

LANCASHIRE COUNTYWIDE RESIDENTIAL, DOMICILIARY AND NURSING CARE PROVIDER FORUM

29th April 2026 1-4pm
Microsoft Teams

Chair: Katie Barnes

**Note taker: Adam Livermore, Commissioning Support Officer, Lancashire
County Council**

Item	Notes and Actions
1) Welcome and Introductions	Katie Barnes welcomed everyone to the forum. She introduced herself and Sumaiya Sufi. Sumaiya updated that she has changed roles, and will now be a Strategic Lead for Commissioning within the Market Management team. She will still attend and support the forum. However, Jared Williamson will be taking over as the lead, and Nichola Morris will also be involved when she returns from maternity leave.
2) CQC Registration Team (Rachel Montieth)	Rachel Montieth introduced herself as a Registration Manager within CQC. She shared some areas she had received queries from providers in. Providers have queried the length of wait before interviews following registration. CQC have been running at a long backlog which has been slowly improving over the last year, and the backlog for Adult Social Care, in particular, has fallen dramatically. Inspectors are assessing manager applications dating back to the end of June 2026. Once the application is assigned to an inspector, they will be in contact straight away to schedule an appointment within two to three weeks with the manager. Homes do require a registered manager, and there have been concerns about prosecutions as a result of the delay. Rachel stated that any action CQC takes with prosecutions must be evidence-based and justifiable against taxpayer funding. As such, they will take into account when applications have been sitting in the queue and where delays sit with CQC. While it does not exclude providers from enforcement, it would take a significant case for the CQC to move forward with the prosecution when the application is pending.

	Terry from Fernhill raised that there is a delay with DBS checks. Rachel answered that CQC have made some changes, but DBS is often at the liberty of external factors. She advised providers to contact CQC with any delays so that they can give reassurance about application progress. Rachel raised that she had been informed that all the information from CQC only goes to the NI or the provider, and all notifications must go through emails or post rather than via the portal. Katie Barnes clarified that if someone is an acting manager or in post and looking after a service, they cannot get access to the portal from CQC to submit any data and are reliant on the provider submitting details on your behalf. She asked if there was any way to get more people minimum access to the portal. Rachel answered that CQC are working on a regulatory rebuild programme, and their tech department wanted to ask if providers could delegate to one other person. Katie answered that they couldn't, and the oversight disappears on the portal when they try. Rachel stated CQC are working on go-betweens. They are hoping that it will be easier to submit after the rebuild, but there are no timeframes in place. Gavin Bainbridge added that there are a lot of changes planned and a lot of flaws in IT systems, and they can escalate any issues care homes report internally at CQC. Rachel asked the forum if there had been enough space to comment and feedback on the rebuild. Katie confirmed that she had not seen the feedback form until Gavin had sent it to her. Other providers confirmed they had not been able to feedback. Rachel agreed to escalate the issue internally and take the feedback in the teams chat back to CQC. Ana from Grange Care Home raised that her care home had not been inspected fully since 2017 and requested guidance on when inspections would take place. Gavin recommended that everyone should sign up for the monthly corporate email list to receive updates on priorities. Several staff within CQC have been raising the issues with outdated ratings, and in January they began to priorities them.
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3) LCC Emergency Planning (Kevin Topping)	KT gave a presentation on JESIP awareness. It will be included with the notes. There is also online guidance for providers at www.jesip.org.uk. JESIP is about standardising the approach and language around emergencies to avoid miscommunication. The presentation details different models that are part of the framework. They have responded to 58-60 incidents so far this year, with around 110 last year. If there are any questions, please contact Kevin via kevin.topping@lancashire.gov.uk
4) Infection Prevention and Control (Tanya Shaw)	Tanya Shaw and Cathryn Philpott introduced themselves as nurses in the Infection Prevention and Control team and gave a presentation on the latest outbreak data. It will be included with the notes. There are still elevated numbers of scabies outbreaks, with 16 in Q1 when pre-covid numbers were closer to 2-3. The team have fed information from the outbreaks back to the Integrated Care Board. However, several outbreaks were diagnosed over the phone without seeing the person, and those making the diagnoses may be defaulting to scabies. They are looking at a new pathway with required face-to-face diagnosis. Katie Barnes raised that the new title for the IPC Champions sounds too clinical for care homes. Tanya suggested a poll to gather opinions. She also requested commitment from managers to having training for the champions.
5) LCC Commissioning Updates (Sumaiya Sufi and Clare Mattinson)	Sumaiya Sufi and Clare Mattinson raised that some providers are set up to reject bulk emails. Please make sure the emails for contract management (contractmgmt.care@lancashire.gov.uk) and commissioning (awpicomm@lancashire.gov.uk) are set as "safe" for your organisation, so that you can receive communications from LCC. Clare gave a presentation on the new structure within LCC Commissioning, and which areas of work come under which part of the service. It will be included with the minutes. Sumaiya updated there is an in-person event regarding the market management strategy on Thursday 23rd of June.

	Clare mentioned the Supplier Charter Event last week, which covered how LCC plan to better partner its suppliers and bring in innovation and fresh ideas. The supply charter will be included with the notes. Clare updated that LCC had just been informed of the outcome of Local Government Reorganisation (LGR). Lancashire will be moving from a two-tier authority to a four-council model and LCC will no longer exist on 1st April 2028. The four footprints will cover North, East, South, and West Lancashire. Over the next couple of years, staff at LCC will be working with providers to establish which unitary their contracts will be with and who they will be paid by, and what rates will be set and what systems will be used. However, until that point, LCC will still be supporting the people they are currently supporting. A presentation on the reorganisation which will be included with the notes. Hillary Briggs asked how social workers would be assigned following the split, and which organisation would need to pay in delayed cases, as there were already issues with CPLIs leading to delayed payments. Clare stated that she wasn't currently able to answer that as no decisions have been made. Dawn raised they had recently taken in someone on respite who then decided to stay privately and pay himself. However, they have received a spot contract from LCC, which shouldn't be needed for a private placement. Clare asked Dawn to send details of the query via email so that it could be investigated, as something may have been overlooked in the situation. Dawn also raised that there have been repeated issues trying to get payments, and once a situation is sorted then the social worker leaves the case and they have to start over. Clare responded that LCC are now trying to get all sourcing to go through the brokerage service. The new Trusted Reviewer proves should also help as it allows LCC to pay care homes for reviews and allows for better avenues of communication.
6) Chair Facilitates Discussion – Good Practice/Innovative Interventions/ Initiative/	Katie Barnes suggested that LGR should be a standing agenda item. She also suggested Trusted Reviewer as part of the standing LCC update. Dawn requested an item on Ebrokerage sending relevant packages. Sumaiya added there is ongoing work on that and Katie Worsley is

Reflections/ Learning	proactively working with providers. She asked Dawn to email her the LAS number for an inappropriate referral so she can check what categories Dawn's organisation are assigned to. Clare added that Supported Living will soon be on Ebrokerage, so nearly all sourcing will go through that pathway. Terry Magraw updated that they had been told TADs had been done over the phone on the ward, but upon attending his organisation were unable to physically get the person into a bedroom. Clare asked him to send the details across so that they can be fed back internally. Katie Barnes asked for an ebrokerage update for the next forum. Sumaiya suggested continuing with an IPC update, agreed to request an update from the NMC. Clare raised that she would try to get an operational representative from LCC. Katie Barnes requested a safeguarding representative.
7) Any other business	Gavin Bainbridge updated that Emily Miles will be the new CEO of CQC. The next forum will be in-person on the 12th of November 2026.