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# ANNUAL REPORT 2022

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Annual General Meeting on 23 March 2023 at 16:30

## Agenda

1. Approval of minutes from previous AGM
2. Retirement and appointment of Directors
3. Review of activities
4. Membership report
5. Financial report
6. AOB

## 1. MINUTES FROM PREVIOUS AGM

See separate document

## 2. RETIREMENT AND APPOINTMENT OF DIRECTORS

Certain Directors are required to retire by rotation and new appointments are to be approved at the AGM.

## 3. REVIEW OF ACTIVITIES

During **2022**, Devon Care Homes Collaborative (DCHC) has focussed its efforts on the following activities:

**Better Security and Protection Toolkit Program** – we have continued to support members across Devon, Plymouth, Torbay to access this program and become accredited. We continue to believe the program to be an important step in supporting digital transformation in our sector. Over the year we have helped improve the compliance rate for our geographical area to be one of the best in the country.

**Workforce Development Fund** – we were successful in being appointed by Skills for Care to administer the fund for Devon, Plymouth and Torbay. After a slow start it looks likely that 100% of the available funds for our area will be distributed to providers by the end of the funding year.

**Cost of Care Exercise** – we provided support to members to assist with the completion of the cost of care toolkit to facilitate the collection of data to inform Local Authorities of the sectors current costs.

**Transfers of care** – we provided evidence to the ICS of poor examples of hospital discharge, an independent investigation was conducted which confirmed that this is a major issue in the sector. The ICS has initiated a program of work called “Transfers of Care” to help learn and improve, DCHC has been instrumental in setting up this program and is working with the ICS to deliver improved outcomes.

**Communications** – we have continued to publish our monthly newsletter throughout 2022 and have supported members through the provision of our WhatsApp group.

**Registered Managers Network** – we have continued to deliver this program for Registered Managers on a bi-monthly basis during 2022.

**Stakeholder Engagement** – through forums such as PEN and Care Home Forum we have advocated on behalf of Providers with Local Authorities and the NHS.

Looking ahead to **2023** it is the intention of DCHC to focus on delivering the following projects:

**Better Security and Protection Toolkit Program** – we are looking to receive direct funding from DHSC to support this work which is likely to expand with work related to the Devon Digital Social Care Record.

**Workforce Development Fund** – building on our first year of delivering this program we aim to obtain increased funding for providers.

**Market Sustainability Plan** – following from work on the Cost of Care we will be looking to progress with linking the results of the exercise with the future looking Market Sustainability Plan.

**Transfers of care** – we plan to continue working with the ICS to deliver improved outcomes.

**Communications** – we will continue to publish our monthly newsletter and support members with our WhatsApp group.

**Registered Managers Network** – we plan to continue to deliver this program for Registered Managers.

The Devon Care Home Collaborative (DCHC) builds on the work of Devon Care Kitemark sharing ideas and information, promoting best practice, addressing issues within the sector, and providing peer to peer support raising the standards within the Devon care home sector.

#### 4. MEMBERSHIP REPORT

Fig. 1 – Breakdown of current care home membership in Devon, Plymouth and Torbay:

Key Stats				
KPI	Devon	Plymouth	Torbay	Total
Total care homes (05/01/23)	317	96	80	493
<b>Homes that DCHC represent, including homes with multiple managers and all providers' homes</b>				
Total care homes represented	220	57	47	324
Residential homes represented	173	45	41	259
Nursing homes represented	47	12	6	65
Number of beds from represented homes	5,844	1,485	1,312	8,641
Number of represented homes increase/decrease from 12/12/22	0	0	0	0
Number of beds increase/decrease from 12/12/22	0	+8	0	+8
<b>Percentage of market represented</b>	<b>69%</b>	<b>59%</b>	<b>59%</b>	<b>66%</b>

Fig. 2 – Percentage of market represented (twelve-month period):

