**Appendix E**

**Working in partnership Agreement**

**Home Care Providers in Somerset**

The Working in Partnership Agreement will form part of the new Care and Support at Home contracts from April 2024.

**What is the purpose of the Working Together Agreement?**

This Agreement sets out the key principles through which providers of care and support at home services will work in collaboration to achieve better outcomes for Somerset’s communities. It is expected that providers will commit to working to the key principles and ensure attendance at regular Provider Forums within the specified Zones. This will include active attendance at meetings and the sharing of knowledge and best practice with regard to achieving the best outcomes for the people that they support.

**What are the key outcomes?**

* Have a shared vision of ensuring good quality care and support at home for Somerset’s communities.
* Shared knowledge and understanding of health and social care options within a community.
* Improved outcomes for communities through offering a range of care and support solutions that maximise independence.
* Influence and input into the shared vision and strategic direction of health and social care services in Somerset.

**What is Somerset Council’s role and commitment to this Agreement?**

* Facilitate and coordinate the Provider Forums.
* Provide consistent attendance from the Commissioning Team.
* Prepare a standard Agenda and send out in advance of meetings.
* Book venues.
* Capture key feedback and actions.
* Enable influence of Adult Social Care Strategy.

**Provider Forums**

It is expected that Providers will commit to attending Provider Forums within the Zone(s) that they are contracted to deliver in. This will include:

* Attending quarterly meetings which can be a mixture of face to face and online.
* Recognising that Forums are a “safe space” to share ideas, knowledge, and, views.
* Actively participating at meetings in terms of sharing knowledge and best practice regarding improved outcomes for communities.
* Working in a preventative way to enable people to remain at home for longer with the right care and support.
* Developing a shared understanding of what community options there are in each area.

**The key principles for this Agreement**

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| **Working in collaboration** |
| A commitment to being open and transparent with communications and decision making. Welcoming other provider organisations to meetings to improve knowledge and understanding of local resources and services. This will include but not limited to:   * Community and voluntary sector organisations * Family Carer representation * Micro-providers |

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| **Avoiding duplication** |
| A commitment to sharing of knowledge and best practice regarding improved outcomes for people. This could include, but will not be limited to:   * Case studies * Knowledge of local groups * Knowledge of resources |

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| **Sharing** |
| A commitment to capturing information on trends and themes that will help to work towards a shared understanding of the needs of a local community. This could include but not limited to:   * Local demand * Local needs * Gaps in services |

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| **Promoting access** |
| Commitment to providing information to people about wider service options to promote independence and remain at home. This will include but will not be limited to:   * Voluntary sector resources within the community * Other health and social care resources within the community * Knowledge of local support groups and community groups |

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| **Ensuring quality** |
| Commitment to working together to drive a quality home care offer for people that includes a range of services within a local community. This could include sharing information about satisfaction with other local services in the community. |

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| **Promoting participation** |
| Commitment to working together to reduce barriers for Somerset’s communities to contribute towards service development and improvements in a local area. Sharing feedback from users of the service to ensure continuous improvement of the home care offer in Somerset. |

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| **Behaviour** |
| A commitment to actively listen and engage with all members of the Forum and respect each other’s views. |

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| **Transparency** |
| A commitment to work together openly, be accountable and contribute to discussions. To ensure that there is consistency with representation at meetings where possible. |

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| **Confidentiality** |
| A commitment to maintaining confidentiality within the Forums. To not to share information and data outside of the Forums unless otherwise agreed. |

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| **Conflict resolution** |
| A commitment to work towards resolving conflict.  Where this is not possible, the conflict can be escalated to Somerset Councils commissioner for home care to mediate and support with finding a resolution. |

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