of domiciliary care and disabilities services** and we now have representatives from both parts of the sector on our Board.”

“ Our **membership numbers grew by 29%**, from 52 to 67 members. Our **care home members now provide 60%** of the county’s registered bed capacity for older people.”

Another **successful year...**

Membership

This year WCP opened its membership to providers of domiciliary care and disabilities services as well as care homes for older people, and we now have representatives from both parts of the sector on our Board.

Our membership numbers grew by 29%, from 52 to 67 members. Our care home members now provide 60% of the county’s registered bed capacity for older people.

Influencing and working in partnership

In November 2014 WCP wrote to Wiltshire Council requesting a further two year extension to the current older peoples’ care home contracts, to allow providers to recoup the previous year’s cost increases and guarantee stability. As a result, block contracts were extended for two years and new two year framework contracts were offered from April 2015, with a further two year extension available.

Discussions have now been opened regarding the annual uplift formula contained in all adult social care contracts, with emphasis on the impact of the new National Living Wage (NLW) increases announced in the Budget in July 2015. WCP also wrote to all Wiltshire’s MPs and Councillors regarding the impact of the NLW and the need for local authorities to receive sufficient ring-fenced funding in the Autumn Spending Review to meet the true costs of providing adult social care safely and to a good quality standard.

WCP is directly involved in a number of major strategic projects being run by commissioners:

- Wiltshire Safeguarding Adults Board and sub-groups
- Development of Intermediate Care as part of Wiltshire Homefirst

- Workforce Development Action Group
- Care Home Liaison Forum
- Dementia Delivery Board
- Online Bed Management System Working Group
- Social Care Awards Planning Group

WCP is working to build relationships between social and health care providers, commissioners and the voluntary sector by:

- Supporting the locality care home forums in each of the three CCG areas, which enable providers to discuss operational issues with health and social care staff working in their own area.
- Working with Wiltshire Council and Wiltshire Domiciliary Care Providers Association to establish a county-wide forum for domiciliary care providers.
- Supporting Healthwatch to pilot its ‘Enter & View’ programme by liaising with members to identify providers willing to take part and running a follow up session at our March 2015 Members’ Forum.

Operational improvements

Through WCP’s Operational Advisory Group (OAG) we have been able to carry out a detailed review of continence services in care homes. After surveying our members we worked closely with commissioners and service providers to effect improvements, and to ensure that our members can be involved in the recommissioning of this service from 2017 onwards.

We have just completed a members’ survey on experiences of Safeguarding investigations, and we are looking forward to working with the Council to progress this throughout the Autumn.

“ Thought I would give you some feedback from all our managers who attended. They all thought it was **one of the best conferences they have been to in a while**. They really enjoyed the day and came back full of enthusiasm.” *WCP Member*

“ I thought it was a great conference, really well organised & I really enjoyed the morning keynote speakers.” *WCP Member*

Since our last annual review...

As 2014 drew to a close, we ran our first conference in partnership with Wiltshire & Swindon Care Skills Partnership, 'Making a Difference in Dementia Care'. This was extremely successful and members are looking forward to our next one in December 2015.

Following the work we started in 2014 on the new CQC inspection framework, we enlisted the help of Justine Button (Head of CQC Adult Social Care Inspection for Wiltshire) to deliver a free workshop in November 2014 that covered more of the detail of the inspection regimen.

We launched our new website – www.wiltshirecarepartnership.org.uk – in January 2015, which includes a searchable directory of our members and a private online forum that we hope to develop further in the coming year.

We held Members' Forums in March and July 2015, with input from our funders and partners at QualitySolicitors Boroughs Day, Wiltshire Council and the CCG, enabling our members to participate fully in shaping the work of the OAG and other areas of the Partnership.

We published a further twelve issues of our monthly e-bulletin, which aims to provide local and national news in an easy-to-digest format to all our members.

Contact us

Wiltshire Care Partnership, c/o First City Nursing, 7 Crickets Lane Industry Park, Chippenham SN15 3EQ

01249 704372 | tracy.nash@wiltshirecarepartnership.org.uk | www.wiltshirecarepartnership.org.uk | [WCP_Tweets](#)

Wiltshire Care Partnership is registered in England and Wales as a company limited by guarantee, no. 8351172. Registered office: 29 Devizes Road, Swindon, SN1 4BG.



People

Staff

- Lesley Frazer, Chief Executive Officer (part time)
- Jo Howes, Operational Development Lead (part time, joined 01.12.14)
- Tracy Nash, Office Manager (part time)

Officers

- Chair: Matthew Airey
- Vice-chair: Dan Hayes
- Treasurer: Mark Allworth
- Company Secretary and CEO: Lesley Frazer

Accountants

- PPS Chartered Accountants

Board

- Matthew Airey
- Mark Allworth
- Isabel de la Haya
- Darren Fowler (joined 25.11.14)
- Sue Harper
- Dan Hayes
- Su Konganda (joined 25.11.14, resigned 25.06.15)
- Richard Smith (joined 25.11.14)
- Stephen Trowbridge
- Leslie Williams
- James Cawley, Wiltshire Council
- Lynn Talbot, NHS Wiltshire CCG (resigned 18.02.15)
- Ted Wilson, NHS Wiltshire CCG (joined 15.04.15)

Thanks

With grateful thanks to all our funders and partners in 2014-15:



QualitySolicitors
Boroughs Day