	Devon	Plymouth	Torbay	Total
<b>January 22</b>	70%	58%	54%	65%
<b>February 22</b>	70%	58%	57%	65%
<b>March 22</b>	68%	57%	58%	64%
<b>April 22</b>	68%	57%	59%	64%
<b>May 22</b>	68%	58%	60%	65%
<b>June 22</b>	68%	58%	60%	65%
<b>July 22</b>	68%	58%	59%	65%
<b>August 22</b>	69%	58%	59%	65%
<b>September 22</b>	69%	58%	59%	65%
<b>October 22</b>	70%	58%	59%	66%
<b>November 22</b>	69%	59%	59%	66%

<b>December 22</b>	69%	59%	59%	66%
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Fig. 3 – Breakdown of REPRESENTED care homes, covering following specialisms:

<b>Specialism</b>	<b>Number</b>
Caring for adults over 65 yrs	270
Dementia	176
Physical disabilities	166
Caring for adults under 65 yrs	113
Mental health conditions	84
Sensory impairments	76
Learning disabilities	78
Treatment of disease, disorder or injury	39
Eating disorders	10
Caring for people whose rights are restricted under the Mental Health Act	6
Diagnostic and screening procedures	4
Caring for children	4

Fig. 4 – Membership breakdown by job title:

<b>Job Title</b>	<b>Number</b>
Manager (inc. Manager, Assistant Manager, Deputy Manager, Registered Manager)	326
Provider (inc. Provider, Director)	88
Other (inc. Administrator, Admiral Nurse, Business Account Manager, Business Manager, Care Business Consultant, Care Home Manager, Chef, Clinical Lead, Clinical Lead Nurse, Clinical Manager, Commercial Manager, Community Clinical Dietitian, Community Manager, Company Secretary, Compliance Manager, Contracts Officer, Educator, Finance Director, Finance Manager, General Manager, Head of Care, Home Manager, Lead Nurse, Marketing Manager, National Customer Engagement, Nurse, Operational Director, Operations Manager, Quality & Compliance Manager, Quality Assurance Manager, Recruitment & Training Officer, Regional Director, Registered Nurse, Resource Manager, Revenue Support Lead, Run Staff Nurse, Senior Administrator, Senior Commissioning Manager, Service Manager, Social Care Assessor, Social Media Manager, Solicitor, Trainee Manager, Training Manager).	57
<b>Total number of members</b>	<b>471</b> (recruited six new members since 12/12/22)

Fig. 5 – Membership breakdown by locality:

<b>Locality</b>	<b>Total Care Homes</b>	<b>Number of Homes Represented</b>	<b>Percentage of Homes Represented</b>
North	57	37	<b>65%</b>
East	147	104	<b>71%</b>
West	38	27	<b>71%</b>
South	75	53	<b>71%</b>

Plymouth	96	57	59%
Torbay	80	47	59%

## Event Attendance

Fig. 6 – Number of attendees per event:

