



Improving Care Sector Engagement

We're seeking your views on how to encourage engagement between the care provider sector and Sustainability and Transformation Partnerships (STPs.)

In March, the Care Provider Alliance (CPA) was awarded a grant from the Department of Health to scope and deliver a programme of work to enhance engagement with and by the independent and voluntary adult social care sector. The programme includes projects developing the sector's engagement with local government and CCG commissioners, with the NHS Five Year Forward View, and with contingency planning.

Our approach is practical and pragmatic, drawing on the tremendous knowledge and experience that exists within the care provider sector and elsewhere to produce useful outputs as quickly as possible. As a key early action, on 4th July 2017 we brought together 30 senior people from across the sector for an "Engagement Summit" which generated a wealth of material to inform all parts of the programme.

Our first priority is to produce a document which will support and encourage engagement between social care providers and Sustainability and Transformation Partnerships (STPs). The Engagement Summit and our other meetings and discussions over the last few weeks have generated great ideas and insights on this topic. Through this informal working document, we are now seeking wider views and feedback.

Why are we doing this?

STPs are new partnerships in which the NHS and local councils have come together to develop proposals to improve health and care and to plan jointly for the next few years. There are 44 STPs across England. The aim is that they should be built around the needs of the local population across whole areas, not just those of the individual organisations involved. You can read more about STPs, and find the STP for your area, here <https://www.england.nhs.uk/stps/>.

It is widely recognised that health and social care services need to work together as one system. There are many great examples of where this is going well at a local level, with clear benefits for both the people who need care and the sustainability of the system itself. However, so far, the engagement of the care provider sector at the key strategic level of the STP footprint has been patchy, and often minimal. Despite the huge contribution that the social care provider sector makes to the total health and care system in each area, most published STP plans say very little about it.

If we want to transform the system, the whole system needs to be engaged, not just one half of it. However, the task for an STP wishing to engage in a meaningful and representative way with the social care providers in its area often won't be straightforward. There will be a wide range of different types of service, provided by organisations that vary greatly in size and nature. This diversity is a great strength of the sector – but it makes engagement across a substantial geographical area more challenging.

The aim of the document we are planning to publish will be to help all parties find ways to overcome this challenge. We will also be setting out in more detail the benefits we believe will arise from doing so.

How are STPs currently engaging?

We have read a lot of published Sustainability and Transformation Plans, we have spoken with people in some areas where there is already positive engagement between an STP and the care provider sector, and we have sought feedback through the Engagement Summit held on 4th July 2017.

We have found that:

- A small number of STPs have representatives of local care associations on their partnership board or on other groups within the STP.
- One STP is encouraging and supporting the development of strategic forums in which to meet residential, home care and learning disability providers.
- In one STP, a member of staff seconded to the STP with a specific focus on care at home, has contacted a range of care providers and arranged individual meetings with them.
- A small number of STPs have included in their work plans specific projects and priorities related to social care services.

However, while these are all welcome initiatives, they are not widespread.

Key messages and ideas so far

Here are some of the key messages and ideas from the Engagement Summit and from our other meetings and discussions over the last few weeks:

- Where health and care services work together well at a local level, there can be clear benefits for the people who need care, and for the sustainability of the overall health and care system.
- For this to become the norm, there needs to be engagement at the strategic level of the STP, as well as locally.
- It's a two-way process. Understanding, trust and personal relationships are vital at all levels.
- It may be a good idea to start with a practical task that everyone can work together on.
- It's a "win-win" situation – but we need to demonstrate that. The CPA publication could help with this.
- Provider groups need to be fostered - it may take time, effort and resources to get to the point where a group is representative of the diversity of the care provider sector in an area.
- The challenge for STPs that cover a larger number of local authorities may be greater, particularly where it's not a geography that is used to working together as one.

- A consistent way of capturing the overall social care market in an STP area would be useful, particularly because many people pay for their own care and may not be known to the local authorities in an STP area.
- The CPA could have a role advising both care providers and STPs on key contacts with whom they could liaise.
- It might be possible for the Care Provider Alliance to organise a system which nominated one person from the care provider sector as a key recognised link to each of the 44 STPs.
- Workforce is a key issue for both health and care services and a joined-up approach will help make the most of what is a vital but limited resource.

Our questions for you

We would very much welcome comments and suggestions from those working in STPs and in social care providers, and from anyone else with an interest in this topic. We have suggested the following questions, but please feel free to respond more generally if you prefer.

Question 1

Are you aware of any current examples of positive engagement between STPs and social care providers? If so, could you give brief details and, if possible, comment on the challenges and benefits?

Question 2

What do you feel are the pros and cons of the approaches to engagement that we have identified so far?

Question 3

Do you have any ideas or suggestions for other approaches that STPs and the social care provider sector could follow?

Question 4

Could the Care Provider Alliance have a useful role in helping STPs to get their arrangements for engagement with the social care provider sector up and running? If so, what would be most helpful for the CPA to do?

Question 5

Do you have any other thoughts and reflections?

How to respond

We would be very grateful for your responses to any or all of the questions, or for any other comments and thoughts you may have about this.

An online form through which to submit comments is available on the CPA website, www.careprovideralliance.org.uk. Alternatively, you can email your comments to info@careproviderallinace.org.uk.

The CPA document on engagement between STPs and the social care provider sector will be published in early September.

If you are able to send us comments by Sunday 23rd July 2017, they will be collated and reported to the next meeting of the Care Provider Alliance on 25th July. However, we will still be working on this and happy to receive later comments until early August.

If you need this information in an alternative format, or if you have any queries at all, please contact info@careprovideralliance.org.uk.

Thank you for your help!

7th July 2017



About the Care Provider Alliance

The Care Provider Alliance (CPA) brings together the 11 main national associations which represent independent and voluntary adult social care providers in England. We work to represent the sector and ensure a coordinated response to the major issues that affect it.

Together our members provide care and support to 1.2 million people through residential, home-based and community services, whether commissioned by local authorities and the NHS or privately purchased. Together our members employ over 620,000 care workers.

The Care Provider Alliance is an informal body with a rotating chair. Membership is of the representative associations with a national membership across the whole of England. However, some CPA members also represent services in Scotland, Wales or Northern Ireland.

We meet regularly with all the main national agencies involved in social care including Care Quality Commission (CQC), the Local Government Association (LGA) and the Association of Directors of Adults Social Services (ADASS). We have close links with the Department of Health, NHS England, Skills for Care, the Social Care Institute for excellence (SCIE) and the Think Local Act Personal Partnership (TLAP.)

Our members' services include residential and nursing care, homecare, supported living and extra care housing, shared lives schemes, advocacy and telephone helplines. They support children, adults of working age and older people.

Our members are:

- Associated Retirement Community Operators
- Association for Real Change
- Ceretas
- Care England
- Mental Health Providers Forum
- National Care Association
- National Care Forum
- Registered Nursing Home Association
- Shared Lives Plus
- United Kingdom Homecare Association
- Voluntary Organisations Disability Group