



Highlight Impact Report 2023/24

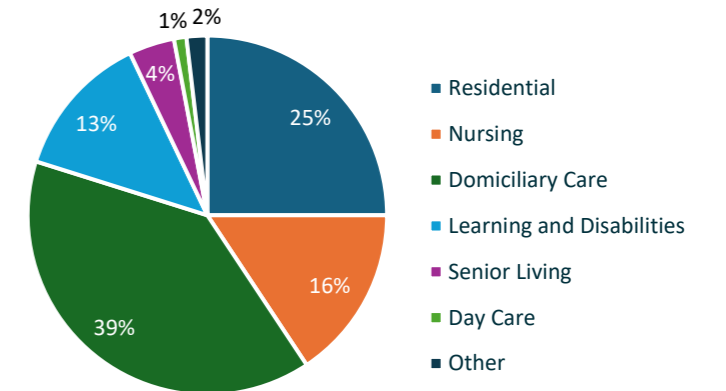


Effective Representation

On 31 March 2024, Partners in Care represented 268 care provider members, across Shropshire, Telford & Wrekin and Cheshire.

Our members always remain our primary focus and in addition to providing an extensive range of training, networking forums and events and a DBS checking service, we continue to successfully represent adult social care at the highest level within our local authorities and Integrated Care Boards (ICBs).

Membership - 31 March 2024



Using the valuable feedback from our Annual Fees Survey, fee rate uplifts agreed by our local authority partners in Shropshire and Telford & Wrekin for 2024/25 were once again above inflation. For 2024/25 Shropshire Council agreed an uplift of 6% for care homes charging below the Council's 2024/25 published weekly rates, and 6% for homecare, whilst Telford & Wrekin Council agreed an uplift of 3.3% for homecare and between 2.8%-4% for care homes.

Impactful Projects

Clinical Practice Education

This project aimed to reduce illness and unnecessary hospital attendance for care home residents due to urinary tract infections (UTI) by improving hydration awareness and practices amongst care home staff.

A total of 20 care homes participated in the project from two localities (Shropshire and Telford & Wrekin), with an additional 17 care providers receiving in home training. The project had a potential impact on approximately 1,800 residents.

Across the project homes, there was a reduction in UTI hospital admissions of 36% between April and September 2023 in comparison to April-September 2022.

There was a general reduction in UTI admissions during this time of 25% across all other care homes in Shropshire and Telford & Wrekin.

Dementia

Year two of this project aimed to reduce unnecessary hospital attendance for care home residents due to dementia-related illnesses such as urinary tract infections (UTIs), falls, respiratory infections, malnutrition, delirium and a change in presentation.

The project targeted specific homes to convey the importance of keeping the residents in their home and by helping to educate staff that residents are safer and happier in a familiar environment.

This was achieved through the delivery of in-depth training on managing behaviours, getting the basics right in dementia care and accessing meaningful activities.

By the end of year two, the Dementia Assessment Support Service (DASS) had experienced a reduction in referrals in 75% of the project care homes.

Falls

This project aimed to support care providers to manage falls events internally, thus reducing the number of ambulance callouts and conveyance and the number of hospital admissions, whilst improving health outcomes for the person who had fallen.

Following staff training and the implementation of Mangar EAGLE lifting cushions, provided by Winnicare and the iStumble app, we received positive feedback with staff reporting that they felt more confident to make decisions on whether to lift or not lift a fallen person.

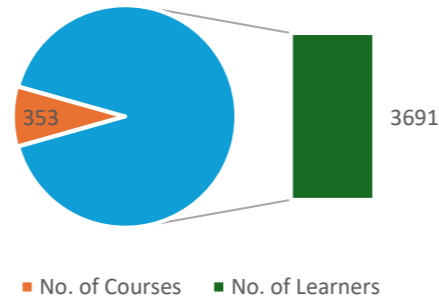
The lifting cushion and app were viewed as user friendly, and training was successfully cascaded.

The positive impact of the project demonstrated that the use of the Mangar EAGLE lifting cushion significantly reduced the number of ambulance callouts, and the time the fallen person remained on the floor.

Upskilling the Care Workforce

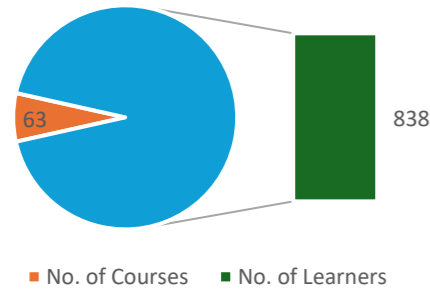
During 2023/24 Partners in Care observed a significant increase in **core training** provision, further cementing our reputation as a trusted partner for care providers who value our social care specific training offer.

The number of learners taking part in core training, which includes Moving and Handling, First Aid and Safeguarding, rose by almost 85% on the previous year.