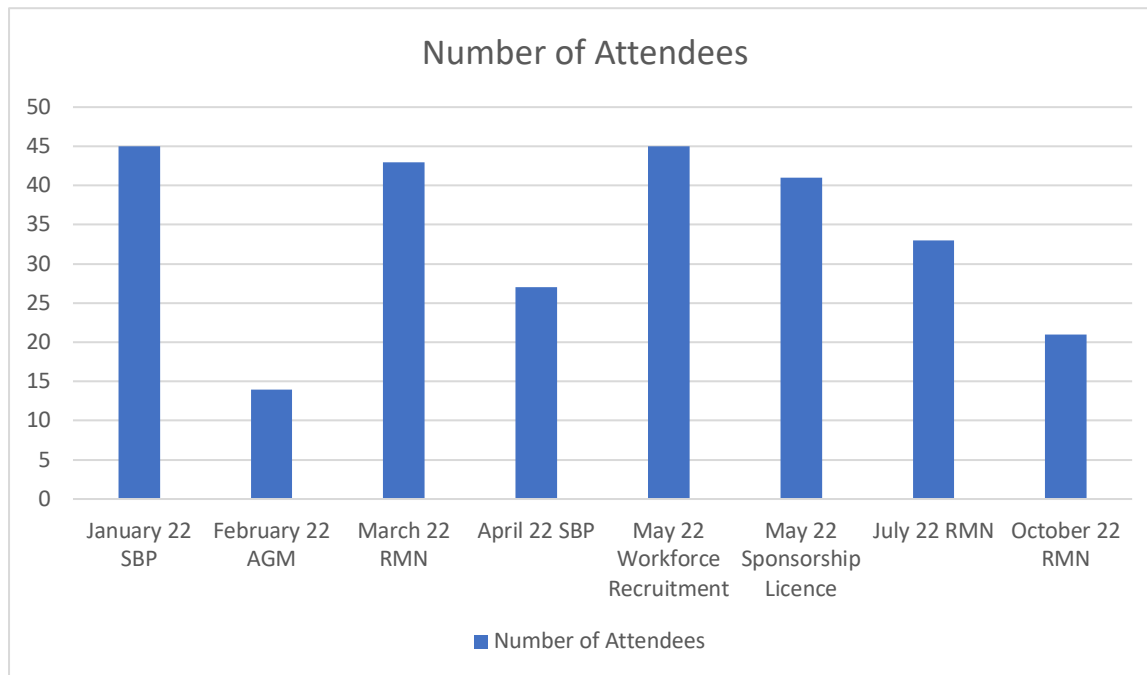


Fig.7 – Breakdown of date, event, topic and attendees of each event:

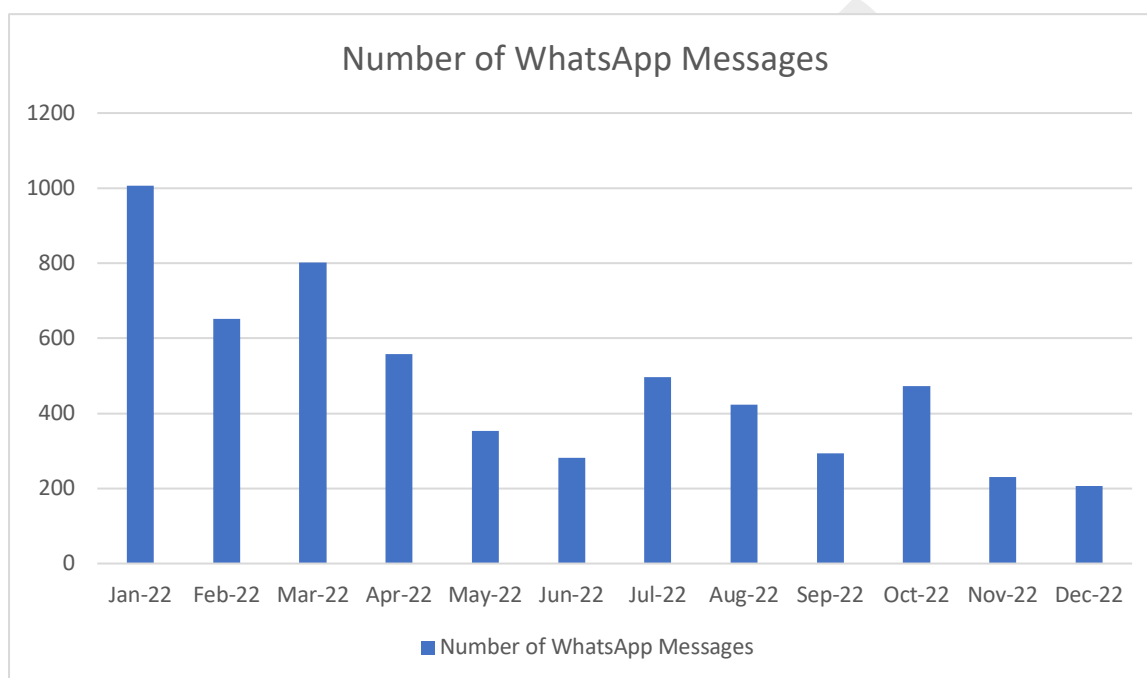
Date	Event	Topic	Attendance
19/01/22	January SBP	COVID news, changes to CCG and relationship engagement.	45
17/02/22	February AGM	DCHC finance, board elections and plan for next year.	14
16/03/22	March RMN	Smart technology, marketing for care homes, Capacity Tracker and COVID updates.	43
20/04/22	April SBP	Enhanced Health in Care Homes project, Covid updates and Capacity Tracker changes.	27
18/05/22	Workforce Recruitment	Attracting talent, filling the UK gap, applying for a licence and selecting overseas candidates.	45
20/05/22	Sponsorship Licence	Managing and maximising usage of a licence and filling different job roles.	41
06/07/22	July RMN	Outbreaks, guidance, provider concerns, healthy ageing, sustainability and WDF.	33

