

## Annex C - Virgin Care Workshops

### Blue group

- Introductions
- Questions from morning presentation
- Virgin can provide big 'Learning Events' e.g. appraisal workshop  
or  
1-1 support as required e.g. critical friend for bid writing

? What kind of groups can access this support?

- A. All VCFSE
- A. Free at the point of delivery

- Only commissioning is available (not grants) e.g. to commission a Home Sitting Service
- Karen Lavery employed to work with VCFSE

? Issue of small local organisations competing with large national organisations?

- A. National organisations (big players) need to communicate with small local organisations in order to win tenders

? How do Virgin Care decide who to work with and commission?

- A. Dependent upon demand
- A. Offer is only for mentorship/support

- Virgin Care in West Lancs. to develop infrastructure of the sector 'commercial le-up' e.g. impact and evidence based bid writing

- Birchwood – GSK Kings Award Fund Winner
  - link in with communications lead at Virgin Care
- Scaling up of local ideas to be used across the health economy
- Interest assessed regarding delivery of training around
  - Health & Safety
  - Safeguarding
  - GDPR

There was very little interest in Virgin delivering any of these

? When will information be available regarding 2 business proposals?

- A. Virgin Care will get back to the sector

### Contact Details

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## **Red group**

### **What does collaboration look like?**

Worker from Brook had worked well with them in Teeside.

Dee M stressed the importance of speedy communication as VCFS are pressed for finances. It is important to be acknowledged.

Preston Care and Repair = minor adaptations service. There is a waiting list from LCC holding them up. PC and Repair can do assessments to help. Virgin said 'conversation to be had'.

Karen, Peer Support – hard to access district nursing. Had meeting with Linda Riley. Really vulnerable people struggling. (they use direct payments) Virgin Care offered to pick up cases individually. There have been phone line problems.

Jackie – Power of Music. Explained her service. Virgin didn't know about them but were keen.

Virgin outlined what they can help with organisationally, e.g. bid-writing. They explained PQQ. Offered to help and be critical friend.

Paula Gamester – Social Innovators, school for Social Entrepreneurs. Virgin C links would be really good when the ten 'students' graduate.

Karen from Virgin C introduced herself.

Dee – has done work connecting people around loneliness. Don't invent what is already out there.

Debbie VC asked if HR help is needed, around recruitment, retention, difficult conversations.

Asked for a show of hands – 5 or 6 responded. Offer of help with commercial bid writing – 10 said yes.

## Yellow group

Questions: how can we help? Any clarifications?

- Greenhill: have had older people in distress since introduction of Single Point of Access (SPA) phone line. Virgin Care: there had been a transition phase that affected coverage of the line.
- General consensus that it would be helpful for Virgin Care to publicise its range of services in West Lancs, and to get out to places across the borough to let people know what it offers.
- Link to community centres to offer clinics? (West Lancs Peer Support). Virgin Care: accommodation is a premium and so this could be a welcome way forward.
- Have Virgin Care meet Job Centre Plus work coaches to help them understand what is available.
- There is a need for people to understand what DWP does to help people towards work (clear link between work and health).
- Promote dementia cafes (Alzheimer's Society).

Virgin can offer commercial (bid writing) or management (HR) training. Preferences?

- Liberty Centre: would suggest a mix
- West Lancs Peer Support: make procurement easier
- Greenhill Community Centre: difficulty of long-term sustainability: as volunteers move on, need to be able to pay someone to enable continuity into the future.

Outline of role of worker to bridge gap between Virgin Care and VCF&SE sector (business cases - Karen Lathebury). For any further comments or questions:

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