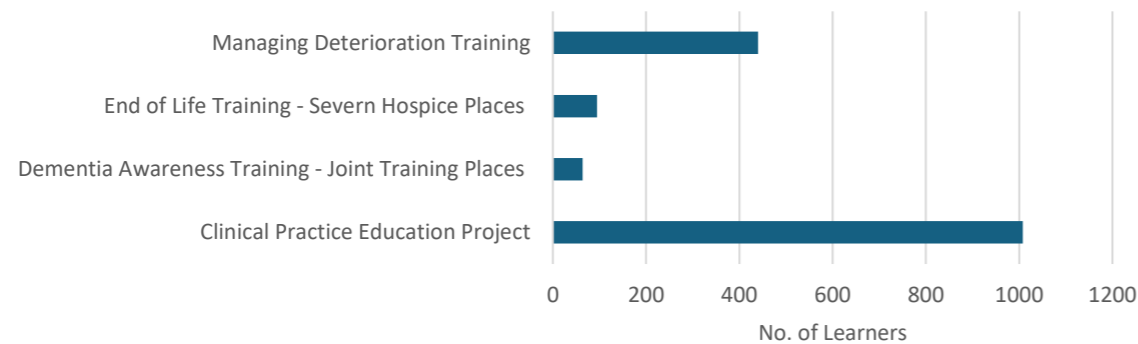
Commissioned training delivered experienced a reduction from the previous year, which was in part due to the cessation of the Rolling Training Programme provided in conjunction with Shropshire Community NHS Trust (ShropCom).

We continue to work with external partners to expand the range of clinical courses available to members, to ensure we meet their needs.



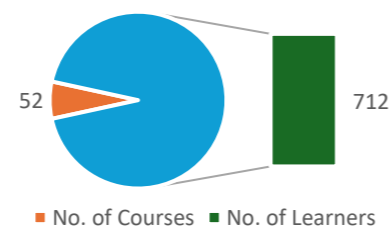
We delivered an increase in **Project-related training** from the previous year, with the number of learners for the Clinical Practice Education Project increasing by just over 25% from 2022/23.

We continued to provide fully funded places on Severn Hospice End of Life courses and Shropshire Council Joint Training Dementia Awareness courses, and our partnership working with the Shropshire Telford & Wrekin Integrated Care Board to deliver Managing Deterioration and Effective Record Keeping training continued to receive excellent feedback.



We continued to deliver **Safeguarding Training on behalf of Joint Training**. There was a slight reduction in the number of courses delivered on the previous year but an increase in the number of learners.

We continue to offer the broadest range of Safeguarding training for members, including bespoke courses where required.



Supportive Disclosure and Barring Service (DBS) Checking Service

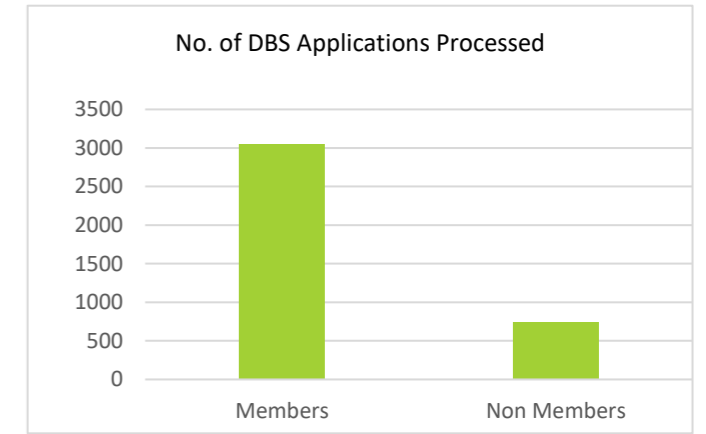
The level of DBS checks processed by our administration team remains high and with our launch into Cheshire, DBS was one of the top services to be promoted.

Not only does Partners in Care offer discounted rates for members, but our administration team offer hands-on support and advice at every step of the process, to ensure members remain fully informed of the status of their applications.

Here's what one of our members said:

"(Partners in Care) are a friendly and proactive team who go the extra mile to provide a great supporting service. They deal with any query or issues I have quickly and efficiently and are happy to provide additional support and guidance with anything I'm unsure of. Their prompt and reliable service helps us provide a smooth and efficient DBS checking process for our employees."

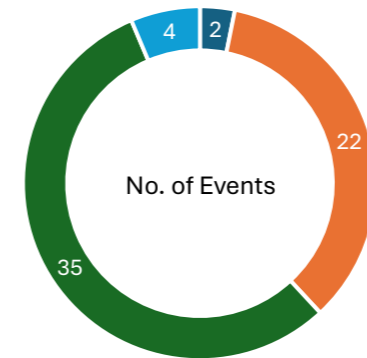
Ruth Hinds, Human Resources Administrator, Bethpage



Wide Ranging Networking Forums and Events

The popularity of Partners in Care's opportunities for networking forums and events continued to increase during 2023/24. This was in part due to our increased focus on partnership working with YourHippo and Aaron & Partners, who delivered member webinars throughout the year.

There were also a range of one-off events such as the Dementia Showcase in June 2023, Tech the Halls with Digital Transformation webinar in December 2023, the Local Authority Engagement Event on Fee Rate Uplifts for 2024/25 in January 2024 and our member Open Day at our Annscroft offices in March 2024.



■ Recruitment Events and Forums ■ Member Information Sessions
■ Subject Focussed Forums ■ Member Forums

Our longstanding forums and information session also retained their popularity with high numbers attending the following:

- Safeguarding Adults Forum
- Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) webinars
- Networking Meeting for Trainers
- Learning and Disability Forum
- Hydration Champions Forum
- Data Security Protection Toolkit (DSPT) Workshops, and
- The newly invigorated Activity Coordinator's Network.