12/10/22	October RMN	Trainee Nurse Associate roles, online pharmaceutical service (Remedi Solutions) & learning and development update.	21
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## WhatsApp Overview

There are **231** participants as of 5<sup>th</sup> January 2023.

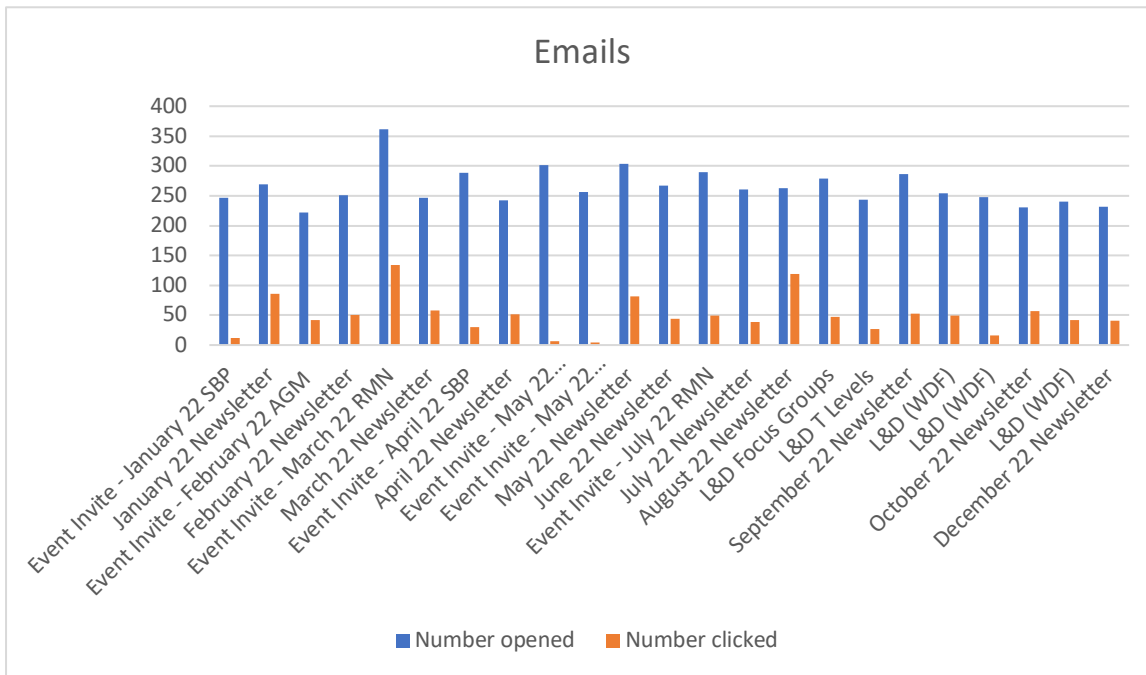
Fig. 8 – Number of individual WhatsApp messages per month:



## Emails

There are **698** contactable subscribers on the DCHC mailing list as of 5<sup>th</sup> January 2023.

Fig. 9 – Number of email opens and clicks per email sent since January 2022:



## Website Usage

Fig. 10 – User numbers and engagement (December 2022):

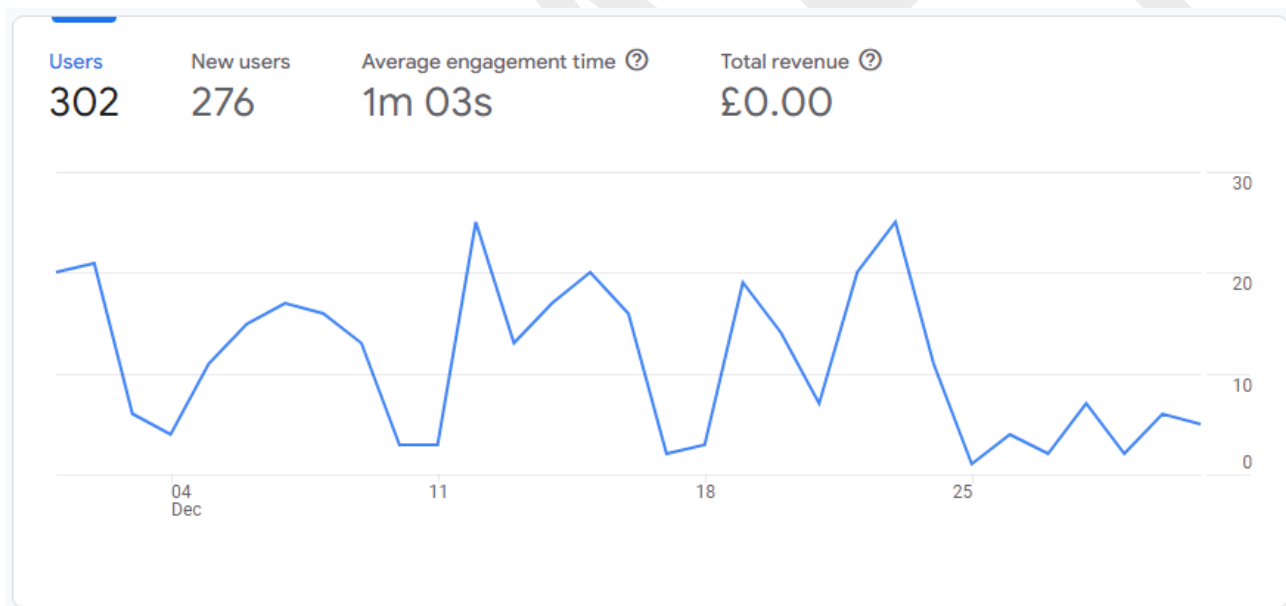


Fig. 11 – Engagement - Top ten web pages visited in December 2022:

	Page title and screen class ▾ +	↓ Views	Users	Views per user	Average engagement time
		937 100% of total	302 100% of total	3.10 Avg 0%	1m 03s Avg 0%
1	Devon Care Homes Collaborative - Home	244	140	1.74	0m 25s
2	Devon Care Homes Collaborative - Walk-In Vaccination Clinic Notices	94	16	5.88	0m 39s
3	Devon Care Homes Collaborative - (copy) WhatsApp Resources	54	10	5.40	0m 26s
4	Devon Care Homes Collaborative - Member public profile	54	3	18.00	3m 55s
5	Devon Care Homes Collaborative - Meet the Team	53	43	1.23	1m 01s
6	Devon Care Homes Collaborative - Contact Us	38	23	1.65	0m 34s
7	Devon Care Homes Collaborative - Who's who	33	30	1.10	0m 37s
8	Devon Care Homes Collaborative - Authorization required	28	12	2.33	0m 21s
9	Devon Care Homes Collaborative - Care Home Directory	28	11	2.55	1m 23s
10	Devon Care Homes Collaborative - Our Purpose	20	13	1.54	0m 33s

## 5. FINANCIAL REPORT

During the year DCHC made a small surplus which is planned to be re-invested this year. A summary of the unaudited financial information is attached separately.